

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, --- No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
IMPROVING THE LOCAL ECONOMY												
DE4 Number of people using Information Darlington tourist information service.	↑	↑	197,778	182,000	282,276	184,000	186,000	188,000	Not applicable	Not applicable	Not applicable	Claire Boston-Smithson
DE11a Number of jobs created through Council-funded assistance to companies.	↑	↑	231	245	328	140	140	140	Not applicable	Not applicable	Not applicable	Mike Toyne
DE11b The cost per job created through Council funded assistance.	↑	↑	£537.46	£550.00	£218.88	£850	£850	£850	Not applicable	Not applicable	Not applicable	Mike Toyne
DE13 Darlington's share of the external funding awarded to Tees Valley Boroughs.	↑	↑	16.45%	12.00%	19.00%	7%	8%	10%	Not applicable	Not applicable	Not applicable	John Simpson
DE14 Percentage of the population who think that the Council is very or fairly successful at improving the local economy.	●	↑	47.7%	45.0%	48.4%	47%	50%	55%	Not applicable	Not applicable	Not applicable	Peter Roberts
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.	♦	↑	5.04%	4.10%	4.80%	4.05%	4.00%	3.95%	Not applicable	Not applicable	Not applicable	Suzanne Clark
DE65 Unemployment: the gap in percentage points between the unemployment rates for Darlington and for Great Britain.	♦	↓	0.50%	0.38%	0.60%	0.36%	0.34%	0.32%	Not applicable	Not applicable	Not applicable	Suzanne Clark
DE76 Proportion of the working age population claiming Job Seekers Allowance. (Measured by percentage points of GB rate).	♦	New	New	0.5%	3.2%	0.50%	0.50%	0.45%	Not applicable	Not applicable	Not applicable	Gwenda Lyn Jones
DE77 Proportion of unemployed people out of work for more than one year.	●	New	New	12.0%	13.0%	13.0%	12.5%	12.0%	Not applicable	Not applicable	Not applicable	Gwenda Lyn Jones
DE78 Percentage change in VAT registrations.	♦	New	New	0.10%	0.02%	0.2%	0.3%	0.4%	Not applicable	Not applicable	Not applicable	Gwenda Lyn Jones

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, → No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
PROMOTING INCLUSIVE COMMUNITIES												
BV2a The level (if any) of the Equality Standard for Local Government to which the authority conforms.	●	→	3	3	3	3	4	4	Not applicable	Not applicable	Not applicable	David Plews
BV2b The duty to promote race equality.	●	↑	68%	75%	74%	79%	79%	84%	63%	79%	■ ■ ■ ■ ■	David Plews
BV63 Energy Efficiency - the average SAP rating of local authority owned dwellings.	●	↑	71	71	73	73	73	74	66	69	■ ■ ■ ■ ■	Alan Glew
BV74a Satisfaction of tenants of council housing with the overall service provided by their landlord.	♦	↓	86.10%	90.00%	85.00%	Target not required	Target not required	85%	72.50%	78.00%	■ ■ ■ ■ ■ (2006/07)	Hazel Neasham
BV74b Satisfaction of black and minority ethnic tenants with the overall service provided by their landlord.	👉	↑	92.00%	80.00%	100.00%	Target not required	Target not required	80%	68.70%	73.50%	■ ■ ■ ■ ■ (2006/07)	Hazel Neasham
BV74c Satisfaction of non-black and minority ethnic tenants with the overall service provided by their landlord.	●	↓	86.50%	85.00%	85.00%	Target not required	Target not required	85%	73.40%	79.00%	■ ■ ■ ■ ■ (2006/07)	Hazel Neasham
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.	👉	↑	70.50%	70.00%	75.00%	Target not required	Target not required	75%	61.30%	67.00%	■ ■ ■ ■ ■ (2006/07)	Hazel Neasham
BV75b Black and minority ethnic tenants.	👉	↑	75.00%	70.00%	100.00%	Target not required	Target not required	71%	61.30%	67.00%	■ ■ ■ ■ ■ (2006/07)	Hazel Neasham
BV75c Non-black and minority ethnic tenants.	👉	↑	70.70%	70.00%	75.00%	Target not required	Target not required	70%	61.20%	67.00%	■ ■ ■ ■ ■ (2006/07)	Hazel Neasham
BV76a Housing Benefit Security - The number of claimants visited, per 1,000 caseload.	👉	↑	367.00	325.00	378.00	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Anthony Sandys
BV76b Housing Benefit Security - The number of fraud investigators employed, per 1,000 caseload.	👉	↓	0.34	0.30	0.33	0.30	0.30	0.30	Not applicable	Not applicable	Not applicable	Anthony Sandys
BV76c Housing Benefit Security - The number of fraud investigations, per 1,000 caseload.	👉	↑	44.00	47.00	55.00	49	50	51	Not applicable	Not applicable	Not applicable	Anthony Sandys
BV76d Housing Benefit Security - The number of prosecutions and sanctions, per 1,000 caseload.	👉	↑	1.10	2.90	5.40	3.3	3.6	3.9	Not applicable	Not applicable	Not applicable	Anthony Sandys
BV78a Speed of processing - Average time for processing new claims in days.	●	↓	23.0	27.0	27.0	27	27	27	34.50	26.40	■ ■ ■ ■ ■	Anthony Sandys

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, → No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
BV78b Speed of processing - Average time for processing notifications of change of circumstances in days.	●	↓	6.0	9.0	9.0	9	9	9	15.20	9.10	■ ■ ■ ■ ■	Anthony Sandys
BV79a The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit is found to be correct.	●	↓	99.6%	99.0%	99.0%	99%	99%	99%	97.48%	99.00%	■ ■ ■ ■ ■	Anthony Sandys
BV79b(i) Percentage of Housing Benefit overpayments recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period.	●	↓	73.37%	70.00%	68.00%	68%	68%	68%	69.53%	79.39%	■ ■ ■ ■ ■	Anthony Sandys
BV79b(ii) HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period.	♦	↓	37.51%	45.00%	35.00%	40%	40%	40%	33.66%	39.69%	■ ■ ■ ■ ■	Anthony Sandys
BV79b(iii) HB overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period.	↑	↑	8.79%	10.00%	7.00%	8%	8%	8%	Not applicable	Not applicable	Not applicable	Anthony Sandys
BV80a Contact and access facilities at the benefit office - All.	♦	↓	82%	83%	77%	Target not required	Target not required	77.00%	77.45%	83.00%	■ ■ ■ ■ ■ (2003/04)	Anthony Sandys
BV80b Service in benefit office - All.	●	↑	76%	81%	79%	Target not required	Target not required	84.00%	78.61%	85.00%	■ ■ ■ ■ ■ (2003/04)	Anthony Sandys
BV80c Telephone service - All.	♦	↑	63%	70%	65%	Target not required	Target not required	74.00%	67.79%	77.00%	■ ■ ■ ■ ■ (2003/04)	Anthony Sandys
BV80d Staff in benefit office - All.	●	↓	83%	84%	82%	Target not required	Target not required	85.00%	80.41%	85.00%	■ ■ ■ ■ ■ (2003/04)	Anthony Sandys
BV80e Clarity etc. of forms and leaflets - All.	♦	↓	68%	67%	59%	Target not required	Target not required	64.00%	63.14%	67.00%	■ ■ ■ ■ ■ (2003/04)	Anthony Sandys
BV80f Time taken for a decision - All.	●	→	72%	74%	72%	Target not required	Target not required	76.00%	69.44%	76.00%	■ ■ ■ ■ ■ (2003/04)	Anthony Sandys
BV80g Overall satisfaction - All	●	↓	81%	82%	80%	Target not required	Target not required	82.00%	77.65%	83.00%	■ ■ ■ ■ ■ (2003/04)	Anthony Sandys

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, → No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
BV156 The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	●	↑	85.96%	94.00%	87.27%	96%	98%	100%	Not applicable	Not applicable	Not applicable	Guy Metcalfe
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	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Chris Burke
BV165 The percentage of pedestrian crossings with facilities for disabled people.	♦	↓	40.0%	48.0%	11.8%	48%	48%	48%	82.80%	99.60%	■ ■ ■ ■	Dave Winstanley
BV174 The number of racial incidents recorded by the authority per 100,000 population.	👉	↑	109.55	135.00	93.77	100.0	105.0	110.0	Not applicable	Not applicable	Not applicable	David Plews
BV175 The percentage of racial incidents that resulted in further action.	●	→	100.00%	100.00%	100.00%	100%	100%	100%	94.70%	100.00%	■ ■ ■ ■	David Plews
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	Deleted	Deleted	Delete	2.98	1.00	■ ■ ■ ■	Chris Burke
BV183b The average length of stay in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need (weeks).	●	→	0	0	0	0	0	0	10.89	0.00	■ ■ ■ ■	Chris Burke
BV184a The proportion of LA homes which were non-decent at the start of the year.	●	↑	1%	0%	0%	0%	0%	0%	32.00%	16.00%	■ ■ ■ ■	Alan Glew
BV184b The percentage change in proportion of non-decent LA homes during the year.	●	→	0.0%	0.0%	0.0%	Target not required	Target not required	Target not required	21.20%	28.30%	■ ■ ■ ■	Alan Glew
BV212 (Ex CS08 and Ex BV68) Average relet times for local authority dwellings let in the financial year (days).	👉	↑	30	30	27	29	29	29	42	29	■ ■ ■ ■	Hazel Neasham

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, --- No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
BV213 Number of households who considered themselves homeless, who approached the local authority's advice service, and for whom housing advice casework intervention resolved their situation.	👉	↑	2	2	4	5	5	5	21	5	■ ■ ■ ■ ■	Chris Burke
BV214 Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same authority within the last 2 years.	👉	↑	1.50	1.00	0.00	Deleted	Deleted	Delete	3.05	0.37	■ ■ ■ ■ ■	Chris Burke
BV226a Total amount spent by the authority on Advice and Guidance services provided by external organisations.	👉	↑	£223,619	£166,000	£405,417	£405,000	£405,000	£405,000	Not applicable	Not applicable	Not applicable	Elaine Lowcock
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.	👉	↑	83.30%	75.00%	90.53%	91%	91%	91%	Not applicable	Not applicable	Not applicable	Elaine Lowcock
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.	👉	↑	£1,370,000	£1,200,000	£1,500,000	£1,500,000	£1,500,000	£1,500,000	Not applicable	Not applicable	Not applicable	Elaine Lowcock
CR5 (Ex BV6 & QoL4) Percentage turnout for Local Elections.	NA	NA	Not to be collected	Target not required	Not to be collected	45%	Target not required	Target not required	Not applicable	Not applicable	Not applicable	Linda Todd
CS10 (Ex BV72) Percentage of urgent repairs completed within Government time limits.	●	↓	95.3%	97.0%	95.0%	97%	97%	97%	91.00%	96.00%	■ ■ ■ ■ ■ (2001/02)	Malcolm Harding
CS11 (Ex BV73) Average time taken to complete non-urgent responsive repairs (days).	●	↑	5.8	5.0	4.6	5	5	5	21	13	■ ■ ■ ■ ■ (2001/02)	Malcolm Harding
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.	♦	↓	£61.10	£63.53	£70.06	£71.27	£73.49	£75.52	£65.52	£50.51	■ ■ ■ ■ ■ (2001/02)	Anthony Sandys
CS30 Number of individuals involved in the local community partnerships.	●	↓	126	110	100	120	130	140	Not applicable	Not applicable	Not applicable	Sue Davison
CS40 Amount of external funding into priority wards.	👉	↑	£365,105	£350,000	£713,620	£450,000	£460,000	£470,000	Not applicable	Not applicable	Not applicable	Sue Davison
CS55b Amount of welfare benefit take up.	👉	↑	£309,097	£300,000	£777,824	£700,000	£710,000	£720,000	Not applicable	Not applicable	Not applicable	Mathew Sigsworth

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, → No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ ■■■ BQ ■■■ WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
CS119 Percentage of benefit cases decided within 14 days of receiving all information.	●	↓	94%	91%	92%	91%	91%	91%	Not applicable	Not applicable	Not applicable	Anthony Sandys
CS123 Percentage of rent allowance claims where the first payment is made on time or within 7 days.	●	↑	91%	91%	96%	91%	91%	91%	Not applicable	Not applicable	Not applicable	Anthony Sandys
CS127 Number of places of floating support for people with drug and alcohol problems.	●	→	10	10	10	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Anthony Sandys
CS145 Percentage of new claims outstanding over 50 days.	👉	→	0%	8%	0%	8%	8%	8%	Not applicable	Not applicable	Not applicable	Anthony Sandys
CS146 Percentage of data matches resolved within two months.	●	→	100%	91%	100%	91%	91%	91%	Not applicable	Not applicable	Not applicable	Anthony Sandys
CS147 Percentage of applications for reconsideration revision actioned and notified within 4 weeks.	👉	↓	86%	65%	83%	65%	65%	65%	Not applicable	Not applicable	Not applicable	Anthony Sandys
CS148 Percentage of appeals submitted to Appeals Service in 4 weeks.	👉	↑	79%	65%	92%	65%	65%	65%	Not applicable	Not applicable	Not applicable	Anthony Sandys
CS149 Percentage of appeals submitted to Appeals Service in 3 months.	●	→	100%	95%	100%	95%	95%	95%	Not applicable	Not applicable	Not applicable	Anthony Sandys
CS162a Percentage of people clear about aims of Community Partnership.	♦	↓	96%	96%	85%	88%	88%	88%	Not applicable	Not applicable	Not applicable	Sue Davison
CS162b Percentage of people who agree that Community Partnerships address local issues.	●	↓	95%	95%	89%	85%	89%	90%	Not applicable	Not applicable	Not applicable	Sue Davison
CS162c Percentage of people who feel they can influence Community Partnership decisions.	♦	↓	86%	87%	62%	65%	65%	66%	Not applicable	Not applicable	Not applicable	Sue Davison
CS180 Tenants views on their neighbourhood as a place to live.	👉	New	New	65%	82%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Hazel Neasham
CS184 Number of non-decent dwellings returned to decency.	👉	New	New	75	91	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Alan Glew
CS185 Number of Housing Health and Safety Rating System (HHSRS) cat 1 failures returned to compliance.	♦	New	New	75	42	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Alan Glew
CS193a Tenants satisfaction with repair work.	●	New	New	82%	84%	85%	85%	85%	Not applicable	Not applicable	Not applicable	Hazel Neasham
ED27 Number of racial incidents recorded in schools.	●	↑	80	70	74	70	70	65	Not applicable	Not applicable	Not applicable	Gill Walker
ED28 Percentage of racial incidents recorded in schools that resulted in further action.	●	→	100%	100%	100%	100%	100%	100%	Not applicable	Not applicable	Not applicable	Gill Walker

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, --- No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ ■■■ BQ ■■■ WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
SS12 (PAF D78)(Ex PAF D35) Stability of placements, children under 16 who have been looked after for 2.5 or more years will have been living in the same placement for at least 2 years, or placed for adoption.	●	↑	49%	50%	51%	Deleted	Deleted	Deleted	50%	Not applicable	Not applicable	Jenni Cooke
SS28 (PAF B79)(Ex PAF B7) Of children looked at 31st March, the percentage who were in foster placements or placed for adoption aged between 10 and 16 as at 31st March.	●	↓	89%	85%	84%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Jenni Cooke
RAISING EDUCATIONAL ACHIEVEMENT												
BV38 (QoL21) Percentage of pupils in local authority schools achieving 5 or more A*-C grade GCSEs or equivalent.	♦	↑	56.8%	62.0%	57.9%	63%	64%	60%	54.20%	58.30%	■■■ ■■■	Andrew Dunn
BV39 Percentage of pupils in schools maintained by the authority achieving one or more GCSEs at grade A*-G or equivalent.	●	↑	84.5%	89.0%	86.3%	89%	90%	90%	88.20%	90.80%	■■■ ■■■	Andrew Dunn

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, → No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
BV40 Percentage of pupils in schools maintained by the authority achieving Level 4 or above in Key Stage 2 Mathematics.	●	↑	77.2%	84.0%	80.2%	80%	82%	77%	74.70%	77.40%	■ ■ ■ ■ ■	Andrew Dunn
BV41 Percentage of pupils in schools maintained by the authority achieving Level 4 or above in Key Stage 2 English.	♦	↑	78.9%	85.0%	80.7%	83%	83%	80%	78.50%	81.20%	■ ■ ■ ■ ■	Andrew Dunn
BV43a Percentage of statements prepared within 18 weeks (excluding those involving other agencies).	●	→	100.0%	100.0%	100.0%	100%	100%	100%	96.00%	100.00%	■ ■ ■ ■ ■	Gill Walker
BV43b Percentage of statements prepared within 18 weeks involving other agencies.	☞	↑	97.2%	96.0%	100.0%	97.2%	97.2%	97.2%	82.70%	95.40%	■ ■ ■ ■ ■	Gill Walker
BV45 (QoL18b) Percentage of half days missed due to all absence in secondary schools maintained by the authority.	♦	↓	9.30%	8.46%	9.89%	8.50%	7.80%	7.60%	7.89%	7.26%	■ ■ ■ ■ ■	Gill Walker
BV46 (QoL18a) Percentage of half days missed due to all absence in primary schools maintained by the authority.	♦	↓	5.90%	5.37%	6.26%	5.40%	4.90%	4.80%	5.56%	5.13%	■ ■ ■ ■ ■	Gill Walker
BV50 (PAF A2) 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.	♦	↓	54%	60%	50%	60%	60%	60%	54.00%	59.00%	■ ■ ■ ■ ■	Jenni Cooke
BV161 (PAF A4) Employment, education and training for care leavers.	●	↓	0.95	0.75	0.82	0.75	0.75	0.75	0.78	0.91	■ ■ ■ ■ ■	Jenni Cooke
BV181 Percentage of 14 year-old pupils in schools maintained by the authority achieving Level 5 or above in Key Stage 3 test in:-												
BV181a English.	♦	↓	72.90%	76.00%	66.70%	79%	81%	79%	73.02%	77.00%	■ ■ ■ ■ ■	Andrew Dunn
BV181b Maths.	●	↑	72.90%	78.00%	76.80%	79%	82%	84%	72.90%	77.00%	■ ■ ■ ■ ■	Andrew Dunn
BV181c Science.	♦	↑	67.50%	76.00%	71.10%	76%	78%	80%	68.49%	74.00%	■ ■ ■ ■ ■	Andrew Dunn
BV181d ICT Assessment.	♦	↑	69.60%	78.00%	73.60%	78%	78%	78%	67.84%	73.83%	■ ■ ■ ■ ■	Andrew Dunn
BV194a The percentage of pupils achieving Level 5 or above in Key Stage 2 English.	●	↑	21%	32%	32%	34%	33%	33%	26.00%	29.00%	■ ■ ■ ■ ■	Andrew Dunn

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, → No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
BV194b The percentage of pupils achieving Level 5 or above in Key Stage 2 Mathematics.	👉	↑	30%	34%	37%	36%	36%	34%	30.00%	32.00%	■ ■ ■ ■ ■	Andrew Dunn
BV221a Percentage of young people aged 13-19 gaining a recorded outcome compared to the percentage of young people in the local authority area.	●	↓	77%	60%	61%	60%	60%	60%	44.00%	59.00%	■ ■ ■ ■ ■	Mervyn Bell
BV221b Percentage of young people aged 13-19 gaining an accredited outcome compared to the percentage of young people in the local authority area.	●	↑	28%	30%	30%	30%	30%	30%	19.00%	25.00%	■ ■ ■ ■ ■	Meryvn Bell
BV222a Percentage of leaders of integrated early education/childcare settings (part) funded by the authority with a qualification at Level 4 or above.	●	↑	33%	41%	38%	40.70%	48.10%	55.60%	26.00%	35.00%	■ ■ ■ ■ ■	Gill Walker
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.	●	→	100%	100%	100%	100%	100%	100%	56.00%	100.00%	■ ■ ■ ■ ■	Gill Walker
CS205 Percentage of youth population within safe 30 mins journey to youth work.	●	New	New	85%	85%	85%	85%	85%	Not applicable	Not applicable	Not applicable	Mervyn Bell
CS206 Percentage of youth provision accessible for minimum of 4 hrs per week.	●	New	New	100%	100%	100%	100%	100%	Not applicable	Not applicable	Not applicable	Mervyn Bell
CS207 Percentage of contacts that report satisfaction with Youth Services.	●	New	New	85%	90%	85%	85%	85%	Not applicable	Not applicable	Not applicable	Mervyn Bell
ED18a Percentage of half days missed due to unauthorised absence in secondary schools maintained by the authority.	♦	↓	1.80%	0.97%	2.20%	1.00%	1.00%	1.00%	Not applicable	Not applicable	Not applicable	Gill Walker
ED18b Percentage of half days missed due to unauthorised absence in primary schools maintained by the authority.	♦	↓	0.30%	0.26%	0.39%	0.30%	0.30%	0.30%	Not applicable	Not applicable	Not applicable	Gill Walker
ED72 Aggregated library opening hours per 1,000 population.	●	↑	63	63	64	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Ian Coxon
ED73 Percentage of libraries open more than 10 hours per week that have access to the internet and on-line library catalogue.	●	→	100%	100%	100%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Ian Coxon

										All English LA's Comparison 2005/06		
PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, → No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	Average / % 'Yes' for certain PIs	Best Quartile	Performance in 2006/07 compared to all English LAs - WQ ■■■ BQ ■■■ WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
ED74 Total number of electronic workstations available to users per 10,000 population at libraries.	●	→	4	4	4	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Ian Coxon
ED75a Percentage of requests for books met within 7 days.	♦	↓	58%	50%	45%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Ian Coxon
ED75b Percentage of requests for books met within 15 days.	♦	↓	79%	70%	62%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Ian Coxon
ED75c Percentage of requests for books met within 30 days.	●	↓	91%	85%	80%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Ian Coxon
ED79 Annual items added through purchase per 1,000 population.	●	↓	189	190	184	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Ian Coxon
ED80 Time taken to replenish lending stock on open access or available for loan (measured in years).	☞	↑	4.50	5.00	3.97	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Ian Coxon
ED121 Percentage of pupils leaving school without achieving any GCSE's A* - G or equivalent qualifications.	☞	↑	5.50%	5.10%	4.40%	4.7%	3.9%	3.1%	Not applicable	Not applicable	Not applicable	Andrew Dunn
ED130 Number of days lost due to fixed term exclusions imposed at all schools maintained by the authority.	●	↓	6,667	6,600	6,864	5,817	5,033	4,250	Not applicable	Not applicable	Not applicable	Gill Walker
ED184 (PAF C69) The number of children at 31st March as a percentage of those children newly looked after in the year to 31st March who were accommodated more than 20 miles away from their home address.	NA	↓	2.8%	target not required	4.3%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Ian Coxon
ED246 Active borrowers as a percentage of the population.	●	↓	19.6%	20.0%	18.7%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Ian Coxon
ED247 Stock turn - books issued per 1,000 population.	☞	↑	7.65	7.65	8.49	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Ian Coxon
ED248 Stock level per 1,000 population.	●	↓	698	698	662	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Ian Coxon
ED249 Cost per library visit.	●	↓	£2.65	£2.72	£2.88	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Ian Coxon
SS30 (PAF C63) Participation of looked after children in reviews.	●	↑	95.1%	90.0%	97.6%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Jenni Cooke
SS32 (PAF C24) Children looked after absent from school.	☞	↑	14.10%	10.00%	7.32%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Jenni Cooke

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, --- No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
STIMULATING LEISURE ACTIVITIES												
BV118a User satisfaction with libraries - who found the book required.	👉	↑	87%	75%	95%	Target not required	Target not required	90%	86.60%	90.00%	■ ■ ■ ■ (2006/07)	Ian Coxon
BV118b User satisfaction with libraries - who found the information required.	👉	↑	70%	75%	79%	Target not required	Target not required	80%	77.00%	80.50%	■ ■ ■ ■ (2006/07)	Ian Coxon
BV118c User satisfaction with libraries - overall.	●	↓	98%	95%	95%	Target not required	Target not required	95%	91.80%	94.30%	■ ■ ■ ■ (2006/07)	Ian Coxon
BV119a Satisfaction with sports/leisure facilities - All.	♦	↓	65%	65%	61%	Target not required	Target not required	70%	57.90%	63.00%	■ ■ ■ ■ (2006/07)	Steve Thompson
BV119b Satisfaction with Libraries - All.	●	↑	72%	72%	73%	Target not required	Target not required	73%	73.50%	77.00%	■ ■ ■ ■ (2006/07)	Ian Coxon
BV119c Satisfaction with Museums / Galleries - All.	♦	↓	45%	46%	40%	Target not required	Target not required		40.90%	51.00%	■ ■ ■ ■ (2006/07)	Claire Boston-Smithson
BV119d Satisfaction with Theatres / Concert Halls - All.	👉	↓	72%	65%	69%	Target not required	Target not required	70.5%	41.40%	53.00%	■ ■ ■ ■ (2006/07)	Lindsay Tuck
BV119e Satisfaction with Parks / Open spaces - All.	👉	↑	66%	69%	77%	Target not required	Target not required	77%	72.90%	78.00%	■ ■ ■ ■ (2006/07)	Ian Thompson
BV170a The number of visits to/usage's of museums per 1,000 population.	👉	↑	961	510	963	0	530	585	1,687	958	■ ■ ■ ■	Claire Boston-Smithson
BV170b The number of those visits that were in person per 1,000 population.	♦	↓	513	319	231	0	352	388	632	523	■ ■ ■ ■	Claire Boston-Smithson
BV170c Number of pupils visiting museums and galleries in organised school groups (previously BV113).	♦	↓	4,713	4,650	2,338	0	4,950	5,150	7,153	8,156	■ ■ ■ ■	Claire Boston-Smithson
BV220 Overall compliance against the Public Library Service Standards (PLSS).	👉	↑	1	1	2	2	2	2	Not applicable	Not applicable	Not applicable	Ian Coxon
CS17ai Participation at Eastbourne Sports Complex - Adults.	●	↓	69,154	50,000	45,123	50,000	51,000	52,000	Not applicable	Not applicable	Not applicable	Steve Thompson
CS17aii Participation at Eastbourne Sports Complex - Children.	👉	↑	56,638	72,000	81,796	82,000	83,500	85,000	Not applicable	Not applicable	Not applicable	Steve Thompson
CS17bi Participation at Stresholme - Golf rounds.	♦	↓	32,638	37,000	30,491	32,000	32,500	33,000	Not applicable	Not applicable	Not applicable	Steve Thompson

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, --- No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ ■■■ BQ ■■■ WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
CS17bii Participation at Stressholme - Driving Range.	♦	↓	27,205	30,000	23,994	25,000	26,000	27,000	Not applicable	Not applicable	Not applicable	Steve Thompson
CS17ci Participation at Swimming - Adults.	👉	↓	93,801	30,000	72,505	95,000	96,000	97,000	Not applicable	Not applicable	Not applicable	Steve Thompson
CS17cii Participation at Swimming - Juniors.	👉	↓	76,237	25,000	58,917	90,000	95,000	100,000	Not applicable	Not applicable	Not applicable	Steve Thompson
CS17f Maintain the minimum of the national average participation at Civic Theatre.	●	New	New	56.45%	57.57%	59	60	61	Not applicable	Not applicable	Not applicable	Steve Thompson
CS17g Participation at the Arts Centre.	👉	New	New	3,000	32,665	33,000	35,000	37,000	Not applicable	Not applicable	Not applicable	Steve Thompson
CS18a Percentage of residents by population profile satisfied with the local authority's leisure and arts venues.	♦	↓	60%	62%	50%	62%	65%	70%	Not applicable	Not applicable	Not applicable	Steve Thompson
CS18b Percentage of residents by population profile satisfied with the local authority's festivals and events.	♦	↓	64%	65%	56%	65%	69%	71%	Not applicable	Not applicable	Not applicable	Steve Thompson
CS26 Percentage of the population very or fairly satisfied with children's play areas.	♦	↓	31%	45%	28%	50%	53%	55%	Not applicable	Not applicable	Not applicable	Ian Thompson
CS77a Amount of external and sponsorship funding and the value of sponsorship contracts.	●	New	New	£180,000	£196,298	£198,000	£200,000	£220,000	Not applicable	Not applicable	Not applicable	Lindsay Tuck
CS103 Number of personal and social development hours offered to young people aged 13-19.	👉	↑	2,237	2,470	3,005	3,010	3,020	3,030	Not applicable	Not applicable	Not applicable	Meryvn Bell
CS141 Satisfaction with Arts Centre.	♦	↓	62%	63%	56%	60%	65%	70%	Not applicable	Not applicable	Not applicable	Lindsay Tuck
CS142 Satisfaction with the Dolphin Centre.	●	↓	63%	63%	62%	65%	67%	70%	Not applicable	Not applicable	Not applicable	Steve Thompson
CS143 Satisfaction with Civic Theatre.	●	↓	75%	75%	74%	75%	77%	79%	Not applicable	Not applicable	Not applicable	Lindsay Tuck
CS152 Number of large scale borough-wide events for young people.	👉	↑	5	5	7	8	8	8	Not applicable	Not applicable	Not applicable	Meryvn Bell
CS153 Number of young peoples events in zones.	👉	↑	6	8	11	12	12	12	Not applicable	Not applicable	Not applicable	Meryvn Bell
CS155a – Number of young people attending Step into Sport conference.	●	↑	20	20	21	20	20	20	Not applicable	Not applicable	Not applicable	Emma Reah
CS155b Number of young people completing the Zone Active Sport programme.	👉	↑	5	5	6	5	6	7	Not applicable	Not applicable	Not applicable	Emma Reah
CS198 Number of sports development coaches engaged in CPD opportunities.	👉	New	New	10	15	16	17	18	Not applicable	Not applicable	Not applicable	Emma Reah

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ◆ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, → No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
CS199 Number of Zone Active participants.	👍	New	New	1,000	4,537	6,000	Target not set	Target not set	Not applicable	Not applicable	Not applicable	Emma Reah
CS200 Percentage of adults participating in at least 30 mins of moderate intensity sport and active recreation on three or more days a week.	◆	New	New	29%	21%	22%	23%	24%	Not applicable	Not applicable	Not applicable	Emma Reah
CS201 Percentage of school children with minimum of 2 hrs of PE and school sport activity.	👍	New	New	70%	84%	88%	88%	88%	Not applicable	Not applicable	Not applicable	Emma Reah
CS202 Number of young people participating in sports development.	👍	New	New	3,500	7,142	7,200	7,250	7,300	Not applicable	Not applicable	Not applicable	Emma Reah
CS203 Number of young people attending school festivals.	👍	New	New	2,000	5,860	5,900	5,950	6,000	Not applicable	Not applicable	Not applicable	Emma Reah
ED76 (Ex BV117) Number of physical visits per 1,000 population to public libraries.	●	↓	4,501	4,200	4,393	Deleted	Deleted	Deleted	6,435	6,502	■ ■ ■ ■ (2004/05)	Ian Coxon
ED78 Percentage users aged under 16 who view their library service as good and adequate.	👍	→	93%	80%	93%	Deleted	Deleted	Deleted	77%	Not applicable	Not applicable	Ian Coxon
ED71a Percentage of population living within 1 mile of a static library (allowance for mobile stops).	●	↑	50%	50%	51%	Deleted	Deleted	Deleted	88%	Not applicable	Not applicable	Ian Coxon
ED71b Percentage of population living within 2 miles of a static library (allowance for mobile stops).	●	↑	87%	100%	96%	Deleted	Deleted	Deleted	100%	Not applicable	Not applicable	Ian Coxon
PROMOTING COMMUNITY SAFETY												
BV126a (QoL6a) Domestic burglaries per 1,000 households.	●	↓	12.1	13.5	12.3	13.00	Target not set	Target not set	10.80	6.40	■ ■ ■ ■	Rob Jones
BV127a (QoL6b) Violent crime per 1,000 population (Violence against the person, sexual offences and robbery)	◆	↓	19.6	12.6	20.5	12.10	Target not set	Target not set	19.20	12.50	■ ■ ■ ■	Rob Jones

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, --- No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ ■■■ BQ ■■■ WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
BV127b Robberies per 1,000 population.	●	↑	1.1	0.9	0.9	0.90	Target not set	Target not set	1.30	0.30	■ ■ ■ ■ ■	Rob Jones
BV128a (QoL6c) Vehicle crimes per 1,000 population.	♦	↓	21.5	20.0	22.2	18.40	Target not set	Target not set	11.50	7.30	■ ■ ■ ■ ■	Rob Jones
BV225 The overall provision and effectiveness of local authority services that help victims of domestic violence and prevent further domestic violence.	●	↑	90.9%	100.0%	100.0%	75%	100%	Target not set	Not applicable	Not applicable	Not applicable	Rob Jones
CS156 Violent crime per 1,000 population (Common assault, wounding and robbery).	♦	↑	13.61	9.00	13.08	8.50	Target not set	Target not set	Not applicable	Not applicable	Not applicable	Rob Jones
CS156a Violent crime per 1,000 population - common assault.	↑	↑	2.76	4.70	2.63	4.40	Target not set	Target not set	Not applicable	Not applicable	Not applicable	Rob Jones
CS156c Violent crime per 1,000 population - wounding.	♦	↑	9.66	3.30	9.51	3.20	Target not set	Target not set	Not applicable	Not applicable	Not applicable	Rob Jones
CS157 Theft of pedal cycle per 1,000 population.	●	↓	2.70	3.00	3.28	2.70	Target not set	Target not set	Not applicable	Not applicable	Not applicable	Rob Jones
CS158 Theft from a person per 1,000 population.	♦	↑	1.55	1.10	1.53	1.10	Target not set	Target not set	Not applicable	Not applicable	Not applicable	Rob Jones
CS171 (IH4a) Number of problem drug users in treatment programmes.	↑	↑	534	457	556	469	Target not set	Target not set	Not applicable	Not applicable	Not applicable	Rob Jones
CS172 Percentage of people discharged from treatment being retained for 12 weeks or more.	↑	↑	58%	65%	75%	75%	Target not set	Target not set	Not applicable	Not applicable	Not applicable	Rob Jones
CS173 (CS2a) Total recorded crimes per 1,000 population.	♦	↑	118.72	97.20	117.20	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Rob Jones
CS174 (CS4b) Criminal damage per 1,000 population.	♦	↓	30.03	21.90	31.49	19.70	Target not set	Target not set	Not applicable	Not applicable	Not applicable	Rob Jones
CS175 (Part CS4a) Number of incidents of anti-social behaviour by young people per 1,000 population.	♦	↓	34.52	32.72	43.59	31.17	30.17	Target not set	Not applicable	Not applicable	Not applicable	Rob Jones
CS176 (CS4a) Number of incidents of anti-social behaviour by adults and young people.	♦	↓	12,197	8,885	12,424	8,567	Target not set	Target not set	Not applicable	Not applicable	Not applicable	Rob Jones
CS177 Percentage of repeat victims of domestic violence.	♦	↓	39.53%	34.00%	53.20%	32%	30%	Target not set	Not applicable	Not applicable	Not applicable	Rob Jones
CS192 Number of first time entrants into Youth Justice System.	↑	New	New	299	251	287	275	262	Not applicable	Not applicable	Not applicable	Rita Taylor
CS209 Percentage reduction in re-offending rate compared to 2002/03.	♦	New	New	-5.0%	10.7%	-5%	-5%	-5%	Not applicable	Not applicable	Not applicable	Rita Taylor
CS210 Percentage of final warnings that are supported by an intervention programme.	●	New	New	100%	100%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Rita Taylor
CS211a Percentage of total remand episodes.	♦	New	New	30.0%	42.8%	30%	30%	30%	Not applicable	Not applicable	Not applicable	Rita Taylor

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, --- No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ ■■■ BQ ■■■ WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
CS211b Percentage of custodial sentences of all court disposals.	👍	New	New	5.00%	2.14%	5%	5%	5%	Not applicable	Not applicable	Not applicable	Rita Taylor
CS214 Percentage of young people subject to final warnings/community based penalties and custodial sentences that have an ASSET (key assessment tool of Youth Offending Service) completed.	●	New	New	100%	99%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Rita Taylor
CS215 Percentage of pre-sentence reports produced within national standards timescales.	●	New	New	90.0%	98.5%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Rita Taylor
CS221 Number of young people involved in Voice and Action group (Tier 3).	👍	New	New	30	93	30	35	35	Not applicable	Not applicable	Not applicable	Mervyn Bell
CS222 Number of groups supported in Youth Participation Network (Tier 2).	👍	New	New	10	16	20	22	22	Not applicable	Not applicable	Not applicable	Mervyn Bell
DE89a Taxi enforcement - number of late night enforcement exercises per year.	👍	New	New	9	10	9	10	11	Not applicable	Not applicable	Not applicable	Pam Ross
DE89b Taxi enforcements - average number of infringements per exercise.	👍	New	New	12.0	4.3	8	6	4	Not applicable	Not applicable	Not applicable	Pam Ross
DE90a Licensed premises enforcement - number of late night enforcement exercises per year.	👍	New	New	9	12	10	11	12	Not applicable	Not applicable	Not applicable	Pam Ross
DE90b Licensed premises enforcement - average number of infringements per exercise.	👍	New	New	8.0	4.9	6	4	2	Not applicable	Not applicable	Not applicable	Pam Ross
SS1 (PAF C81)(Ex PAF C18) Final warnings/reprimands and convictions of children (10 - 17 yr olds) looked after.	👍	↑	2.70%	3.00%	1.67%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Jenni Cooke
SS9 (QoL5b) Percentage of residents surveyed who said that they feel "fairly safe" or "very safe" after dark whilst outside in the local authority area.	♦	↑	46.50%	52.00%	46.60%	55%	60%	Target not set	Not applicable	Not applicable	Not applicable	Rob Jones
SS10 (QoL5a) Percentage of residents surveyed who said that they feel "fairly safe" or "very safe" during the day whilst outside in the local authority area.	●	↓	93.80%	95.00%	92.30%	95%	95%	Target not set	Not applicable	Not applicable	Not applicable	Rob Jones
SS23 Number of vehicle crimes (theft of and theft from).	●	↓	1,962	1,882	2,055	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Rob Jones

										All English LA's Comparison 2005/06		
PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, → No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	Average / % 'Yes' for certain PIs	Best Quartile	Performance in 2006/07 compared to all English LAs - WQ ■■■■ BQ WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
IMPROVING HEALTH AND WELL-BEING												
BV49 (PAF A1) 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.	↑	↓	11.49%	16.00%	14.18%	16%	16%	16%	12%	10%	■■■■ (2002/03)	Jenni Cooke
BV51 (PAF B8) 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.	↑	↓	£443	£510	£482	Deleted	Deleted	Deleted	£582	£494	■■■■ (2002/03)	Jenni Cooke
BV52 (PAF B12) 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.	♦	↓	£346	£360	£432	Deleted	Deleted	Deleted	£440	£385	■■■■ (2002/03)	Warren Tweed
BV53 (PAF C28) Intensive home care per 1,000 population aged 65 or over.	●	↓	16.10	16.20	13.60	16.30	16.40	16.40	13.91	16.64	■■■■	Warren Tweed
BV54 (PAF C32) Older people (aged 65 or over) helped to live at home per 1,000 population aged 65 and over.	●	↓	83.40	85.00	81.60	80	81	82	88.07	100.10	■■■■	Warren Tweed
BV56 (PAF D54) Percentage of items of equipment delivered within 7 working days.	●	↑	80%	85%	90%	90%	90%	90%	86.00%	91.00%	■■■■	Jackie Heskey
BV162 (PAF C20) Reviews of child protection cases.	●	→	100%	100%	100%	100%	100%	100%	99.00%	100.00%	■■■■	Jenni Cooke
BV163 (PAF C23) Adoptions of children looked after.	↑	↑	5.5%	6.5%	18.0%	10%	10%	10%	7.90%	9.50%	■■■■	Jenni Cooke
BV166a Score against a checklist of enforcement best practice for environmental health.	●	→	90.0%	90.0%	90.0%	90%	90%	90%	89.60%	100.00%	■■■■	Bill Westland
BV166b Score against a checklist of enforcement best practice for trading standards.	●	→	90.0%	90.0%	90.0%	90%	90%	90%	96.10%	100.00%	■■■■	Nigel Green

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, --- No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
BV195 (PAF D55) Acceptable waiting time for assessment.	●	↑	91.6%	92.5%	92.3%	93%	93%	93%	78.30%	83.50%	■ ■ ■ ■ ■	Warren Tweed
BV196 (PAF D56) Acceptable waiting time for care packages.	●	↑	79.1%	81.0%	86.3%	90%	90%	90%	86.70%	91.50%	■ ■ ■ ■ ■	Warren Tweed
BV197 Change in the number of conceptions to females under 18 per 1,000 females aged 15-17, compared to 1998 baseline.	👉	↓	-25.3%	-23.0%	-24.5%	-30%	-35%	-40%	-10.20%	-18.20%	■ ■ ■ ■ ■	Jenni Cooke
BV198 Number of drug users in treatment per 1,000 population.	♦	↑	13.2	17.6	14.4	Deleted	Deleted	Deleted	64.29	78.25	■ ■ ■ ■ ■	Rob Jones
BV201 (PAF C51) The number of adults and older people receiving direct payments at 31 March per 100,000 population aged 18 years or over.	●	↑	109	115	113	118	120	122	84.00	99.00	■ ■ ■ ■ ■	Jeanette Crompton
BV202 The number of individuals sleeping rough on a single night within a local authority's boundaries.	👉	↑	5	5	0	0	0	0	4	0	■ ■ ■ ■ ■	Chris Burke
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.	👉	↑	-20.00%	-7.00%	-84.00%	Deleted	Deleted	Deleted	6.29%	-16.00%	■ ■ ■ ■ ■	Chris Burke
CR6 Percentage of the population very or fairly satisfied with their neighbourhood as a place to live.	●	↑	77%	77%	78%	78%	80%	80%	Not applicable	Not applicable	Not applicable	Lorraine O'Donnell
CS1 Percentage of occasions that a response and first action was instigated to an emergency call from Warden Link Service within 3 mins.	👉	↑	98.8%	98.0%	99.1%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Peter Bowerbank
CS14 Percentage of occasions that Mobile Wardens respond to cases within 20 minutes.	●	↑	95.3%	95.5%	97.4%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Jill Walton
CS22 (Ex BV65a) Average weekly cost per local authority dwelling of management.	👉	↓	£9.29	£10.95	£9.53	£10.81	£11.47	£12.10	£12.22	£9.23	■ ■ ■ ■ ■ (2001/02)	Hazel Neasham
CS45a Number of heat efficient and warm homes in the PRIVATE sector.	👉	New	New	500	1,172	500	500	500	Not applicable	Not applicable	Not applicable	Alan Glew
CS45b Number of heat efficient and warm homes in the PUBLIC sector.	●	New	New	300	320	350	400	450	Not applicable	Not applicable	Not applicable	Alan Glew
CS48 Number of units of Sheltered Housing which have had internal refurbishment.	👉	↑	10	10	20	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Jill Walton
CS50 Promote Warden Link service - number of Lifelines in operation.	👉	↑	209	135	217	200	220	240	Not applicable	Not applicable	Not applicable	Jill Walton

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, --- No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ ■■■ BQ ■■■ WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
CS58 Housing Benefit - Number of in-claim visits.	👉	↑	3,524	2,110	3,988	3,500	3,500	3,500	Not applicable	Not applicable	Not applicable	Anthony Sandys
CS59 Housing Benefit - Number of high risk interventions.	👉	↓	5,851	5,270	5,824	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Anthony Sandys
CS118c (Ex BV62) Percentage of private sector vacant dwellings that were unfit that are made fit.	👉	New	New	4.8%	7.1%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Alan Glew
CS179 Percentage of total private sector homes vacant for more than 6 months.	👉	New	New	1.24%	1.10%	1.20%	1.15%	1.10%	Not applicable	Not applicable	Not applicable	Alan Glew
DE8 Percentage of requests for Environmental Health, Licensing and Trading Standards service responded to within 1 working day.	●	↓	86.8%	86.0%	84.2%	88%	89%	90%	Not applicable	Not applicable	Not applicable	Barry Pearson
DE19a Customer satisfaction with Trading Standards service.	●	New	New	90%	96%	91%	92%	93%	Not applicable	0.75	0.75	Nigel Green
DE19b Business satisfaction with Trading Standards service.	👉	New	New	75%	90%	79%	81%	83%	Not applicable	0.75	0.75	Nigel Green
DE87 Trading Standards - visits to high risk premises.	●	New	New	100%	100%	100%	100%	100%	Not applicable	0.95	0.95	Nigel Green
DE88a Trading Standards - levels of compliance, high risk premises.	●	New	New	91%	95%	93%	95%	95%	Not applicable	0.95	0.95	Nigel Green
DE88b Trading Standards - levels of compliance, medium risk premises.	●	New	New	91%	90%	93%	95%	95%	Not applicable	0.95	0.95	Nigel Green
DE88c Trading Standards - levels of compliance, low risk premises.	●	New	New	91%	100%	93%	95%	95%	Not applicable	0.95	0.95	Nigel Green
ED53 (Ex BV44) Number of pupils permanently excluded in maintained schools per 1,000 pupils at all maintained schools.	♦	↓	2.15	2.55	2.81	Deleted	Deleted	Deleted	1.26	0.84	■ ■ ■ ■ (2004/05)	Gill Walker
ED133 (PAF A70) Progress made towards a comprehensive Children and Adolescent Mental Health Service.	♦	↑	11	15	13	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Jenni Cooke
SS2 (PAF A3) Percentage of children registered on the Child Protection Register during the year who have been previously registered.	♦	↓	13.50%	15.00%	19.18%	Deleted	Deleted	Deleted	13%	Not applicable	Not applicable	Jenni Cooke
SS6 (PAF C31) Number of adults with mental health problems helped to live at home per 1,000 population.	●	↓	6.1	6.1	6.0	6.35	6.40	6.45	Not applicable	Not applicable	Not applicable	Maxine Naismith
SS14 Number of people with a physical disability or sensory impairment in receipt of Direct Payments.	●	↑	56	66	62	66	66	66	Not applicable	Not applicable	Not applicable	Jeanette Crompton

										All English LA's Comparison 2005/06		
PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, → No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	Average / % 'Yes' for certain PIs	Best Quartile	Performance in 2006/07 compared to all English LAs - WQ ■■■■ BQ ■■■■ WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
SS15 (PAF C29) Adults with physical disabilities helped to live at home.	●	↑	4.7	4.8	5.2	5.2	5.2	5.2	Not applicable	Not applicable	Not applicable	Jackie Heskey
SS16 (PAF E82) (Ex E50) Assessments of adults and older people leading to a provision.	●	→	85%	85%	85%	86%	87%	87%	Not applicable	Not applicable	Not applicable	Jeanette Crompton
SS18 (PAF D40, Ex BV55) Clients receiving a review as a percentage of adults receiving a service.	●	↑	81%	82%	84%	85%	85%	85%	53%	62%	■■■■■ (2002/03)	Elaine Lowcock
SS19a Percentage of complaints regarding statutory services provided by Adult Services resolved at Stage 1 of the complaints procedure.	●	New	New	90%	84%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Elaine Lowcock
SS19b Percentage of Adult Services stage 1 complaints responded to within 10 days.	NA	New	New	target not required	New	85%	85%	85%	Not applicable	Not applicable	Not applicable	Elaine Lowcock
SS24a Number of people funded by the Council receiving intermediate care in residential setting, to prevent hospital admission.	👉	↑	65	65	79	65	65	65	Not applicable	Not applicable	Not applicable	Warren Tweed
SS24b Number of people funded by the Council receiving intermediate care in residential setting, to facilitate timely hospital discharge.	●	↓	151	151	143	151	151	151	Not applicable	Not applicable	Not applicable	Warren Tweed
SS24c Number of people funded by the Council receiving intermediate care in a non-residential setting, to prevent hospital admission.	●	↓	365	374	339	365	370	375	Not applicable	Not applicable	Not applicable	Warren Tweed
SS24d Number of people funded by the Council receiving intermediate care in a non-residential setting, to facilitate timely hospital discharge.	👉	↑	242	250	292	270	275	280	Not applicable	Not applicable	Not applicable	Warren Tweed
SS29 (PAF C19) Health of children looked after.	👉	↑	90.3%	85.0%	95.6%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Jenni Cooke
SS31 (PAF C30) Adults with learning disabilities helped to live at home, per 1,000 population aged 18-64.	●	→	3.3	3.4	3.3	3.4	3.4	3.4	Not applicable	Not applicable	Not applicable	Warren Tweed
SS34 (PAF C72) Older people aged 65 or over admitted to residential / nursing care during the year per 10,000 population aged 65+.	♦	New	New	92	138	90	87	84	Not applicable	Not applicable	Not applicable	Warren Tweed
SS35 (PAF C73) Adults aged 18 to 64 or over admitted to residential / nursing care during the year, per 10,000 population aged 18-64.	●	New	New	0.7	2.2	0.7	0.7	0.7	Not applicable	Not applicable	Not applicable	Maxine Naismith

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ● means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, --- No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ ■■■■ BQ WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
SS36 (PAF D41) Delayed transfers of care, per 100,000 population aged 65+.	↑	↑	3.42	2.50	2.15	2.45	2.40	2.35	Not applicable	Not applicable	Not applicable	Susan Kell
SS42 (Ex BV58) (PAF D39) Percentage of people receiving a statement of their needs and how they will be met.	◆	↓	97%	97%	93%	96%	96%	96%	92.12%	97.00%	■■■■■ (2003/04)	Yvonne Hall
ENHANCING THE LOCAL ENVIRONMENT												
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.	↑	↓	141	60	75	77	79	81	74.43	76.50	■■■■■	Alan Glew
BV66a Local authority rent collection and arrears: Proportion of rent collected.	●	↓	98.88%	98.50%	98.73%	98.5%	98.5%	98.5%	97.16%	98.59%	■■■■■	Hazel Neasham
BV66b Number of LA tenants with more than 7 weeks of rent arrears as a percentage of the total number of tenants.	↑	↑	23.74%	23.00%	3.42%	3.25%	3.23%	3.20%	7.11%	4.12%	■■■■■	Hazel Neasham
BV66c Percentage of local authority tenants in arrears who have had Notices Seeking Possession served.	●	↑	54.80%	54.00%	50.77%	28%	27%	26%	27.90%	17.06%	■■■■■	Hazel Neasham

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, → No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
BV66d Percentage of local authority tenants evicted as a result of rent arrears.	♦	↓	0.24%	0.20%	0.30%	0.21%	0.21%	0.21%	0.52%	0.21%	■ ■ ■ ■ ■	Hazel Neasham
BV82ai (QoL29b) Percentage of household waste recycled.	●	↑	14.69%	16.00%	15.96%	16%	17%	25%	17.61%	20.87%	■ ■ ■ ■ ■	Bill Westland
BV82aii (QoL 29b) Tonnage of household waste recycled.	♦	↑	7,554.34	9,123.00	8,180.50	8,340	9,012	13,478	16,732	15,126	■ ■ ■ ■ ■	Bill Westland
BV82bi (QoL29c) Percentage of household waste composted.	●	↑	3.38%	6.00%	6.53%	6.7%	7.0%	10.0%	8.95%	13.05%	■ ■ ■ ■ ■	Bill Westland
BV82bii (QoL 29c) Tonnage of household waste composted.	●	↑	1,738.74	3,423.00	3,348.68	3,493	3,711	5,391	9,187	8,770	■ ■ ■ ■ ■	Bill Westland
BV82ci (QoL29d) Percentage of household waste used to recover heat, power and other energy sources.	●	→	0.00%	0.00%	0.00%	0%	0%	0%	11.95%	6.72%	■ ■ ■ ■ ■	Bill Westland
BV82cii (QoL 29d) Tonnage of household waste used to recover heat, power and other energy sources.	●	→	0.00	0.00	0.00	0	0	0	20,566	13,174	■ ■ ■ ■ ■	Bill Westland
BV82di Percentage of household waste landfilled.	●	↑	81.93%	78.00%	77.51%	77.3%	76.0%	65.0%	62.26%	59.41%	■ ■ ■ ■ ■	Bill Westland
BV82dii Tonnage of household waste landfilled.	👉	↑	42,136.24	44,476.00	39,729.22	40,295	40,290	35,045	131,442	53,892	■ ■ ■ ■ ■	Bill Westland
BV84a (QoL 29a) Number of kilograms of household waste collected per head of population.	👉	↑	521.8	577.0	516.8	526	535	544	439	394	■ ■ ■ ■ ■	Bill Westland
BV84b Percentage change from the previous year in the number of kilograms of household waste collected per head of population.	👉	↓	-4.71%	10.77%	-0.95%	1.70%	1.70%	1.70%	-1.10%	-3.79%	■ ■ ■ ■ ■	Bill Westland
BV86 Cost of waste collection per household.	●	↓	£36.27	£39.77	£40.70	£37.71	£37.52	£36.80	£49.15	£39.48	■ ■ ■ ■ ■	Ian Thompson
BV87 Cost of waste disposal per tonne for municipal waste.	👉	↓	£32.40	£51.34	£41.27	£55.10	£63.87	£68.00	£46.18	£39.46	■ ■ ■ ■ ■	Bill Westland
BV89 Percentage of people satisfied with cleanliness standards.	♦	↑	58%	71%	67%	Target not required	Target not required	77%	67.40%	73.00%	■ ■ ■ ■ ■ (2006/07)	Ian Thompson
BV90a Percentage of people expressing satisfaction with - Household Waste Collection.	♦	↑	81%	90%	83%	Target not required	Target not required	91%	78.90%	85.00%	■ ■ ■ ■ ■ (2006/07)	Ian Thompson
BV90b Percentage of people expressing satisfaction with - Recycling Facilities.	●	↑	63%	70%	71%	Target not required	Target not required	75%	70.00%	75.00%	■ ■ ■ ■ ■ (2006/07)	Bill Westland
BV90c Percentage of people expressing satisfaction with - Civic Amenity Sites (waste disposal).	●	↑	81%	85%	86%	Target not required	Target not required	87%	79.50%	85.00%	■ ■ ■ ■ ■ (2006/07)	Bill Westland

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, → No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
BV91a Percentage of households resident in the authority's area served by a kerbside collection of recyclables.	●	→	99.2%	99.0%	99.2%	99%	99%	100%	94.60%	100.00%	■ ■ ■ ■ ■	Bill Westland
BV91b Percentage of households resident in the authority's area served by a kerbside collection of at least 2 recyclables.	●	→	99.2%	99.0%	99.2%	99%	99%	100%	90.80%	100.00%	■ ■ ■ ■ ■	Bill Westland
BV106 Percentage of new homes built on previously developed land.	👉	↓	76.50%	60.00%	65.67%	70%	70%	70%	77.12%	96.74%	■ ■ ■ ■ ■	Graham Farr
BV109 Percentage of planning applications determined in line with development control targets as follows:												
BV109a Major planning applications determined within 13 weeks.	♦	↓	69.23%	63.00%	53.85%	63%	63%	63%	64.92%	74.90%	■ ■ ■ ■ ■	Dave Coates
BV109b Minor planning applications determined within 8 weeks.	♦	↓	78.64%	70.00%	65.98%	70%	70%	70%	74.23%	81.07%	■ ■ ■ ■ ■	Dave Coates
BV109c All other applications determined within 8 weeks.	●	↓	87.48%	83.00%	84.17%	83%	83%	83%	86.49%	91.39%	■ ■ ■ ■ ■	Dave Coates
BV111 Percentage of applicants and those commenting on planning applications satisfied with the service received - All.	●	g	87%	86%	87%	Target not required	Target not required	88%	72.20%	80.00%	■ ■ ■ ■ ■ (2006/07)	Dave Coates
BV199a (QoL23) The percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level.	👉	↓	10.0%	16.0%	11.0%	10	10	10	15.30%	8.80%	■ ■ ■ ■ ■	Ian Thompson
BV199b The percentage of relevant land and highways from which unacceptable levels of graffiti are visible.	♦	↓	2%	2%	4%	4	3	2	4%	1%	■ ■ ■ ■ ■	Ian Thompson
BV199c The percentage of relevant land and highways from which unacceptable levels of fly-posting are visible.	👉	→	0%	1%	0%	0	0	0	1%	0%	■ ■ ■ ■ ■	Ian Thompson
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'.	●	→	3	3	3	3	3	3	Not applicable	Not applicable	Not applicable	Ian Thompson
BV200a Did the local authority submit the Local Development Scheme (LDS) by 28 March 2005 and thereafter maintain a 3-year rolling programme.	●	→	Yes	Yes	Yes	Yes	Yes	Yes	Not applicable	Not applicable	Not applicable	Graham Farr

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, → No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ ■■■■ BQ ■■■■ WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
BV200b Has the local authority met the milestones which the current Local Development Scheme (LDS) sets out?	●	→	Yes	Yes	Yes	Yes	Yes	Yes	Not applicable	Not applicable	Not applicable	Graham Farr
BV200c Did the local planning authority publish an annual monitoring report by December of the last year?	●	→	Yes	Yes	Yes	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Graham Farr
BV204 Percentage of appeals allowed against the authority's decision to refuse.	♦	↓	26.1%	30.0%	36.8%	30%	30%	30%	30.90%	25.00%	■■■■	Steve Petch
BV205 Quality of service checklist.	●	→	89.0%	90.0%	89.0%	100%	100%	100%	90.10%	100.00%	■■■■	Steve Petch
BV215a Average number of days taken to repair a streetlight fault, which is under the control of the authority.	♦	↓	3.33	3.00	5.10	3.00	2.95	2.90	5.74	3.43	■■■■	Tom Russell
BV215b Average number of days taken to repair a streetlight fault, where response time is under the control of a Distribution Network Operator (DNO).	👉	↓	21.12	40.00	34.55	39	38	37	26.45	14.03	■■■■	Tom Russell
BV216a Number of sites of potential concern within the authority's area with respect to land contamination.	●	↓	1,357	1,678	1,521	1,673	1,521	1,546	Not applicable	Not applicable	Not applicable	Carol Whelen
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'.	♦	↓	0.4%	0.2%	0.1%	0.3%	0.4%	0.5%	11	9	■■■■	Carol Whelen
BV217 Percentage of pollution control improvements to existing installations completed on time.	●	↓	90%	81%	89%	82%	83%	84%	86.00%	100.00%	■■■■	Carol Whelen
BV218a Percentage of new reports of abandoned vehicles investigated within 24 hours of notification.	●	↓	97.59%	86.00%	90.32%	96%	96%	96%	81.56%	96.64%	■■■■	Ian Thompson
BV218b Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle.	♦	↓	89.13%	86.00%	72.61%	90%	90%	90%	74.39%	95.00%	■■■■	Ian Thompson
BV219a Total number of conservation areas in the authority.	●	→	16	16	16	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Martyn Kendall
BV219b Percentage of conservation areas in the local authority area with an up-to-date character appraisal.	♦	↑	6.25%	43.75%	31.25%	38%	56%	75%	22.61%	31.81%	■■■■	Martyn Kendall

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, --- No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ ■■■ BQ ■■■ WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
BV219c Percentage of conservation areas with published management records.	♦	↑	0.00%	25.00%	1.00%	Deleted	Deleted	Deleted	9.41%	7.70%	■■■	Martyn Kendall
CS12 (Ex BV88) Number of collections missed per 100,000 collections of household waste.	♦	↓	8.10	8.00	16.01	14	12	10	150	25	■■■ (2001/02)	Ian Thompson
CS19 (Ex BV85) Cost per square km for keeping relevant land and highways for which the authority is responsible clear of litter and refuse.	👉	↑	£59,366.00	£63,040.00	£49,981.77	£49,035	£49,452	£49,447	£147,160	£46,976	■■■ (2001/02)	Ian Thompson
CS23 (Ex AC-J2) Time taken to collect fly tipping (days).	●	↓	0.92	1.00	0.99	1	1	1	2.4%	1.0%	■■■ (2000/01)	Ian Thompson
CS27 Percentage of the population very or fairly satisfied with the appearance and upkeep of the town centre.	♦	↓	75%	70%	59%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Ian Thompson
CS27a Percentage of the population very or fairly satisfied with the cleanliness of the town centre.	NA	New	New	target not required	New	75.0%	80.0%	82.0%	Not applicable	Not applicable	Not applicable	Ian Thompson
CS151 Percentage of housing repair appointments made and kept.	●	↑	67.79%	90.00%	95.46%	96.0%	97.0%	98.0%	Not applicable	Not applicable	Not applicable	Malcolm Harding
DE3b Number of people taking part in countryside/nature conservation events and projects.	👉	h	4,098	3,400	5,408	3,600	3,800	4,000	Not applicable	Not applicable	Not applicable	Rob George
DE3c Area (hectares) of publicly accessible quality countryside within easy reach of people's homes.	👉	New	New	170	217	200	200	200	Not applicable	Not applicable	Not applicable	Rob George
DE3d Area (hectares) of Council owned land under management for nature conservation as well as being accessible by the public.	👉	New	New	65	74	70	75	80	Not applicable	Not applicable	Not applicable	Rob George
DE10a Percentage of Full Plans applications checked, and response given within 21days.	👉	↓	87.4%	63.0%	75.8%	65%	67%	70%	Not applicable	Not applicable	Not applicable	Richard Alty
DE10b Percentage of Full Plans applications checked, and response given within 35 days.	●	↓	93.9%	85.0%	88.1%	87%	89%	90%	Not applicable	Not applicable	Not applicable	Richard Alty

										All English LA's Comparison 2005/06		
PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, --- No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	Average / % 'Yes' for certain PIs	Best Quartile	Performance in 2006/07 compared to all English LAs - WQ ■■■■ BQ ■■■■ WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
DEVELOPING AN EFFECTIVE TRANSPORT SYSTEM												
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.	↑	↑	42	43	41	41	39	38	224	83	■■■●	Dave Winstanley
BV99aai Percentage change over previous year - All KSI.	↑	↑	13.5%	-4.4%	-2.4%	-4.7%	-4.9%	-2.6%	-6.70%	-19.30%	■■■●	Dave Winstanley
BV99aiii Percentage change over 1994-1998 average - All KSI.	↑	↑	-26.3%	-24.6%	-28.1%	-28.1%	-31.6%	-33.3%	-26.00%	-40.40%	■■■●	Dave Winstanley
BV99bi Number of casualties - Children Killed/Serious injury.	●	↓	5	7	7	6	5	5	26	11	■■■●	Dave Winstanley
BV99bii Percentage change over previous year - Children KSI.	♦	↓	0.0%	-12.5%	40.0%	-14.3%	-16.7%	0.0%	4.80%	-26.50%	■●■■	Dave Winstanley
BV99biii Percentage change over 1994-1998 average - Children KSI.	●	↓	-50.0%	-30.0%	-30.0%	-30%	-40%	-50%	-39.10%	-55.70%	■■■●	Dave Winstanley
BV99ci Number of casualties - All slight injuries.	↑	↑	426	466	413	466	466	466	1,656	718	■■■●	Dave Winstanley
BV99cii Percentage change over previous year - All slight injuries.	↑	↑	5.2%	0.0%	-3.1%	0.0%	0.0%	0.0%	-2.00%	-8.60%	■■■●	Dave Winstanley
BV99ciii Percentage change over 1994-1998 average - All slight injuries.	↑	↑	-5.5%	3.2%	-8.4%	3.2%	3.2%	3.2%	-9.50%	-21.10%	■■■●	Dave Winstanley
BV100 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.	↑	↑	2.4	2.0	0.2	2.0	0.5	1.9	1.20	0.10	■■■●	Steve Brannan
BV102 Local bus services (passenger journeys per year).	●	↑	8,780,390	8,920,000	8,880,000	8,740,000	8,610,000	8,530,000	50,090,902	23,777,395	■■■●	Owen Wilson
BV103 Percentage of users satisfied with local provision of public transport information - All.	♦	↓	57%	65%	51%	Target not required	Target not required	70%	53.60%	60.00%	■■■● (2006/07)	Owen Wilson
BV104 Percentage of users satisfied with local bus services - All.	♦	↓	62%	63%	57%	Target not required	Target not required	65%	60.00%	68.00%	■■■● (2006/07)	Owen Wilson

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, → No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ ■■■ BQ ■■■ WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
BV178 The percentage of the total length of footpaths and other rights of way that were easy to use by members of the public.	●	↑	83.3%	85.0%	85.2%	86.0%	86.0%	86.0%	74.60%	88.20%	■■■	Nick Elliott
BV187 Condition of footways: categories 1, 1a and 2. (Footways survey based on 50% sample each year therefore they are split into set a and set b).	■	±	16%	16%	No data	23%	15%	20%	24.00%	12.00%	0.12	Steve Brannan
BV223 (Ex BV96) Percentage of local authority principal road network where structural maintenance should be considered (TRACS).	■	±	10.0%	19.0%	No data	17.0%	15.0%	13.0%	Not applicable	Not applicable	Not applicable	Steve Brannan
BV224a (Ex BV97a) Percentage of the non-principal road network where maintenance should be considered. TTS used to collect data.	■	±	40.00%	39.00%	No data	37%	35%	33%	Not applicable	Not applicable	Not applicable	Steve Brannan
BV224b (Ex BV97b) Percentage of the unclassified road network where structural maintenance should be considered. TTS used to collect data.	■	±	8.55%	9.50%	No data	9.5%	9.5%	9.5%	Not applicable	Not applicable	Not applicable	Steve Brannan
DE5 (Ex BV105) Damage to roads and pavements - Percentage of incidents of dangerous damage to roads and pavements remedied within 24 hours.	●	→	100%	99%	100%	99%	99%	99%	92%	99%	■■■ (2001/02)	Bob Wood
DE7 Percentage of car parks achieving 'Secured Car Park' status.	●	↑	61%	61%	65%	52%	53%	53%	Not applicable	Not applicable	Not applicable	Sue Gilham
DE16a Percentage of the population very or fairly satisfied with roads (maintenance).	●	↑	34%	35%	37%	37.5%	40.0%	42.5%	Not applicable	Not applicable	Not applicable	Peter Roberts
DE16b Percentage of the population very or fairly satisfied with pavements (maintenance).	👉	↑	34%	35%	39%	38.0%	41.5%	43.0%	Not applicable	Not applicable	Not applicable	Peter Roberts
DE50 Grade achieved for Local Transport Plan Delivery Report. (1 = Weak, 2 = Fair, 3 = Good, 4 = Excellent).	👉	New	New	3	4	4	4	4	Not applicable	Not applicable	Not applicable	Simon Houldsworth
DE61 Percentage of trips by Darlington residents made by walking.	👉	↑	25%	26%	29%	26.5%	27.0%	27.00%	Not applicable	Not applicable	Not applicable	Owen Wilson
DE62 Percentage of trips made by Darlington residents made by cycle.	👉	↑	1.0%	1.8%	2.0%	2.3%	2.5%	2.80%	Not applicable	Not applicable	Not applicable	Owen Wilson
DE63a Percentage of trips made by Darlington residents made by car.	●	↓	40.0%	39.5%	37.0%	38.5%	38.0%	37.50%	Not applicable	Not applicable	Not applicable	Owen Wilson
DE63b Mode share of journeys to school, percentage of journeys by car.	👉	New	New	30.0%	19.2%	29%	28%	27%	Not applicable	Not applicable	Not applicable	Owen Wilson

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, --- No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ ■■■ BQ ■■■ WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
DE80 Changes in peak period traffic flows.	●	New	New	3,675	3,528	3,686	3,697	3,708	Not applicable	Not applicable	Not applicable	Owen Wilson
DE81 Bus punctuality - percentage of services departing within 1 minute early and 5 minutes late.	●	New	New	70%	73%	72.5%	75.0%	77.5%	Not applicable	Not applicable	Not applicable	Owen Wilson
DE91 Number of children slightly injured in road traffic collisions.	●	New	New	62	61	61	60	59	Not applicable	Not applicable	Not applicable	Dave Winstanley
ALL THEMES												
BV3 The percentage of citizens satisfied with the overall service provided by the authority.	♦	↓	61%	70%	52%	Target not required	Target not required	60%	53.20%	58.00%	■■■ (2006/07)	Lorraine O'Donnell
BV4 The percentage of those making a complaint satisfied with the handling of those complaints.	♦	↓	36%	52%	32%	Target not required	Target not required	50%	33.80%	37.00%	■■■ (2006/07)	Lorraine O'Donnell
BV8 The percentage of invoices for commercial goods and services which were paid within 30 days of such invoices being received.	●	↓	95.22%	96.00%	94.95%	96.50%	96.50%	96.50%	92.04%	96.71%	■■■	Brian Boggon
BV9 Percentage of Council Tax collected.	●	↓	96.86%	97.10%	96.60%	97.1%	97.3%	97.5%	97.15%	98.40%	■■■	David Hall
BV10 The percentage of non-domestic rates which should have been received during the year that were received.	●	↑	97.60%	98.30%	99.20%	99.2%	99.2%	99.2%	98.56%	99.26%	■■■	David Hall
BV11a The percentage of top 5% of earners that are women.	♦	↓	59.51%	60.96%	52.89%	54.89%	56.89%	58.88%	31.80%	42.45%	■■■	Lesley Blundell

										All English LA's Comparison 2005/06		
PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, → No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	Average / % 'Yes' for certain PIs	Best Quartile	Performance in 2006/07 compared to all English LAs - WQ ■■■■ BQ ■■■■ WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
BV11b The percentage of top 5% of earners from black and minority ethnic communities.	♦	↓	1.04%	2.02%	1.00%	2.0%	2.0%	2.0%	3.32%	4.33%	■ ■ ■ ■	Lesley Blundell
BV11c The percentage of top 5% of earners who have a disability.	♦	↓	2.08%	2.99%	2.00%	2.99%	3.99%	4.99%	3.08%	4.83%	■ ■ ■ ■	Lesley Blundell
BV12 The number of working days/shifts lost due to sickness absence (days).	♦	↓	9.69	9.26	10.75	9.69	9.26	8.50	9.60	8.34	■ ■ ■ ■	Lesley Blundell
BV14 The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce.	♦	↓	0.31%	0.36%	0.46%	0.46%	0.46%	0.46%	0.57%	0.17%	■ ■ ■ ■	Lesley Blundell
BV15 The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	●	↓	0.14%	0.16%	0.16%	0.16%	0.16%	0.16%	0.28%	0.10%	■ ■ ■ ■	Lesley Blundell
BV16a Percentage of LA employees declaring that they meet the DDA 1995 disability definition.	●	↑	1.45%	1.60%	1.60%	1.65%	1.65%	1.65%	3.22%	3.89%	■ ■ ■ ■	Lesley Blundell
BV16b Percentage of economically active disabled people in the community.	NA	→	16.41%	Target not required	16.41%	Target not required	Target not required	Target not required	Not applicable	Not applicable	Not applicable	Lesley Blundell
BV16a/BV16b Percentage of economically active disabled people employed compared to the percentage in the community (100% would be the same proportion).	●	↑	8.84%	9.75%	9.75%	10.05%	10.05%	10.05%	Not applicable	Not applicable	Not applicable	Lesley Blundell
BV17a Percentage of LA employees from minority ethnic communities.	●	↑	1.1%	1.2%	1.1%	1.20%	1.26%	1.33%	4.90%	4.80%	■ ■ ■ ■	Lesley Blundell
BV17b Percentage of economically active minority ethnic people in the community.	NA	→	2.0%	Target not required	2.0%	Deleted	Deleted	Deleted	Not applicable	Not applicable	Not applicable	Lesley Blundell
BV17a/BV17b Percentage of economically active minority ethnic people employed compared to the percentage in the community (100% would be the same proportion).	●	↑	54.5%	57.9%	55.9%	Deleted	Deleted	Deleted	Not applicable	Not applicable	■ ■ ■ ■	Lesley Blundell
CR1 Percentage of normal office hours that prime corporate IT systems and communications network are available.	●	↓	99.93%	99.75%	99.80%	99.75%	99.80%	99.80%	Not applicable	Not applicable	Not applicable	Ken Walker
CR2 Percentage of telephone calls answered within 10 seconds.	●	↓	85.51%	87.00%	85.10%	88%	89%	89%	Not applicable	Not applicable	Not applicable	Anthony Seaman
CR3 Percentage of letters from the public that receive a final reply within 10 working days.	●	↑	85.76%	85.00%	91.51%	85%	85%	85%	Not applicable	Not applicable	Not applicable	Neale Kipling

PI Reference and Description (B=base number and C = confidence interval for citizen/customer satisfaction surveys)	2006/07 P+ target achieved status (P means above target tolerance, ● means within target tolerance, ♦ means below target tolerance)	Performance Trend 2005/06 to 2006/07 (↑ Better, ↓ Worse, → No change)	2005/06 Actual (unless stated) (* Indicates changed value from that reported in 2006/07 BVPP)	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	2009/10 Target	All English LA's Comparison 2005/06		Performance in 2006/07 compared to all English LAs - WQ = Worst Quartile (25%), BQ = Best Quartile (25%) (2005/06 base)	Accountable Officer
									Average / % 'Yes' for certain PIs	Best Quartile		
CR4a Percentage of all staff appraisals carried out - Single.	♦	↓	88.96%	97.00%	76.83%	96%	96%	96%	Not applicable	Not applicable	Not applicable	Lesley Blundell
CR4b Percentage of all staff appraisals carried out - Group.	♦	↓	88.27%	90.00%	73.84%	80%	82%	84%	Not applicable	Not applicable	Not applicable	Lesley Blundell
CR7 Employee satisfaction of the Council as a place to work.	NA	NA	68.00%	70.00%	No survey	70%	Target not required	72%	Not applicable	Not applicable	Not applicable	Lesley Blundell
CR8 Overall percentage improvement in non-financial BVPIs.	♦	↓	10.01%	6.50%	4.39%	6.5%	6.5%	6.5%	Not applicable	Not applicable	Not applicable	David Goodchild
CR32 Aggregation of demand. Percentage of spend through framework arrangements and corporate contracts.	♦	↓	51.72%	60.00%	40.69%	41%	55%	60%	Not applicable	Not applicable	Not applicable	Susan White
CR34a Number of BVPI / National CPA indicators qualified.	●	→	0	0	0	0	0	0	Not applicable	Not applicable	Not applicable	David Goodchild
CR34b Number of BVPI / National CPA indicators amended due to external audit.	👉	→	5	5	5	4	3	3	Not applicable	Not applicable	Not applicable	David Goodchild
CR50 Percentage of complaints that go from stage 1 to stage 2.	♦	↑	6.85%	1.00%	4.79%	1%	1%	1%	Not applicable	Not applicable	Not applicable	Andrew Robinson
CR51 Percentage of complaints that go from stage 2 to stage 3.	👉	↑	26.09%	10.00%	2.54%	2.5%	2.4%	2.3%	Not applicable	Not applicable	Not applicable	Andrew Robinson