

| PERFORMANCE INDICATORS TO BE INCLUDED IN THE 2004/05 BVPP LISTED BY COMMUNITY STRATEGY THEME  |   |                |                               |   |  |  |  |   |   |  |   |   |  |   |  |
|---|---|----------------|-------------------------------|---|--|--|--|---|---|--|---|---|--|---|--|
| PI Reference and Description<br>(B=base number and C = confidence interval for citizen/customer satisfaction surveys)   | 2003/04 Actual<br>(unless stated)<br>(* Indicates changed value from that reported in 2004/05 BVPP) | 2004/05 Target | 2004/05 Actual                | Is 04/05 actual<br>Smaller,<br>Same or<br>Bigger than<br>03/04 actual | Taking into<br>account whether<br>smaller or<br>bigger is best<br>has performance<br>improved since<br>03-04 | Performance<br>Trend 2003/04 to<br>2004/05<br>(↑ Better, ↓<br>Worse, --- No<br>change) | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET taking<br>into account<br>what is best<br>SMALLER or<br>BIGGER | Variance<br>2003/04 to<br>2004/05<br>Actuals (+/-<br>10%<br>coloured) | Variance<br>2004/05<br>Target to<br>2004/05<br>Actual (+/-<br>10%<br>coloured) | Which<br>quartile is<br>best : Top<br>or Bottom | Variance<br>04/05 actual<br>to target<br>Calculation to<br>take into<br>cosideration<br>which is best<br>"Bigger" or<br>"Smaller" | Variance<br>03/04 actual<br>to 04/05<br>actual<br>Calculation to<br>take into<br>cosideration<br>which is best<br>"Bigger" or<br>"Smaller" | Checker to<br>which<br>Symbol to<br>use (Local<br>Indicators<br>ONLY - 10%<br>variance) | 2004/05<br>P+ target achieved<br>status (↑ means<br>>above target<br>tolerance, ●<br>means within<br>target tolerance, ↓<br>means > below<br>target tolerance) |
| <b>IMPROVING THE LOCAL ECONOMY</b>  |   |                |                               |   |  |  |  |   |   |  |   |   |  |   |  |
| DE4 Number of people using Information Darlington tourist information service.  | 181,294   | 155,809        | 182,909                       | Bigger  | ↑  | ↑  | Bigger   | ↑   | 0.89%   | 17.39%   | Bigger  | 17.39%  | 0.89%  | ↑   | ↑  |
| DE11a Number of jobs created through Council-funded assistance to companies.  | 307   | 250            | 260                           | Smaller   | ↓  | ↓  | Bigger   | ↑   | -15.31%   | 4.00%  | Bigger  | 4.00%   | -15.31%  | ●   | ●  |
| DE11b Number of jobs created through Council-funded assistance to the cost per job created  | £343.10   | £350.00        | £445.00                       | Bigger  | ↓  | ↓  | Bigger   | ↓   | 29.70%  | 27.14%   | Smaller   | -27.14%   | -29.70%  | ◆   | ◆  |
| DE13 Darlington's share of the external funding awarded to Tees Valley Boroughs.  | 21%   | 15%            | 15.77%                        | Smaller   | ↓  | ↓  | Bigger   | ↑   | -24.90%   | 5.13%  | Bigger  | 5.13%   | -24.90%  | ●   | ●  |
| DE14 Percentage of the population who think that the Council is very or fairly successful at improving the local economy.   | 57.2%   | 55%            | 56.10%                        | Smaller   | ↓  | ---  | Bigger   | ↑   | -1.92%  | 2.00%  | Bigger  | 2.00%   | -1.92%   | ●   | ●  |
| 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.                              | 4.00%   | 3.8%           | 4.4%                          | Bigger  | ↓  | ↓  | Bigger   | ↓   | 9.00%   | 14.74%   | Smaller   | -14.74%   | -9.00%   | ◆   | ◆  |
| DE23 Percentage of planned capital spend achieved.  | New   | New            | New                           |   |  | New  |  |   |   |  | Bigger  |   |  |   | New  |
| DE65 Unemployment: the gap in percentage points between the unemployment rates for Darlington and for Great Britain.  | New   | New            | New                           |   |  | New  |  |   |   |  | Smaller   |   |  |   | New  |
| <b>PROMOTING INCLUSIVE COMMUNITIES</b>  |   |                |                               |   |  |  |  |   |   |  |   |   |  |   |  |
| BV2a The level (if any) of the Equality Standard for Local Government to which the authority conforms.  | Level 2   | Level 2        | Level 2                       | Same  | →  | ---  | Same   | →   | 0.00%   | 0.00%  | Bigger  |   |  |   | ●  |
| BV2b The duty to promote race equality.   | 52.6%   | 60%            | 57.9%                         | Bigger  | ↑  | ↑  | Smaller  | ↓   | 10.08%  | -3.50%   | Bigger  | -3.50%  | 10.08%   |   | ●  |
| BV63 Energy Efficiency - the average SAP rating of local authority owned dwellings.   | 68  | 69             | 69                            | Bigger  | ↑  | ↑  | Same   | →   | 1.47%   | 0.00%  | Bigger  | 0.00%   | 1.47%  |   | ●  |
| BV74a Satisfaction of tenants of council housing with the overall service provided by their landlord.   | 84% [B=706, C=2.7]  | 85%            | 84% [B=706, C=2.7] (2003/04)  |   |  | ---  |  |   |   |  | Bigger  |   |  |   | ●  |
| BV74b Satisfaction of black and minority ethnic tenants with the overall service provided by their landlord.  | 100% [B=5, C=48.99]   | 80%            | 100% [B=5, C=48.99] (2003/04) |   |  | ↑  |  |   |   |  | Bigger  |   |  |   | ↑  |
| BV74c Satisfaction of non-black and minority ethnic tenants with the overall service provided by their landlord.  | 84% [B=694, C=2.74]   | 85%            | 84% [B=694, C=2.74] (2003/04) |   |  | ---  |  |   |   |  | Bigger  |   |  |   | ●  |
| 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. | 67% [B=595, C=3.78]   | 60%            | 67% [B=595, C=3.78] (2003/04) |   |  | ↑  |  |   |   |  | Bigger  |   |  |   | ●  |
| BV75b Black and minority ethnic tenants   | 100% [B=4, C=48.99]   | 60%            | 100% [B=4, C=48.99] (2003/04) |   |  | New  |  |   |   |  | Bigger  |   |  |   | ↑  |
| BV75c Non-black and minority ethnic tenants.  | 67% [B=585, C=3.82]   | 60%            | 67% [B=585, C=3.82] (2003/04) |   |  | New  |  |   |   |  | Bigger  |   |  |   | ●  |
| BV76a Housing Benefit Security - The number of claimants visited, per 1,000 caseload.   | 286   | 320            | 285                           | Smaller   | ↓  | ↓  | Smaller  | ↓   | -0.35%  | -10.94%  | Bigger  | -10.94%   | -0.35%   |   | ◆  |
| BV76b Housing Benefit Security - The number of fraud investigators employed, per 1,000 caseload.  | 0.2   | 0.2            | 0.2                           | Same  | →  | ---  | Same   | →   | 0.00%   | 0.00%  | Bigger  | 0.00%   | 0.00%  |   | ●  |
| BV76c Housing Benefit Security - The number of fraud investigations, per 1,000 caseload.  | 72  | 80             | 31                            | Smaller   | ↓  | ↓  | Smaller  | ↓   | -56.94%   | -61.25%  | Bigger  | -61.25%   | -56.94%  |   | ◆  |

| All English LAs comparison 2003/04<br>(unless stated) |                |                |                |                |                |                |                 |                                   |                |                   |                    |   |   |  |
|---|----------------|----------------|----------------|----------------|----------------|----------------|-----------------|-----------------------------------|----------------|-------------------|--------------------|---|---|--|
| Target Form Rec'd Checked KP                          | 2005/06 Target | 2006/07 Target | 2007/08 Target | 2008/09 Target | 2009/10 Target | Median         | Bottom Quartile | Average / % 'Yes' for certain PIs | Top Quartile   | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ (2003/04 base) (2003/04 base) WQ = Worst Quartile (25%), BQ = Best Quartile (25%) | Accountable Officer (Accounting contact officer) |
|   | 180,000        | 182,000        | 184,000        | 186,000        | 188,000        | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Glenis Dodds                                     |
|   | 250            | 250            | 250            | 250            | 250            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Gwenda Lyn Jones                                 |
|   | £450           | £450           | £450           | £450           | £450           | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Gwenda Lyn Jones                                 |
|   | 15%            | 15%            | 15%            | 15%            | 15%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Richard Horniman                                 |
|   | 57.5%          | 60.0%          | 62.5%          | 65.0%          | 65.0%          | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Richard Alty                                     |
|   | 4.2%           | 4.00%          | 3.80%          | 3.7%           | 3.7%           | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Richard Alty                                     |
|   | 95.0%          | 95.00%         | 95.00%         | 95.0%          | 95.0%          | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Dennis Watson                                    |
|   | 0.6%           | 0.60%          | 0.60%          | 0.6%           | 0.6%           | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Gwenda Lyn Jones                                 |
|   | Level 3        | Level 4        | Level 4        | Level 5        | Level 6        | Not applicable | Not applicable  | Not applicable                    | Not applicable | Not applicable    | Not applicable     | Not applicable                                    | Not applicable  | David Plews                                      |
|   | 70%            | 80%            | 90%            | 100%           | 100%           | 47%            | 33%             | 47%                               | 63%            | Upper             | Best               | Upper   | ■ ■ ■ ■   | David Plews                                      |
|   | 70             | 71             | 72             | 73             | 74             | 61             | 57              | 60                                | 65             | Best              | Worst              | Best  | ■ ■ ■ ■   | Stephen Edmonds                                  |
|   | 87%            | 90%            | 90%            | 90%            | 90%            | 78.00%         | 73.00%          | 76.79%                            | 83.00%         |                   |                    |   | ■ ■ ■ ■ (2003/04)   | Sharon Brown                                     |
|   | 80%            | 80%            | 80%            | 80%            | 80%            | 70.00%         | 60.25%          | 71.11%                            | 80.00%         |                   |                    |   | ■ ■ ■ ■ (2003/04)   | Sharon Brown                                     |
|   | 85%            | 85%            | 85%            | 90%            | 85%            | 78.00%         | 73.75%          | 77.20%                            | 84.00%         |                   |                    |   | ■ ■ ■ ■ (2003/04)   | Sharon Brown                                     |
|   | 68.5%          | 70%            | 70%            | 70%            | 75%            | 64.00%         | 59.00%          | 63.19%                            | 69.00%         |                   |                    |   | ■ ■ ■ ■ (2003/04)   | Sharon Brown                                     |
|   | 68.5%          | 70%            | 70%            | 70%            | 75%            | 59.00%         | 50.00%          | 62.25%                            | 73.00%         |                   |                    |   | ■ ■ ■ ■ (2003/04)   | Sharon Brown                                     |
|   | 68.5%          | 70%            | 70%            | 70%            | 75%            | 64.00%         | 58.50%          | 63.67%                            | 69.50%         |                   |                    |   | ■ ■ ■ ■ (2003/04)   | Sharon Brown                                     |
|   | 310            | 320            | 330            | 340            | 350            | 201.00         | 67.53           | 210.18                            | 310.45         | Upper             | Best               | Upper   | ■ ■ ■ ■   | Anthony Sandys                                   |
|   | 0.25           | 0.3            | 0.35           | 0.4            | 0.45           | 0.31           | 0.23            | 0.35                              | 0.44           | Worst             | Best               | Worst   | ■ ■ ■ ■   | Anthony Sandys                                   |
|   | 45             | 47             | 49             | 51             | 53             | 37.26          | 25.14           | 43.58                             | 52.61          | Lower             | Best               | Lower   | ■ ■ ■ ■   | Anthony Sandys                                   |

| PI Reference and Description<br>(B=base number and C =<br>confidence interval for<br>citizen/customer satisfaction<br>surveys)  | 2003/04 Actual<br>(unless stated)<br>(* Indicates<br>changed value<br>from that<br>reported in<br>2004/05 BVPP) | 2004/05 Target         | 2004/05 Actual         | Is 04/05<br>actual<br>Smaller,<br>Same or<br>Bigger than<br>03/04 actual | Taking into<br>account whether<br>smaller or<br>bigger is best<br>has performance<br>improved since<br>03-04 | Performance<br>Trend 2003/04 to<br>2004/05<br>(↑ Better, ↓<br>Worse, --- No<br>change) | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET taking<br>into account<br>what is best<br>SMALLER or<br>BIGGER | Variance<br>2003/04 to<br>2004/05<br>Actuals (+/-<br>10%<br>coloured) | Variance<br>2004/05<br>Target to<br>2004/05<br>Actual (+/-<br>10%<br>coloured) | Which<br>quartile is<br>best : Top<br>or Bottom | Variance<br>04/05 actual<br>to target<br>Calculation to<br>take into<br>cosideration<br>which is best<br>"Bigger" or<br>"Smaller" | Variance<br>03/04 actual<br>to 04/05<br>actual<br>Calculation to<br>take into<br>cosideration<br>which is best<br>"Bigger" or<br>"Smaller" | Checker to<br>which<br>Symbol to<br>use (Local<br>Indicators<br>ONLY - 10%<br>variance) | 2004/05<br>P+ target achieved<br>status (↑ means<br>>above target<br>tolerance, ●<br>means within<br>target tolerance, ♦<br>means > below<br>target tolerance) |
|---|---|------------------------|------------------------|--|--|--|--|---|---|--|---|---|--|---|--|
| BV76d Housing Benefit Security -<br>The number of prosecutions and<br>sanctions_per 1,000 caseload.   | 0.91  | 0.7                    | 1.90                   | Bigger   | ↑  | ↑  | Bigger   | ↑   | 108.79%   | 171.43%  | Bigger  | 171.43%   | 108.79%  |   | ↑  |
| BV78a Speed of processing -<br>Average time for processing new<br>claims in days.   | 35  | 31                     | 35                     | Same   | →  | ---  | Bigger   | ↓   | 0.00%   | 12.90%   | Smaller   | -12.90%   | 0.00%  |   | ♦  |
| BV78b Speed of processing -<br>Average time for processing<br>notifications of change of<br>circumstances in days.  | 8   | 7                      | 9                      | Bigger   | ↓  | ↓  | Bigger   | ↓   | 12.50%  | 28.57%   | Smaller   | -28.57%   | -12.50%  |   | ♦  |
| BV78c Speed of processing -<br>Percentage of renewal claims<br>processed on time.   | 71%   | Deleted                | Deleted                |  |  | Deleted  |  |   |   |  | Bigger  |   |  |   | Deleted  |
| BV79a The percentage of cases<br>within a random sample for which<br>the Authority's calculation of<br>Housing and Council Tax Benefit<br>is found to be correct.   | 97%   | 98.5%                  | 99.20%                 | Bigger   | ↑  | ↑  | Bigger   | ↑   | 2.27%   | 0.71%  | Bigger  | 0.71%   | 2.27%  |   | ●  |
| BV79b Accuracy of processing -<br>Percentage of recoverable<br>overpayments (excluding Council<br>Tax Benefit) that were recovered<br>in the year.  | 38.52%  | 65%                    | 48.13%                 | Bigger   | ↑  | ↑  | Smaller  | ↓   | 24.95%  | -25.95%  | Bigger  | -25.95%   | 24.95%   |   | ♦  |
| BV79b(i) Percentage of Housing<br>Benefit overpayments recovered<br>during the period being reported<br>on as a percentage of HB<br>deemed recoverable<br>overpayments during that period.  | Amended   | Amended                | Amended                |  |  | Amended  |  |   |   |  |   |   |  |   | Amended  |
| BV79b(ii) HB overpayments<br>recovered during the period as a<br>percentage of the total amount of<br>HB overpayment debt<br>outstanding at the start of the<br>period plus amount of HB<br>overpayments identified during<br>the period.     | Amended   | Amended                | Amended                |  |  | Amended  |  |   |   |  |   |   |  |   | Amended  |
| BV79b(iii) HB overpayments<br>written off during the period as a<br>percentage of the total amount of<br>HB overpayment debt<br>outstanding at the start of the<br>period, plus amount of HB<br>overpayments identified during<br>the period. | Amended   | Amended                | Amended                |  |  | Amended  |  |   |   |  |   |   |  |   | Amended  |
| BV80a Contact and access<br>facilities at the benefit office - All.   | 82% [B=653,<br>C=2.35]  | Target not<br>required | Not to be<br>collected |  |  | Not to be<br>collected   |  |   |   |  | Bigger  |   |  |   | Not to be collected  |
| BV80b Service in benefit office -<br>All.   | 76% [B=547,<br>C=2.98]  | Target not<br>required | Not to be<br>collected |  |  | Not to be<br>collected   |  |   |   |  | Bigger  |   |  |   | Not to be collected  |
| BV80c Telephone service - All.  | 63% [B=275,<br>C=5.31]  | Target not<br>required | Not to be<br>collected |  |  | Not to be<br>collected   |  |   |   |  | Bigger  |   |  |   | Not to be collected  |
| BV80d Staff in benefit office - All.  | 83% [668, C=2.25]   | Target not<br>required | Not to be<br>collected |  |  | Not to be<br>collected   |  |   |   |  | Bigger  |   |  |   | Not to be collected  |
| BV80e Clarity etc. of forms and<br>leaflets - All.  | 68% [B=672,<br>C=2.98]  | Target not<br>required | Not to be<br>collected |  |  | Not to be<br>collected   |  |   |   |  | Bigger  |   |  |   | Not to be collected  |
| BV80f Time taken for a decision -<br>All.   | 72% [675, C=2.65]   | Target not<br>required | Not to be<br>collected |  |  | Not to be<br>collected   |  |   |   |  | Bigger  |   |  |   | Not to be collected  |
| BV80g Overall satisfaction - All  | 81% [B=675,<br>C=2.34]  | Target not<br>required | Not to be<br>collected |  |  | Not to be<br>collected   |  |   |   |  | Bigger  |   |  |   | Not to be collected  |
| BV156 The percentage of<br>authority buildings open to the<br>public in which all public areas<br>are suitable for and accessible to<br>disabled people.  | 49%   | 85%                    | 74.51%                 | Bigger   | ↑  | ↑  | Smaller  | ↓   | 52.06%  | -12.34%  | Bigger  | -12.34%   | 52.06%   |   | ♦  |
| BV157 The number of types of<br>interactions that are enabled for<br>electronic delivery as a<br>percentage of the types of<br>interactions that are legally<br>permissible for electronic<br>delivery.                                       | 92%   | 100%                   | 100%                   | Bigger   | ↑  | ↑  | Same   | →   | 8.70%   | 0.00%  | Bigger  | 0.00%   | 8.70%  |   | ●  |

| Target Form Rec'd Checked KP | 2005/06 Target      | 2006/07 Target | 2007/08 Target      | 2008/09 Target      | 2009/10 Target | Median  | Bottom Quartile | Average / % 'Yes' for certain PIs | Top Quartile | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ (2003/04 base) WQ = Worst Quartile (25%), BQ = Best Quartile (25%) | Accountable Officer (Accounting contact officer) |
|------------------------------|---------------------|----------------|---------------------|---------------------|----------------|---------|-----------------|-----------------------------------|--------------|-------------------|--------------------|---|--|--|
|                              | 2.5                 | 3              | 3.5                 | 4                   | 4.5            | 2.85    | 1.5             | 3.81                              | 4.84         | Lower             | Best               | Lower   | ■ ■ ■ ■  | Anthony Sandys                                   |
|                              | 26                  | 26             | 26                  | 26                  | 26             | 39.8    | 50              | 43.5                              | 32           | Best              | Upper              | Upper   | ■ ■ ■ ■  | Anthony Sandys                                   |
|                              | 5                   | 5              | 5                   | 5                   | 5              | 10.7    | 15.3            | 12.9                              | 7.7          | Best              | Upper              | Upper   | ■ ■ ■ ■  | Anthony Sandys                                   |
|                              | Deleted             | Deleted        | Deleted             | Deleted             | Deleted        | 68.70%  | 55.33%          | 66.83%                            | 80.15%       |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Anthony Sandys                                   |
|                              | 99.5%               | 99.5%          | 99.5%               | 99.5%               | 99.5%          | 97.80%  | 96.40%          | 96.92%                            | 98.80%       | Best              | Worst              | Best  | ■ ■ ■ ■  | Anthony Sandys                                   |
|                              | Amended             | Amended        | Amended             | Amended             | Amended        | 46.30%  | 38.13%          | 47.74%                            | 55.10%       | Upper             | Best               | Upper   | ■ ■ ■ ■  | Anthony Sandys                                   |
|                              | 70%                 | 75%            | 80%                 | 85%                 | 90%            | Amended | Amended         | Amended                           | Amended      |                   |                    |   | Amended  | Anthony Sandys                                   |
|                              | 55%                 | 57%            | 59%                 | 61%                 | 63%            | Amended | Amended         | Amended                           | Amended      |                   |                    |   | Amended  | Anthony Sandys                                   |
|                              | 10%                 | 9%             | 8%                  | 7%                  | 6%             | Amended | Amended         | Amended                           | Amended      |                   |                    |   | Amended  | Anthony Sandys                                   |
|                              | Target not required | 87%            | Target not required | Target not required | 87%            | 79.00%  | 73.00%          | 77.45%                            | 83.00%       |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Anthony Sandys                                   |
|                              | Target not required | 89%            | Target not required | Target not required | 89%            | 80.00%  | 74.00%          | 78.61%                            | 85.00%       |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Anthony Sandys                                   |
|                              | Target not required | 82%            | Target not required | Target not required | 82%            | 70.50%  | 60.00%          | 67.79%                            | 77.00%       |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Anthony Sandys                                   |
|                              | Target not required | 89%            | Target not required | Target not required | 89%            | 82.00%  | 77.00%          | 80.41%                            | 85.00%       |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Anthony Sandys                                   |
|                              | Target not required | 68%            | Target not required | Target not required | 68%            | 63.00%  | 60.00%          | 63.14%                            | 67.00%       |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Anthony Sandys                                   |
|                              | Target not required | 78%            | Target not required | Target not required | 78%            | 71.00%  | 64.00%          | 69.44%                            | 76.00%       |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Anthony Sandys                                   |
|                              | Target not required | 63%            | Target not required | Target not required | 63%            | 79.00%  | 74.00%          | 77.65%                            | 83.00%       |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Anthony Sandys                                   |
|                              | 91%                 | 96%            | 100%                | 100%                | 100%           | 43%     | 21.01%          | 44%                               | 64.83%       | Best              | Worst              | Best  | ■ ■ ■ ■  | Guy Metcalfe                                     |
|                              | 100%                | 100%           | 100%                | 100%                | 100%           | 65%     | 52.30%          | 63.62%                            | 74%          | Best              | Worst              | Best  | ■ ■ ■ ■  | Ken Walker                                       |

| PI Reference and Description<br>(B=base number and C = confidence interval for citizen/customer satisfaction surveys)  | 2003/04 Actual<br>(unless stated)<br>(* Indicates changed value from that reported in 2004/05 BVPP) | 2004/05 Target     | 2004/05 Actual     | Is 04/05 actual Smaller, Same or Bigger than 03/04 actual | Taking into account whether smaller or bigger is best has performance improved since 03-04 | Performance Trend 2003/04 to 2004/05<br>(↑ Better, ↓ Worse, --- No change) | Is 04/05 ACTUAL better than 04/05 TARGET | Is 04/05 ACTUAL better than 04/05 TARGET taking into account what is best SMALLER or BIGGER | Variance 2003/04 to 2004/05 Actuals (+/- 10% coloured) | Variance 2004/05 Target to 2004/05 Actual (+/- 10% coloured) | Which quartile is best : Top or Bottom | Variance 04/05 actual to target Calculation to take into consideration which is best "Bigger" or "Smaller" | Variance 03/04 actual to 04/05 actual Calculation to take into consideration which is best "Bigger" or "Smaller" | Checker to which Symbol to use (Local Indicators ONLY - 10% variance) | 2004/05 P+ target achieved status (↑ means >above target, ● tolerance, means within target tolerance, ♦ means > below target tolerance) |
|--|---|--------------------|--------------------|---|--|--|--|---|--|--|--|--|--|---|---|
| BV164 Does the authority follow the CRE's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in the Code of Practice for Social Landlords: Tackling Racial Harassment? | Yes   | Yes                | Yes                | Same  | →  | ---  | Same                                     | →   |  |  |  |  |  |   | ●   |
| BV165 The percentage of pedestrian crossings with facilities for disabled people.  | 97%   | 97%                | 97.80%             | Bigger  | ↑  | ---  | Bigger                                   | ↑   | 0.82%  | 0.82%  | Bigger                                 | 0.82%  | 0.82%  |   | ●   |
| BV174 The number of racial incidents recorded by the authority per 100,000 population.   | 74.60   | 85                 | 90.6               | Bigger  | ↓  | ↓  | Bigger                                   | ↓   | 21.45%   | 6.59%  | Smaller                                | -6.59%   | -21.45%  |   | ●   |
| BV175 The percentage of racial incidents that resulted in further action.  | 100%  | 100%               | 100%               | Same  | →  | ---  | Same                                     | →   | 0.00%  | 0.00%  | Bigger                                 | 0.00%  | 0.00%  |   | ●   |
| 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      | 69.1%   | 98%                | 97.1%              | Bigger  | ↑  | ↑  | Smaller                                  | ↓   | 40.52%   | -0.92%   | Bigger                                 | -0.92%   | 40.52%   |   | ●   |
| 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   | 1                  | 1                  | Smaller   | ↑  | ↑  | Same                                     | →   | -50.00%  | 0.00%  | Smaller                                | 0.00%  | 50.00%   |   | ●   |
| 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                  | Same  | →  | ---  | Same                                     | →   | 0.00%  | 0.00%  | Smaller                                | 0.00%  | 0.00%  |   | ●   |
| BV184a The proportion of LA homes which were non-decent at the start of the year.  | 5.8%  | 3%                 | 2.51%              | Smaller   | ↑  | ↑  | Smaller                                  | ↑   | -57.02%  | -16.33%  | Smaller                                | 16.33%   | 57.02%   |   | ↑   |
| BV184b The percentage change in proportion of non-decent LA homes during the year.   | 33.04%  | 16.25%             | 77.67%             | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 135.08%  | 377.97%  | Bigger                                 | 377.97%  | 135.08%  |   | ↑   |
| BV211a Proportion planned repairs and maintenance expenditure on HRA dwellings compared to the responsive maintenance expenditure on HRA dwellings   | New   | New                | New                |   |  | New  |  |   |  |  | Bigger                                 |  |  |   | New   |
| BV211b Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings  | New   | New                | New                |   |  | New  |  |   |  |  | Smaller                                |  |  |   | New   |
| BV212 NEW 05/06(Ex CS8 and Ex BV68) Average relet times for local authority dwellings let in the financial year (days).  | 23  | 26                 | 23                 | Same  | →  | ---  | Smaller                                  | ↑   | 0.00%  | -11.54%  | Smaller                                | 11.54%   | 0.00%  |   | New   |
| BV213 Number of households who considered themselves homeless and for whom housing advice casework resolved their situation  | New   | New                | New                |   |  | New  |  |   |  |  | Bigger                                 |  |  |   | New   |
| BV214 Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same authority within the last 2 years  | New   | New                | New                |   |  | New  |  |   |  |  | Smaller                                |  |  |   | New   |
| BV226a Total amount spent by the the authority on Advice and Guidance services provided by external organisations  | Amended from BV177  | Amended from BV177 | Amended from BV177 |   |  | Amended from BV177   |  |   |  |  | Smaller                                |  |  |   | Amended from BV177  |
| BV226b Percentage of monies spent on advice and guidance services provision given to organisations holding the CLS Quality Mark at 'General Help' level and above  | Amended from BV177  | Amended from BV177 | Amended from BV177 |   |  | Amended from BV177   |  |   |  |  | Bigger                                 |  |  |   | Amended from BV177  |

| Target Form Rec'd Checked KP | 2005/06 Target   | 2006/07 Target   | 2007/08 Target   | 2008/09 Target   | 2009/10 Target   | Median             | Bottom Quartile    | Average / % 'Yes' for certain PIs | Top Quartile       | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ (2003/04 base) (2003/04 base) WQ = Worst Quartile (25%), BQ = Best Quartile (25%) | Accountable Officer (Accounting contact officer) |
|------------------------------|------------------|------------------|------------------|------------------|------------------|--------------------|--------------------|-----------------------------------|--------------------|-------------------|--------------------|---|---|--|
|                              | Yes              | Yes              | Yes              | Yes              | Yes              | Not applicable     | Not applicable     | 62%                               | Not applicable     |                   |                    |   | Not applicable  | Chris Burke                                      |
|                              | 68.7%            | 76.0%            | 83.6%            | 91.0%            | 98.5%            | 90.10%             | 75.30%             | 82.40%                            | 98.00%             | Upper             | Best               | Upper   | ■ ■ ■ ■ ■   | Mike Baxter                                      |
|                              | 115              | 135              | 135              | 125              | 125              | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable  | David Plews                                      |
|                              | 100%             | 100%             | 100%             | 100%             | 100%             | 100.00%            | 57.14%             | 75.40%                            | 100.00%            | Best              | Best               | Best  | ■ ■ ■ ■ ■   | David Plews                                      |
|                              | Amended to BV226 | Amended to BV226 | Amended to BV226 | Amended to BV226 | Amended to BV226 | 65.00%             | 18.80%             | 56.40%                            | 96.90%             | Best              | Worst              | Best  | ■ ■ ■ ■ ■   | Sharon Brown                                     |
|                              | 1                | 1                | 1                | < 1              | < 1              | 5                  | 9.11               | 6.81                              | 1.21               | Worst             | Best               | Best  | ■ ■ ■ ■ ■   | Chris Burke                                      |
|                              | 0                | 0                | 0                | 0                | 0                | 9                  | 21.29              | 14.96                             | 0                  | Best              | Best               | Best  | ■ ■ ■ ■ ■   | Chris Burke                                      |
|                              | 1.93% of 5,690   | 0%               | 0%               | 0%               | 0%               | 36%                | 53%                | 37%                               | 21%                | Worst             | Best               | Best  | ■ ■ ■ ■ ■   | Stephen Edmonds                                  |
|                              | -100.00%         | 0.00%            | 0%               | 0%               | 0%               | 13.00%             | 3.50%              | 8.60%                             | 23.80%             | Best              | Worst              | Best  | ■ ■ ■ ■ ■   | Stephen Edmonds                                  |
|                              |                  |                  |                  |                  |                  | New                | New                | New                               | New                |                   |                    |   | New   | Malcolm Harding                                  |
|                              |                  |                  |                  |                  |                  | New                | New                | New                               | New                |                   |                    |   | New   | Malcolm Harding                                  |
|                              | 24               | 24               | 23               | 23               | 22               |                    |                    | 44 (2001/02)                      | 29 (2001/02)       |                   |                    |   | ■ ■ ■ ■ ■ (2001/02)   | Hazel Neasham                                    |
|                              | 1.09             | 1.20             | 1.30             | 1.41             | 1.52             | New                | New                | New                               | New                |                   |                    |   | New   | Chris Burke                                      |
|                              | 1%               | 1%               | 1%               | 1%               | 1%               | New                | New                | New                               | New                |                   |                    |   | New   | Chris Burke                                      |
|                              | £337,000         | Not set          | Not set          | Not set          | Not set          | Amended from BV177 | Amended from BV177 | Amended from BV177                | Amended from BV177 |                   |                    |   | Amended from BV177  | Elaine Lowcock                                   |
|                              | 75.00%           | 80.00%           | Not set          | Not set          | Not set          | Amended from BV177 | Amended from BV177 | Amended from BV177                | Amended from BV177 |                   |                    |   | Amended from BV177  | Elaine Lowcock                                   |

| PI Reference and Description<br>(B=base number and C = confidence interval for citizen/customer satisfaction surveys)  | 2003/04 Actual (unless stated) (* Indicates changed value from that reported in 2004/05 BVPP) | 2004/05 Target     | 2004/05 Actual     | Is 04/05 actual Smaller, Same or Bigger than 03/04 actual | Taking into account whether smaller or bigger is best has performance improved since 03-04 | Performance Trend 2003/04 to 2004/05<br>(↑ Better, ↓ Worse, --- No change) | Is 04/05 ACTUAL better than 04/05 TARGET | Is 04/05 ACTUAL better than 04/05 TARGET taking into account what is best SMALLER or BIGGER | Variance 2003/04 to 2004/05 Actuals (+/- 10% coloured) | Variance 2004/05 Target to 2004/05 Actual (+/- 10% coloured) | Which quartile is best : Top or Bottom | Variance 04/05 actual to target Calculation to take into consideration which is best "Bigger" or "Smaller" | Variance 03/04 actual to 04/05 actual Calculation to take into consideration which is best "Bigger" or "Smaller" | Checker to which Symbol to use (Local Indicators ONLY - 10% variance) | 2004/05 P+ target achieved status (🟢 means >above target tolerance, 🟡 means within target tolerance, 🟠 means > below target tolerance) |
|--|---|--------------------|--------------------|---|--|--|--|---|--|--|--|--|--|---|--|
| BV226c Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public. | Amended from BV177  | Amended from BV177 | Amended from BV177 |   |  | Amended from BV177   |  |   |  |  | Bigger                                 |  |  |   | Amended from BV177   |
| CR5 (Ex BV6) Percentage turnout for Local Elections.   | 51.5%   | Not applicable     | Not applicable     |   |  | Not applicable   |  |   |  |  | Bigger                                 |  |  |   | Not applicable   |
| CS10 (Ex BV72) Percentage of urgent repairs completed within Government time limits.   | 94.4%   | 96%                | 95.5%              | Bigger  | ↑  | ↑  | Smaller                                  | ↓   | 1.17%  | -0.52%   | Bigger                                 | -0.52%   | 1.17%  | ●   | ●  |
| CS11 (Ex BV73) Average time taken to complete non-urgent responsive repairs (days).  | 7   | 8                  | 5.5                | Smaller   | ↑  | ↑  | Smaller                                  | ↑   | -21.43%  | -31.25%  | Smaller                                | 31.25%   | 21.43%   | 👉   | 👉  |
| CS15 Percentage reduction of rent arrears for each Neighbourhood Office.   | -3.97%  | -5%                | -4.87%             | Smaller   | ↑  | ↑  | Smaller                                  | ↑   | 22.67%   | -2.60%   | Smaller                                | 2.60%  | -22.67%  | ●   | ♦  |
| CS16 Percentage of all introductory tenants visited within 3 months.   | 100%  | 100%               | 100%               | Same  | →  | ---  | Same                                     | →   | 0.00%  | 0.00%  | Bigger                                 | 0.00%  | 0.00%  | ●   | ●  |
| 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.                    | £60.01  | £60.92             | £59.77             | Smaller   | ↑  | ↑  | Smaller                                  | ↑   | -0.40%   | -1.89%   | Smaller                                | 1.89%  | 0.40%  | ●   | ●  |
| CS28 Number of local compacts.   | 4   | 7                  | 0                  | Smaller   | ↓  | ↓  | Smaller                                  | ↓   | -100.00%   | -100.00%   | Bigger                                 | -100.00%   | -100.00%   | ♦   | ♦  |
| CS29 Number of local community partnerships.   | 9   | 11                 | 11                 | Bigger  | ↑  | ↑  | Same                                     | →   | 22.22%   | 0.00%  | Bigger                                 | 0.00%  | 22.22%   | ●   | ●  |
| CS30 Number of individuals involved in the local community partnerships.   | 127   | 117                | 130                | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 2.36%  | 11.11%   | Bigger                                 | 11.11%   | 2.36%  | 👉   | 👉  |
| CS31 Number of Community Legal Service (CLS) accredited advice providers.  | 3   | 6                  | 8                  | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 166.67%  | 33.33%   | Bigger                                 | 33.33%   | 166.67%  | 👉   | 👉  |
| CS40 Get external funding into priority wards  | New   | £193,164           | £325,414           |   |  | New  | Bigger                                   | ↑   |  | 68.47%   | Bigger                                 | 68.47%   |  | 👉   | 👉  |
| CS42 Implement NRS action plan   | New   | Yes                | Yes                | Bigger  | ↑  | New  | Same                                     | →   |  | 0.00%  | Bigger                                 | 0.00%  |  | ●   | ●  |
| CS42a Develop Action Plans.  | Amended from CS42   | Amended from CS42  | Amended from CS42  |   |  | Amended from CS42  |  |   |  |  |  |  |  |   | Amended from CS42  |
| CS44 Develop codes of practice in Community Partnerships   | New   | Yes                | Partly             |   |  | New  | Smaller                                  | ↓   |  | 50.00%   | Bigger                                 | 50.00%   |  | 👉   | ♦  |
| CS51 Deliver learning opportunities  | New   | 20                 | 47                 |   |  | New  | Bigger                                   | ↑   |  | 135.00%  | Bigger                                 | 135.00%  |  | 👉   | 👉  |
| CS52 Deliver Community Partnerships Local Action Plans   | New   | 11                 | 9                  |   |  | New  | Smaller                                  | ↓   |  | -18.18%  | Bigger                                 | -18.18%  |  | ♦   | ♦  |
| CS55a Increase Benefit take-up.  | New   | £50,000            | £51,022            |   |  | New  | Bigger                                   | ↑   |  | 2.04%  | Bigger                                 | 2.04%  |  | ●   | ●  |
| CS55b Increase welfare benefit take up.  | New   | New                | New                |   |  | New  |  |   |  |  | Bigger                                 |  |  |   | New  |
| CS56 Consult Landlords on HB/CTB Services (per year)   | New   | 2                  | 1                  |   |  | New  | Smaller                                  | ↓   |  | -50.00%  | Bigger                                 | -50.00%  |  | ♦   | ♦  |
| CS57 Consult stakeholders on HB/CTB Services (per year)  | New   | 2                  | 1                  |   |  | New  | Smaller                                  | ↓   |  | -50.00%  | Bigger                                 | -50.00%  |  | ♦   | ♦  |
| CS61 Raise awareness of CLS  | New   | 55%                | 45.9%              |   |  | New  | Smaller                                  | ↓   |  | -16.55%  | Bigger                                 | -16.55%  |  | ♦   | ♦  |
| CS119 Percentage of benefit cases decided within 14 days of receiving all information.   | New   | New                | New                |   |  | New  |  |   |  |  | Bigger                                 |  |  |   | New  |
| CS127 Provide floating support for people with drug and alcohol problems.  | New   | New                | New                |   |  | New  |  |   |  |  | Bigger                                 |  |  |   | New  |
| CS162a Percentage of people clear about aims of Community Partnership.   | New   | New                | New                |   |  | New  |  |   |  |  | Bigger                                 |  |  |   | New  |
| CS162b Percentage of people who agree that Community Partnerships address local issues.  | New   | New                | New                |   |  | New  |  |   |  |  | Bigger                                 |  |  |   | New  |
| CS162c Percentage of people who feel they can influence Community Partnership decisions.   | New   | New                | New                |   |  | New  |  |   |  |  | Bigger                                 |  |  |   | New  |
| DE53a Number of jobless people supported into employment in target wards.  | New   | New                | New                |   |  | New  |  |   |  |  | Bigger                                 |  |  |   | New  |
| SS12 (PAF D35) Long term stability for children looked after.  | 41.0%   | 40%                | 45.5%              | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 10.98%   | 13.75%   | Bigger                                 | 13.75%   | 10.98%   | 👉   | 👉  |

| Target Form Rec'd Checked KP | 2005/06 Target | 2006/07 Target                   | 2007/08 Target | 2008/09 Target | 2009/10 Target | Median             | Bottom Quartile    | Average / % 'Yes' for certain PIs | Top Quartile       | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ (2003/04 base) WQ = Worst Quartile (25%), BQ = Best Quartile (25%) | Accountable Officer (Accounting contact officer) |
|------------------------------|----------------|----------------------------------|----------------|----------------|----------------|--------------------|--------------------|-----------------------------------|--------------------|-------------------|--------------------|---|--|--|
|                              | £1,100,000     | £1,200,000                       | Not set        | Not set        | Not set        | Amended from BV177 | Amended from BV177 | Amended from BV177                | Amended from BV177 |                   |                    |   | Amended from BV177   | Elaine Lowcock                                   |
|                              | Not applicable | 45% postal or 30% if traditional | Not applicable | Not applicable | Not applicable |                    |                    | 38% (2001/02)                     | 39% (2001/02)      |                   |                    |   | ■ ■ ■ ■ (2001/02)  | Linda Todd                                       |
|                              | 96%            | 96%                              | 96%            | 96%            | 96%            |                    |                    | 91% (2001/02)                     | 96% (2001/02)      |                   |                    |   | ■ ■ ■ ■ (2001/02)  | Malcolm Harding                                  |
|                              | 9              | 9                                | 9              | 9              | 9              |                    |                    | 21 (2001/02)                      | 13 (2001/02)       |                   |                    |   | ■ ■ ■ ■ (2001/02)  | Malcolm Harding                                  |
|                              | 3%             | 3%                               | 3%             | 3%             | 3%             |                    |                    | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Hazel Neasham                                    |
|                              | 100%           | 100%                             | 100%           | 100%           | 100%           |                    |                    | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Hazel Neasham                                    |
|                              | £61.28         | £64.23                           | £66.47         | £68.59         | £69.80         |                    |                    | £65.52 (2001/02)                  | £50.51 (2001/02)   |                   |                    |   | ■ ■ ■ ■ (2001/02)  | Anthony Sandys                                   |
|                              | Deleted        | Deleted                          | Deleted        | Deleted        | Deleted        | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Sharon Brown                                     |
|                              | Deleted        | Deleted                          | Deleted        | Deleted        | Deleted        | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Sharon Brown                                     |
|                              | 70             | 70                               | 70             | 70             | 70             | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Sharon Brown                                     |
|                              | 7              | 7                                | 7              | 7              | 7              | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Sharon Brown                                     |
|                              | £220,000       | Not set                          | Not set        | Not set        | Not set        | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Shan Warren                                      |
|                              | Amended        | Amended                          | Amended        |                |                | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Sharon Brown                                     |
|                              | 11             | Not set                          | Not set        |                |                |                    |                    | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Sharon Brown                                     |
|                              | Deleted        | Deleted                          | Deleted        | Deleted        | Deleted        | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Sharon Brown                                     |
|                              | Deleted        | Deleted                          | Deleted        | Deleted        | Deleted        | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Shan Warren                                      |
|                              | Deleted        | Deleted                          | Deleted        | Deleted        | Deleted        | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Shan Warren                                      |
|                              | £60,000        | £70,000                          | £80,000        | £90,000        | Not set        | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Anthony Sandys                                   |
|                              | £100,000       | Not set                          | Not set        | Not set        | Not set        |                    |                    | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Sharon Brown                                     |
|                              | Deleted        | Deleted                          | Deleted        | Deleted        | Deleted        | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Anthony Sandys                                   |
|                              | Deleted        | Deleted                          | Deleted        | Deleted        | Deleted        | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Anthony Sandys                                   |
|                              | 55%            | Not set                          | Not set        | Not set        | Not set        | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Elaine Lowcock                                   |
|                              | 90%            | Not set                          | Not set        | Not set        | Not set        | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Anthony Sandys                                   |
|                              | 10             | Not set                          | Not set        | Not set        | Not set        | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Anthony Sandys                                   |
|                              | 95%            | Not set                          | Not set        | Not set        | Not set        | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Shan Warren                                      |
|                              | 90%            | Not set                          | Not set        | Not set        | Not set        | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Shan Warren                                      |
|                              | 80%            | Not set                          | Not set        | Not set        | Not set        | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Shan Warren                                      |
|                              | 105            | Not set                          | Not set        | Not set        | Not set        | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Suzanne Clark                                    |
|                              | 50%            | 50%                              | 50%            | 55%            | 55%            | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Alison Walton                                    |



| PI Reference and Description<br>(B=base number and C = confidence interval for citizen/customer satisfaction surveys)   | 2003/04 Actual (unless stated) (* Indicates changed value from that reported in 2004/05 BVPP) | 2004/05 Target | 2004/05 Actual | Is 04/05 actual Smaller, Same or Bigger than 03/04 actual | Taking into account whether smaller or bigger is best has performance improved since 03-04 | Performance Trend 2003/04 to 2004/05<br>(↑ Better, ↓ Worse, --- No change) | Is 04/05 ACTUAL better than 04/05 TARGET | Is 04/05 ACTUAL better than 04/05 TARGET taking into account what is best SMALLER or BIGGER | Variance 2003/04 to 2004/05 Actuals (+/- 10% coloured) | Variance 2004/05 Target to 2004/05 Actual (+/- 10% coloured) | Which quartile is best : Top or Bottom | Variance 04/05 actual to target Calculation to take into consideration which is best "Bigger" or "Smaller" | Variance 03/04 actual to 04/05 actual Calculation to take into consideration which is best "Bigger" or "Smaller" | Checker to which Symbol to use (Local Indicators ONLY - 10% variance) | 2004/05 P+ target achieved status (↑ means >above target, ● means within target tolerance, ♦ means > below target tolerance) |
|---|---|----------------|----------------|---|--|--|--|---|--|--|--|--|--|---|--|
| <b>RAISING EDUCATIONAL ACHIEVEMENT</b>  |   |                |                |   |  |  |  |   |  |  |  |  |  |   |  |
| BV33 Youth Service expenditure per head in Youth Service age range.   | £66.30  | £70.43         | £61.23         | Smaller   | ↓  | ↓  | Smaller                                  | ↓   | -7.65%   | -13.06%  | Bigger                                 | -13.06%  | -7.65%   |   | ♦  |
| BV34a Percentage of primary schools with 25%+ (and at least 30) of their places unfilled.   | 17.6%   | 8.8%           | 0.0%           | Smaller   | ↑  | ↑  | Smaller                                  | ↑   | -100.00%   | -100.00%   | Smaller                                | 100.00%  | 100.00%  |   | ↑  |
| BV34b Percentage of secondary schools with 25%+ (and at least 30) of their places unfilled.   | 0%  | 0%             | 0%             | Same  | →  | ---  | Same                                     | →   | 0.00%  | 0.00%  | Smaller                                | 0.00%  | 0.00%  |   | ●  |
| BV38 Percentage of pupils pupils in local authority schools achieving 5 or more A*-C grade GCSEs.   | 50.8%   | 55%            | 48.8%          | Smaller   | ↓  | ↓  | Smaller                                  | ↓   | -3.94%   | -11.27%  | Bigger                                 | -11.27%  | -3.94%   |   | ♦  |
| 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.                                  | 87.8%   | 91%            | 87.4%          | Smaller   | ↓  | ↓  | Smaller                                  | ↓   | -0.46%   | -3.96%   | Bigger                                 | -3.96%   | -0.46%   |   | ●  |
| BV40 Percentage of pupils in schools maintained by the authority achieving Level 4 or above in Key Stage 2 Mathematics.   | 73.4%   | 82%            | 74.8%          | Bigger  | ↑  | ↑  | Smaller                                  | ↓   | 1.91%  | -8.78%   | Bigger                                 | -8.78%   | 1.91%  |   | ♦  |
| BV41 Percentage of pupils in schools maintained by the authority achieving Level 4 or above in Key Stage 2 English.   | 74.0%   | 81%            | 78.2%          | Bigger  | ↑  | ↑  | Smaller                                  | ↓   | 5.68%  | -3.46%   | Bigger                                 | -3.46%   | 5.68%  |   | ●  |
| BV43a Percentage of statements prepared within 18 weeks (excluding those involving other agencies).   | 100%  | 100%           | 100%           | Same  | →  | ---  | Same                                     | →   | 0.00%  | 0.00%  | Bigger                                 | 0.00%  | 0.00%  |   | ●  |
| BV43b Percentage of statements prepared within 18 weeks involving other agencies.   | 98.7%   | 96.00%         | 89.4%          | Smaller   | ↓  | ↓  | Smaller                                  | ↓   | -9.42%   | -6.88%   | Bigger                                 | -6.88%   | -9.42%   |   | ♦  |
| BV44 Number of pupils permanently excluded in maintained schools per 1,000.   | 0.55  | 0.93           | 1.53           | Bigger  | ↓  | ↓  | Bigger                                   | ↓   | 178.18%  | 64.52%   | Smaller                                | -64.52%  | -178.18%   |   | ♦  |
| BV45 Percentage of half days missed due to all absence in secondary schools maintained by the authority.  | 9.2%  | 7.40%          | 9.2%           | Same  | →  | ---  | Bigger                                   | ↓   | 0.00%  | 24.32%   | Smaller                                | -24.32%  | 0.00%  |   | ♦  |
| BV46 Percentage of half days missed due to all absence in primary schools maintained by the authority.  | 6.4%  | 5.00%          | 6.1%           | Smaller   | ↑  | ↑  | Bigger                                   | ↓   | -4.69%   | 22.00%   | Smaller                                | -22.00%  | 4.69%  |   | ♦  |
| BV48 Percentage of schools maintained by the Authority subject to special measures.   | 2%  | 0%             | 0%             | Smaller   | ↑  | ↑  | Same                                     | →   | -100.00%   | 0.00%  | Smaller                                | 0.00%  | 100.00%  |   | ●  |
| 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. | 46.70%  | 45%            | 71.40%         | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 52.89%   | 58.67%   | Bigger                                 | 58.67%   | 52.89%   |   | ↑  |
| BV159a Percentage of permanently excluded pupils attending 5 hours or less per week alternative tuition.  | 5.7%  | 0%             | 0%             | Smaller   | ↑  | ↑  | Same                                     | →   | -100.00%   | 0.00%  | Smaller                                | 0.00%  | 100.00%  |   | ●  |
| BV159b Percentage of permanently excluded pupils attending 6 to 12 hours per week alternative tuition.  | 5.7%  | 0%             | 7.1%           | Bigger  | ↓  | ↓  | Bigger                                   | ↓   | 24.56%   | 100.00%  | Smaller                                | -100.00%   | -24.56%  |   | ♦  |
| BV159c Percentage of permanently excluded pupils attending 13 to 19 hours per week alternative tuition.   | 5.7%  | 0%             | 3.6%           | Smaller   | ↑  | ↑  | Bigger                                   | ↓   | -36.84%  | 100.00%  | Smaller                                | -100.00%   | 36.84%   |   | ♦  |
| BV159d Percentage of permanently excluded pupils attending 20 hours or more per week alternative tuition.   | 82.9%   | 100%           | 89.3%          | Bigger  | ↑  | ↑  | Smaller                                  | ↓   | 7.72%  | -10.70%  | Bigger                                 | -10.70%  | 7.72%  |   | ♦  |
| BV159 Percentage of permanently excluded pupils attending 21 hours or more per week alternative tuition.  | Amended   | Amended        | Amended        |   |  | Amended  |  |   |  |  | Bigger                                 |  |  |   | Amended  |
| BV161 Employment, education and training for care leavers.  | 53.6%   | 50%            | 72.9%          | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 36.01%   | 45.80%   | Bigger                                 | 45.80%   | 36.01%   |   | ↑  |

| Target Form Rec'd Checked KP | 2005/06 Target   | 2006/07 Target   | 2007/08 Target   | 2008/09 Target   | 2009/10 Target   | Median         | Bottom Quartile | Average / % 'Yes' for certain PIs | Top Quartile   | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ (2003/04 base) WQ = Worst Quartile (25%), BQ = Best Quartile (25%) | Accountable Officer (Accounting contact officer) |
|------------------------------|------------------|------------------|------------------|------------------|------------------|----------------|-----------------|-----------------------------------|----------------|-------------------|--------------------|---|--|--|
|                              | Amended to BV221 | Amended to BV221 | Amended to BV221 | Amended to BV221 | Amended to BV221 | £79.74         | £64.89          | £64.89                            | £99.71         | Worst             | Best               | Worst   | ■ ■ ■ ■  | Sue Davidson/ (Heather McQuade)                  |
|                              | Deleted          | Deleted          | Deleted          | Deleted          | Deleted          | 12.12%         | 16.90%          | 12.90%                            | 8%             | Worst             | Best               | Best  | ■ ■ ■ ■  | Kevin Duffy                                      |
|                              | Deleted          | Deleted          | Deleted          | Deleted          | Deleted          | 6.00%          | 10.80%          | 7.11%                             | 0.00%          | Best              | Best               | Best  | ■ ■ ■ ■  | Kevin Duffy                                      |
|                              | 57%              | 58%              | 59%              | 60%              | 65%              | 50.70%         | 44.50%          | 49.90%                            | 55.00%         | Lower             | Best               | Lower   | ■ ■ ■ ■  | David Walker                                     |
|                              | 93%              | 94%              | 95%              | 96%              | 97%              | 88.30%         | 85.50%          | 87.50%                            | 90.10%         | Lower             | Best               | Lower   | ■ ■ ■ ■  | David Walker                                     |
|                              | 84%              | 84%              | 87%              | 88%              | 89%              | 72.20%         | 69.10%          | 72.10%                            | 75.00%         | Upper             | Best               | Upper   | ■ ■ ■ ■  | David Walker                                     |
|                              | 82%              | 85%              | 85%              | 86%              | 87%              | 75.30%         | 71.60%          | 74.70%                            | 77.60%         | Best              | Worst              | Best  | ■ ■ ■ ■  | David Walker                                     |
|                              | 100%             | 100%             | 100%             | 100%             | 100%             | 95.10%         | 87.50%          | 89.30%                            | 100.00%        | Best              | Best               | Best  | ■ ■ ■ ■  | Joy Bradford                                     |
|                              | 96.00%           | 96.00%           | 96.00%           | 96.00%           | 96.00%           | 72.80%         | 54.40%          | 68.20%                            | 83.90%         | Best              | Worst              | Best  | ■ ■ ■ ■  | Joy Bradford                                     |
|                              | Deleted          | Deleted          | Deleted          | Deleted          | Deleted          | 1.21           | 1.53            | 1.21                              | 0.84           | Best              | Lower              | Lower   | ■ ■ ■ ■  | Gill Walker                                      |
|                              | 5.70%            | 5.70%            | 5.70%            | 5.70%            | 5.70%            | 8.21%          | 8.90%           | 8.37%                             | 7.70%          | Best              | Worst              | Worst   | ■ ■ ■ ■  | Gill Walker                                      |
|                              | 3.90%            | 3.90%            | 3.90%            | 3.90%            | 3.90%            | 5.90%          | 6.40%           | 5.87%                             | 5.40%          | Best              | Lower              | Lower   | ■ ■ ■ ■  | Gill Walker                                      |
|                              | Deleted          | Deleted          | Deleted          | Deleted          | Deleted          | 1.15%          | 2.04%           | 1.38%                             | 0.00%          | Best              | Best               | Best  | ■ ■ ■ ■  | David Walker                                     |
|                              | 45%              | 48%              | 50%              | 50%              | 55%              | 50.00%         | 40.00%          | 48.00%                            | 57.00%         | Best              | Worst              | Best  | ■ ■ ■ ■  | Alison Walton                                    |
|                              | Deleted          | Deleted          | Deleted          | Deleted          | Deleted          | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Gill Walker                                      |
|                              | Deleted          | Deleted          | Deleted          | Deleted          | Deleted          | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Gill Walker                                      |
|                              | Deleted          | Deleted          | Deleted          | Deleted          | Deleted          | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Gill Walker                                      |
|                              | Amended          | Amended          | Amended          | Amended          | Amended          | 70.59%         | 50.50%          | 68.63%                            | 93.20%         |                   |                    |   | ■ ■ ■ ■  | Gill Walker                                      |
|                              | 85%              | 85%              | 85%              | 85%              | 85%              | Amended        | Amended         | Amended                           | Amended        |                   |                    |   | Amended  | Gill Walker                                      |
|                              | 60%              | 60%              | 60%              | 60%              | 65%              | 57.14%         | 50.00%          | 56.83%                            | 65.90%         | Best              | Worst              | Best  | ■ ■ ■ ■  | Alison Walton                                    |

| PI Reference and Description<br>(B=base number and C = confidence interval for citizen/customer satisfaction surveys)  | 2003/04 Actual<br>(unless stated)<br>(* Indicates changed value from that reported in 2004/05 BVPP) | 2004/05 Target     | 2004/05 Actual     | Is 04/05 actual Smaller, Same or Bigger than 03/04 actual | Taking into account whether smaller or bigger is best has performance improved since 03-04 | Performance Trend 2003/04 to 2004/05<br>(↑ Better, ↓ Worse, --- No change) | Is 04/05 ACTUAL better than 04/05 TARGET | Is 04/05 ACTUAL better than 04/05 TARGET taking into account what is best SMALLER or BIGGER | Variance 2003/04 to 2004/05 Actuals (+/- 10% coloured) | Variance 2004/05 Target to 2004/05 Actual (+/- 10% coloured) | Which quartile is best : Top or Bottom | Variance 04/05 actual to target Calculation to take into consideration which is best "Bigger" or "Smaller" | Variance 03/04 actual to 04/05 actual Calculation to take into consideration which is best "Bigger" or "Smaller" | Checker to which Symbol to use (Local Indicators ONLY - 10% variance) | 2004/05 P+ target achieved status (🟢 means >above target tolerance, 🟡 means within target tolerance, 🟠 means > below target tolerance) |
|--|---|--------------------|--------------------|---|--|--|--|---|--|--|--|--|--|---|--|
| BV181 Percentage of 14 year-old pupils in schools maintained by the LEA achieving Level 5 or above in Key Stage 3 test in:-  |   |                    |                    |   |  |  |  |   |  |  |  |  |  |   |  |
| BV181a English   | 68.0%   | 77%                | 71%                | Bigger  | ↑  | ↑  | Smaller                                  | ↓   | 4.26%  | -7.92%   | Bigger                                 | -7.92%   | 4.26%  |   | 🟠  |
| BV181b Maths   | 72.3%   | 80%                | 72.9%              | Bigger  | ↑  | ↑  | Smaller                                  | ↓   | 0.83%  | -8.88%   | Bigger                                 | -8.88%   | 0.83%  |   | 🟠  |
| BV181c Science   | 65.7%   | 73%                | 65.6%              | Smaller   | ↓  | ↓  | Smaller                                  | ↓   | -0.15%   | -10.14%  | Bigger                                 | -10.14%  | -0.15%   |   | 🟠  |
| BV181d ICT Assessment  | 65.90%  | 82%                | 63.3%              | Smaller   | ↓  | ↓  | Smaller                                  | ↓   | -3.95%   | -22.80%  | Bigger                                 | -22.80%  | -3.95%   |   | 🟠  |
| 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 qualification    | 4.4   | 4                  | 4.9                | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 11.36%   | 22.50%   | Bigger                                 | 22.50%   | 11.36%   |   | 🟢  |
| BV192b Quality of teaching for early years and childcare services - Average number of settings per teacher   | 9.3   | 10                 | 8.3                | Smaller   | ↓  | ↓  | Smaller                                  | ↓   | -10.75%  | -17.00%  | Bigger                                 | -17.00%  | -10.75%  |   | 🟠  |
| BV193a Schools Budget as a percentage of the Schools Funding Assessment  | 102.10%   | 100%               | 100.0%             | Smaller   | ↓  | ↓  | Same                                     | →   | -2.06%   | 0.00%  | Bigger                                 | 0.00%  | -2.06%   |   | 🟡  |
| BV193b Increase in Schools Budget on the previous year as a percentage of the increase in the Schools Funding Assessment on the previous year  | 116.00%   | 100%               | 100%               | Smaller   | ↓  | ↓  | Same                                     | →   | -13.79%  | 0.00%  | Bigger                                 | 0.00%  | -13.79%  |   | 🟡  |
| BV194a The percentage of pupils achieving Level 5 or above in Key Stage 2 English  | 25%   | 31%                | 26.6%              | Bigger  | ↑  | ↑  | Smaller                                  | ↓   | 6.40%  | -14.19%  | Bigger                                 | -14.19%  | 6.40%  |   | 🟠  |
| BV194b The percentage of pupils achieving Level 5 or above in Key Stage 2 Mathematics  | 29.80%  | 33%                | 32.2%              | Bigger  | ↑  | ↑  | Smaller                                  | ↓   | 8.05%  | -2.42%   | Bigger                                 | -2.42%   | 8.05%  |   | 🟡  |
| BV221a Percentage of young people aged 13-19 gaining a recorded outcome compared to the percentage of young people in the local authority area   | Amended from BV33   | Amended from BV33  | Amended from BV33  |   |  | Amended from BV33  |  |   |  |  | Bigger                                 |  |  |   | Amended from BV33  |
| BV221b Percentage of young people aged 13-19 gaining an accredited outcome compared to the percentage of young people in the local authority area  | Amended from BV34   | Amended from BV34  | Amended from BV34  |   |  | Amended from BV34  |  |   |  |  | Bigger                                 |  |  |   | Amended from BV34  |
| BV222a Percentage of leaders of integrated early education/childcare settings (part) funded by the authority with a qualification at Level 4 or above  | Amended from BV192  | Amended from BV192 | Amended from BV192 |   |  | Amended from BV192   |  |   |  |  | Bigger                                 |  |  |   | Amended from BV192   |
| BV222b Percentage of leaders of integrated early education/childcare settings (part) funded by the authority which have input from staff with (post) graduate training in teaching/child development | Amended from BV192  | Amended from BV192 | Amended from BV192 |   |  | Amended from BV192   |  |   |  |  | Bigger                                 |  |  |   | Amended from BV192   |
| ED1 Number of public access Internet uses.   | 37,624  | 33,075             | 47,323             | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 25.78%   | 43.08%   | Bigger                                 | 43.08%   | 25.78%   | 🟢   | 🟢  |
| ED2 Number of schools participating in Family Learning Opportunities.  | 17  | 20                 | 18                 | Bigger  | ↑  | ↑  | Smaller                                  | ↓   | 5.88%  | -10.00%  | Bigger                                 | -10.00%  | 5.88%  | 🟠   | 🟡  |
| ED4 Number of children with special education needs placed in schools outside the borough  | 22  | 25                 | 21                 | Smaller   | ↑  | ↑  | Smaller                                  | ↑   | -4.55%   | -16.00%  | Smaller                                | 16.00%   | 4.55%  | 🟢   | 🟢  |
| ED5 Wheelchair access to Darlington schools.   | 43.9%   | 46.3%              | 53.8%              | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 22.55%   | 16.20%   | Bigger                                 | 16.20%   | 22.55%   | 🟢   | 🟢  |
| ED6 Percentage of years 3 to 6 (inclusive) classes with more than 30 pupils. (Ex BV160)  | 33.3%   | 37.00%             | 32.7%              | Smaller   | ↑  | ↑  | Smaller                                  | ↑   | -1.80%   | -11.62%  | Smaller                                | 11.62%   | 1.80%  | 🟢   | 🟢  |
| ED7 Percentage of admission appeals heard which were rejected by an Appeals Panel  | 70.9%   | 69%                | 57.3%              | Smaller   | ↓  | ↓  | Smaller                                  | ↓   | -19.18%  | -16.96%  | Bigger                                 | -16.96%  | -19.18%  | 🟠   | 🟠  |
| ED9 Percentage of Year 11 children who were in public care who attained 5+ GCSE A*-C.  | 0%  | 10%                | 27%                | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 100.00%  | 167.00%  | Bigger                                 | 167.00%  | 100.00%  | 🟢   | 🟢  |

| Target Form Rec'd Checked KP | 2005/06 Target   | 2006/07 Target   | 2007/08 Target   | 2008/09 Target   | 2009/10 Target   | Median             | Bottom Quartile    | Average / % 'Yes' for certain PIs | Top Quartile       | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%)<br>(2003/04 base) | Accountable Officer (Accounting contact officer) |
|------------------------------|------------------|------------------|------------------|------------------|------------------|--------------------|--------------------|-----------------------------------|--------------------|-------------------|--------------------|---|--|--|
|                              |                  |                  |                  |                  |                  |                    |                    |                                   |                    |                   |                    |   |  |  |
|                              | 74%              | 76%              | 81%              | 82%              | 83%              | 68.10%             | 63.80%             | 68.63%                            | 73.00%             | Upper             | Best               | Upper   | ■ ■ ■ ■  | David Walker                                     |
|                              | 77%              | 78%              | 84%              | 85%              | 86%              | 70.00%             | 65.23%             | 67.76%                            | 74.00%             | Upper             | Best               | Upper   | ■ ■ ■ ■  | David Walker                                     |
|                              | 74%              | 76%              | 78%              | 80%              | 81%              | 67.02%             | 61.00%             | 69.40%                            | 73.00%             | Lower             | Best               | Lower   | ■ ■ ■ ■  | David Walker                                     |
|                              | 82%              | 83%              | 85%              | 86%              | 87%              | 67.00%             | 58.58%             | 66.69%                            | 72.13%             | Lower             | Best               | Lower   | ■ ■ ■ ■  | David Walker                                     |
|                              | Amended to BV222 | Amended to BV222 | Amended to BV222 | Amended to BV222 | Amended to BV222 | 4.1                | 3.8                | 4.4                               | 4.8                | Best              | Worst              | Best  | ■ ■ ■ ■  | Chris Archer                                     |
|                              | Amended to BV222 | Amended to BV222 | Amended to BV222 | Amended to BV222 | Amended to BV222 | 8.7                | 3                  | 8.7                               | 11                 | Lower             | Best               | Lower   | ■ ■ ■ ■  | Chris Archer                                     |
|                              | Deleted          | Deleted          | Deleted          | Deleted          | Deleted          | 100.80%            | 99.40%             | 100.70%                           | 102.10%            | Lower             | Best               | Lower   | ■ ■ ■ ■  | Paul Campbell                                    |
|                              | Deleted          | Deleted          | Deleted          | Deleted          | Deleted          | 102.30%            | 100.00%            | 104.50%                           | 108.00%            | Worst             | Best               | Worst   | ■ ■ ■ ■  | Paul Campbell                                    |
|                              | 34%              | 36%              | 37%              | 38%              | 39%              | 26.00%             | 23.00%             | 26.00%                            | 29.00%             | Upper             | Best               | Upper   | ■ ■ ■ ■  | David Walker                                     |
|                              | 35%              | 38%              | 39%              | 40%              | 41%              | 28.00%             | 25.00%             | 28.20%                            | 31.00%             | Best              | Worst              | Best  | ■ ■ ■ ■  | David Walker                                     |
|                              | 60%              | 65%              | 70%              | 75%              | 80%              | Amended from BV33  | Amended from BV33  | Amended from BV33                 | Amended from BV33  |                   |                    |   | Amended from BV33  | Sue Davidson                                     |
|                              | 30%              | 35%              | 40%              | 45%              | 50%              | Amended from BV33  | Amended from BV33  | Amended from BV33                 | Amended from BV33  |                   |                    |   | Amended from BV33  | Sue Davidson                                     |
|                              | 38%              | 41%              | 45%              | 49%              | 54%              | Amended from BV192 | Amended from BV192 | Amended from BV192                | Amended from BV192 |                   |                    |   | Amended from BV192   | Chris Archer                                     |
|                              | 100%             | 100%             | 100%             | 100%             | 100%             | Amended from BV192 | Amended from BV192 | Amended from BV192                | Amended from BV192 |                   |                    |   | Amended from BV192   | Chris Archer                                     |
|                              |                  |                  |                  |                  |                  | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Lynne Litchfield                                 |
|                              | Deleted          | Deleted          | Deleted          | 23               |                  | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Ruth Bernstein                                   |
|                              | Deleted          | Deleted          | Deleted          | 16               | 16               | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Joy Bradford                                     |
|                              | 56.4%            | 59.0%            | 61.5%            | 64.1%            | 66.7%            | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | John Bell  |
|                              | Deleted          | Deleted          | Deleted          | 29%              | 27%              | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Kevin Duffy                                      |
|                              | Deleted          | Deleted          | Deleted          | 68%              | 69%              | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Sue Davison                                      |
|                              | 15%              | 20%              | 25%              | 30%              | 30%              | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Gill Walker                                      |

| PI Reference and Description<br>(B=base number and C = confidence interval for citizen/customer satisfaction surveys)   | 2003/04 Actual (unless stated) (* Indicates changed value from that reported in 2004/05 BVPP) | 2004/05 Target         | 2004/05 Actual         | Is 04/05 actual Smaller, Same or Bigger than 03/04 actual | Taking into account whether smaller or bigger is best has performance improved since 03-04 | Performance Trend 2003/04 to 2004/05 (↑ Better, ↓ Worse, --- No change) | Is 04/05 ACTUAL better than 04/05 TARGET | Is 04/05 ACTUAL better than 04/05 TARGET taking into account what is best SMALLER or BIGGER | Variance 2003/04 to 2004/05 Actual (+/- 10% coloured) | Variance 2004/05 Target to 2004/05 Actual (+/- 10% coloured) | Which quartile is best : Top or Bottom | Variance 04/05 actual to target Calculation to take into consideration which is best "Bigger" or "Smaller" | Variance 03/04 actual to 04/05 actual Calculation to take into consideration which is best "Bigger" or "Smaller" | Checker to which Symbol to use (Local Indicators ONLY - 10% variance) | 2004/05 P+ target achieved status (🟢 means >above target tolerance, 🟡 means within target tolerance, 🟠 means > below target tolerance) |
|---|---|------------------------|------------------------|---|--|---|--|---|---|--|--|--|--|---|--|
| ED11 Number of children with additional educational needs accessing mainstream provision or links. (2002-03 Pilot Year)   | 73.3%   | 72%                    | 66.2%                  | Smaller   | ↓  | ↓   | Smaller                                  | ↓   | -9.69%  | -8.06%   | Bigger                                 | -8.06%   | -9.69%   | ●   | ●  |
| ED12 Percentage of Early Years judged by OfSTED as satisfactory or better.  | 96.8%   | 94%                    | 96.5%                  | Smaller   | ↓  | ↓   | Bigger                                   | ↑   | -0.31%  | 2.66%  | Bigger                                 | 2.66%  | -0.31%   | ●   | ●  |
| ED13 Percentage of adults (aged over 18) participating in formal learning   | 1.41%   | 1.50%                  | 0.90%                  | Smaller   | ↓  | ↓   | Smaller                                  | ↓   | -36.17%   | -40.00%  | Bigger                                 | -40.00%  | -36.17%  | ◆   | ◆  |
| ED15 Percentage of 3 year olds with access to good quality, free, early years education in the voluntary, private or maintained sectors.  | 95.80%  | 100%                   | 100%                   | Bigger  | ↑  | ↑   | Same                                     | →   | 4.38%   | 0.00%  | Bigger                                 | 0.00%  | 4.38%  | ●   | ●  |
| ED16a Percentage of primary schools very or fairly satisfied with the overall capacity of the Council to support school improvement.  | 65%   | 80%                    | 100%                   | Bigger  | ↑  | ↑   | Bigger                                   | ↑   | 53.85%  | 25.00%   | Bigger                                 | 25.00%   | 53.85%   | 👉   | 👉  |
| ED16b Percentage of secondary schools very or fairly satisfied with the overall capacity of the Council to support school improvement.  | 50%   | 75%                    | 100%                   | Bigger  | ↑  | ↑   | Bigger                                   | ↑   | 100.00%   | 33.33%   | Bigger                                 | 33.33%   | 100.00%  | 👉   | 👉  |
| ED19a (SS/E4) % of Primary schools expressing satisfaction with the efficiency with which statutory assessments of pupils with SEN are made   | 34%   | 55%                    | 63.20%                 | Bigger  | ↑  | ↑   | Bigger                                   | ↑   | 85.88%  | 14.91%   | Bigger                                 | 14.91%   | 85.88%   | 👉   | 👉  |
| ED19b (SS/E4) % Secondary of schools expressing satisfaction with the efficiency with which statutory assessments of pupils with SEN are made   | 0%  | 22%                    | 50%                    | Bigger  | ↑  | ↑   | Bigger                                   | ↑   | 100.00%   | 127.27%  | Bigger                                 | 127.27%  | 100.00%  | 👉   | 👉  |
| ED21a (SS/E10) % of Primary schools expressing overall satisfaction with the LEA's capacity to support special educational needs.   | 26%   | 48%                    | 63.20%                 | Bigger  | ↑  | ↑   | Bigger                                   | ↑   | 143.08%   | 31.67%   | Bigger                                 | 31.67%   | 143.08%  | 👉   | 👉  |
| ED21b (SS/E10) % of Secondary schools expressing overall satisfaction with the LEA's capacity to support special educational needs.   | 0%  | 45%                    | 50%                    | Bigger  | ↑  | ↑   | Bigger                                   | ↑   | 100.00%   | 11.11%   | Bigger                                 | 11.11%   | 100.00%  | 👉   | 👉  |
| ED21 Percentage of schools expressing overall satisfaction with the LEA's capacity to support special educational needs   | Amended from ED21a & b  | Amended from ED21a & b | Amended from ED21a & b |   |  | Amended from ED21a & b  |  |   |   |  | Bigger                                 |  |  |   | Amended from ED21a & b   |
| ED22a (SS/E9) % of Primary schools expressing satisfaction with effectiveness of educational psychology support   | 86%   | 82%                    | 100%                   | Bigger  | ↑  | ↑   | Bigger                                   | ↑   | 16.28%  | 21.95%   | Bigger                                 | 21.95%   | 16.28%   | 👉   | 👉  |
| ED22b (SS/E9) % of Secondary schools expressing satisfaction with effectiveness of educational psychology support   | 50%   | 70%                    | 50%                    | Same  | →  | ---   | Smaller                                  | ↓   | 0.00%   | -28.57%  | Bigger                                 | -28.57%  | 0.00%  | ◆   | ◆  |
| ED22 Percentage of schools expressing satisfaction with effectiveness of educational psychology support   | Amended from ED22a & b  | Amended from ED22a & b | Amended from ED22a & b |   |  | Amended from ED22a & b  |  |   |   |  | Bigger                                 |  |  |   | Amended from ED22a & b   |
| ED25a (SS/D8) % of Primary schools expressing satisfaction with the effectiveness of LEA support for meeting the needs of pupils from ethnic minority groups, refugees and travellers   | 48%   | 79%                    | 75%                    | Bigger  | ↑  | ↑   | Smaller                                  | ↓   | 56.25%  | -5.06%   | Bigger                                 | -5.06%   | 56.25%   | ●   | ●  |
| ED25b (SS/D8) % of Secondary schools expressing satisfaction with the effectiveness of LEA support for meeting the needs of pupils from ethnic minority groups, refugees and travellers | 50%   | 75%                    | 100%                   | Bigger  | ↑  | ↑   | Bigger                                   | ↑   | 100.00%   | 33.33%   | Bigger                                 | 33.33%   | 100.00%  | 👉   | 👉  |
| ED25 Percentage of schools expressing satisfaction with the effectiveness of LEA support for meeting the needs of pupils from ethnic minority groups, refugees and travellers           | Amended from ED25a & b  | Amended from ED25a & b | Amended from ED25a & b |   |  | Amended from ED25a & b  |  |   |   |  | Bigger                                 |  |  |   | Amended from ED25a & b   |

| Target Form Rec'd Checked KP | 2005/06 Target   | 2006/07 Target   | 2007/08 Target   | 2008/09 Target   | 2009/10 Target   | Median         | Bottom Quartile | Average / % 'Yes' for certain PIs | Top Quartile   | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ (2003/04 base) (25% Worst Quartile (25%), BQ = Best Quartile (25%)) | Accountable Officer (Accounting contact officer) |
|------------------------------|------------------|------------------|------------------|------------------|------------------|----------------|-----------------|-----------------------------------|----------------|-------------------|--------------------|---|---|--|
|                              | 80%              | 82%              | 85%              | 86%              | 86%              | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Joy Bradford                                     |
|                              | 94%              | 95%              | 95%              | 95%              | 95%              | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Chris Archer                                     |
|                              | Deleted          | Deleted          | Deleted          | 0.65%            | 0.65%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Ruth Bernstein                                   |
|                              | 100%             | 100%             | 100%             | 100%             | 100%             | Not applicable | Not applicable  | 84%                               | 92%            | Best              | Upper              | Best  | ■ ■ ■ ■   | Chris Archer                                     |
|                              | Deleted          | Deleted          | Deleted          | Deleted          | Deleted          | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | David Walker                                     |
|                              | Deleted          | Deleted          | Deleted          | Deleted          | Deleted          | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | David Walker                                     |
|                              | Deleted          | Deleted          | Deleted          | Deleted          | Deleted          | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Cate Crallan                                     |
|                              | Deleted          | Deleted          | Deleted          | Deleted          | Deleted          | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Cate Crallan                                     |
|                              | Replaced by ED21 | Replaced by ED21 | Replaced by ED21 | Replaced by ED21 | Replaced by ED21 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Cate Crallan                                     |
|                              | Replaced by ED21 | Replaced by ED21 | Replaced by ED21 | Replaced by ED21 | Replaced by ED21 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Cate Crallan                                     |
|                              | 65%              | 66%              | 67%              | 68%              | 69%              | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Cate Crallan                                     |
| Query                        | Replaced by ED22 | Replaced by ED22 | Replaced by ED22 | Replaced by ED22 | Replaced by ED22 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Sharon Lissaman                                  |
| Query                        | Replaced by ED22 | Replaced by ED22 | Replaced by ED22 | Replaced by ED22 | Replaced by ED22 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Sharon Lissaman                                  |
|                              | 96%              | 96%              | 97%              | 97%              | 98%              | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Sharon Lissaman                                  |
| Query                        | Replaced by ED25 | Replaced by ED25 | Replaced by ED25 | Replaced by ED25 | Replaced by ED25 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Gill Walker                                      |
| Query                        | Replaced by ED25 | Replaced by ED25 | Replaced by ED25 | Replaced by ED25 | Replaced by ED25 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Gill Walker                                      |
|                              | 87%              | 87%              | 87%              | 87%              | 87%              | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Gill Walker                                      |

| PI Reference and Description<br>(B=base number and C =<br>confidence interval for<br>citizen/customer satisfaction<br>surveys)   | 2003/04 Actual<br>(unless stated)<br>(* Indicates<br>changed value<br>from that<br>reported in<br>2004/05 BVPP) | 2004/05 Target         | 2004/05 Actual         | Is 04/05<br>actual<br>Smaller,<br>Same or<br>Bigger than<br>03/04 actual | Taking into<br>account whether<br>smaller or<br>bigger is best<br>has performance<br>improved since<br>03-04 | Performance<br>Trend 2003/04 to<br>2004/05<br>(↑ Better, ↓<br>Worse, --- No<br>change) | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET taking<br>into account<br>what is best<br>SMALLER or<br>BIGGER | Variance<br>2003/04 to<br>2004/05<br>Actuals (+/-<br>10%<br>coloured) | Variance<br>2004/05<br>Target to<br>2004/05<br>Actual (+/-<br>10%<br>coloured) | Which<br>quartile is<br>best : Top<br>or Bottom | Variance<br>04/05 actual<br>to target<br>Calculation to<br>take into<br>cosideration<br>which is best<br>"Bigger" or<br>"Smaller" | Variance<br>03/04 actual<br>to 04/05<br>actual<br>Calculation to<br>take into<br>cosideration<br>which is best<br>"Bigger" or<br>"Smaller" | Checker to<br>which<br>Symbol to<br>use (Local<br>Indicators<br>ONLY - 10%<br>variance) | 2004/05<br>P+ target achieved<br>status (🟢 means<br>>above target<br>tolerance, 🟡<br>means within<br>target tolerance, 🟠<br>means > below<br>target tolerance) |
|--|---|------------------------|------------------------|--|--|--|--|---|---|--|---|---|--|---|--|
| ED26a (SS/D14) % of Primary schools expressing overall satisfaction with how well the LEA promotes access to education and social inclusion.   | 73%   | 48%                    | 94.10%                 | Bigger   | ↑  | ↑  | Bigger   | ↑   | 28.90%  | 96.04%   | Bigger  | 96.04%  | 28.90%   | 🟢   | 🟢  |
| ED26b (SS/D14) % of Secondary schools expressing overall satisfaction with how well the LEA promotes access to education and social inclusion.   | 100%  | 37%                    | 100%                   | Same   | →  | ---  | Bigger   | ↑   | 0.00%   | 170.27%  | Bigger  | 170.27%   | 0.00%  | 🟢   | 🟢  |
| ED26 Percentage of schools expressing overall satisfaction with how well the LEA promotes access to education and social inclusion.  | Amended from ED26a & b  | Amended from ED26a & b | Amended from ED26a & b |  |  | Amended from ED26a & b   |  |   |   |  | Bigger  |   |  |   | Amended from ED26a & b   |
| ED35a (SS/A4) % of Primary schools rating the quality of LEA strategic planning for school improvement, including the EDP as satisfactory or better.   | Not available   | 76%                    | 94.1%                  |  |  | Not available  | Bigger   | ↑   |   | 23.82%   | Bigger  | 23.82%  | 0.00%  | 🟢   | 🟢  |
| ED35b (SS/A4) % of Secondary schools rating the quality of LEA strategic planning for school improvement, including the EDP as satisfactory or better.                                       | Not available   | 86%                    | 100%                   |  |  | Not available  | Bigger   | ↑   |   | 16.28%   | Bigger  | 16.28%  | 0.00%  | 🟢   | 🟢  |
| ED35 Percentage of schools rating the quality of LEA strategic planning for school improvement, including the EDP as satisfactory or better.   | Amended from ED35a & b  | Amended from ED35a & b | Amended from ED35a & b |  |  | Amended from ED35a & b   |  |   |   |  | Bigger  |   |  |   | Amended from ED35a & b   |
| ED49 Percentage of learners gaining accreditation.   | New   | 32.0%                  | 36.4%                  |  |  | New  | Bigger   | ↑   |   | 13.75%   | Bigger  | 13.75%  |  | 🟢   | 🟢  |
| ED51 (Local10) % of adults judging their learning experience as satisfactory or better.  | 100%  | 100%                   | 96.30%                 | Smaller  | ↓  | ↓  | Smaller  | ↓   | -3.70%  | -3.70%   | Bigger  | -3.70%  | -3.70%   | ●   | ●  |
| ED55a (SS/C2) % of Primary schools expressing satisfaction with the LEA's support to make schools effective purchasers of traded services, whether from the LEA or from external providers.  | 74%   | 70%                    | 63.20%                 | Smaller  | ↓  | ↓  | Smaller  | ↓   | -14.59%   | -9.71%   | Bigger  | -9.71%  | -14.59%  | ●   | ●  |
| ED55b (SS/C2) % of Secondary schools expressing satisfaction with the LEA's support to make schools effective purchasers of traded services whether from the LEA or from external providers. | 0%  | 57%                    | 50.00%                 | Bigger   | ↑  | ↑  | Smaller  | ↓   | 100.00%   | -12.28%  | Bigger  | -12.28%   | 100.00%  | ◆   | ◆  |
| ED55 Percentage of schools expressing satisfaction with the LEA's support to make schools effective purchasers of traded services, whether from the LEA or from external providers.          | Amended from ED55a & b  | Amended from ED55a & b | Amended from ED55a & b |  |  | Amended from ED55a & b   |  |   |   |  | Bigger  |   |  |   | Amended from ED55a & b   |
| ED56a (SS/C3) % of Primary schools expressing satisfaction with the quality of financial support and advice.   | 91%   | 100%                   | 94.7%                  | Bigger   | ↑  | ↑  | Smaller  | ↓   | 4.07%   | -5.30%   | Bigger  | -5.30%  | 4.07%  | ●   | ●  |
| ED56b (SS/C3) % of Secondary schools expressing satisfaction with the quality of financial support and advice.   | 100%  | 100%                   | 100%                   | Same   | →  | ---  | Same   | →   | 0.00%   | 0.00%  | Bigger  | 0.00%   | 0.00%  | ●   | ●  |
| ED56 Percentage of schools expressing satisfaction with the quality of financial support and advice.   | Amended from ED56a & b  | Amended from ED56a & b | Amended from ED56a & b |  |  | Amended from ED56a & b   |  |   |   |  | Bigger  |   |  |   | Amended from ED56a & b   |
| ED58a (SS/B6) % of Primary schools expressing satisfaction with the LEA's support to develop the effectiveness of the governing body.  | 87%   | 68%                    | 88.80%                 | Bigger   | ↑  | ↑  | Bigger   | ↑   | 2.07%   | 30.59%   | Bigger  | 30.59%  | 2.07%  | 🟢   | 🟢  |
| ED58b (SS/B6) % of Secondary schools expressing satisfaction with the LEA's support to develop the effectiveness of the governing body.  | 100%  | 69%                    | 50.00%                 | Smaller  | ↓  | ↓  | Smaller  | ↓   | -50.00%   | -27.54%  | Bigger  | -27.54%   | -50.00%  | ◆   | ◆  |
| ED58 Percentage of schools expressing satisfaction with the LEA's support to develop the effectiveness of the governing body.  | Amended from ED58a & b  | Amended from ED58a & b | Amended from ED58a & b |  |  | Amended from ED58a & b   |  |   |   |  | Bigger  |   |  |   | Amended from ED58a & b   |

| Target Form Rec'd Checked KP | 2005/06 Target   | 2006/07 Target   | 2007/08 Target   | 2008/09 Target   | 2009/10 Target   | Median         | Bottom Quartile | Average / % 'Yes' for certain PIs | Top Quartile   | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ (2003/04 base) WQ = Worst Quartile (25%), BQ = Best Quartile (25%) | Accountable Officer (Accounting contact officer) |
|------------------------------|------------------|------------------|------------------|------------------|------------------|----------------|-----------------|-----------------------------------|----------------|-------------------|--------------------|---|--|--|
|                              | Replaced by ED26 | Replaced by ED26 | Replaced by ED26 | Replaced by ED26 | Replaced by ED26 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Gail Bowen                                       |
|                              | Replaced by ED26 | Replaced by ED26 | Replaced by ED26 | Replaced by ED26 | Replaced by ED26 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Gail Bowen                                       |
|                              | 37%              | 39%              | 41%              | 43%              | 43%              | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Gail Bowen                                       |
| Query                        | Replaced by ED35 | Replaced by ED35 | Replaced by ED35 | Replaced by ED35 | Replaced by ED35 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | David Walker                                     |
| Query                        | Replaced by ED35 | Replaced by ED35 | Replaced by ED35 | Replaced by ED35 | Replaced by ED35 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | David Walker                                     |
|                              | 95%              | 95%              | 95%              | 95%              | 95%              | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | David Walker                                     |
|                              | 32%              | 35%              | 37%              | 38%              | 38%              | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Ruth Bernstein                                   |
|                              | Deleted          | Deleted          | Deleted          | Deleted          | Deleted          | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Ruth Bernstein                                   |
| Query                        | Replaced by ED55 | Replaced by ED55 | Replaced by ED55 | Replaced by ED55 | Replaced by ED55 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Sarah Hind                                       |
| Query                        | Replaced by ED55 | Replaced by ED55 | Replaced by ED55 | Replaced by ED55 | Replaced by ED55 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Sarah Hind                                       |
|                              | 70%              | 70%              | 70%              | 70%              | 70%              | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Sarah Hind                                       |
| Query                        | Replaced by ED56 | Replaced by ED56 | Replaced by ED56 | Replaced by ED56 | Replaced by ED56 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Sarah Hind                                       |
| Query                        | Replaced by ED56 | Replaced by ED56 | Replaced by ED56 | Replaced by ED56 | Replaced by ED56 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Sarah Hind                                       |
|                              | 95%              | 95%              | 95%              | 95%              | 95%              | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Sarah Hind                                       |
| Query                        | Replaced by ED58 | Replaced by ED58 | Replaced by ED58 | Replaced by ED58 | Replaced by ED58 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | David Walker                                     |
| Query                        | Replaced by ED58 | Replaced by ED58 | Replaced by ED58 | Replaced by ED58 | Replaced by ED58 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | David Walker                                     |
|                              | 100%             | 100%             | 100%             | 100%             | 100%             | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | David Walker                                     |



| PI Reference and Description<br>(B=base number and C =<br>confidence interval for<br>citizen/customer satisfaction<br>surveys)            | 2003/04 Actual<br>(unless stated)<br>(* Indicates<br>changed value<br>from that<br>reported in<br>2004/05 BVPP) | 2004/05 Target         | 2004/05 Actual         | Is 04/05<br>actual<br>Smaller,<br>Same or<br>Bigger than<br>03/04 actual | Taking into<br>account whether<br>smaller or<br>bigger is best<br>has performance<br>improved since<br>03-04 | Performance<br>Trend 2003/04 to<br>2004/05<br>(↑ Better, ↓<br>Worse, --- No<br>change) | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET taking<br>into account<br>what is best<br>SMALLER or<br>BIGGER | Variance<br>2003/04 to<br>2004/05<br>Actuals (+/-<br>10%<br>coloured) | Variance<br>2004/05<br>Target to<br>2004/05<br>Actual (+/-<br>10%<br>coloured) | Which<br>quartile is<br>best : Top<br>or Bottom | Variance<br>04/05 actual<br>to target<br>Calculation to<br>take into<br>consideration<br>which is best<br>"Bigger" or<br>"Smaller" | Variance<br>03/04 actual<br>to 04/05<br>actual<br>Calculation to<br>take into<br>consideration<br>which is best<br>"Bigger" or<br>"Smaller" | Checker to<br>which<br>Symbol to<br>use (Local<br>Indicators<br>ONLY - 10%<br>variance) | 2004/05<br>P+ target achieved<br>status (🟢 means<br>>above target<br>tolerance, ●<br>means within<br>target tolerance, 🟡<br>means > below<br>target tolerance) |
|---|---|------------------------|------------------------|--|--|--|--|---|---|--|---|--|---|---|--|
| ED59 Percentage of unfilled vacancies for LES nominated governors.  | New   | 4.7%                   | 8.1%                   |  |  | New  | Bigger   | ↓   |   | 72.34%   | Smaller   | -72.34%  |   | ◆   | ◆  |
| ED61a (SS/D3) % of Primary schools expressing satisfaction with the LEA's co-ordination of admissions process.                            | 82%   | 71%                    | 88.9%                  | Bigger   | ↑  | ↑  | Bigger   | ↑   | 8.41%   | 25.21%   | Bigger  | 25.21%   | 8.41%   | 🟢   | 🟢  |
| ED61b (SS/D3) % of Secondary schools expressing satisfaction with the LEA's co-ordination of admissions process.                          | 100%  | 68%                    | 100%                   | Same   | →  | ---  | Bigger   | ↑   | 0.00%   | 47.06%   | Bigger  | 47.06%   | 0.00%   | 🟢   | 🟢  |
| ED61 Percentage of schools expressing satisfaction with the LEA's co-ordination of admissions process.                                    | Amended from ED61a & b  | Amended from ED61a & b | Amended from ED61a & b |  |  | Amended from ED61a & b   |  |   |   |  | Bigger  |  |   |   | Amended from ED61a & b   |
| ED62 (SS/D13) % of secondary schools expressing satisfaction with the reliability of home to school transport.                            | 26%   | 100%                   | 100%                   | Bigger   | ↑  | ↑  | Same   | →   | 284.62%   | 0.00%  | Bigger  | 0.00%  | 284.62%   | ●   | ●  |
| ED63 Percentage of applications for Student Support assessed in accordance with DfES timescales   | New   | 100%                   | 100%                   |  |  |  | Same   | →   |   | 0.00%  | Bigger  | 0.00%  |   | ●   | ●  |
| ED63a (SS/D2) % of Primary schools expressing satisfaction with the transparency of the LEA's asset management planning process.          | 82%   | 95%                    | 89%                    | Bigger   | ↑  | ↑  | Smaller  | ↓   | 8.41%   | -6.42%   | Bigger  | -6.42%   | 8.41%   | ●   | ●  |
| ED63b (SS/D2) % of Secondary schools expressing satisfaction with the transparency of the LEA's asset management planning process.        | 50%   | 71%                    | 100%                   | Bigger   | ↑  | ↑  | Bigger   | ↑   | 100.00%   | 40.85%   | Bigger  | 40.85%   | 100.00%   | 🟢   | 🟢  |
| ED72 Aggregated library opening hours per 1,000 population.   | New   | 69                     | 65                     |  |  | New  | Smaller  | ↓   |   | -5.80%   | Bigger  | -5.80%   |   | ●   | ●  |
| ED73 Percentage static libraries providing access to information resources connected to the internet                                      | New   | New                    | 100%                   |  |  | New  |  |   |   |  | Bigger  |  |   |   | New  |
| ED111 Percentage of 15 year old BME pupils in schools maintained by the Authority achieving 5 or more GCSEs at grades A*-C or equivalent. | New   | New                    | 85.3%                  |  |  | New  |  |   |   |  | Bigger  |  |   |   | New  |
| ED112 Percentage of 15 year old BME pupils in schools maintained by the Authority achieving Level 4 or above in the KS2 Mathematics Test. | New   | New                    | 69.1%                  |  |  | New  |  |   |   |  | Bigger  |  |   |   | New  |
| ED113 Percentage of 15 year old BME pupils in schools maintained by the Authority achieving Level 4 or above in the KS2 English Test.     | New   | New                    | 70.6%                  |  |  | New  |  |   |   |  | Bigger  |  |   |   | New  |
| ED114a Percentage of 15 year old BME pupils in schools maintained by the Authority achieving Level 5 or above in the KS3 English Test.    | New   | New                    | 82.4%                  |  |  | New  |  |   |   |  | Bigger  |  |   |   | New  |
| ED114b Percentage of 15 year old BME pupils in schools maintained by the Authority achieving Level 5 or above in KS3 Mathematics Test.    | New   | New                    | 76.5%                  |  |  | New  |  |   |   |  | Bigger  |  |   |   | New  |
| ED114c Percentage of 15 year old BME pupils in schools maintained by the Authority achieving Level 5 or above in the KS3 Science Test.    | New   | New                    | 64.7%                  |  |  | New  |  |   |   |  | Bigger  |  |   |   | New  |
| ED116 Percentage of learners judging their learning experience as satisfactory or better.   | New   | 96.3%                  | 96.3%                  |  |  | New  | Same   | →   |   | 0.00%  | Bigger  | 0.00%  |   | ●   | ●  |
| ED118a Percentage of pupils achieving Level 2B+ at KS1 in Reading.  | New   | New                    | 70.3%                  |  |  | New  |  |   |   |  | Bigger  |  |   |   | New  |
| ED118b Percentage of pupils achieving Level 2B+ at KS1 in Writing.  | New   | New                    | 58.1%                  |  |  | New  |  |   |   |  | Bigger  |  |   |   | New  |
| ED118c Percentage of pupils achieving Level 2B+ at KS1 in Mathematics.  | New   | New                    | 73.9%                  |  |  | New  |  |   |   |  | Bigger  |  |   |   | New  |
| ED118d Percentage of pupils achieving Level 2B+ at KS1 in Science TA.   | New   | New                    | 88.1%                  |  |  | New  |  |   |   |  | Bigger  |  |   |   | New  |
| <b>STIMULATING LEISURE ACTIVITIES</b>   |   |                        |                        |  |  |  |  |   |   |  |   |  |   |   |  |

| Target Form Rec'd Checked KP | 2005/06 Target   | 2006/07 Target   | 2007/08 Target   | 2008/09 Target   | 2009/10 Target   | Median         | Bottom Quartile | Average / % 'Yes' for certain PIs | Top Quartile   | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) | Accountable Officer (Accounting contact officer) |
|------------------------------|------------------|------------------|------------------|------------------|------------------|----------------|-----------------|-----------------------------------|----------------|-------------------|--------------------|---|--|--|
|                              | 4.6%             | 4.5%             | 4.4%             | 4.3%             | 4.2%             |                |                 |                                   |                |                   |                    |   |  |  |
| Query                        | Replaced by ED61 | Replaced by ED61 | Replaced by ED61 | Replaced by ED61 | Replaced by ED61 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Melanie Stainthorpe                              |
| Query                        | Replaced by ED61 | Replaced by ED61 | Replaced by ED61 | Replaced by ED61 | Replaced by ED61 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Melanie Stainthorpe                              |
|                              | 92%              | 96%              | 96%              | 100%             | 100%             | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Melanie Stainthorpe                              |
|                              | Deleted          | Deleted          | Deleted          | 100%             | 100%             | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Angie Douglas                                    |
|                              | 100%             | 100%             | 100%             | 100%             | 100%             | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Angie Douglas                                    |
| Query                        | Deleted          | Deleted          | Deleted          | Deleted          | Deleted          | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Kevin Duffy                                      |
| Query                        | Deleted          | Deleted          | Deleted          | Deleted          | Deleted          | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Kevin Duffy                                      |
|                              | 67               | 69               | 69               | 69               | 69               | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Lynne Litchfield                                 |
|                              | 100%             | 100%             | 100%             | 100%             | 100%             | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Lynne Litchfield                                 |
|                              | 87.9%            | 90.4%            | 82.1%            | 94.6%            | 85.5%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Gill Walker                                      |
|                              | 88.4%            | 86.9%            | 90.7%            | 90.0%            | 90.0%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Gill Walker                                      |
|                              | 88.4%            | 88.5%            | 89.5%            | 88.3%            | 88.0%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Gill Walker                                      |
|                              | 76.9%            | 75.7%            | 77.4%            | 77.0%            | 77.0%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Gill Walker                                      |
|                              | 84.6%            | 83.8%            | 77.4%            | 77.0%            | 77.0%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Gill Walker                                      |
|                              | 84.6%            | 83.8%            | 79.0%            | 79.0%            | 79.0%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Gill Walker                                      |
|                              | 96.5%            | 97.0%            | 97.5%            | 98.0%            | 98.5%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Ruth Bernstein                                   |
|                              | 73.0%            | 75.0%            | 78.0%            | 80.0%            | 83.0%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | David Walker                                     |
|                              | 62.0%            | 65.0%            | 68.0%            | 71.0%            | 74.0%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | David Walker                                     |
|                              | 75.0%            | 77.0%            | 79.0%            | 81.0%            | 83.0%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | David Walker                                     |
|                              | 90.0%            | 91.0%            | 92.0%            | 93.0%            | 94.0%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | David Walker                                     |

| PI Reference and Description<br>(B=base number and C =<br>confidence interval for<br>citizen/customer satisfaction<br>surveys)                  | 2003/04 Actual<br>(unless stated)<br>(* Indicates<br>changed value<br>from that<br>reported in<br>2004/05 BVPP) | 2004/05 Target      | 2004/05 Actual      | Is 04/05<br>actual<br>Smaller,<br>Same or<br>Bigger than<br>03/04 actual | Taking into<br>account whether<br>smaller or<br>bigger is best<br>has performance<br>improved since<br>03-04 | Performance<br>Trend 2003/04 to<br>2004/05<br>(↑ Better, ↓<br>Worse, --- No<br>change) | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET taking<br>into account<br>what is best<br>SMALLER or<br>BIGGER | Variance<br>2003/04 to<br>2004/05<br>Actuals (+/-<br>10%<br>coloured) | Variance<br>2004/05<br>Target to<br>2004/05<br>Actual (+/-<br>10%<br>coloured) | Which<br>quartile is<br>best : Top<br>or Bottom | Variance<br>04/05 actual<br>to target<br>Calculation to<br>take into<br>consideration<br>which is best<br>"Bigger" or<br>"Smaller" | Variance<br>03/04 actual<br>to 04/05<br>actual<br>Calculation to<br>take into<br>consideration<br>which is best<br>"Bigger" or<br>"Smaller" | Checker to<br>which<br>Symbol to<br>use (Local<br>Indicators<br>ONLY - 10%<br>variance) | 2004/05<br>P+ target achieved<br>status (↑ means<br>>above target<br>tolerance, ●<br>means within<br>target tolerance, ♦<br>means > below<br>target tolerance) |
|---|---|---------------------|---------------------|--|--|--|--|---|---|--|---|--|---|---|--|
| BV114 Score against a checklist of the guidance in "Creating Opportunity" guidance issued in December 2000.                                     | 100%  | Deleted             | Deleted             |  |  | Deleted  |  |   |   |  | Bigger  |  |   |   | Deleted  |
| BV117 Number of physical visits per 1,000 population to public libraries.   | 4,061   | 4,067               | 4,260               | Bigger   | ↑  | ↑  | Bigger   | ↑   | 4.90%   | 4.75%  | Bigger  | 4.75%  | 4.90%   |   | ●  |
| BV118a User satisfaction with libraries - who found the book required.  | 87% [B=663, C=3.65]   | Target not required | Not to be collected |  |  | Not to be collected  |  |   |   |  | Bigger  |  |   |   | Not to be collected  |
| BV118b User satisfaction with libraries - who found the information required.   | 70% [B=217, C=6.57]   | Target not required | Not to be collected |  |  | Not to be collected  |  |   |   |  | Bigger  |  |   |   | Not to be collected  |
| BV118c User satisfaction with libraries - overall.  | 97.5% [B=768, C=3.37]   | Target not required | Not to be collected |  |  | Not to be collected  |  |   |   |  | Bigger  |  |   |   | Not to be collected  |
| BV119a All sport/leisure facilities - All.  | 64.9% [B=1,232, C=2.67]   | Target not required | Not to be collected |  |  | Not to be collected  |  |   |   |  | Bigger  |  |   |   | Not to be collected  |
| BV119b Libraries - All.   | 71.9% [B=1,242, C=2.50]   | Target not required | Not to be collected |  |  | Not to be collected  |  |   |   |  | Bigger  |  |   |   | Not to be collected  |
| BV119c Museums - All.   | 45.3% [B=1,199, C=2.82]   | Target not required | Not to be collected |  |  | Not to be collected  |  |   |   |  | Bigger  |  |   |   | Not to be collected  |
| BV119d Arts activities and venues - All.  | 71.8% [B=1,229, C=2.52]   | Target not required | Not to be collected |  |  | Not to be collected  |  |   |   |  | Bigger  |  |   |   | Not to be collected  |
| BV119e Parks/open spaces - All.   | 65.9% [B=1,251, C=2.63]   | Target not required | Not to be collected |  |  | Not to be collected  |  |   |   |  | Bigger  |  |   |   | Not to be collected  |
| BV170a The number of visits to/usage's of museums per 1,000 population.   | 502.6   | 500                 | 641                 | Bigger   | ↑  | ↑  | Bigger   | ↑   | 27.54%  | 28.20%   | Bigger  | 28.20%   | 27.54%  |   | ↑  |
| BV170b The number of those visits that were in person per 1,000 population.   | 341.4   | 328                 | 290                 | Smaller  | ↓  | ↓  | Smaller  | ↓   | -15.06%   | -11.59%  | Bigger  | -11.59%  | -15.06%   |   | ♦  |
| BV170c Number of pupils visiting museums and galleries in organised school groups (previously BV113).   | 6,131   | 3,850               | 6,455               | Bigger   | ↑  | ↑  | Bigger   | ↑   | 5.28%   | 67.66%   | Bigger  | 67.66%   | 5.28%   |   | ↑  |
| BV220 Compliance against the Public Library Service Standards (PLSS) (Overall)  | New   | New                 | New                 |  |  | New  |  |   |   |  | Bigger  |  |   |   | New  |
| CS17ai Increase participation at Eastbourne Sports Complex - Adults   | 43,830  | 41,670              | 21,078              | Smaller  | ↓  | ↓  | Smaller  | ↓   | -51.91%   | -49.42%  | Bigger  | -49.42%  | -51.91%   |   | ♦  |
| CS17ai Increase participation at Eastbourne Sports Complex - Children   | 63,904  | 60,300              | 3,769               | Smaller  | ↓  | ↓  | Smaller  | ↓   | -94.10%   | -93.75%  | Bigger  | -93.75%  | -94.10%   |   | ♦  |
| CS17bi Increase participation at Stressholme - Golf rounds  | 34,720  | 34,398              | 31,219              | Smaller  | ↓  | ↓  | Smaller  | ↓   | -10.08%   | -9.24%   | Bigger  | -9.24%   | -10.08%   | ●   | ●  |
| CS17bi Increase participation at Stressholme - Driving Range  | 26,849  | 26,172              | 28,187              | Bigger   | ↑  | ↑  | Bigger   | ↑   | 4.98%   | 7.70%  | Bigger  | 7.70%  | 4.98%   | ●   | ●  |
| CS17ei Increase participation at Swimming - Adults  | 104,048   | 102,312             | 107,552             | Bigger   | ↑  | ↑  | Bigger   | ↑   | 3.37%   | 5.12%  | Bigger  | 5.12%  | 3.37%   | ●   | ●  |
| CS17ei Increase participation at Swimming - Juniors   | 71,594  | 65,628              | 96,980              | Bigger   | ↑  | ↑  | Bigger   | ↑   | 35.46%  | 47.77%   | Bigger  | 47.77%   | 35.46%  | ↑   | ↑  |
| CS17d Increase participation at Theatre and Arts Venues   | 186,101   | 207,219             | 216,574             | Bigger   | ↑  | ↑  | Bigger   | ↑   | 16.37%  | 4.51%  | Bigger  | 4.51%  | 16.37%  | ●   | ●  |
| CS17c Increase participation at Theatre and Arts Outreach   | 4,364   | 2,950               | 6,253               | Bigger   | ↑  | ↑  | Bigger   | ↑   | 43.29%  | 111.97%  | Bigger  | 111.97%  | 43.29%  | ↑   | ↑  |
| CS18a Percentage of residents by population profile satisfied with the local authority's leisure and arts venues.                               | 69.40%  | 75%                 | 64%                 | Smaller  | ↓  | ↓  | Smaller  | ↓   | -7.78%  | -14.67%  | Bigger  | -14.67%  | -7.78%  |   | ♦  |
| CS18b Percentage of residents by population profile satisfied with the local authority's festivals and events.                                  | 71.80%  | 75%                 | 65%                 | Smaller  | ↓  | ↓  | Smaller  | ↓   | -9.47%  | -13.33%  | Bigger  | -13.33%  | -9.47%  |   | ♦  |
| CS18c Percentage of residents by population profile satisfied with the local authority's community sports and arts.                             | Not collected   | 65%                 | 54%                 |  |  | Not collected  | Smaller  | ↓   |   | -16.92%  | Bigger  | -16.92%  |   |   | ♦  |
| CS23 Increase Partnership funds for the purpose of extending the cultural offer provided by Community Services for the residents of Darlington. | £467,000  | £164,850            | £148,695            | Smaller  | ↓  | ↓  | Smaller  | ↓   | -68.16%   | -9.80%   | Bigger  | -9.80%   | -68.16%   | ●   | ●  |
| CS26 Percentage of the population very or fairly satisfied with children's play areas.  | 31.00%  | 35%                 | 31.7%               | Bigger   | ↑  | ---  | Smaller  | ↓   | 2.26%   | -9.43%   | Bigger  | -9.43%   | 2.26%   | ●   | ●  |

| Target Form Rec'd Checked KP | 2005/06 Target      | 2006/07 Target | 2007/08 Target      | 2008/09 Target      | 2009/10 Target | Median         | Bottom Quartile | Average / % 'Yes' for certain PIs | Top Quartile   | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ (2003/04 base) WQ = Worst Quartile (25%), BQ = Best Quartile (25%) | Accountable Officer (Accounting contact officer) |
|------------------------------|---------------------|----------------|---------------------|---------------------|----------------|----------------|-----------------|-----------------------------------|----------------|-------------------|--------------------|---|--|--|
|                              | Deleted             | Deleted        | Deleted             | Deleted             | Deleted        | 100.00%        | 68.50%          | 81.10%                            | 100.00%        |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Sharon Brown                                     |
|                              | Deleted             | Deleted        | Deleted             | Deleted             | Deleted        | 5529           | 4820            | 6382                              | 6605           | Worst             | Best               | Worst   | ■ ■ ■ ■  | Lynne Litchfield                                 |
|                              | Target not required | 72%            | Target not required | Target not required | 72%            | 71.00%         | 65.00%          | 70.13%                            | 76.00%         |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Lynne Litchfield                                 |
|                              | Target not required | 88%            | Target not required | Target not required | 91%            | 70.00%         | 67.00%          | 69.16%                            | 72.00%         |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Lynne Litchfield                                 |
|                              | Target not required | 97%            | Target not required | Target not required | 97%            | 92.00%         | 88.00%          | 90.54%                            | 94.00%         |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Lynne Litchfield                                 |
|                              | Target not required | 72%            | Target not required | Target not required | 72%            | 54.00%         | 49.00%          | 54.13%                            | 60.00%         |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Sharon Brown                                     |
|                              | Target not required | 75%            | Target not required | Target not required | 75%            | 68.00%         | 63.00%          | 67.09%                            | 72.00%         |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Lynne Litchfield                                 |
|                              | Target not required | 50%            | Target not required | Target not required | 50%            | 42.00%         | 31.00%          | 42.21%                            | 50.00%         |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Graham Bowen                                     |
|                              | Target not required | 75%            | Target not required | Target not required | 75%            | 48.00%         | 36.00%          | 47.16%                            | 56.00%         |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Sharon Brown                                     |
|                              | Target not required | 72%            | Target not required | Target not required | 72%            | 72.00%         | 66.00%          | 71.60%                            | 77.00%         |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Sharon Brown                                     |
|                              | 505                 | 510            | 520                 | 530                 | 540            | 325            | 108             | 1,027                             | 771            | Upper             | Best               | Upper   | ■ ■ ■ ■  | Graham Bowen                                     |
|                              | 304                 | 319            | 336                 | 352                 | 370            | 234            | 85              | 510                               | 513            | Upper             | Best               | Upper   | ■ ■ ■ ■  | Graham Bowen                                     |
|                              | 4,500               | 4,650          | 4,800               | 4,950               | 5,150          | 2,273          | 586             | 6,316                             | 7,294          | Upper             | Best               | Upper   | ■ ■ ■ ■  | Graham Bowen                                     |
|                              | 1                   | Not set        | Not set             | Not set             | Not set        | New            | New             | New                               | New            |                   |                    |   | New  | Lynne Litchfield                                 |
|                              | 27,000              | 27,200         | 27,400              | 27,500              | 28,000         | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Steve Thompson                                   |
|                              | 10,000              | 10,200         | 10,200              | 10,500              | 10,500         | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Steve Thompson                                   |
|                              | 35,000              | 35,437         | 37,000              | 37,500              | 39,000         | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Steve Thompson                                   |
|                              | 29,000              | 29,200         | 30,000              | 30,500              | 31,500         | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Steve Thompson                                   |
|                              | 100,000             | 100,000        | 105,412             | 110,000             | 130,000        | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Steve Thompson                                   |
|                              | 90,000              | 90,000         | 90,400              | 100,000             | 120,000        | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Steve Thompson                                   |
|                              | 211,714             | 214,714        | 215,948             | 220,000             | 222,000        | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Steve Thompson                                   |
|                              | 3,000               | 3,050          | 3,100               | 3,150               | 3,500          | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Steve Thompson                                   |
|                              | 70%                 | 73%            | 75%                 | 80%                 | 90%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Steve Thompson                                   |
|                              | 70%                 | 73%            | 75%                 | 80%                 | 90%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Steve Thompson                                   |
|                              | 65%                 | 70%            | 72%                 | 75%                 | 75%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Steve Thompson                                   |
|                              | £173,050            | £176,511       | £180,041            | £183,641            | Not set        | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Steve Thompson                                   |
|                              | 40%                 | 45%            | 50%                 | 55%                 | 60%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Ian Thompson                                     |

| PI Reference and Description<br>(B=base number and C = confidence interval for citizen/customer satisfaction surveys)  | 2003/04 Actual (unless stated) (* Indicates changed value from that reported in 2004/05 BVPP) | 2004/05 Target     | 2004/05 Actual     | Is 04/05 actual Smaller, Same or Bigger than 03/04 actual | Taking into account whether smaller or bigger is best has performance improved since 03-04 | Performance Trend 2003/04 to 2004/05<br>(↑ Better, ↓ Worse, --- No change) | Is 04/05 ACTUAL better than 04/05 TARGET | Is 04/05 ACTUAL better than 04/05 TARGET taking into account what is best SMALLER or BIGGER | Variance 2003/04 to 2004/05 Actuals (+/- 10% coloured) | Variance 2004/05 Target to 2004/05 Actual (+/- 10% coloured) | Which quartile is best : Top or Bottom | Variance 04/05 actual to target Calculation to take into consideration which is best "Bigger" or "Smaller" | Variance 03/04 actual to 04/05 actual Calculation to take into consideration which is best "Bigger" or "Smaller" | Checker to which Symbol to use (Local Indicators ONLY - 10% variance) | 2004/05 P+ target achieved status (🟢 means >above target tolerance, 🟡 means within target tolerance, 🟠 means > below target tolerance) |
|--|---|--------------------|--------------------|---|--|--|--|---|--|--|--|--|--|---|--|
| 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   | 1830               | 0                  |   |  | Amended  | Smaller                                  | ↓   |  | -100.00%   | Bigger                                 | -100.00%   |  | ◆   | 🟠  |
| 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   | 640                | 0                  |   |  | Amended  | Smaller                                  | ↓   |  | -100.00%   | Bigger                                 | -100.00%   |  | ◆   | 🟠  |
| 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   | 43                 | 0                  |   |  | Amended  | Smaller                                  | ↓   |  | -100.00%   | Bigger                                 | -100.00%   |  | ◆   | 🟠  |
| CS62 Develop Community Access Agreements   | New   | 10                 | 8                  |   |  | New  | Smaller                                  | ↓   |  | -20.00%  | Bigger                                 | -20.00%  |  | ◆   | 🟠  |
| CS63 Develop SLAs with schools   | New   | 5                  | 1                  |   |  | New  | Smaller                                  | ↓   |  | -80.00%  | Bigger                                 | -80.00%  |  | ◆   | 🟠  |
| CS69 Develop Learning Plans  | New   | 4                  | 4                  |   |  | New  | Same                                     | →   |  | 0.00%  | Bigger                                 | 0.00%  |  | ●   | 🟢  |
| <b>PROMOTING COMMUNITY SAFETY</b>  |   |                    |                    |   |  |  |  |   |  |  |  |  |  |   |  |
| BV126a (QoL16a) Domestic burglaries per 1,000 households.  | 13.6  | 15                 | 10.07              | Smaller   | ↑  | ↑  | Smaller                                  | ↑   | -25.96%  | -32.87%  | Smaller                                | 32.87%   | 25.96%   |   | 🟢  |
| 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 not be reported under BV127a-d.] | 11.9  | 13                 | 11.5               | Smaller   | ↑  | ↑  | Smaller                                  | ↑   | -3.36%   | -11.54%  | Smaller                                | 11.54%   | 3.36%  |   | 🟢  |
| BV127a (QoL16bi) Violent offences committed by a stranger per 1,000 population.  | Not available   | Not available      | Not available      |   |  | Not available  |  |   |  |  | Smaller                                |  |  |   | Not available  |
| BV127b (QoL16bii) Violent offences committed in a public place per 1,000 population.   | Not available   | Not available      | Not available      |   |  | Not available  |  |   |  |  | Smaller                                |  |  |   | Not available  |
| BV127c (QoL16biii) Violent offences committed in connection with licensed premises per 1,000 population.   | Not available   | Not available      | Not available      |   |  | Not available  |  |   |  |  | Smaller                                |  |  |   | Not available  |
| BV127d (QoL16biv) Violent offences committed under the influence per 1,000 population.   | Not available   | Not available      | Not available      |   |  | Not available  |  |   |  |  | Smaller                                |  |  |   | Not available  |
| BV127a Violent crime (violence against the person, sexual offences and robbery) per 1,000 population   | Amended   | Amended            | Amended            |   |  | Amended  |  |   |  |  | Smaller                                |  |  |   | Amended  |
| BV127b Robberies per 1,000 population  | Amended   | Amended            | Amended            |   |  | Amended  |  |   |  |  | Smaller                                |  |  |   | Amended  |
| BV128a (QoL16c) Vehicle crimes per 1,000 population.   | 22.8  | 12.5               | 14.03              | Smaller   | ↑  | ↑  | Bigger                                   | ↓   | -38.46%  | 12.24%   | Smaller                                | -12.24%  | 38.46%   |   | 🟠  |
| 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                | Same  | →  | ---  | Same                                     | →   | 0.00%  | 0.00%  | Bigger                                 | 0.00%  | 0.00%  |   | 🟢  |
| BV225 The overall provision and effectiveness of local authority services that help victims of domestic violence and prevent further domestic violence   | Amended from BV176  | Amended from BV176 | Amended from BV176 |   |  | Amended from BV176   |  |   |  |  | Bigger                                 |  |  |   | Amended from BV176   |
| CS156 Reduce violent crime per 1,000 population (add robberies)  | New   | New                | New                |   |  | New  |  |   |  |  | Smaller                                |  |  |   | New  |
| CS156a Reduce violent crime per 1,000 population - common assault  | New   | New                | New                |   |  | New  |  |   |  |  | Smaller                                |  |  |   | New  |
| CS156b Reduce violent crime per 1,000 population - wounding  | New   | New                | New                |   |  | New  |  |   |  |  | Smaller                                |  |  |   | New  |
| DE19 Percentage of Trading Standards customers satisfied with overall level of service.  | New   | New                | New                |   |  | New  |  |   |  |  | Bigger                                 |  |  |   | New  |

| Target Form Rec'd Checked KP | 2005/06 Target              | 2006/07 Target              | 2007/08 Target              | 2008/09 Target              | 2009/10 Target              | Median             | Bottom Quartile    | Average / % 'Yes' for certain PIs | Top Quartile       | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%)<br><small>(2003/04 base)</small> | Accountable Officer (Accounting contact officer) |
|------------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|--------------------|--------------------|-----------------------------------|--------------------|-------------------|--------------------|---|---|--|
|                              | 5490                        | Not set                     | Not set                     | Not set                     | Not set                     | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable  | Caroline Bell                                    |
|                              | 1921                        | Not set                     | Not set                     | Not set                     | Not set                     | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable  | Caroline Bell                                    |
|                              | 130                         | Not set                     | Not set                     | Not set                     | Not set                     | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable  | Caroline Bell                                    |
|                              | 0                           | 0                           | Not set                     | Not set                     | Not set                     | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable  | Caroline Bell                                    |
|                              | 5                           | 5                           | Not set                     | Not set                     | Not set                     | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable  | Shaun Carr                                       |
|                              | 4                           | 4                           | Not set                     | Not set                     | Not set                     | Not applicable     | Not applicable     | Not applicable                    | Not applicable     |                   |                    |   | Not applicable  | Caroline Bell                                    |
|                              | 14                          | 13.5                        | 13                          | Not set                     | Not set                     | 11.2               | 16.8               | 13.9                              | 8                  | Best              | Upper              | Upper   | ■ ■ ■ ■   | Rob Jones  |
|                              | Replace by amended BV127a-b | Replace by amended BV127a-b | Replace by amended BV127a-b | Replace by amended BV127a-b | Replace by amended BV127a-b |                    |                    | Not available                     | Not available      |                   |                    |   | Not available   | Rob Jones  |
|                              | Amended                     | Amended                     | Amended                     | Amended                     | Amended                     |                    |                    |                                   |                    |                   |                    |   | Not available   | Rob Jones  |
|                              | Amended                     | Amended                     | Amended                     | Amended                     | Amended                     |                    |                    |                                   |                    |                   |                    |   | Not available   | Rob Jones  |
|                              | Amended                     | Amended                     | Amended                     | Amended                     | Amended                     |                    |                    |                                   |                    |                   |                    |   | Not available   | Rob Jones  |
|                              | Amended                     | Amended                     | Amended                     | Amended                     | Amended                     |                    |                    |                                   |                    |                   |                    |   | Not available   | Rob Jones  |
|                              | 13.2                        | 12.6                        | 12.1                        | Not set                     | Not set                     | Amended            | Amended            | Amended                           | Amended            |                   |                    |   | Amended   | Rob Jones  |
|                              | 0.9                         | 0.9                         | 0.9                         | Not set                     | Not set                     | Amended            | Amended            | Amended                           | Amended            |                   |                    |   | Amended   | Rob Jones  |
|                              | 12.5                        | Not set                     | Not set                     | Not set                     | Not set                     | 11.7               | 16.9               | 13.5                              | 8.7                | Best              | Lower              | Lower   | ■ ■ ■ ■   | Rob Jones  |
|                              | Amended to BV225            | Amended to BV225            | Amended to BV225            | Amended to BV225            | Amended to BV225            | 0.23               | 0                  | 0.52                              | 0.77               | Best              | Worst              | Best  | ■ ■ ■ ■   | Rob Jones  |
|                              | Not set                     | Not set                     | Not set                     | Not set                     | Not set                     | Amended from BV176 | Amended from BV176 | Amended from BV176                | Amended from BV176 |                   |                    |   | Amended from BV176  | Rob Jones  |
|                              | 9.4                         | 9.0                         | 8.5                         |                             |                             |                    |                    | Not applicable                    | Not applicable     |                   |                    |   | Not applicable  | Rob Jones  |
|                              | 5.1                         | 4.7                         | 4.4                         |                             |                             |                    |                    | Not applicable                    | Not applicable     |                   |                    |   | Not applicable  | Rob Jones  |
|                              | 3.4                         | 3.3                         | 3.2                         |                             |                             |                    |                    | Not applicable                    | Not applicable     |                   |                    |   | Not applicable  | Rob Jones  |
|                              | 87%                         | 89%                         | 91%                         | 93%                         | 95%                         |                    |                    | Not applicable                    | Not applicable     |                   |                    |   | Not applicable  | Nigel Green                                      |

| PI Reference and Description<br>(B=base number and C = confidence interval for citizen/customer satisfaction surveys)  | 2003/04 Actual<br>(unless stated)<br>(* Indicates changed value from that reported in 2004/05 BVPP) | 2004/05 Target | 2004/05 Actual | Is 04/05 actual Smaller, Same or Bigger than 03/04 actual | Taking into account whether smaller or bigger is best has performance improved since 03-04 | Performance Trend 2003/04 to 2004/05<br>(↑ Better, ↓ Worse, --- No change) | Is 04/05 ACTUAL better than 04/05 TARGET | Is 04/05 ACTUAL better than 04/05 TARGET taking into account what is best SMALLER or BIGGER | Variance 2003/04 to 2004/05 Actuals (+/- 10% coloured) | Variance 2004/05 Target to 2004/05 Actual (+/- 10% coloured) | Which quartile is best : Top or Bottom | Variance 04/05 actual to target Calculation to take into consideration which is best "Bigger" or "Smaller" | Variance 03/04 actual to 04/05 actual Calculation to take into consideration which is best "Bigger" or "Smaller" | Checker to which Symbol to use (Local Indicators ONLY - 10% variance) | 2004/05 P+ target achieved status (🟢 means >above target tolerance, 🟡 means within target tolerance, 🟠 means > below target tolerance) |
|--|---|----------------|----------------|---|--|--|--|---|--|--|--|--|--|---|--|
| DE55a Percentage of premise licensing applications processed within two months.  | New   | New            | New            |   |  | New  |  |   |  |  | Bigger                                 |  |  |   | New  |
| DE55b Percentage of personal license applications processed within three months.   | New   | New            | New            |   |  | New  |  |   |  |  | Bigger                                 |  |  |   | New  |
| 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+ | 2.7%  | 3.0%           | 4.41%          | Bigger  | ↓  | ↓  | Bigger                                   | ↓   | 63.33%   | 47.00%   | Smaller                                | -47.00%  | -63.33%  | ◆   | ◆  |
| 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.  | 51.8%   | 52%            | 48.3%          | Smaller   | ↓  | ---  | Smaller                                  | ↓   | -6.76%   | -7.12%   | Bigger                                 | -7.12%   | -6.76%   | ●   | ●  |
| 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.   | 94.5%   | 95%            | 93.3%          | Smaller   | ↓  | ---  | Smaller                                  | ↓   | -1.27%   | -1.79%   | Bigger                                 | -1.79%   | -1.27%   | ●   | ●  |
| <b>IMPROVING HEALTH AND WELL-BEING</b>   |   |                |                |   |  |  |  |   |  |  |  |  |  |   |  |
| 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                               | 14.5%   | 16%            | 9.40%          | Smaller   | ↑  | ↑  | Smaller                                  | ↑   | -35.17%  | -41.25%  | Smaller                                | 41.25%   | 35.17%   |   | ●  |
| 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   | £460  | £510           | £439           | Smaller   | ↑  | ↑  | Smaller                                  | ↑   | -4.57%   | -13.92%  | Smaller                                | 13.92%   | 4.57%  |   | 🟢  |
| 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   | £321  | £378           | £343           | Bigger  | ↓  | ↓  | Smaller                                  | ↑   | 6.85%  | -9.26%   | Smaller                                | 9.26%  | -6.85%   |   | ●  |
| BV53 Intensive home care per 1,000 population aged 65 or over.   | 11.65   | 13             | 12.9           | Bigger  | ↑  | ↑  | Smaller                                  | ↓   | 10.73%   | -0.77%   | Bigger                                 | -0.77%   | 10.73%   |   | ●  |
| BV54 Older people (aged 65 or over) helped to live at home per 1,000 population aged 65 and over   | 75.5  | 75             | 84.89          | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 12.44%   | 13.19%   | Bigger                                 | 13.19%   | 12.44%   |   | 🟢  |
| BV56 Percentage of items of equipment delivered within 7 working days.   | 63.50%  | 60%            | 76.84%         | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 21.01%   | 28.07%   | Bigger                                 | 28.07%   | 21.01%   |   | 🟢  |
| BV58 Percentage of people receiving a statement of their needs and how they will be met.   | 87.7%   | 92%            | 91.1%          | Bigger  | ↑  | ↑  | Smaller                                  | ↓   | 3.88%  | -0.98%   | Bigger                                 | -0.98%   | 3.88%  |   | ●  |
| BV62 The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority.  | 6.52%   | 6.62%          | 8.85%          | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 35.74%   | 33.69%   | Bigger                                 | 33.69%   | 35.74%   |   | 🟢  |
| BV162 Reviews of child protection cases (Amended detailed definition for 2003/04).   | 100%  | 100%           | 100%           | Same  | →  | ---  | Same                                     | →   | 0.00%  | 0.00%  | Bigger                                 | 0.00%  | 0.00%  |   | ●  |
| BV163 Adoptions of children looked after (Amended detailed definition for 2003/04).  | 3.03%   | 6.50%          | 3.03%          | Same  | →  | ↑  | Smaller                                  | ↓   | 0.00%  | -53.38%  | Bigger                                 | -53.38%  | 0.00%  |   | ◆  |
| BV166a Score against a checklist of enforcement best practice for environmental health.  | 80%   | 90%            | 90%            | Bigger  | ↑  | ↑  | Same                                     | →   | 12.50%   | 0.00%  | Bigger                                 | 0.00%  | 12.50%   |   | ●  |
| BV166b Score against a checklist of enforcement best practice for trading standards.   | 80%   | 90%            | 90%            | Bigger  | ↑  | ↑  | Same                                     | →   | 12.50%   | 0.00%  | Bigger                                 | 0.00%  | 12.50%   |   | ●  |
| BV185 Percentage of responsive (but not emergency) repairs during the year, for which the authority both made and kept an appointment.   | 39%   | 45%            | 55.5%          | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 42.31%   | 23.33%   | Bigger                                 | 23.33%   | 42.31%   |   | 🟢  |

| Target Form Rec'd Checked KP | 2005/06 Target | 2006/07 Target | 2007/08 Target | 2008/09 Target | 2009/10 Target | Median         | Bottom Quartile | Average / % 'Yes' for certain PIs | Top Quartile   | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%)<br><small>(2003/04 base)</small> | Accountable Officer (Accounting contact officer) |
|------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|-----------------|-----------------------------------|----------------|-------------------|--------------------|---|---|--|
|                              | 100%           | 100%           | 100%           | 100%           | 100%           |                |                 | New                               | New            |                   |                    |   | Not applicable  | Pam Rose   |
|                              | 100%           | 100%           | 100%           | 100%           | 100%           |                |                 | New                               | New            |                   |                    |   | Not applicable  | Pam Rose   |
|                              | 3 or less      | 3 or less      | 3 or less      | 3 or less      | 3 or less      | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Alison Walton                                    |
|                              | 55%            | 55%            | 55%            | 55%            | 55%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Rob Jones  |
|                              | 95%            | 95%            | 95%            | 95%            | 95%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Rob Jones  |
|                              |                |                |                |                |                |                |                 |                                   |                |                   |                    |   |   |  |
|                              | 16%            | 16%            | 16%            | 16%            | 16%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Alison Walton                                    |
|                              | £510           | £510           | £510           | £510           | £510           | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Alison Walton                                    |
|                              | £350           | £360           | £370           | £380           | £380           | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Alison Walton                                    |
|                              | 14             | 15             | 16             | 16             | 16             | 11.45          | 8.44            | 12.7                              | 15.7           | Upper             | Best               | Upper   | ■ ■ ■ ■   | Daljit Lally                                     |
|                              | 78             | 79             | 85             | 85             | 85             | 86.6           | 72.3            | 89.46                             | 101.17         | Lower             | Best               | Lower   | ■ ■ ■ ■   | Daljit Lally                                     |
|                              | 75%            | 70%            | 85%            | 85%            | 85%            | 80.0%          | 72.0%           | 79.0%                             | 88.0%          | Lower             | Best               | Lower   | ■ ■ ■ ■   | Daljit Lally                                     |
| Form rec'd                   | Deleted        | Deleted        | Deleted        | Deleted        | Deleted        | 92%            | 87%             | 90%                               | 96%            | Lower             | Best               | Lower   | ■ ■ ■ ■   | Daljit Lally                                     |
|                              | Deleted        | Deleted        | Deleted        | Deleted        | Deleted        | 2.66%          | 1.44%           | 3.39%                             | 4.32%          | Best              | Worst              | Best  | ■ ■ ■ ■   | Stephen Edmonds                                  |
|                              | 100%           | 100%           | 100%           | 100%           | 100%           | 99%            | 95%             | 95%                               | 100%           | Best              | Best               | Best  | ■ ■ ■ ■   | Alison Walton                                    |
|                              | 6.50%          | 6.50%          | 6.50%          | 6.50%          | 6.50%          | 7.3%           | 5.8%            | 7.4%                              | 9.1%           | Worst             | Best               | Worst   | ■ ■ ■ ■   | Alison Walton                                    |
|                              | 100%           | 100%           | 100%           | 100%           | 100%           | 83%            | 70%             | 79%                               | 90%            | Best              | Best               | Best  | ■ ■ ■ ■   | Keith Atkinson                                   |
|                              | 100%           | 100%           | 100%           | 100%           | 100%           | 90.00%         | 80.00%          | 87.80%                            | 100.00%        | Upper             | Best               | Upper   | ■ ■ ■ ■   | Keith Atkinson                                   |
|                              | Deleted        | Deleted        | Deleted        | Deleted        | Deleted        | 55.3%          | 11.5%           | 49.2%                             | 85.6%          | Upper             | Best               | Upper   | ■ ■ ■ ■   | Malcolm Harding                                  |



| PI Reference and Description<br>(B=base number and C =<br>confidence interval for<br>citizen/customer satisfaction<br>surveys)   | 2003/04 Actual<br>(unless stated)<br>(* Indicates<br>changed value<br>from that<br>reported in<br>2004/05 BVPP) | 2004/05 Target | 2004/05 Actual   | Is 04/05<br>actual<br>Smaller,<br>Same or<br>Bigger than<br>03/04 actual | Taking into<br>account whether<br>smaller or<br>bigger is best<br>has performance<br>improved since<br>03-04 | Performance<br>Trend 2003/04 to<br>2004/05<br>(↑ Better, ↓<br>Worse, --- No<br>change) | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET taking<br>into account<br>what is best<br>SMALLER or<br>BIGGER | Variance<br>2003/04 to<br>2004/05<br>Actuals (+/-<br>10%<br>coloured) | Variance<br>2004/05<br>Target to<br>2004/05<br>Actual (+/-<br>10%<br>coloured) | Which<br>quartile is<br>best : Top<br>or Bottom | Variance<br>04/05 actual<br>to target<br>Calculation to<br>take into<br>consideration<br>which is best<br>"Bigger" or<br>"Smaller" | Variance<br>03/04 actual<br>to 04/05<br>actual<br>Calculation to<br>take into<br>consideration<br>which is best<br>"Bigger" or<br>"Smaller" | Checker to<br>which<br>Symbol to<br>use (Local<br>Indicators<br>ONLY - 10%<br>variance) | 2004/05<br>P+ target achieved<br>status (🟢 means<br>>above target<br>tolerance, 🟡<br>means within<br>target tolerance, 🟠<br>means > below<br>target tolerance) |
|--|---|----------------|------------------|--|--|--|--|---|---|--|---|--|---|---|--|
| BV195 Acceptable waiting time for assessment.  | 36%   | 60%            | 78.5%            | Bigger   | ↑  | ↑  | Bigger   | ↑   | 118.06%   | 30.83%   | Bigger  | 30.83%   | 118.06%   |   | 🟢  |
| BV196 Acceptable waiting time for care packages  | 67%   | 60%            | 75.2%            | Bigger   | ↑  | ↑  | Bigger   | ↑   | 12.24%  | 25.33%   | Bigger  | 25.33%   | 12.24%  |   | 🟢  |
| BV197 Change in the number of conceptions to females under 18 per 1,000 females aged 15-17, compared to 1998 baseline.   | -23.30%   | -23%           | -22.10%          | Bigger   | ↓  | ↓  | Bigger   | ↓   | -5.15%  | -3.91%   | Smaller   | 3.91%  | 5.15%   |   | 🟡  |
| BV198 The number of problem drug users in treatment per 1,000 head of population aged 15-44.   | 9.9   | 1.5            | 12.4             | Bigger   | ↑  | ↑  | Bigger   | ↑   | 25.25%  | 726.67%  | Bigger  | 726.67%  | 25.25%  |   | 🟢  |
| BV198 (04) Percentage year on year change in the number of problem drug misusers accessing treatment services  | Amended   | Not set        | Data unavailable |  |  | Data unavailable   |  |   |   |  | Bigger  |  |   |   | Data unavailable   |
| BV201 The number of adults and older people receiving direct payments at 31 March per 100,000 population aged 18 years or over   | New   | 50             | 95.4             |  |  | New  | Bigger   | ↑   |   | 90.80%   | Bigger  | 90.80%   |   |   | 🟢  |
| BV202 The number of individuals sleeping rough on a single night within a local authority's boundaries   | New   | 6              | 5                |  |  | New  | Smaller  | ↑   |   | -16.67%  | Smaller   | 16.67%   |   |   | 🟢  |
| BV203a The number of families which include dependent children or a pregnant woman placed in temporary accommodation under the homelessness legislation  | New   | 4              | 3                |  |  | New  | Smaller  | ↑   |   | -25.00%  | Smaller   | 25.00%   |   |   | 🟢  |
| BV203b The percentage change in the number of dependent children or pregnant women placed in temporary accommodation under homelessness legislation compared with the average from the previous year | New   | -33%           | 200%             |  |  | New  | Bigger   | ↑   |   | -706.06%   | Bigger  | -706.06%   |   |   | 🟠  |
| CR6 Percentage of the population very or fairly satisfied with their neighbourhood as a place to live.   | 79%   | 85%            | 77.9%            | Smaller  | ↓  | ---  | Smaller  | ↓   | -1.77%  | -8.35%   | Bigger  | -8.35%   | -1.77%  | ●   | 🟡  |
| CS1 Percentage of occasions that a response and first action was instigated to an emergency call from Warden Link Service within 3 mins  | 98.4%   | 98%            | 99%              | Bigger   | ↑  | ↑  | Bigger   | ↑   | 0.61%   | 1.02%  | Bigger  | 1.02%  | 0.61%   | ●   | 🟢  |
| CS7 Proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days  | 99.4%   | 100%           | 100.0%           | Bigger   | ↑  | ↑  | Same   | →   | 0.60%   | 0.00%  | Bigger  | 0.00%  | 0.60%   | ●   | 🟡  |
| CS14 Percentage of occasions that Mobile Wardens respond to cases within 20 minutes  | 95.07%  | 92%            | 95.66%           | Bigger   | ↑  | ↑  | Bigger   | ↑   | 0.62%   | 3.98%  | Bigger  | 3.98%  | 0.62%   | ●   | 🟡  |
| CS21 (Ex BV65b) Average weekly cost per local authority dwelling of repairs  | £16.57  | £13.86         | £16.34           | Smaller  | ↑  | ↑  | Bigger   | ↓   | -1.39%  | 17.89%   | Smaller   | -17.89%  | 1.39%   | ◆   | 🟠  |
| CS22 (Ex BV65a) Average weekly cost per local authority dwelling of management   | £7.96   | £9.84          | £9.03            | Bigger   | ↓  | ↓  | Smaller  | ↑   | 13.44%  | -8.23%   | Smaller   | 8.23%  | -13.44%   | ●   | 🟡  |
| CS45 Increase the number of heat efficient homes.  | New   | 350            | 440              |  |  | New  | Bigger   | ↑   |   | 25.71%   | Bigger  | 25.71%   |   | 👉   | 🟢  |
| CS 47 Develop extra care schemes.  | New   | 1              | 1                |  |  | New  | Same   | →   |   | 0.00%  | Bigger  | 0.00%  |   | ●   | 🟡  |
| CS48 Internal refurbishment of Sheltered Housing   | New   | 10             | 11               |  |  | New  | Bigger   | ↑   |   | 10.00%   | Bigger  | 10.00%   |   | 👉   | 🟢  |
| CS50 Promote Warden Link service.  | New   | 100            | 179              |  |  | New  | Bigger   | ↑   |   | 79.00%   | Bigger  | 79.00%   |   | 👉   | 🟢  |
| CS58 Housing Benefit - Undertake In-Claim visits.  | New   | 2,180          | 2,624            |  |  | New  | Bigger   | ↑   |   | 20.37%   | Bigger  | 20.37%   |   | 👉   | 🟢  |
| CS59 Housing Benefit - Undertake High Risk Interventions.  | New   | 4,360          | 3,627            |  |  | New  | Smaller  | ↓   |   | -16.81%  | Bigger  | -16.81%  |   | ◆   | 🟠  |
| DE8 Percentage of requests for Environmental Health, Licensing and Trading Standards service responded to within 1 working day.  | 89.92%  | 84%            | 81.62%           | Smaller  | ↓  | ↓  | Smaller  | ↓   | -9.23%  | -2.83%   | Bigger  | -2.83%   | -9.23%  | ●   | 🟡  |

| Target Form Rec'd Checked KP | 2005/06 Target | 2006/07 Target      | 2007/08 Target      | 2008/09 Target      | 2009/10 Target      | Median         | Bottom Quartile | Average / % 'Yes' for certain PIs | Top Quartile     | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%)<br>(2003/04 base) | Accountable Officer (Accounting contact officer) |
|------------------------------|----------------|---------------------|---------------------|---------------------|---------------------|----------------|-----------------|-----------------------------------|------------------|-------------------|--------------------|---|--|--|
|                              | 70             | 80                  | 80                  | 80                  | 80                  | 60.6%          | 49.7%           | 61.3%                             | 74.7%            | Best              | Worst              | Best  | ■ ■ ■ ■  | Daljit Lally                                     |
|                              | 75             | 80                  | 80                  | 80                  | 80                  | 82.8%          | 73.1%           | 79.9%                             | 89.0%            | Lower             | Best               | Lower   | ■ ■ ■ ■  | Daljit Lally                                     |
|                              | -23%           | -23%                | -24%                | -25%                | -25%                | -7.70%         | 3.90%           | -2.1%                             | -14.9%           | Worst             | Best               | Best  | ■ ■ ■ ■  | Alison Walton                                    |
|                              | Amended        | Amended             | Amended             | Amended             | Amended             | Amended        | Amended         | Amended                           | Amended          |                   |                    |   | Amended  | Rob Jones / Bev Oliver                           |
|                              | Not set        | Not set             | Not set             | Not set             | Not set             | Amended        | Amended         | Amended                           | Amended          |                   |                    |   | Amended  | Rob Jones / Bev Oliver                           |
|                              | 73             | 75                  | 80                  | 80                  | 80                  | New            | New             | New                               | New              |                   |                    |   | New  | Daljit Lally                                     |
|                              | 4              | 3                   | 2                   | 1                   | 0                   | New            | New             | New                               | New              |                   |                    |   | New  | Chris Burke                                      |
|                              | Deleted        | Deleted             | Deleted             | Deleted             | Deleted             | New            | New             | New                               | New              |                   |                    |   | New  | Chris Burke                                      |
|                              | -33%           | -33%                | -33%                | Not set             | Not set             | New            | New             | New                               | New              |                   |                    |   | New  | Chris Burke                                      |
|                              | 85%            | 85%                 | 85%                 | 85%                 | 85%                 | Not applicable | Not applicable  | Not applicable                    | Not applicable   |                   |                    |   | Not applicable   | Lorraine O'Donnell                               |
|                              | 98%            | 98%                 | 98%                 | 98%                 | 98%                 | Not applicable | Not applicable  | Not applicable                    | Not applicable   |                   |                    |   | Not applicable   | Peter Bowerbank                                  |
|                              | 100%           | 100%                | 100%                | 100%                | 100%                | Not applicable | Not applicable  | Not applicable                    | Not applicable   |                   |                    |   | Not applicable   | Chris Burke                                      |
|                              | 92%            | 92%                 | 92%                 | 92%                 | 92%                 | Not applicable | Not applicable  | Not applicable                    | Not applicable   |                   |                    |   | Not applicable   | Jill Walton                                      |
|                              | £15.41         | £16.69              | £15.82              | £14.78              | £15.19              | Not applicable | Not applicable  | £13.51 (2001/02)                  | £11.31 (2001/02) |                   |                    |   | ■ ■ ■ ■ (2001/02)  | Hazel Neasham/ (Ian Coxon)                       |
|                              | £9.84          | £10.43              | £11.11              | £11.79              | £12.52              | Not applicable | Not applicable  | £12.97 (2001/02)                  | £9.79 (2001/02)  |                   |                    |   | ■ ■ ■ ■ (2001/02)  | Hazel Neasham/ (Ian Coxon)                       |
|                              | 350            | Target not required | Target not required | Target not required | Target not required |                |                 |                                   |                  |                   |                    |   |  | Stephen Edmonds                                  |
|                              | Deleted        | Deleted             | Deleted             | Deleted             | Deleted             |                |                 |                                   |                  |                   |                    |   |  | Pauline Mitchell                                 |
|                              | 10             | 10                  | Target not required | Target not required | Target not required |                |                 |                                   |                  |                   |                    |   |  | Jill Walton                                      |
|                              | 120            | 120                 | 120                 | Target not required | Target not required |                |                 |                                   |                  |                   |                    |   |  | Jill Walton                                      |
|                              | 2,202          | 2,224               | 2,246               | 2,268               |                     |                |                 |                                   |                  |                   |                    |   |  | Anthony Sandys                                   |
|                              | 5,450          | 5,500               | 5,550               | 5,600               | 5,650               |                |                 |                                   |                  |                   |                    |   |  | Anthony Sandys                                   |
|                              | 82%            | 85%                 | 87%                 | 89%                 | 90%                 | Not applicable | Not applicable  | Not applicable                    | Not applicable   |                   |                    |   | Not applicable   | Keith Atkinson                                   |

| PI Reference and Description<br>(B=base number and C = confidence interval for citizen/customer satisfaction surveys)  | 2003/04 Actual (unless stated) (* Indicates changed value from that reported in 2004/05 BVPP) | 2004/05 Target | 2004/05 Actual     | Is 04/05 actual Smaller, Same or Bigger than 03/04 actual | Taking into account whether smaller or bigger is best has performance improved since 03-04 | Performance Trend 2003/04 to 2004/05<br>(↑ Better, ↓ Worse, --- No change) | Is 04/05 ACTUAL better than 04/05 TARGET | Is 04/05 ACTUAL better than 04/05 TARGET taking into account what is best SMALLER or BIGGER | Variance 2003/04 to 2004/05 Actuals (+/- 10% coloured) | Variance 2004/05 Target to 2004/05 Actual (+/- 10% coloured) | Which quartile is best : Top or Bottom | Variance 04/05 actual to target Calculation to take into consideration which is best "Bigger" or "Smaller" | Variance 03/04 actual to 04/05 actual Calculation to take into consideration which is best "Bigger" or "Smaller" | Checker to which Symbol to use (Local Indicators ONLY - 10% variance) | 2004/05 P+ target achieved status (🟢 means >above target tolerance, 🟡 means within target tolerance, 🟠 means > below target tolerance) |
|--|---|----------------|--------------------|---|--|--|--|---|--|--|--|--|--|---|--|
| DE12a Percentage of allotment tenants satisfied with the allotments service.   | Not collected   | 65%            | 0%                 | Smaller   | ↓  | Not collected  | Smaller                                  | ↓   |  | -100.00%   | Bigger                                 | -100.00%   |  | ♦   | ♦  |
| DE12b Percentage of all allotment plots occupied.  | 89%   | 90%            | 90.67%             | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 1.88%  | 0.74%  | Bigger                                 | 0.74%  | 1.88%  | ●   | ●  |
| DE63 Number of allotment sites under self-management   | New   | New            | New                |   |  | New  |  |   |  |  | Bigger                                 |  |  |   | New  |
| SS2 (PAF A3) Percentage of children registered on the Child Protection Register during the year will have been previously registered.                            | 7.9%  | 15%            | 12.9%              | Bigger  | ↓  | ↓  | Smaller                                  | ↑   | 63.29%   | -14.00%  | Smaller                                | 14.00%   | -63.29%  | 🟡   | 🟢  |
| SS4 Number of adults with learning disabilities living in supported tenancies.   | 111   | 100            | 115                | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 3.60%  | 15.00%   | Bigger                                 | 15.00%   | 3.60%  | 🟡   | 🟢  |
| SS6 (PAF C31) Number of adults with Mental Health Problems helped to live at home per 1,000 population.  | 2.4   | 2              | 2.5                | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 4.17%  | 25.00%   | Bigger                                 | 25.00%   | 4.17%  | 🟡   | 🟢  |
| SS12 Long term stability for children looked after. (PAF D35)  | 41.0%   | 40%            | 44.4%              | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 8.29%  | 11.00%   | Bigger                                 | 11.00%   | 8.29%  | 🟡   | 🟢  |
| SS13 (PAF C26) Admission of supported residents aged 65 or over to residential/nursing care.   | 118.9   | 105            | 113.8              | Smaller   | ↑  | ↑  | Bigger                                   | ↓   | -4.29%   | 8.38%  | Smaller                                | -8.38%   | 4.29%  | ●   | ♦  |
| SS14 Number of people with a physical disability or sensory impairment in receipt of Direct Payments.  | 30  | 25             | 54                 | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 80.00%   | 116.00%  | Bigger                                 | 116.00%  | 80.00%   | 🟡   | 🟢  |
| SS15 (PAF C29) Adults with physical disabilities helped to live at home  | 4.5   | 4.9            | 4.7                | Bigger  | ↑  | ↑  | Smaller                                  | ↓   | 4.44%  | -4.08%   | Bigger                                 | -4.08%   | 4.44%  | ●   | ●  |
| SS16 (PAF E50) Assessments of adults and older people leading to a provision.  | 45.5%   | 50%            | 47.7%              | Bigger  | ↑  | ↑  | Smaller                                  | ↓   | 4.84%  | -4.60%   | Bigger                                 | -4.60%   | 4.84%  | ●   | ●  |
| SS17 (PAF D42) Number of informal carers receiving an assessment.  | 33.8%   | 34%            | 11.9%              | Smaller   | ↓  | ↓  | Smaller                                  | ↓   | -64.88%  | -65.09%  | Bigger                                 | -65.09%  | -64.88%  | ♦   | ♦  |
| SS18 (PAF D40, Ex BV55) Clients receiving a review as a percentage of adults receiving a service.  | 82.6%   | 80%            | 79.0%              | Smaller   | ↓  | ↓  | Smaller                                  | ↓   | -4.36%   | -1.25%   | Bigger                                 | -1.25%   | -4.36%   | ●   | ●  |
| SS19 Percentage of complaints regarding statutory services provided by Social Services resolved at Stage 1 of the complaints procedure.                          | 98.3%   | 90%            | 97.1%              | Smaller   | ↓  | ↓  | Bigger                                   | ↑   | -1.22%   | 7.89%  | Bigger                                 | 7.89%  | -1.22%   | ●   | ●  |
| SS20 (PAF C22) Young children looked after in foster placements or placed for adoption.  | New   | 100%           | 100.0%             |   |  | New  | Same                                     | →   | New  | 0.00%  | Bigger                                 | 0.00%  |  | ●   | ●  |
| SS21 (PAF B9) Unit cost of children's residential care   | £1,749  | £1,880         | PAF deleted by DoH |   |  | PAF deleted by DoH   |  |   |  |  | Smaller                                |  |  |   | PAF deleted by DoH   |
| SS22 (PAF B10) Unit cost of foster care  | £280  | £300           | PAF deleted by DoH |   |  | PAF deleted by DoH   |  |   |  |  | Smaller                                |  |  |   | PAF deleted by DoH   |
| <b>ENHANCING THE LOCAL ENVIRONMENT</b>   |   |                |                    |   |  |  |  |   |  |  |  |  |  |   |  |
| 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. | 121   | 125            | 134                | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 10.74%   | 7.20%  | Bigger                                 | 7.20%  | 10.74%   |   | 🟢  |
| BV66a Local authority rent collection and arrears: Proportion of rent collected.   | 98.69%  | 98%            | 99.51%             | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 0.83%  | 1.54%  | Bigger                                 | 1.54%  | 0.83%  |   | 🟢  |
| BV66b Number of LA tenants with more than 7 weeks of rent arrears as a percentage of the total number of tenants   | New   | New            | New                |   |  | New  |  |   |  |  | Smaller                                |  |  |   | New  |
| BV66c Percentage of local authority tenants in arrears who have had Notices Seeking Possession served  | New   | New            | New                |   |  | New  |  |   |  |  | Smaller                                |  |  |   | New  |
| BV66d Percentage of local authority tenants evicted as a result of rent arrears  | New   | New            | New                |   |  | New  |  |   |  |  | Smaller                                |  |  |   | New  |
| BV82ai (QoL32a) Percentage of household waste recycled   | 13.40%  | 13.40%         | 14.62%             | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 9.10%  | 9.10%  | Bigger                                 | 9.10%  | 9.10%  |   | ●  |
| BV82aii Tonnage of household waste recycled  | 6,665.00  | 6,782.13       | 7,510.62           |   |  | As BV82ai  |  |   |  |  | Bigger                                 |  |  |   | As BV82ai  |
| BV82bi (QoL32b) Percentage of household waste composted.   | 3.30%   | 3.80%          | 3.56%              | Bigger  | ↑  | ↑  | Smaller                                  | ↓   | 7.88%  | -6.32%   | Bigger                                 | -6.32%   | 7.88%  |   | ●  |

| Target Form Rec'd Checked KP | 2005/06 Target | 2006/07 Target | 2007/08 Target | 2008/09 Target | 2009/10 Target | Median         | Bottom Quartile | Average / % 'Yes' for certain PIs | Top Quartile   | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%)<br>(2003/04 base) | Accountable Officer (Accounting contact officer) |
|------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|-----------------|-----------------------------------|----------------|-------------------|--------------------|---|--|--|
|                              | Amended        | Amended        | Amended        | Amended        | Amended        | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Guy Metcalfe                                     |
|                              | 90%            | 90%            | 90%            | 90%            | 90%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Rob George                                       |
| Desc. Change                 | 4              | 5              | 7              | 7              | 7              | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Rob George                                       |
|                              | 0-15% or less  | 0-15% or less  | 0-15% or less  | 10-15% or less | 10-15% or less | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Alison Walton                                    |
|                              | Deleted        | Deleted        | Deleted        | 110            | 110            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Daljit Lally                                     |
|                              | 2.4            | 2.4            | 2.4            | 2.4            | 2.4            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Daljit Lally                                     |
|                              | 50%            | 50%            | 50%            | 55%            | 55%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Alison Walton                                    |
|                              | 100            | 100            | 100            | 100            | 100            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Daljit Lally                                     |
|                              | 26             | 27             | 28             | 29             | 30             | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Daljit Lally                                     |
|                              | 4.5 or more    | 4.5 or more    | 4.5 or more    | 4.5 or more    | 4.5 or more    | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Daljit Lally                                     |
|                              | 55% or less    | 60% or less    | 60% or less    | 60% or less    | 60% or less    | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Daljit Lally                                     |
|                              | 35%            | 35%            | 35%            | 35%            | 35%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Daljit Lally                                     |
|                              | 82%            | 83%            | 83%            | 83%            | 83%            | Not applicable | Not applicable  | 53%                               | 62%            |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Daljit Lally                                     |
|                              | 90%            | 90%            | 90%            | 90%            | 90%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Derek Stow                                       |
|                              | 100%           | 100%           | 100%           | 100%           | 100%           | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Alison Walton                                    |
|                              | Deleted        | Deleted        | Deleted        | Deleted        | Deleted        | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Alison Walton                                    |
|                              | Deleted        | Deleted        | Deleted        | Deleted        | Deleted        | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Alison Walton                                    |
|                              |                |                |                |                |                |                |                 |                                   |                |                   |                    |   |  |  |
|                              | 137            | 142            | 147            | 152            | 157            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Stephen Edmonds                                  |
|                              | 98%            | 98%            | 98%            | 98%            | 98%            | 97.18%         | 96.10%          | 95.26%                            | 98.19%         | Best              | Worst              | Best  | ■ ■ ■ ■  | Hazel Neasham                                    |
|                              | 22%            | 21.5%          | 21%            | 20.5%          | 20%            | New            | New             | New                               | New            |                   |                    |   | New  | Hazel Neasham                                    |
|                              | 42%            | 41.5%          | 41.5%          | 41%            | 40.5%          | New            | New             | New                               | New            |                   |                    |   | New  | Hazel Neasham                                    |
|                              | 0.2%           | 0.2%           | 0.2%           | 0.2%           | 0.2%           | New            | New             | New                               | New            |                   |                    |   | New  | Hazel Neasham                                    |
|                              | 15%            | 16%            | 16%            | 18%            | 20%            | 13.05%         | 9.93%           | 13.24%                            | 16.00%         | Upper             | Best               | Upper   | ■ ■ ■ ■  | Bill Westland                                    |
|                              | 8,025          | 8,730          | 8,900          | 10,220         | 11,580         | Not available  | Not available   | Not available                     | Not available  |                   |                    |   | Not available  | Bill Westland                                    |
|                              | 4%             | 6%             | 6%             | 6%             | 7%             | 2.67%          | 0.32%           | 3.93%                             | 6.01%          | Upper             | Best               | Upper   | ■ ■ ■ ■  | Bill Westland                                    |

| PI Reference and Description<br>(B=base number and C = confidence interval for citizen/customer satisfaction surveys)                           | 2003/04 Actual (unless stated) (* Indicates changed value from that reported in 2004/05 BVPP) | 2004/05 Target      | 2004/05 Actual      | Is 04/05 actual Smaller, Same or Bigger than 03/04 actual | Taking into account whether smaller or bigger is best has performance improved since 03-04 | Performance Trend 2003/04 to 2004/05<br>(↑ Better, ↓ Worse, --- No change) | Is 04/05 ACTUAL better than 04/05 TARGET | Is 04/05 ACTUAL better than 04/05 TARGET taking into account what is best SMALLER or BIGGER | Variance 2003/04 to 2004/05 Actual (+/- 10% coloured) | Variance 2004/05 Target to 2004/05 Actual (+/- 10% coloured) | Which quartile is best : Top or Bottom | Variance 04/05 actual to target Calculation to take into consideration which is best "Bigger" or "Smaller" | Variance 03/04 actual to 04/05 actual Calculation to take into consideration which is best "Bigger" or "Smaller" | Checker to which Symbol to use (Local Indicators ONLY - 10% variance) | 2004/05 P+ target achieved status (↑ means >above target tolerance, ● means within target tolerance, ♦ means > below target tolerance) |
|---|---|---------------------|---------------------|---|--|--|--|---|---|--|--|--|--|---|--|
| BV82bi Tonnage of household waste composted   | 1,640.00  | 1,952.43            | 1,829.48            |   |  | As BV82bi  |  |   |   |  | Bigger                                 |  |  |   | As BV82bi  |
| BV82ci (QoL32c) Percentage of household waste used to recover heat, power and other energy sources  | 0.00%   | 0.00%               | 0.00%               | Same  | →  | ---  | Same                                     | →   | 0.00%   | 0.00%  | Bigger                                 | 0.00%  | 0.00%  |   | ●  |
| BV82cii Tonnage of household waste used to recover heat, power and other energy sources   | 0.00  | 0.00                | 0.00                |   |  | As BV82ci  |  |   |   |  | Bigger                                 |  |  |   | As BV82ci  |
| BV82di (QoL32d) Percentage of household waste landfilled  | 83.30%  | 82.80%              | 81.82%              | Smaller   | ↑  | ↑  | Smaller                                  | ↑   | -1.78%  | -1.18%   | Smaller                                | 1.18%  | 1.78%  |   | ●  |
| BV82dii Tonnage of household waste landfilled   | 41,441.00   | 42,542.46           | 42,039.69           |   |  | As BV82di  |  |   |   |  | Smaller                                |  |  |   | As BV82di  |
| BV84a Number of kilograms of household waste collected per head of population   | 508.2   | 545                 | 523.4               | Bigger  | ↓  | ↓  | Smaller                                  | ↑   | 2.99%   | -3.96%   | Smaller                                | 3.96%  | -2.99%   |   | ●  |
| BV84b Percentage change from the previous year in the number of kilograms of household waste collected per head of population                   | New   | New                 | New                 |   |  | New  |  |   |   |  | Smaller                                |  |  |   | New  |
| BV86 Cost of waste collection per household   | £32.28  | £37.17              | £34.71              | Bigger  | ↓  | ↓  | Smaller                                  | ↑   | 7.53%   | -6.62%   | Smaller                                | 6.62%  | -7.53%   |   | ↑  |
| BV87 Cost of waste disposal per tonne for municipal waste   | £31.60  | £32.98              | £32.52              | Bigger  | ↓  | ↑  | Smaller                                  | ↑   | 2.91%   | -1.39%   | Smaller                                | 1.39%  | -2.91%   |   | ●  |
| BV89 Percentage of people satisfied with cleanliness standards<br>[B= 1,267, C=2.72]  | 57.9%   | Target not required | Not to be collected |   |  | Not to be collected  |  |   |   |  | Bigger                                 |  |  |   | Not to be collected  |
| BV90a Percentage of people expressing satisfaction with - Household Waste Collection<br>[B=1,275, C=2.15]                                       | 81.2%   | Target not required | Not to be collected |   |  | Not to be collected  |  |   |   |  | Bigger                                 |  |  |   | Not to be collected  |
| BV90b Percentage of people expressing satisfaction with - Recycling Facilities<br>[B=1,145, C= 2.81]  | 62.9%   | Target not required | Not to be collected |   |  | Not to be collected  |  |   |   |  | Bigger                                 |  |  |   | Not to be collected  |
| BV90c Percentage of people expressing satisfaction with - Civic Amenity Sites (waste disposal)<br>[B=978, C=2.46]                               | 81.4%   | Target not required | Not to be collected |   |  | Not to be collected  |  |   |   |  | Bigger                                 |  |  |   | Not to be collected  |
| BV91 Percentage of population resident in the authority's area which are served by a kerbside collection of recyclables                         | 99.14%  | 99%                 | 99.15%              | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 0.01%   | 0.15%  | Bigger                                 | 0.15%  | 0.01%  |   | ●  |
| BV91a Percentage of households resident in the authority's area served by a kerbside collection of recyclables                                  | Amended   | Amended             | Amended             |   |  | Amended  |  |   |   |  | Bigger                                 |  |  |   | Amended  |
| BV91b Percentage of households resident in the authority's area served by a kerbside collection of at least 2 recyclables                       | Amended   | Amended             | Amended             |   |  | Amended  |  |   |   |  | Bigger                                 |  |  |   | Amended  |
| BV106 (QoL33b) Percentage of new homes built on previously developed land   | 96%   | 60%                 | 84%                 | Smaller   | ↓  | ↓  | Bigger                                   | ↑   | -12.50%   | 40.00%   | Bigger                                 | 40.00%   | -12.50%  |   | ↑  |
| BV107 Planning cost per head of population  | £10.90  | Deleted             | Deleted             |   |  | Deleted  |  |   |   |  | Smaller                                |  |  |   | Deleted  |
| BV109 Percentage of planning applications determined in line with development control targets as follows:                                       |   |                     |                     |   |  |  |  |   |   |  |  |  |  |   |  |
| BV109a Major planning applications determined within 13 weeks   | 53.85%  | 60.00%              | 46.15%              | Smaller   | ↓  | ↓  | Smaller                                  | ↓   | -14.30%   | -23.08%  | Bigger                                 | -23.08%  | -14.30%  |   | ♦  |
| BV109b Minor planning applications determined within 8 weeks  | 53.39%  | 65%                 | 53.74%              | Bigger  | ↑  | ↑  | Smaller                                  | ↓   | 0.66%   | -17.32%  | Bigger                                 | -17.32%  | 0.66%  |   | ♦  |
| BV109c All other applications determined within 8 weeks   | 75.00%  | 80%                 | 80.93%              | Bigger  | ↑  | ↑  | Bigger                                   | ↑   | 7.91%   | 1.16%  | Bigger                                 | 1.16%  | 7.91%  |   | ●  |
| BV111 Percentage of applicants and those commenting on planning applications satisfied with the service received - All<br>[B=447, C=3.21]       | 87%   | Target not required | Not to be collected |   |  | Not to be collected  |  |   |   |  |  |  |  |   | Not to be collected  |
| BV179 The percentage of standard searches carried out in 10 working days  | 99.77%  | 99%                 | 99.73%              | Smaller   | ↓  | ↓  | Bigger                                   | ↑   | -0.04%  | 0.74%  | Bigger                                 | 0.74%  | -0.04%   |   | ●  |
| BV180ai The energy consumption/m2 of local authority operational property compared with comparable buildings in the UK as a whole - Electricity | 93%   | 95%                 | Not to be reported  |   |  | Not to be reported   |  |   |   |  | Smaller                                |  |  |   | Not to be reported   |

| Target Form Rec'd Checked KP | 2005/06 Target      | 2006/07 Target | 2007/08 Target      | 2008/09 Target      | 2009/10 Target | Median         | Bottom Quartile | Average / % 'Yes' for certain PIs | Top Quartile   | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%)<br><small>(2003/04 base)</small> | Accountable Officer (Accounting contact officer) |
|------------------------------|---------------------|----------------|---------------------|---------------------|----------------|----------------|-----------------|-----------------------------------|----------------|-------------------|--------------------|---|---|--|
|                              | 2,140               | 3,270          | 3,340               | 3,410               | 4,055          | Not available  | Not available   | Not available                     | Not available  |                   |                    |   | Not available   | Bill Westland                                    |
|                              | 0%                  | 0%             | 0%                  | 0%                  | 0%             | 0.00%          | 0.00%           | 10.72%                            | 3.90%          | Worst             | Best               | Worst   | Below Mean  | Bill Westland                                    |
|                              | 0.00                | 0.00           | 0.00                | 0.00                | 0.00           | Not available  | Not available   | Not available                     | Not available  |                   |                    |   | Not available   | Bill Westland                                    |
|                              | 81%                 | 78%            | 78%                 | 76%                 | 73%            | 79.90%         | 84.02%          | 71.87%                            | 73.44%         | Best              | Lower              | Lower   | ■ ■ ■ ■   | Bill Westland                                    |
|                              | 43,335              | 42,570         | 43,420              | 43,150              | 42,275         | Not available  | Not available   | Not available                     | Not available  |                   |                    |   | Not available   | Bill Westland                                    |
|                              | 561                 | 578            | 595                 | 613                 | 631            | 430.2          | 488             | 439.1                             | 390            | Best              | Worst              | Worst   | ■ ■ ■ ■   | Bill Westland                                    |
|                              | 3.00%               | 3.00%          | 3.00%               | 3.00%               | 3.00%          | New            | New             | New                               | New            |                   |                    |   | New   | Bill Westland                                    |
|                              | £38.29              | £39.45         | £40.64              | £41.85              |                | £37.28         |                 | £38.91                            | Not applicable |                   |                    |   | Not applicable  | Ian Thompson/<br>(Peter Carrick)                 |
|                              | £47.60              | £51.40         | £55.70              | £70.00              | £71.75         | £39.84         |                 | £39.18                            | Not applicable |                   |                    |   | Not applicable  | Bill Westland/<br>(Peter Carrick)                |
|                              | Target not required | 71%            | Target not required | Target not required | 75%            | 61.00%         | 54.00%          | 59.80%                            | 66.00%         |                   |                    |   | ■ ■ ■ ■<br>(2003/04)  | Ian Thompson                                     |
|                              | Target not required | 86%            | Target not required | Target not required | 92%            | 86.00%         | 81.00%          | 84.03%                            | 89.00%         |                   |                    |   | ■ ■ ■ ■<br>(2003/04)  | Ian Thompson                                     |
|                              | Target not required | 70%            | Target not required | Target not required | 75%            | 70.00%         | 63.00%          | 67.85%                            | 75.00%         |                   |                    |   | ■ ■ ■ ■<br>(2003/04)  | Bill Westland                                    |
|                              | Target not required | 85%            | Target not required | Target not required | 86%            | 78.00%         | 70.00%          | 75.48%                            | 84.00%         |                   |                    |   | ■ ■ ■ ■<br>(2003/04)  | Bill Westland                                    |
|                              | Amended             | Amended        | Amended             | Amended             | Amended        | 95.00%         | 80.35%          | 86.22%                            | 100.00%        | Upper             | Best               | Upper   | ■ ■ ■ ■   | Bill Westland                                    |
|                              | 99%                 | 99%            | 99%                 | 99%                 | 99%            | Amended        | Amended         | Amended                           | Amended        |                   |                    |   | Amended   | Bill Westland                                    |
| No figures                   | Not set             | Not set        | Not set             | Not set             | Not set        | Amended        | Amended         | Amended                           | Amended        |                   |                    |   | Amended   | Bill Westland                                    |
|                              | 60%                 | 60%            | 70%                 | 70%                 | 70%            | 75.18%         | 50.17%          | 69.99%                            | 93.50%         | Upper             | Best               | Upper   | ■ ■ ■ ■   | Graham Farr                                      |
|                              | Deleted             | Deleted        | Deleted             | Deleted             | Deleted        | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable  | Steve Petch                                      |
|                              |                     |                |                     |                     |                |                |                 |                                   |                |                   |                    |   |   |  |
|                              | 60%                 | 60%            | 65%                 | 65%                 | 70%            | 52.00%         | 40.00%          | 51.66%                            | 63.64%         | Lower             | Best               | Lower   | ■ ■ ■ ■   | Steve Petch                                      |
|                              | 65%                 | 65%            | 72%                 | 72%                 | 77%            | 61.00%         | 52.74%          | 61.09%                            | 70.28%         | Lower             | Best               | Lower   | ■ ■ ■ ■   | Steve Petch                                      |
|                              | 80%                 | 80%            | 87%                 | 87%                 | 92%            | 79.51%         | 72.20%          | 78.05%                            | 85.00%         | Upper             | Best               | Upper   | ■ ■ ■ ■   | Steve Petch                                      |
|                              | Target not required | 86%            | Target not required | Target not required | 86%            | 74.00%         | 68.25%          | 74.32%                            | 81.00%         |                   |                    |   | ■ ■ ■ ■<br>(2003/04)  | Steve Petch                                      |
|                              | 99%                 | 100%           | 100%                | 100%                | 100%           | 99.72%         | 94.00%          | 93.41%                            | 100.00%        | Upper             | Best               | Upper   | ■ ■ ■ ■   | Yvonne Rennard                                   |
|                              | Deleted             | Deleted        | Deleted             | Deleted             | Deleted        | 97%            | 117%            | 92%                               | 86%            |                   |                    |   | Not to be reported  | Guy Metcalfe                                     |

| PI Reference and Description<br>(B=base number and C =<br>confidence interval for<br>citizen/customer satisfaction<br>surveys)  | 2003/04 Actual<br>(unless stated)<br>(* Indicates<br>changed value<br>from that<br>reported in<br>2004/05 BVPP) | 2004/05 Target | 2004/05 Actual     | Is 04/05<br>actual<br>Smaller,<br>Same or<br>Bigger than<br>03/04 actual | Taking into<br>account whether<br>smaller or<br>bigger is best<br>has performance<br>improved since<br>03-04 | Performance<br>Trend 2003/04 to<br>2004/05<br>(↑ Better, ↓<br>Worse, --- No<br>change) | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET taking<br>into account<br>what is best<br>SMALLER or<br>BIGGER | Variance<br>2003/04 to<br>2004/05<br>Actuals (+/-<br>10%<br>coloured) | Variance<br>2004/05<br>Target to<br>2004/05<br>Actual (+/-<br>10%<br>coloured) | Which<br>quartile is<br>best : Top<br>or Bottom | Variance<br>04/05 actual<br>to target<br>Calculation to<br>take into<br>consideration<br>which is best<br>"Bigger" or<br>"Smaller" | Variance<br>03/04 actual<br>to 04/05<br>actual<br>Calculation to<br>take into<br>consideration<br>which is best<br>"Bigger" or<br>"Smaller" | Checker to<br>which<br>Symbol to<br>use (Local<br>Indicators<br>ONLY - 10%<br>variance) | 2004/05<br>P+ target achieved<br>status (↑ means<br>>above target<br>tolerance, ●<br>means within<br>target tolerance, ♦<br>means > below<br>target tolerance) |
|---|---|----------------|--------------------|--|--|--|--|---|---|--|---|--|---|---|--|
| BV180aii The energy consumption/m2 of local authority operational property compared with comparable buildings in the UK as a whole - Fossil Fuels   | 42%   | 45%            | Not to be reported |  |  | Not to be reported   |  |   |   |  | Smaller   |  |   |   | Not to be reported   |
| BV180b Average lamp circuit wattage compared with average consumption/wattage by local authorities in the UK.   | 101%  | 99.50%         | 99.20%             | Smaller  | ↑  | ↑  | Smaller  | ↑   | -1.78%  | -0.30%   | Smaller   | 0.30%  | 1.78%   |   | ●  |
| BV188 The number of decisions delegated to officers as a percentage of all decisions.   | 82%   | Deleted        | Deleted            |  |  | Deleted  |  |   |   |  |   |  |   |   | Deleted  |
| BV199a The percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level.                              | 28%   | 24%            | 19%                | Smaller  | ↑  | ↑  | Smaller  | ↑   | -32.14%   | -20.83%  | Smaller   | 20.83%   | 32.14%  |   | ↑  |
| BV199b The percentage of relevant land and highways from which unacceptable levels of graffiti are visible.   | New   | New            | New                |  |  | New  |  |   |   |  |   |  |   |   | New  |
| BV199c The percentage of relevant land and highways from which unacceptable levels of fly-posting are visible.  | New   | New            | New                |  |  | New  |  |   |   |  |   |  |   |   | New  |
| BV199d The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'                                       | New   | New            | New                |  |  | New  |  |   |   |  |   |  |   |   | New  |
| BV200a Development Plan unexpired and under 5 years old?  | No  | No             | No                 | Same   | →  | ---  | Same   | →   | 0.00%   | 0.00%  | Bigger  | 0.00%  | 0.00%   | ●   | ●  |
| BV200b Proposals on deposit for alteration or replacement of the Development Plan within 3 years?   | No  | No             | No                 | Same   | →  | ---  | Same   | →   | 0.00%   | 0.00%  | Bigger  | 0.00%  | 0.00%   | ●   | ●  |
| BV200a Did the local authority submit the Local Development Scheme (LDS) by 28 March 2005 and thereafter maintain a 3-year rolling programme  | Amended   | Amended        | Amended            |  |  | Amended  |  |   |   |  |   |  |   |   | Amended  |
| BV200b Has the local authority met the milestones which the current Local Development Scheme (LDS) sets out?  | Amended   | Amended        | Amended            |  |  | Amended  |  |   |   |  |   |  |   |   | Amended  |
| BV200c Did the local planning authority publish an annual monitoring report by December of the last year?   | Amended   | Amended        | Amended            |  |  | Amended  |  |   |   |  |   |  |   |   | Amended  |
| BV204 Percentage of appeals allowed against the authority's decision to refuse.   | New   | 45%            | 16.70%             |  |  | ↑  | Smaller  | ↑   |   | -62.89%  | Smaller   | 62.89%   |   | ↑   | ↑  |
| BV205 Quality of service checklist  | New   | 75%            | 83%                |  |  | New  | Bigger   | ↑   |   | 10.67%   | Bigger  | 10.67%   |   | ↑   | ↑  |
| BV215a Average number of days taken to repair a streetlight fault, which is under the control of the authority  | New   | New            | New                |  |  | New  |  |   |   |  |   |  |   |   | New  |
| BV215b Average number of days taken to repair a streetlight fault, where response time is under the control of a Distribution Network Operator (DNO).                                     | New   | New            | New                |  |  | New  |  |   |   |  |   |  |   |   | New  |
| BV216a Number of sites of potential concern within the authority's area with respect to land contamination.   | New   | New            | New                |  |  | New  |  |   |   |  |   |  |   |   | New  |
| BV216b Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern' | New   | New            | New                |  |  | New  |  |   |   |  |   |  |   |   | New  |
| BV217 Percentage of pollution control improvements to existing installations completed on time  | New   | New            | New                |  |  | New  |  |   |   |  |   |  |   |   | New  |

| Target Form Rec'd Checked KP | 2005/06 Target | 2006/07 Target | 2007/08 Target | 2008/09 Target | 2009/10 Target | Median         | Bottom Quartile | Average / % 'Yes' for certain PIs | Top Quartile   | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ (2003/04 base) WQ = Worst Quartile (25%), BQ = Best Quartile (25%) | Accountable Officer (Accounting contact officer) |
|------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|-----------------|-----------------------------------|----------------|-------------------|--------------------|---|--|--|
|                              | Deleted        | Deleted        | Deleted        | Deleted        | Deleted        | 91%            | 103%            | 84%                               | 72%            |                   |                    |   | Not to be reported   | Guy Metcalfe                                     |
|                              | Deleted        | Deleted        | Deleted        | Deleted        | Deleted        | Amended        | Amended         | Amended                           | Amended        |                   |                    |   | Amended  | Tom Russell                                      |
|                              | Deleted        | Deleted        | Deleted        | Deleted        | Deleted        | 88.00%         | 82.90%          | 86.10%                            | 91.20%         |                   |                    |   | ■ ■ ■ ■ (2003/04)  |  |
|                              | 20.4%          | 19.4%          | 15.0%          | 14.0%          | 13.0%          | 20.60%         | 29.00%          | 21.70%                            | 14.00%         | Best              | Upper              | Upper   | ■ ■ ■ ■  | Ian Thompson                                     |
|                              | 15%            | 14%            | 13%            | 12%            | 11%            | New            | New             | New                               | New            |                   |                    |   | New  | Ian Thompson                                     |
|                              | 20%            | 19%            | 18%            | 17%            | 16%            | New            | New             | New                               | New            |                   |                    |   | New  | Ian Thompson                                     |
|                              | 3              | 3              | 3              | 3              | 3              | New            | New             | New                               | New            |                   |                    |   | New  | Ian Thompson                                     |
|                              | Amended        | Amended        | Amended        | Amended        | Amended        | Not applicable | Not applicable  | 34%                               | Not applicable |                   |                    |   | Not applicable   | Graham Farr                                      |
|                              | Amended        | Amended        | Amended        | Amended        | Amended        | Not applicable | Not applicable  | 42%                               | Not applicable |                   |                    |   | Not applicable   | Graham Farr                                      |
|                              | Yes            | Yes            | Yes            | Yes            | Yes            | Amended        | Amended         | Amended                           | Amended        |                   |                    |   | Amended  | Graham Farr                                      |
|                              | Yes            | Yes            | Yes            | Yes            | Yes            | Amended        | Amended         | Amended                           | Amended        |                   |                    |   | Amended  | Graham Farr                                      |
|                              | Yes            | Yes            | Yes            | Yes            | Yes            | Amended        | Amended         | Amended                           | Amended        |                   |                    |   | Amended  | Graham Farr                                      |
|                              | 40%            | 40%            | 35%            | 35%            | 35%            | New            | New             | New                               | New            |                   |                    |   | New  | Steve Petch                                      |
|                              | 85%            | 100%           | 100%           | 100%           | 100%           | New            | New             | New                               | New            |                   |                    |   | New  | Steve Petch                                      |
|                              | 3.0            | 2.9            | 2.8            | 2.7            | 2.6            | New            | New             | New                               | New            |                   |                    |   | New  |  |
|                              | 46.0           | 38.0           | 31.0           | 25.0           | 20.0           | New            | New             | New                               | New            |                   |                    |   | New  |  |
|                              |                |                |                |                |                | New            | New             | New                               | New            |                   |                    |   | New  |  |
|                              |                |                |                |                |                | New            | New             | New                               | New            |                   |                    |   | New  |  |
|                              |                |                |                |                |                | New            | New             | New                               | New            |                   |                    |   | New  |  |



| PI Reference and Description<br>(B=base number and C =<br>confidence interval for<br>citizen/customer satisfaction<br>surveys)   | 2003/04 Actual<br>(unless stated)<br>(* Indicates<br>changed value<br>from that<br>reported in<br>2004/05 BVPP) | 2004/05 Target | 2004/05 Actual | Is 04/05<br>actual<br>Smaller,<br>Same or<br>Bigger than<br>03/04 actual | Taking into<br>account whether<br>smaller or<br>bigger is best<br>has performance<br>improved since<br>03-04 | Performance<br>Trend 2003/04 to<br>2004/05<br>(↑ Better, ↓<br>Worse, --- No<br>change) | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET taking<br>into account<br>what is best<br>SMALLER or<br>BIGGER | Variance<br>2003/04 to<br>2004/05<br>Actuals (+/-<br>10%<br>coloured) | Variance<br>2004/05<br>Target to<br>2004/05<br>Actual (+/-<br>10%<br>coloured) | Which<br>quartile is<br>best : Top<br>or Bottom | Variance<br>04/05 actual<br>to target<br>Calculation to<br>take into<br>consideration<br>which is best<br>"Bigger" or<br>"Smaller" | Variance<br>03/04 actual<br>to 04/05<br>actual<br>Calculation to<br>take into<br>consideration<br>which is best<br>"Bigger" or<br>"Smaller" | Checker to<br>which<br>Symbol to<br>use (Local<br>Indicators<br>ONLY - 10%<br>variance) | 2004/05<br>P+ target achieved<br>status (🟡 means<br>>above target<br>tolerance, 🟢<br>means within<br>target tolerance, 🟠<br>means > below<br>target tolerance) |
|--|---|----------------|----------------|--|--|--|--|---|---|--|---|--|---|---|--|
| BV216a Percentage of new reports of abandoned vehicles investigated within 24 hours of notification  | New   | New            | New            |  |  | New  |  |   |   |  |   |  |   |   | New  |
| BV218b Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle  | New   | New            | New            |  |  | New  |  |   |   |  |   |  |   |   | New  |
| BV219a Total number of conservation areas in the borough   | New   | New            | New            |  |  | New  |  |   |   |  |   |  |   |   | New  |
| BV219b Percentage of conservation areas in the local authority area with an up-to-date character appraisal   | New   | New            | New            |  |  | New  |  |   |   |  |   |  |   |   | New  |
| BV218c Percentage of conservation areas with published management records  | New   | New            | New            |  |  | New  |  |   |   |  |   |  |   |   | New  |
| CS9 Percentage of rent lost through local authority dwellings becoming vacant. (Ex BV69)   | 2.02%   | 1.5%           | 1.95%          | Smaller  | ↑  | ↑  | Bigger   | ↓   | -3.47%  | 30.00%   | Smaller   | -30.00%  | 3.47%   | 🟠   | 🟠  |
| CS12 Number of collections missed per 100,000 collections of household waste. (Ex BV88)  | 16.09   | 30             | 18.33          | Bigger   | ↓  | ↓  | Smaller  | ↑   | 13.92%  | -38.90%  | Smaller   | 38.90%   | -13.92%   | 🟡   | 🟡  |
| CS19 Cost per square km for keeping relevant land and highways for which the authority is responsible clear of litter and refuse. (Ex BV85)  | £56,257   | £55,271        | £59,335        | Bigger   | ↓  | ↓  | Bigger   | ↓   | 5.47%   | 7.35%  | Smaller   | -7.35%   | -5.47%  | 🟢   | 🟢  |
| CS23 Time taken to collect fly tipping (days). (Ex AC-E2)  | 1.32  | 1.5            | 0.87           | Smaller  | ↑  | ↑  | Smaller  | ↑   | -34.09%   | -42.00%  | Smaller   | 42.00%   | 34.09%  | 🟡   | 🟡  |
| CS27 Percentage of the population very or fairly satisfied with the appearance and upkeep of the town centre.  | 86.3%   | 90%            | 82%            | Smaller  | ↓  | ↓  | Smaller  | ↓   | -4.98%  | -8.89%   | Bigger  | -8.89%   | -4.98%  | 🟢   | 🟢  |
| <b>CS97a Overall satisfaction with repair and maintenance service.</b>   | <b>New</b>  | <b>New</b>     | <b>New</b>     |  |  | <b>New</b>   |  |   |   |  | <b>Bigger</b>                                   |  |   |   | <b>New</b>   |
| <b>CS 118a Number of private sector dwellings made fit.</b>  | <b>New</b>  | <b>New</b>     | <b>New</b>     |  |  | <b>New</b>   |  |   |   |  | <b>Bigger</b>                                   |  |   |   | <b>New</b>   |
| <b>CS118b Number of private sector dwellings returned to occupation.</b>   | <b>New</b>  | <b>New</b>     | <b>New</b>     |  |  | <b>New</b>   |  |   |   |  | <b>Bigger</b>                                   |  |   |   | <b>New</b>   |
| <b>CS138 Community Survey satisfaction with recycling facilities.</b>  | <b>54.7%</b>  | <b>New</b>     | <b>80.1%</b>   | Bigger   | ↑  | ↑  |  |   | 46.44%  |  | <b>Bigger</b>                                   |  | 46.44%  |   | <b>New</b>   |
| <b>CS140 Community Survey satisfaction with parks and open spaces.</b>   | <b>63.6%</b>  | <b>New</b>     | <b>67.5%</b>   | Bigger   | ↑  | ↑  |  |   | 6.13%   |  | <b>Bigger</b>                                   |  | 6.13%   |   | <b>New</b>   |
| DE2 Reduce residential energy consumption through promotion and support of energy efficiency.  | 3.5%  | 3.65%          | 1.57%          | Smaller  | ↓  | ↓  | Smaller  | ↓   | -55.14%   | -56.99%  | Bigger  | -56.99%  | -55.14%   | 🟠   | 🟠  |
| DE3 Volunteers' involvement in management of urban ecology/conservation sites through the Council's partnership with British Trust for Conservation Volunteers (person days per annum) | 941   | Amended        | Amended        |  |  | Amended  |  |   |   |  |   |  |   |   | Amended  |
| DE3a Area of land managed or improved within Countryside and Nature Conservation projects (hectares).  | New   | 40             | 153            |  |  | New  | Bigger   | ↑   |   | 282.50%  | Bigger  | 282.50%  |   | 🟡   | 🟡  |
| DE3b Number of people taking part in countryside/nature conservation events and projects.  | Amended   | 1,000          | 3,685          |  |  | New  | Bigger   | ↑   |   | 268.50%  | Bigger  | 268.50%  |   | 🟡   | 🟡  |
| DE6 (Ex BV98) Percentage of street lights not working as planned.  | 0.84%   | 0.82%          | 0.81%          | Smaller  | ↑  | ↑  | Smaller  | ↑   | -3.57%  | -1.22%   | Smaller   | 1.22%  | 3.57%   | 🟢   | 🟢  |
| DE10a Percentage of Full Plans applications checked, and response given within 21 days.  | 57.51%  | 57%            | 71.27%         | Bigger   | ↑  | ↑  | Bigger   | ↑   | 23.93%  | 25.04%   | Bigger  | 25.04%   | 23.93%  | 🟡   | 🟡  |
| DE10b Percentage of Full Plans applications checked, and response given within 35 days.  | 77.51%  | 83%            | 86.33%         | Bigger   | ↑  | ↑  | Bigger   | ↑   | 11.38%  | 4.01%  | Bigger  | 4.01%  | 11.38%  | 🟢   | 🟢  |
| <b>DEVELOPING AN EFFECTIVE TRANSPORT SYSTEM</b>  |   |                |                |  |  |  |  |   |   |  |   |  |   |   |  |

| Target Form Rec'd Checked KP | 2005/06 Target | 2006/07 Target | 2007/08 Target | 2008/09 Target | 2009/10 Target | Median | Bottom Quartile | Average / % 'Yes' for certain PIs | Top Quartile      | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%)<br>(2003/04 base) | Accountable Officer (Accounting contact officer) |
|------------------------------|----------------|----------------|----------------|----------------|----------------|--------|-----------------|-----------------------------------|-------------------|-------------------|--------------------|---|--|--|
|                              |                |                |                |                |                | New    | New             | New                               | New               |                   |                    |   | New  |  |
|                              |                |                |                |                |                | New    | New             | New                               | New               |                   |                    |   | New  |  |
|                              | 16             | 16             | 16             | 16             | 16             | New    | New             | New                               | New               |                   |                    |   | New  | Martyn Kendall                                   |
|                              | 25.0%          | 75.0%          | 100.0%         | 100.0%         | 2.0%           | New    | New             | New                               | New               |                   |                    |   | New  | Martyn Kendall                                   |
|                              | 25.0%          | 75.0%          | 100.0%         | 100.0%         | 2.0%           | New    | New             | New                               | New               |                   |                    |   | New  | Martyn Kendall                                   |
|                              | 2.0%           | 1.9%           | 1.8%           | 1.8%           | 1.8%           |        |                 | 2.1% (2001/02)                    | 1.1% (2001/02)    |                   |                    |   | ■ ■ ■ ■ (2001/02)  | Hazel Neasham                                    |
|                              | 14             | 13             | 12             | 11             | 10             |        |                 | 150 (2001/02)                     | 25 (2001/02)      |                   |                    |   | ■ ■ ■ ■ (2001/02)  | Rose Lamb  |
|                              | £60,824        | £62,621        | £64,497        | £66,429        | £68,422        |        |                 | £147,160 (2001/02)                | £46,976 (2001/02) |                   |                    |   | ■ ■ ■ ■ (2001/02)  | Ian Thompson                                     |
|                              | 1              | 1              | 1              | 1              | 1              |        |                 | 2.1 (2000/01)                     | 1.0 (2000/01)     |                   |                    |   | ■ ■ ■ ■ (2000/01)  | Ian Thompson                                     |
|                              | 90%            | 90%            | 90%            | 90%            | 90%            |        |                 | Not applicable                    | Not applicable    |                   |                    |   | Not applicable   | Ian Thompson                                     |
|                              | <b>90%</b>     | <b>Not set</b> | <b>Not set</b> |                |                |        |                 | Not applicable                    | Not applicable    |                   |                    |   | Not applicable   | <b>Malcolm Harding</b>                           |
|                              | <b>155</b>     | <b>160</b>     | <b>165</b>     | <b>170</b>     | <b>175</b>     |        |                 | Not applicable                    | Not applicable    |                   |                    |   | Not applicable   | <b>Stephen Edmonds</b>                           |
|                              | <b>137</b>     | <b>142</b>     | <b>147</b>     | <b>152</b>     | <b>157</b>     |        |                 | Not applicable                    | Not applicable    |                   |                    |   | Not applicable   | <b>Stephen Edmonds</b>                           |
|                              | <b>85%</b>     | <b>87%</b>     | <b>91%</b>     | <b>92%</b>     | <b>92%</b>     |        |                 | Not applicable                    | Not applicable    |                   |                    |   | Not applicable   | <b>Ian Thompson</b>                              |
|                              | <b>72%</b>     | <b>75%</b>     | <b>80%</b>     | <b>85%</b>     | <b>85%</b>     |        |                 | Not applicable                    | Not applicable    |                   |                    |   | Not applicable   | <b>Ian Thompson</b>                              |
|                              | Deleted        | Deleted        | Deleted        | Deleted        | Deleted        |        |                 | Not applicable                    | Not applicable    |                   |                    |   | Not applicable   | Bill Westland                                    |
|                              | Amended        | Amended        | Amended        | Amended        | Amended        |        |                 | Not applicable                    | Not applicable    |                   |                    |   | Not applicable   | Rob George                                       |
|                              | 160            | 170            | 200            | 210            | 250            |        |                 | Not applicable                    | Not applicable    |                   |                    |   | Not applicable   | Rob George                                       |
|                              | 3,200          | 3,400          | 3,600          | 3,800          | 4,000          |        |                 | Not applicable                    | Not applicable    |                   |                    |   | Not applicable   | Rob George                                       |
|                              | 0.81%          | 0.80%          | 0.79%          | 0.78%          | 0.77%          |        |                 | 1.1% (2000/01)                    | 07% (2000/01)     |                   |                    |   | ■ ■ ■ ■ (2000/01)  | John Ray   |
|                              | 60%            | 61%            | 62%            | 63%            | 64%            |        |                 | Not applicable                    | Not applicable    |                   |                    |   | Not applicable   | Stuart Muckle                                    |
|                              | 83%            | 84%            | 85%            | 86%            | 87%            |        |                 | Not applicable                    | Not applicable    |                   |                    |   | Not applicable   | Stuart Muckle                                    |

| PI Reference and Description<br>(B=base number and C =<br>confidence interval for<br>citizen/customer satisfaction<br>surveys)   | 2003/04 Actual<br>(unless stated)<br>(* Indicates<br>changed value<br>from that<br>reported in<br>2004/05 BVPP) | 2004/05 Target      | 2004/05 Actual      | Is 04/05<br>actual<br>Smaller,<br>Same or<br>Bigger than<br>03/04 actual | Taking into<br>account whether<br>smaller or<br>bigger is best<br>has performance<br>improved since<br>03-04 | Performance<br>Trend 2003/04 to<br>2004/05<br>(↑ Better, ↓<br>Worse, --- No<br>change) | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET taking<br>into account<br>what is best<br>SMALLER or<br>BIGGER | Variance<br>2003/04 to<br>2004/05<br>Actuals (+/-<br>10%<br>coloured) | Variance<br>2004/05<br>Target to<br>2004/05<br>Actual (+/-<br>10%<br>coloured) | Which<br>quartile is<br>best : Top<br>or Bottom | Variance<br>04/05 actual<br>to target<br>Calculation to<br>take into<br>cosideration<br>which is best<br>"Bigger" or<br>"Smaller" | Variance<br>03/04 actual<br>to 04/05<br>actual<br>Calculation to<br>take into<br>cosideration<br>which is best<br>"Bigger" or<br>"Smaller" | Checker to<br>which<br>Symbol to<br>use (Local<br>Indicators<br>ONLY - 10%<br>variance) | 2004/05<br>P+ target achieved<br>status (↑ means<br>>above target<br>tolerance, ●<br>means within<br>target tolerance, ♦<br>means > below<br>target tolerance) |
|--|---|---------------------|---------------------|--|--|--|--|---|---|--|---|---|--|---|--|
| BV90 Condition of principal roads. (CVI changes to TRACS in 2004/05) [2004/05 and onwards targets based on discussions with UKPM51]  | 1.93%   | 3%                  | 1.59%               | Smaller  | ↑  | ↑  | Smaller  | ↑   | -17.62%   | -47.00%  | Smaller   | 47.00%  | 17.62%   |   | ↑  |
| BV97a Condition of non-principal classified roads.   | 9.62%   | 8.76%               | 8.41%               | Smaller  | ↑  | ↑  | Smaller  | ↑   | -12.58%   | -4.00%   | Smaller   | 4.00%   | 12.58%   |   | ●  |
| BV97b Condition of a proportion of unclassified roads  | 11.12%  | 10.82%              | 10.17%              | Smaller  | ↑  | ↑  | Smaller  | ↑   | -8.54%  | -6.01%   | Smaller   | 6.01%   | 8.54%  |   | ●  |
| BV99 Road Safety - casualties (per 100,000 population): Total, Pedestrians, Pedal cyclists, Motor cyclists, Car users, Other vehicles (Killed/serious injury and Slight injury).         |   |                     |                     |  |  |  |  |   |   |  |   |   |  |   |  |
| BV99i Total - Killed/serious injury.   | 38.82   | Amended             | Amended             |  |  | Amended  |  |   |   |  |   |   |  |   | Amended  |
| BV99ii Total - Slight injury.  | 471.98  | Amended             | Amended             |  |  | Amended  |  |   |   |  |   |   |  |   | Amended  |
| BV99ai Pedestrians - Killed/serious injury.  | 9.19  | Amended             | Amended             |  |  | Amended  |  |   |   |  |   |   |  |   | Amended  |
| BV99aii Pedestrians - Slight injury.   | 62.32   | Amended             | Amended             |  |  | Amended  |  |   |   |  |   |   |  |   | Amended  |
| BV99bi Pedal cyclists - Killed/serious injury.   | 1.02  | Amended             | Amended             |  |  | Amended  |  |   |   |  |   |   |  |   | Amended  |
| BV99bii Pedal cyclists - Slight injury.  | 24.52   | Amended             | Amended             |  |  | Amended  |  |   |   |  |   |   |  |   | Amended  |
| BV99ci Motor cyclists - Killed/serious injury.   | 4.09  | Amended             | Amended             |  |  | Amended  |  |   |   |  |   |   |  |   | Amended  |
| BV99cii Motor cyclists - Slight injury.  | 24.52   | Amended             | Amended             |  |  | Amended  |  |   |   |  |   |   |  |   | Amended  |
| BV99di Car users - Killed/serious injury.  | 21.45   | Amended             | Amended             |  |  | Amended  |  |   |   |  |   |   |  |   | Amended  |
| BV99dii Car users - Slight injury.   | 307.50  | Amended             | Amended             |  |  | Amended  |  |   |   |  |   |   |  |   | Amended  |
| BV99ei Other vehicle users - Killed/serious injury.  | 3.07  | Amended             | Amended             |  |  | Amended  |  |   |   |  |   |   |  |   | Amended  |
| BV99eii Other vehicle users - Slight injury.   | 53.12   | Amended             | Amended             |  |  | Amended  |  |   |   |  |   |   |  |   | Amended  |
| 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. |   |                     |                     |  |  |  |  |   |   |  |   |   |  |   |  |
| BV99ai Number of casualties - All Killed/Serious injury  | Amended   | 47                  | 37                  |  |  | Amended  | Smaller  | ↑   | -21.28%   |  | Smaller   | 21.28%  |  |   | ↑  |
| BV99aii Percentage change over previous year - All KSI   | Amended   | 23.7%               | -2.60%              |  |  | Amended  | Smaller  | ↑   | -110.97%  |  | Smaller   | 110.97%   |  |   | ↑  |
| BV99aiii Percentage change over 1994-1998 average - All KSI  | Amended   | -17.5%              | -35.10%             |  |  | Amended  | Smaller  | ↑   | -100.57%  |  | Smaller   | 100.57%   |  |   | ↑  |
| BV99bi Number of casualties - Children Killed/Serious injury   | Amended   | 8                   | 5                   |  |  | Amended  | Smaller  | ↑   | -37.50%   |  | Smaller   | 37.50%  |  |   | ↑  |
| BV99bii Percentage change over previous year - Children KSI  | Amended   | 700%                | 400%                |  |  | Amended  | Smaller  | ↑   | -42.86%   |  | Smaller   | 42.86%  |  |   | ↑  |
| BV99biii Percentage change over 1994-1998 average - Children KSI   | Amended   | -20%                | -50%                |  |  | Amended  | Smaller  | ↑   | -150.00%  |  | Smaller   | 150.00%   |  |   | ↑  |
| BV99ci Number of casualties - All Slight injuries  | Amended   | 463                 | 405                 |  |  | Amended  | Smaller  | ↑   | -12.53%   |  | Smaller   | 12.53%  |  |   | ↑  |
| BV99cii Percentage change over previous year - All slight injuries   | Amended   | 100.2%              | -12.30%             |  |  | Amended  | Smaller  | ↑   | -112.28%  |  | Smaller   | 112.28%   |  |   | ↑  |
| BV99ciii Percentage change over 1994-1998 average - All slight injuries  | Amended   | 114.6%              | 100.25%             |  |  | Amended  | Smaller  | ↑   | -12.52%   |  | Smaller   | 12.52%  |  |   | ↑  |
| 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.                    | 0.1   | 0.5                 | 0.51                | Bigger   | ↓  | ↓  | Bigger   | ↓   | 410.00%   | 2.00%  | Smaller   | -2.00%  | -410.00%   |   | ●  |
| 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   | Target not required | Not to be collected |  |  | Not to be collected  |  |   |   |  |   |   |  |   | Not to be collected  |

| Target Form Rec'd Checked KP | 2005/06 Target      | 2006/07 Target      | 2007/08 Target      | 2008/09 Target      | 2009/10 Target      | Median         | Bottom Quartile | Average / % 'Yes' for certain PIs | Top Quartile   | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ (2003/04 base) WQ = Worst Quartile (25%), BQ = Best Quartile (25%) | Accountable Officer (Accounting contact officer) |
|------------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|----------------|-----------------|-----------------------------------|----------------|-------------------|--------------------|---|--|--|
|                              | Amended to BV223    | Amended to BV223    | Amended to BV223    |                     |                     | 9.31%          | 15.00%          | 11.57%                            | 6.68%          | Worst             | Best               | Best  | ■ ■ ■ ■  | John Ray   |
|                              | Amended to BV224a   | Amended to BV224a   | Amended to BV224a   |                     |                     | 18.23%         | 25.42%          | 19.77%                            | 12.28%         | Worst             | Best               | Best  | ■ ■ ■ ■  | John Ray   |
|                              | Amended to BV224b   | Amended to BV224b   | Amended to BV224b   |                     |                     | 16.93%         | 24.65%          | 18.56%                            | 11.52%         | Worst             | Best               | Best  | ■ ■ ■ ■  | John Ray   |
|                              |                     |                     |                     |                     |                     |                |                 |                                   |                |                   |                    |   |  |  |
|                              | Amended             | Amended             | Amended             | Amended             | Amended             |                |                 |                                   |                |                   |                    |   |  | Mike Baxter                                      |
|                              | Amended             | Amended             | Amended             | Amended             | Amended             |                |                 |                                   |                |                   |                    |   |  | Mike Baxter                                      |
|                              | Amended             | Amended             | Amended             | Amended             | Amended             | 14.47          | 20              | 18.57                             | 11             |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Mike Baxter                                      |
|                              | Amended             | Amended             | Amended             | Amended             | Amended             | 51.05          | 71.66           | 64.18                             | 36.78          |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Mike Baxter                                      |
|                              | Amended             | Amended             | Amended             | Amended             | Amended             | 3.97           | 5.78            | 5.34                              | 2.91           |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Mike Baxter                                      |
|                              | Amended             | Amended             | Amended             | Amended             | Amended             | 23.9           | 31.86           | 32.96                             | 18.4           |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Mike Baxter                                      |
|                              | Amended             | Amended             | Amended             | Amended             | Amended             | 12.45          | 16              | 15.53                             | 9.02           |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Mike Baxter                                      |
|                              | Amended             | Amended             | Amended             | Amended             | Amended             | 33.35          | 46.65           | 54.29                             | 25.84          |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Mike Baxter                                      |
|                              | Amended             | Amended             | Amended             | Amended             | Amended             | 24             | 37.05           | 31.04                             | 16.87          |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Mike Baxter                                      |
|                              | Amended             | Amended             | Amended             | Amended             | Amended             | 302.38         | 349.33          | 328.45                            | 242.32         |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Mike Baxter                                      |
|                              | Amended             | Amended             | Amended             | Amended             | Amended             | 3.11           | 5               | 4.38                              | 1.58           |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Mike Baxter                                      |
|                              | Amended             | Amended             | Amended             | Amended             | Amended             | 32.78          | 42.78           | 41.7                              | 25.17          |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Mike Baxter                                      |
|                              |                     |                     |                     |                     |                     |                |                 |                                   |                |                   |                    |   |  |  |
|                              | 45                  | 42                  | 40                  | 38                  | 37                  |                |                 | Amended                           | Amended        |                   |                    |   | Amended  | Mike Baxter                                      |
|                              | 21.6%               | -6.7%               | -4.8%               | -5.0%               | -2.6%               |                |                 | Amended                           | Amended        |                   |                    |   | Amended  | Mike Baxter                                      |
|                              | -21.1%              | -26.3%              | -29.8%              | -33.3%              | -35.1%              |                |                 | Amended                           | Amended        |                   |                    |   | Amended  | Mike Baxter                                      |
|                              | 8                   | 7                   | 7                   | 6                   | 6                   |                |                 | Amended                           | Amended        |                   |                    |   | Amended  | Mike Baxter                                      |
|                              | 60%                 | -12.5%              | 0%                  | -14.3%              | 0%                  |                |                 | Amended                           | Amended        |                   |                    |   | Amended  | Mike Baxter                                      |
|                              | -20%                | -30%                | -30%                | -40%                | -40%                |                |                 | Amended                           | Amended        |                   |                    |   | Amended  | Mike Baxter                                      |
|                              | 466                 | 466                 | 466                 | 466                 | 466                 |                |                 | Amended                           | Amended        |                   |                    |   | Amended  | Mike Baxter                                      |
|                              | 15.1%               | 0.0%                | 0.0%                | 0%                  | 0%                  |                |                 | Amended                           | Amended        |                   |                    |   | Amended  | Mike Baxter                                      |
|                              | 15.3%               | 15.3%               | 15.3%               | 15.3%               | 15.3%               |                |                 | Amended                           | Amended        |                   |                    |   | Amended  | Mike Baxter                                      |
|                              | 0.75                | 0.5                 | 0.2                 | 0.1                 | 0.1                 | 0.7            | 1.7             | 1.25                              | 0.1            | Best              | Upper              | Upper   | ■ ■ ■ ■  | John Ray   |
|                              | Target not required | Target not required | Target not required | Target not required | Target not required | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | John Ray   |

| PI Reference and Description<br>(B=base number and C =<br>confidence interval for<br>citizen/customer satisfaction<br>surveys)   | 2003/04 Actual<br>(unless stated)<br>(* Indicates<br>changed value<br>from that<br>reported in<br>2004/05 BVPP) | 2004/05 Target         | 2004/05 Actual         | Is 04/05<br>actual<br>Smaller,<br>Same or<br>Bigger than<br>03/04 actual | Taking into<br>account whether<br>smaller or<br>bigger is best<br>has performance<br>improved since<br>03-04 | Performance<br>Trend 2003/04 to<br>2004/05<br>(↑ Better, ↓<br>Worse, --- No<br>change) | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET | Is 04/05 ACTUAL<br>better than 04/05<br>TARGET taking<br>into account<br>what is best<br>SMALLER or<br>BIGGER | Variance<br>2003/04 to<br>2004/05<br>Actuals (+/-<br>10%<br>coloured) | Variance<br>2004/05<br>Target to<br>2004/05<br>Actual (+/-<br>10%<br>coloured) | Which<br>quartile is<br>best : Top<br>or Bottom | Variance<br>04/05 actual<br>to target<br>Calculation to<br>take into<br>cosideration<br>which is best<br>"Bigger" or<br>"Smaller" | Variance<br>03/04 actual<br>to 04/05<br>actual<br>Calculation to<br>take into<br>cosideration<br>which is best<br>"Bigger" or<br>"Smaller" | Checker to<br>which<br>Symbol to<br>use (Local<br>Indicators<br>ONLY - 10%<br>variance) | 2004/05<br>P+ target achieved<br>status (🟢 means<br>>above target<br>tolerance, 🟡<br>means within<br>target tolerance, 🟠<br>means > below<br>target tolerance) |
|--|---|------------------------|------------------------|--|--|--|--|---|---|--|---|---|--|---|--|
| BV102 Local bus services<br>(passenger journeys per year).   | 10,069,618  | 10,119,000             | 9,591,418              | Smaller  | ↓  | ↓  | Smaller  | ↓   | -4.75%  | -5.21%   | Bigger  | -5.21%  | -4.75%   |   | 🟠  |
| BV103 Percentage of users<br>satisfied with local provision of<br>public transport information - All   | 56.5%<br>[B=914 , C=3.23]   | Target not<br>required | Not to be<br>collected |  |  | Not to be<br>collected   |  |   |   |  |   |   |  |   | Not to be collected  |
| BV104 Percentage of users<br>satisfied with local bus services -<br>All  | 61.6%<br>[B=1,063 , C=2.94]   | Target not<br>required | Not to be<br>collected |  |  | Not to be<br>collected   |  |   |   |  |   |   |  |   | Not to be collected  |
| BV178 The percentage of the<br>total length of footpaths and other<br>rights of way that were easy to<br>use by members of the public  | 82.33%  | 83%                    | 80%                    | Smaller  | ↓  | ↓  | Smaller  | ↓   | -2.83%  | -3.61%   | Bigger  | -3.61%  | -2.83%   |   | 🟡  |
| BV188a Percentage of principal<br>road network not needing major<br>repair by cost per km (Target from<br>2004/05 onwards are calculated<br>from targets for BV96 and so the<br>basis is not comparable with<br>earlier years) | 78.40%  | 7.70%                  | 48.02%                 | Smaller  | ↓  | ↓  | Bigger   | ↑   | -38.75%   | 523.64%  | Bigger  | 523.64%   | -38.75%  |   | 🟢  |
| BV188b Percentage of non-<br>principal road network not<br>needing major repair by cost per<br>km.   | 296.70%   | 230.90%                | 266.02%                | Smaller  | ↓  | ↓  | Bigger   | ↑   | -10.34%   | 15.21%   | Bigger  | 15.21%  | -10.34%  |   | 🟢  |
| BV187 Condition of footways:<br>categories 1, 1a and 2.  | 30.41%  | 27%                    | 18.41%                 | Smaller  | ↑  | ↑  | Smaller  | ↑   | -39.46%   | -31.81%  | Smaller   | 31.81%  | 39.46%   |   | 🟢  |
| BV223 (Ex BV9b) Percentage of<br>local authority principal road<br>network where structural<br>maintenance should be<br>considered   | Amended from<br>BV96  | 90.00%                 | 34.97%                 |  |  | Amended from<br>BV96   | Smaller  | ↑   |   | -61.14%  | Smaller   | 61.14%  |  |   | Amended from<br>BV96   |
| BV224a Percentage of the non-<br>principal road network where<br>maintenance should be<br>considered   | Amended from<br>BV97a   | Amended from<br>BV97a  | Amended from<br>BV97a  |  |  | Amended from<br>BV97a  |  |   |   |  |   |   |  |   | Amended from<br>BV97a  |
| BV224b Percentage of the<br>unclassified road network where<br>structural maintenance should be<br>considered  | Amended from<br>BV97b   | Amended from<br>BV97b  | Amended from<br>BV97b  |  |  | Amended from<br>BV97b  |  |   |   |  |   |   |  |   | Amended from<br>BV97b  |
| DE5 (Ex BV105) Damage to<br>roads and pavements - % of<br>incidents of dangerous damage to<br>roads and pavements remedied<br>within 24 hours.   | 99%   | 99%                    | 100%                   | Bigger   | ↑  | ↑  | Bigger   | ↑   | 1.01%   | 1.01%  | Bigger  | 1.01%   | 1.01%  | ●   | 🟡  |
| DE7 Percentage of car parks<br>achieving 'Secured Car Park'<br>status.   | 8   | 6                      | Amended                |  |  | Amended  |  |   |   |  |   |   |  |   | Amended  |
| DE7 (04) Percentage of car parks<br>achieving 'Secured Car Park'<br>status   | Amended   | 32%                    | 55%                    |  |  | Amended  | Bigger   | ↑   |   | 71.88%   | Bigger  | 71.88%  |  | 🟢   | 🟢  |
| DE16a Percentage of the<br>population very or fairly satisfied<br>with roads (maintenance).  | 33.6%   | 35%                    | 33.7%                  | Bigger   | ↑  | ---  | Smaller  | ↓   | 0.30%   | -3.71%   | Bigger  | -3.71%  | 0.30%  | ●   | 🟡  |
| DE16b Percentage of the<br>population very or fairly satisfied<br>with pavements (maintenance).  | 36.1%   | 35%                    | 34.6%                  | Smaller  | ↓  | ---  | Smaller  | ↓   | -4.16%  | -1.14%   | Bigger  | -1.14%  | -4.16%   | ●   | 🟡  |
| DE17 (QoL22avii)Percentage of<br>population finding it easy to<br>access a public transport facility<br>eg bus stop, train station.  | 92.9%   | 90%                    | 93.6%                  | Bigger   | ↑  | ---  | Bigger   | ↑   | 0.75%   | 4.00%  | Bigger  | 4.00%   | 0.75%  | ●   | 🟡  |
| DE20 Road Traffic approaching<br>town centre.  | New   | 22,400                 | 21,755                 |  |  | New  | Smaller  | ↑   |   | -2.88%   | Smaller   | 2.88%   |  | ●   | 🟡  |
| DE21 Cycling volume crossing<br>inner ring road  | New   | 600                    | 663                    |  |  | New  | Smaller  | ↓   |   | 10.50%   | Bigger  | 10.50%  |  | 🟢   | 🟢  |
| DE22 Walking volume crossing<br>inner ring road  | New   | 28,000                 | 35,081                 |  |  | New  | Smaller  | ↓   |   | 25.29%   | Bigger  | 25.29%  |  | 🟢   | 🟢  |
| DE61 Percentage of trips by<br>Darlington residents made by<br>walking.  | New   | New                    | New                    |  |  | New  |  |   |   |  |   |   |  |   | New  |
| DE62 Percentage of trips made<br>by Darlington residents made by<br>cycle.   | New   | New                    | New                    |  |  | New  |  |   |   |  |   |   |  |   | New  |
| DE63 Percentage of trips made<br>by Darlington residents made by<br>car.   | New   | New                    | New                    |  |  | New  |  |   |   |  |   |   |  |   | New  |
| <b>ALL THEMES</b>  |   |                        |                        |  |  |  |  |   |   |  |   |   |  |   |  |

| Target Form Rec'd Checked KP | 2005/06 Target      | 2006/07 Target | 2007/08 Target      | 2008/09 Target      | 2009/10 Target | Median         | Bottom Quartile | Average / % 'Yes' for certain Pls | Top Quartile       | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) | Accountable Officer (Accounting contact officer) |
|------------------------------|---------------------|----------------|---------------------|---------------------|----------------|----------------|-----------------|-----------------------------------|--------------------|-------------------|--------------------|---|--|--|
|                              | 9,600,000           | 10,000,000     | 10,500,000          | 10,700,000          | 10,850,000     | Not applicable | Not applicable  | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Ian MacGregor                                    |
|                              | Target not required | 80%            | Target not required | Target not required | 90%            | 49.00%         | 45.00%          | 49.72%                            | 55.00%             |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Simon Houldsworth                                |
|                              | Target not required | 63%            | Target not required | Target not required | 65%            | 55.00%         | 48.00%          | 54.21%                            | 61.00%             |                   |                    |   | ■ ■ ■ ■ (2003/04)  | Simon Houldsworth                                |
|                              | 85%                 | 87%            | 90%                 | 92%                 | 94%            | 70.3%          | 58.6%           | 69.2%                             | 85.3%              | Upper             | Best               | Upper   | ■ ■ ■ ■  | Rob George                                       |
|                              | Deleted             | Deleted        | Deleted             | Deleted             | Deleted        | 63.64%         | 36.65%          | 71.56%                            | 103.84%            | Lower             | Best               | Lower   | ■ ■ ■ ■  | John Ray   |
|                              | Deleted             | Deleted        | Deleted             | Deleted             | Deleted        | 241.50%        | 157.13%         | 291.55%                           | 365.02%            | Upper             | Best               | Upper   | ■ ■ ■ ■  | John Ray   |
|                              | 26%                 | 16%            | 23%                 | 15%                 | 20%            | 27%            | 38%             | 29%                               | 18%                | Best              | Upper              | Upper   | ■ ■ ■ ■  | John Ray   |
|                              | 34.0%               | 33.0%          | 32.0%               | 31.0%               | 30.0%          |                |                 | Amended from BV96                 | Amended from BV96  |                   |                    |   | Amended from BV96  | Dave McGuckin                                    |
|                              | 8.2%                | 8.0%           | 8.0%                | 8.0%                | 8.0%           |                |                 | Amended from BV97a                | Amended from BV97a |                   |                    |   | Amended from BV97a   | Dave McGuckin                                    |
|                              | 9.5%                | 9.3%           | 9.2%                | 9.0%                | 8.8%           |                |                 | Amended from BV97b                | Amended from BV97b |                   |                    |   | Amended from BV97b   | Dave McGuckin                                    |
|                              | 99%                 | 99%            | 99%                 | 99%                 | 99%            | Not applicable | Not applicable  | 92% (2001/02)                     | 99% (2001/02)      |                   |                    |   | ■ ■ ■ ■ (2001/02)  | John Ray   |
|                              | Amended             | Amended        | Amended             | Amended             | Amended        | Not applicable | Not applicable  | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Sue Gilham                                       |
|                              | 45%                 | 45%            | 45%                 | 45%                 | 45%            | Not applicable | Not applicable  | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Sue Gilham                                       |
|                              | 35%                 | 37%            | 40%                 | 45%                 | 50%            | Not applicable | Not applicable  | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | John Ray   |
|                              | 35%                 | 37%            | 40%                 | 45%                 | 50%            | Not applicable | Not applicable  | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | John Ray   |
|                              | Deleted             | Deleted        | Deleted             | Deleted             | Deleted        | Not applicable | Not applicable  | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Simon Houldsworth                                |
|                              | 22,400              | 21,850         | 21,300              | 20,875              | 20,500         | Not applicable | Not applicable  | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Simon Houldsworth                                |
|                              | Deleted             | Deleted        | Deleted             | Deleted             | Deleted        | Not applicable | Not applicable  | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Simon Houldsworth                                |
|                              | Deleted             | Deleted        | Deleted             | Deleted             | Deleted        | Not applicable | Not applicable  | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Simon Houldsworth                                |
|                              | 22.5%               | 23.0%          | 23.5%               | 24.0%               | 24.5%          |                |                 | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Jon Higgins                                      |
|                              | 1.5%                | 2.3%           | 2.7%                | 3.2%                | 3.5%           |                |                 | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Jon Higgins                                      |
|                              | 40.5%               | 39.5%          | 38.5%               | 38.0%               | 37.5%          |                |                 | Not applicable                    | Not applicable     |                   |                    |   | Not applicable   | Jon Higgins                                      |

| PI Reference and Description<br>(B=base number and C = confidence interval for citizen/customer satisfaction surveys)  | 2003/04 Actual (unless stated) (* Indicates changed value from that reported in 2004/05 BVPP) | 2004/05 Target      | 2004/05 Actual      | Is 04/05 actual Smaller, Same or Bigger than 03/04 actual | Taking into account whether smaller or bigger is best has performance improved since 03-04 | Performance Trend 2003/04 to 2004/05 (↑ Better, ↓ Worse, --- No change) | Is 04/05 ACTUAL better than 04/05 TARGET | Is 04/05 ACTUAL better than 04/05 TARGET taking into account what is best SMALLER or BIGGER | Variance 2003/04 to 2004/05 Actuals (+/- 10% coloured) | Variance 2004/05 Target to 2004/05 Actual (+/- 10% coloured) | Which quartile is best : Top or Bottom | Variance 04/05 actual to target Calculation to take into consideration which is best "Bigger" or "Smaller" | Variance 03/04 actual to 04/05 actual Calculation to take into consideration which is best "Bigger" or "Smaller" | Checker to which Symbol to use (Local Indicators ONLY - 10% variance) | 2004/05 P+ target achieved status (🟢 means >above target, 🟡 tolerance, means within target tolerance, 🟠 means > below target tolerance) |
|--|---|---------------------|---------------------|---|--|---|--|---|--|--|--|--|--|---|---|
| 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? | Yes   | Yes                 | Yes                 | Same  | →  | ---   | Same                                     | →   | 0.00%  | 0.00%  | Bigger                                 | 0.00%  | 0.00%  |   | 🟡   |
| 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?  | March 2008  | March 2008          | March 2008          |   |  | Not applicable  |  |   | 100.00%  | 0.00%  | Bigger                                 | 0.00%  | 100.00%  |   | Not applicable  |
| 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?   | November 2003   | July 2004           | July 2004           |   |  | Not applicable  |  |   | 100.00%  | 0.00%  | Bigger                                 | 0.00%  | 100.00%  |   | 🟡   |
| 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?  | Not applicable  | Not applicable      | Not applicable      |   |  | Not applicable  |  |   |  |  |  |  |  |   | Not applicable  |
| BV3 The percentage of citizens satisfied with the overall service provided by their authority.   | 61.4%<br>[B=1,294, C=2.68]  | Target not required | Not to be collected |   |  | Not to be collected   |  |   |  |  |  |  |  |   | Not to be collected   |
| BV4 The Percentage of those making a complaint satisfied with the handling of those complaints.  | 35.7%<br>[B=248, C=5.97]  | Target not required | Not to be collected |   |  | Not to be collected   |  |   |  |  |  |  |  |   | Not to be collected   |
| BV8 The percentage of invoices for commercial goods and services which were paid within 30 days of such invoices being received.   | 90.02%  | 100%                | 93.88%              | Bigger  | ↑  | ↑   | Smaller                                  | ↓   | 4.29%  | -6.12%   | Bigger                                 | -6.12%   | 4.29%  |   | 🟡   |
| BV9 Percentage of Council Tax collected.   | 97.2%   | 96.50%              | 96.3%               | Smaller   | ↓  | ↓   | Smaller                                  | ↓   | -0.93%   | -0.21%   | Bigger                                 | -0.21%   | -0.93%   |   | 🟡   |
| BV10 The percentage of non-domestic rates which should have been received during the year that were received.  | 99.1%   | 98.8%               | 98.1%               | Smaller   | ↓  | ↓   | Smaller                                  | ↓   | -1.01%   | -0.71%   | Bigger                                 | -0.71%   | -1.01%   |   | 🟡   |
| BV11a The percentage of top 5% of earners that are women.  | 53.03%  | 49.61%              | 58.33%              | Bigger  | ↑  | ↑   | Bigger                                   | ↑   | 9.99%  | 17.58%   | Bigger                                 | 17.58%   | 9.99%  |   | 🟢   |
| BV11b The percentage of top 5% of earners from black and minority ethnic communities.  | 1.51%   | 1.58%               | 1.39%               | Smaller   | ↓  | ↓   | Smaller                                  | ↓   | -7.95%   | -12.03%  | Bigger                                 | -12.03%  | -7.95%   |   | 🟡   |
| BV11b The percentage of top 5% of earners from minority ethnic communities.  | Amended   | Amended             | Amended             |   |  | Amended   |  |   |  |  |  |  |  |   | Amended   |
| BV11c The percentage of top 5% of earners who have a disability.   | New   | New                 | New                 |   |  | New   |  |   |  |  |  |  |  |   | New   |
| BV12 The number of working days/shifts lost due to sickness absence (days).  | 11.19   | 10.47               | 9.93                | Smaller   | ↑  | ↑   | Smaller                                  | ↑   | -11.26%  | -5.16%   | Smaller                                | 5.16%  | 11.26%   |   | 🟡   |
| BV14 The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce.   | 1.04%   | 0.75%               | 0.28%               | Smaller   | ↑  | ↑   | Smaller                                  | ↑   | -73.08%  | -62.67%  | Smaller                                | 62.67%   | 73.08%   |   | 🟢   |
| BV15 The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.   | 0.99%   | 0.76%               | 0.28%               | Smaller   | ↑  | ↑   | Smaller                                  | ↑   | -71.72%  | -63.16%  | Smaller                                | 63.16%   | 71.72%   |   | 🟢   |
| 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       | 1.21%   | 1.11%               | 1.18%               | Smaller   | ↓  | ↓   | Bigger                                   | ↑   | -2.48%   | 6.31%  | Bigger                                 | 6.31%  | -2.48%   |   | 🟡   |
| BV16b Percentage of economically active disabled people in the community.  | 16.41%  | Not appropriate     | 16.41%              |   |  | Not appropriate   |  |   | 0.00%  |  |  |  |  |   | Not appropriate   |

| Target Form Rec'd Checked KP | 2005/06 Target                           | 2006/07 Target                         | 2007/08 Target                           | 2008/09 Target                         | 2009/10 Target                           | Median         | Bottom Quartile | Average / % 'Yes' for certain PIs | Top Quartile   | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) | Accountable Officer (Accounting contact officer) |
|------------------------------|--|--|--|--|--|----------------|-----------------|-----------------------------------|----------------|-------------------|--------------------|---|--|--|
|                              | Deleted                                  | Deleted                                | Deleted                                  | Deleted                                | Deleted                                  | Not applicable | Not applicable  | 79%                               | Not applicable |                   |                    |   | Not applicable   | John Bosson                                      |
|                              | Deleted                                  | Deleted                                | Deleted                                  | Deleted                                | Deleted                                  | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | John Bosson                                      |
|                              | Deleted                                  | Deleted                                | Deleted                                  | Deleted                                | Deleted                                  | Not applicable | Not applicable  | 53%                               | Not applicable |                   |                    |   | Not applicable   | John Bosson                                      |
|                              | Deleted                                  | Deleted                                | Deleted                                  | Deleted                                | Deleted                                  | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | John Bosson                                      |
|                              | Target not required                      | 70%                                    | Target not required                      | Target not required                    | 70%                                      | 55.00%         | 49.00%          | 54.63%                            | 60.00%         |                   |                    |   | ■■■ ■ (2003/04)  | Lorraine O'Donnell                               |
|                              | Target not required                      | 52%                                    | Target not required                      | Target not required                    | 52%                                      | 33.00%         | 29.00%          | 32.73%                            | 36.00%         |                   |                    |   | ■■ ■■ (2003/04)  | Lorraine O'Donnell                               |
|                              | 100% Govt set (More achievable is 95.5%) | 100% Govt set (More achievable is 96%) | 100% Govt set (More achievable is 96.5%) | 100% Govt set (More achievable is 97%) | 100% Govt set (More achievable is 97.5%) | 92.30%         | 88%             | 90.71%                            | 95.90%         | Upper             | Best               | Upper   | ■■ ■■  | Brian Boggan                                     |
|                              | 97.00%                                   | 97.20%                                 | 97.30%                                   | 97.30%                                 | 97.30%                                   | 97.50%         | 96.00%          | 96.87%                            | 98.29%         | Lower             | Best               | Lower   | ■ ■■■  | David Hall                                       |
|                              | 99.10%                                   | 99.10%                                 | 99.10%                                   | 99.10%                                 | 99.10%                                   | 98.60%         | 98%             | 98.36%                            | 99.10%         | Lower             | Best               | Lower   | ■ ■■■  | David Hall                                       |
|                              | 56.85%                                   | 57.53%                                 | 58.22%                                   | 58.90%                                 | 59.59%                                   | 28.20%         | 17.45%          | 28.13%                            | 39.05%         | Best              | Worst              | Best  | ■■■ ■  | Lesley Blundell                                  |
|                              | Amended                                  | Amended                                | Amended                                  | Amended                                | Amended                                  | 0.70%          | 0.00%           | 2.75%                             | 3.70%          | Upper             | Best               | Upper   | ■■ ■■  | Lesley Blundell                                  |
| Query                        | 2.05%                                    | 2.02%                                  | 2.02%                                    | 2.02%                                  | 2.02%                                    | Amended        | Amended         | Amended                           | Amended        |                   |                    |   | Amended  | Lesley Blundell                                  |
|                              | 1.24%                                    | 1.28%                                  | 1.32%                                    | 1.37%                                  | 1.41%                                    | New            | New             | New                               | New            |                   |                    |   | New  | Lesley Blundell                                  |
|                              | 9.5                                      | 9.0                                    | 8.5                                      | 8                                      | 7.8                                      | 10.16          | 11.67           | 10.34                             | 8.9            | Best              | Upper              | Upper   | ■■ ■■  | Lesley Blundell                                  |
|                              | 0.2%                                     | 0.20%                                  | 0.20%                                    | 0.20%                                  | 0.20%                                    | 0.42%          | 0.83%           | 0.63%                             | 0.17%          | Best              | Upper              | Upper   | ■■ ■■  | Lesley Blundell                                  |
|                              | 0.28%                                    | 0.28%                                  | 0.28%                                    | 0.28%                                  | 0.28%                                    | 0.32%          | 0.54%           | 0.39%                             | 0.17%          | Best              | Upper              | Upper   | ■■ ■■  | Lesley Blundell                                  |
|                              | 1.24%                                    | 1.28%                                  | 1.32%                                    | 1.37%                                  | 1.41%                                    | 1.70%          | 1.11%           | 2.04%                             | 2.28%          | Lower             | Best               | Lower   | ■ ■■■ (unitary)  | Lesley Blundell                                  |
|                              | Not appropriate                          | Not appropriate                        | Not appropriate                          | Not appropriate                        | Not appropriate                          | 13.91%         | 11.70%          | 14.28%                            | 16.54%         |                   |                    |   | Not appropriate  | Lesley Blundell                                  |



| PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)  | 2003/04 Actual (unless stated) (* Indicates changed value from that reported in 2004/05 BVPP) | 2004/05 Target  | 2004/05 Actual | Is 04/05 actual Smaller, Same or Bigger than 03/04 actual | Taking into account whether smaller or bigger is best has performance improved since 03-04 | Performance Trend 2003/04 to 2004/05 (↑ Better, ↓ Worse, --- No change) | Is 04/05 ACTUAL better than 04/05 TARGET | Is 04/05 ACTUAL better than 04/05 TARGET taking into account what is best SMALLER or BIGGER | Variance 2003/04 to 2004/05 Actuals (+/- 10% coloured) | Variance 2004/05 Target to 2004/05 Actual (+/- 10% coloured) | Which quartile is best : Top or Bottom | Variance 04/05 actual to target Calculation to take into consideration which is best "Bigger" or "Smaller" | Variance 03/04 actual to 04/05 actual Calculation to take into consideration which is best "Bigger" or "Smaller" | Checker to which Symbol to use (Local Indicators ONLY - 10% variance) | 2004/05 P+ target achieved status (🟢 means >above target tolerance, 🟡 means within target tolerance, 🟠 means > below target tolerance) |
|---|---|-----------------|----------------|---|--|---|--|---|--|--|--|--|--|---|--|
| BV16a/BV16b Percentage of economically active disabled people employed compared to the percentage in the community (100% would be the same proportion)  | 7.37%   | 6.76%           | 7.19%          | Smaller   | ↓  | As for BV16a  | Bigger                                   | ↑   | -2.44%   | 6.36%  | Bigger                                 | 6.36%  | -2.44%   |   | As for BV16a   |
| BV17a Percentage of LA employees from minority ethnic communities compared with the % of the economically active minority ethnic population in the authority area. (a) % of minority ethnic community employees | 1.00%   | 1.04%           | 1.01%          | Bigger  | ↑  | ↑   | Smaller                                  | ↓   | 1.00%  | -2.88%   | Bigger                                 | -2.88%   | 1.00%  |   | 🟡  |
| BV17b Percentage of economically active minority ethnic people in the community.  | 2.02%   | Not appropriate | 2.02%          |   |  | Not appropriate   |  |   | 0.00%  |  |  |  | FALSE  |   | Not appropriate  |
| BV17a/BV17b Percentage of economically active minority ethnic people employed compared to the percentage in the community (100% would be the same proportion)   | 49.50%  | 51.49%          | 50.00%         | Bigger  | ↑  | As for BV17a  | Smaller                                  | ↓   | 1.01%  | -2.89%   | Bigger                                 | -2.89%   | 1.01%  |   | As for BV17a   |
| CR1 Percentage of normal office hours that prime Corporate IT Systems and Communications Network are to be available.   | 99.10%  | 99.60%          | 99.73%         | Bigger  | ↑  | ↑   | Bigger                                   | ↑   | 0.64%  | 0.13%  | Bigger                                 | 0.13%  | 0.64%  | 🟡   | 🟡  |
| CR2 Percentage of telephone calls answered within 10 seconds.   | 86.23%  | 86.00%          | 84.50%         | Smaller   | ↓  | ↓   | Smaller                                  | ↓   | -2.01%   | -1.74%   | Bigger                                 | -1.74%   | -2.01%   | 🟡   | 🟡  |
| CR3 Percentage of letters from the public that receive a final reply within 10 working days.  | 93.6%   | 85.0%           | 90.1%          | Smaller   | ↓  | ↓   | Bigger                                   | ↑   | -3.74%   | 6.00%  | Bigger                                 | 6.00%  | -3.74%   | 🟡   | 🟡  |
| CR4a Percentage of all staff appraisals carried out - Single  | 96%   | 92%             | 95.75%         | Smaller   | ↓  | ↓   | Bigger                                   | ↑   | -0.26%   | 4.08%  | Bigger                                 | 4.08%  | -0.26%   | 🟡   | 🟡  |
| CR4b Percentage of all staff appraisals carried out - Group   | 64%   | 55%             | 76.26%         | Bigger  | ↑  | ↑   | Bigger                                   | ↑   | 19.16%   | 38.65%   | Bigger                                 | 38.65%   | 19.16%   | 🟢   | 🟢  |
| CR7 Employee satisfaction of the Council as a place to work.  | 69.6%   | 69%             | 73.60%         | Bigger  | ↑  | ↑   | Bigger                                   | ↑   | 5.75%  | 6.67%  | Bigger                                 | 6.67%  | 5.75%  | 🟡   | 🟡  |
| CR8 Overall percentage improvement in non-financial BVPIs.  | 4.80%   | 5.10%           | 10.70%         | Bigger  | ↑  | ↑   | Bigger                                   | ↑   | 122.92%  | 109.80%  | Bigger                                 | 109.80%  | 122.92%  | 🟢   | 🟢  |
| CR9a Apply for external awards  | 22  | 8               | 10             | Smaller   | ↓  | ↓   | Bigger                                   | ↑   | -54.55%  | 25.00%   | Bigger                                 | 25.00%   | -54.55%  | 🟢   | 🟢  |
| CR9b Number of awards achieved.   | 14  | 3               | 5              | Smaller   | ↓  | ↓   | Bigger                                   | ↑   | -64.29%  | 66.67%   | Bigger                                 | 66.67%   | -64.29%  | 🟢   | 🟢  |
| CR10 Cost effectiveness improvement with Local PSA to 2005/06)  | 1.16  | 1.05            | 1.18           | Bigger  | ↑  | ↑   | Bigger                                   | ↑   | 1.72%  | 12.38%   | Bigger                                 | 12.38%   | 1.72%  | 🟢   | 🟢  |
| CR11 Performance Reward Grant obtained. (Grant not payable until 2006/07 and 2007/08 where target is 100%)  | Not applicable  | Not applicable  | Not applicable |   |  | Not applicable  |  |   |  |  |  |  |  |   | Not applicable   |
| CR12 Number of positive articles in the national/regional press.  | 1,343   | 1,000           | 1,036          | Smaller   | ↓  | ↓   | Bigger                                   | ↑   | -22.86%  | 3.60%  | Bigger                                 | 3.60%  | -22.86%  | 🟡   | 🟡  |
| CR32 Aggregation of demand. Percentage of spend through framework arrangements and corporate contracts  | New   | 5%              | 46%            |   |  | New   | Bigger                                   | ↑   |  | 820.00%  | Bigger                                 | 820.00%  |  | 🟢   | 🟢  |
| CS24 Submit Chartermark application(s).   | 4   | Deleted         | Deleted        |   |  | Deleted   |  |   |  |  |  |  |  |   | Deleted  |
| CR50 Percentage of complaints that go from stage 1 to stage 2.  | New   | New             | New            |   |  | New   |  |   |  |  |  |  |  |   | New  |
| CR51 Percentage of complaints that go from stage 2 to stage 3.  | New   | New             | New            |   |  | New   |  |   |  |  |  |  |  |   | New  |

| Target Form Rec'd Checked KP | 2005/06 Target  | 2006/07 Target  | 2007/08 Target  | 2008/09 Target  | 2009/10 Target  | Median         | Bottom Quartile | Average / % 'Yes' for certain PIs | Top Quartile   | If bigger is best | If smaller is best | Which quarter to use, Best, Upper, Lower or Worst | Performance in 2004/05 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) | Accountable Officer (Accounting contact officer) |
|------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|----------------|-----------------|-----------------------------------|----------------|-------------------|--------------------|---|--|--|
| As for BV16a                 | 7.56%           | 7.80%           | 8.04%           | 8.35%           | 8.59%           | 12.22%         | 9.49%           | 14.29%                            | 14.67%         | Worst             | Best               | Worst   | ■ ■ ■ ■ (unitary)  | Lesley Blundell                                  |
|                              | 1.06%           | 1.10%           | 1.15%           | 1.19%           | 1.23%           | 4.30%          | 1.10%           | 4.30%                             | 4.70%          | Worst             | Best               | Worst   | ■ ■ ■ ■ (unitary)  | Lesley Blundell                                  |
|                              | Not appropriate | Not appropriate | Not appropriate | Not appropriate | Not appropriate | 4% (unitary)   | 1.9% (unitary)  | 6.7% (unitary)                    | 7.4% (unitary) |                   |                    |   | Not appropriate  | Lesley Blundell                                  |
|                              | 53.47%          | 55.45%          | 57.43%          | 59.41%          | 60.89%          | 107.50%        | 57.80%          | 64.18%                            | 63.50%         | Worst             | Best               | Worst   | ■ ■ ■ ■ (unitary)  | Lesley Blundell                                  |
|                              | 99.70%          | 99.75%          | 99.75%          | 99.80%          | 99.80%          | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Ken Walker                                       |
|                              | 87%             | 87%             | 88%             | 89%             | 89%             | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Anthony Seaman                                   |
|                              | 85%             | 85%             | 85%             | 85%             | 85%             | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Neale Kipling                                    |
|                              | 94%             | 96%             | 98%             | 98%             | 98%             | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Lesley Blundell                                  |
|                              | 78%             | 80%             | 82%             | 85%             | 85%             | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Lesley Blundell                                  |
|                              | Not applicable  | 70%             | Not applicable  | 72%             | Not applicable  | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Lesley Blundell                                  |
|                              | 5%              | 5%              | 5%              | 5%              | 5%              | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Lorraine O'Donnell                               |
|                              | 8               | 8               | 8               | 8               |                 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Lorraine O'Donnell                               |
|                              | 3               | 3               | 3               | 3               |                 | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Lorraine O'Donnell                               |
|                              | 1.08            | 1.10            | 1.12            | 1.14            | 1.16            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Lorraine O'Donnell                               |
|                              | Not applicable  | Not applicable  | 50%             | 50%             | Not applicable  | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Lorraine O'Donnell                               |
|                              | 1,000           | 1,000           | 1,000           | 1,000           | 1,000           | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Steve Jones                                      |
|                              | 52%             | 60%             | 65%             | 70%             | 75%             | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Susan White                                      |
|                              | Deleted         | Deleted         | Deleted         | Deleted         | Deleted         | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Cliff Brown                                      |
|                              | 1.0%            | 1.0%            | 1.0%            | 1.0%            | 1.0%            | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Andrew Robinson                                  |
|                              | 40.0%           | 35.0%           | 30.0%           | 25.0%           | 20.0%           | Not applicable | Not applicable  | Not applicable                    | Not applicable |                   |                    |   | Not applicable   | Andrew Robinson                                  |