



Charnwood

Leading in Leicestershire

**ANNUAL REPORT 2006/7
AND BEST VALUE
PERFORMANCE PLAN
2007/8**

June 2007

Our Annual Report and Best Value Performance Plan for 2007-2008 continues to demonstrate this Council's commitment to 'Leading in Leicestershire'.

The report looks back to our performance during 2005-2006 and 2006-2007, shows our achievements and provides link to the improvements being pursued through our corporate plan Leading in Leicestershire.

We are committed to achieving higher levels of service and greater efficiency, and believe this can be achieved whilst at the same time ensuring the prudent management of the Council's resources.

Your Council is fully committed to building on its achievements and to become an excellent Council for the benefit of all the people of Charnwood.

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পোতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

आ माहिती जुद्धी जुद्धी पद्धतिओमां उपलब्ध छे. ते भेषववा माटे कृपा करी आ नंबर पर क्षेत्र करी (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

सिंह नष्टकरी दध-दध मरलं सिंह मिल मरली छे। सिंह उमिल करन लछी भिउरखली करवे सिंह नंबर 'उे हेन वरे (01509) 634560

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1. Introduction

Charnwood Borough Council's mission is:

- *To improve the quality of life for everyone living and working in Charnwood. In doing this we aim to be accessible and understandable to all our service users.*

This mission is the vision expressed in the Charnwood Together Community Strategy and is the driving force behind everything the Council does.

Each year we review and update Service Delivery Plans drawing on the key priorities in our corporate plan; that sets the direction for the three years ahead.

The Annual Report and Best Value Performance Plan (BVPP) is a statutory document that must be published by 30 June each year in compliance with ODPM Circular 02/2004 in relation to the Local Government Act 1999. The BVPP works as a companion to the Corporate Plan and Service Delivery Plans and focuses primarily on how the Council's services have performed over the past year, and what service levels we aim to achieve in the next three years.

2. Responding to the Comprehensive Performance Assessment?

In the Audit Commission's Comprehensive Performance Assessment (CPA) in September 2004, the Council was assessed as a fair with good prospects for improvement¹. Over the period of this plan we will be working to improve our performance further than the areas highlighted by the CPA.

The Council sets ambitious improvement targets for the three years ahead, progress against the targets is managed and monitored through Council's project management, financial management and performance management frameworks. Senior Management Team and the Performance and Audit Committee monitor progress against key projects, budgets and performance measures quarterly and action is taken where any activities are behind schedule. The main tool used for this is the Charnwood Scorecard and supporting directorate-level scorecards which record more operational goals and measures.

The Council ensures that data used for monitoring its performance is robust so that accurate and valuable performance information is produced. To achieve this the Council allocates responsibility for data quality to particular individuals and ensures that they are provided with the necessary training and support to undertake this role.

The Council recognises that partnership working is a key element in the successful delivery of its services. It therefore seeks to ensure that the performance of these partnerships is monitored. We are in the process of developing partnership agreements with all of our key partnerships and undertake assessments before entering into such partnerships, to ensure that the arrangement will deliver the perceived benefits for the Borough in the most effective way. The partnership agreements will provide a basis for setting out expectations of the partnership and monitoring performance. We are mindful of the Audit Commission's proposals to place a greater emphasis on an area focus for future assessments of local authorities. We will be looking at ways in which we can work with our partners to ensure that priorities are determined over a wider area and outcomes monitored accordingly.

Charnwood Together is the Local Strategic Partnership for the Borough. It involves a wide variety of public, private and voluntary agencies and has existed since 2002. The first Charnwood Community



Strategy was penned in 2003, with an aim of adding value by joining up and coordinating the actions of the many organizations that want to ‘improve the quality of life for everyone in Charnwood’.

The second Community Strategy focuses Charnwood Together on a much smaller range of actions to address local needs and where partnership working is essential. The emphasis is on making a real difference to the quality of people’s lives and further developing the strong record of partnership success in the Borough.

The Community Strategy based on the following themes:

People Matter: To nurture healthy and strong and accessible communities - healthy, cohesive and engaged communities leading to active citizens and civil renewal.

Places Matter: Creating safe and liveable areas - greener, cleaner and safer living environments, with a focus on deprived areas.



Prosperity Matters: Maximising opportunities for a dynamic Charnwood economy - thinking and planning ahead to retain and enhance the strong Charnwood economy.

Partnership Matters: Supporting and developing joined up thinking and action – from networking to action delivery stage improving working across all sectors in the Borough.

Finally, at the core are our eight values.

Our Values

As the future of local government and the policies and procedures influencing Council business change, our Values will remain steady and provide clear guidance, an ethos, throughout the Borough Council.

These Values are:

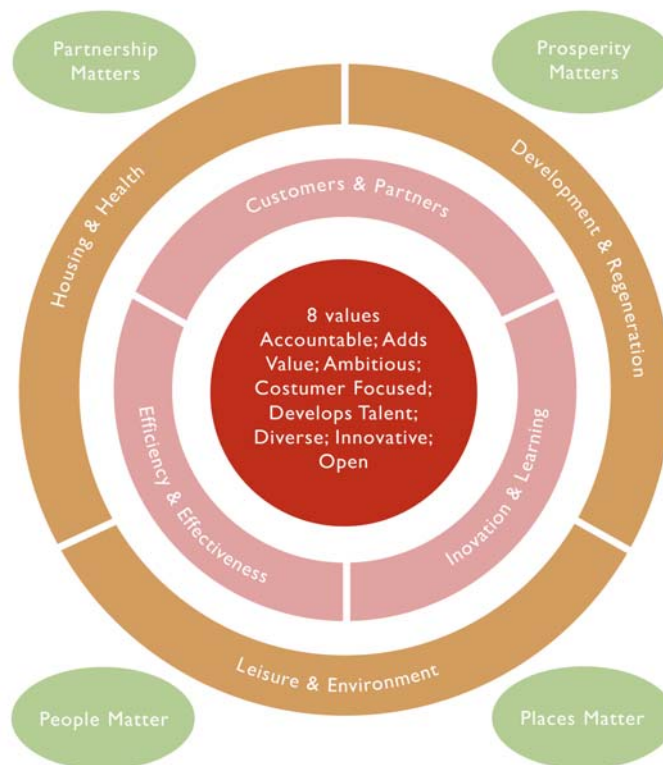
- **Accountable** – We are accountable for all our actions and outcomes. As a Local Authority, Councillors and employees we answer directly to you – the residents and businesses within the Borough.
- **Adds Value** – We will add value to all our services, continually improving the quality of the service at a level, fitting to the public purse. Reducing ‘red tape’ and setting our sights higher are key.
- **Ambitious** – We will strive to achieve ambitious targets, pushing boundaries and ‘Leading’ in all we do.
- **Customer Focused** – We will prioritise the needs and requirements of our customers and continually ask ‘how can we make it better?’
- **Develops Talent** – We will ensure that staff, the organisations biggest asset, have the opportunity to develop their skills and in turn improve the service the Authority provides.



- **Diverse** – We will actively encourage diverse communities and working. We will respect and value all.
- **Innovative** – We will consistently look for new ways of working, pushing boundaries and looking to pioneer new and creative ways to ensure the best outcome.
- **Open** – We will provide an easy to access ‘open door’ for people wishing to know about the services, procedures and policies of the Borough Council. We will be straight and clear in all we do.

These values underlie everything we do as an organisation.

Fitting It All Together



3. Our Top Twenty

Looking Forward – Our ‘Top Twenty’

The Borough Council is an organisation which provides a wide variety of services, from cemeteries to housing. Within each of these areas there are services to be delivered and improvements to be made. These will be reflected in the Service Delivery Plans for the Directorates.

This Corporate Plan, however, highlights the ‘Top Twenty’ goals that the Council wants to reach over the period of the plan – where we intend to concentrate our efforts and by which we intend to be judged. These are divided into two groups of ten – the Top Ten things we need to get right, and the Top Ten things ways we need to improve in order to do them well.

A. The top ten things we need to get right

This is where we will set out the things that we are going to do over the next seven years that people will see on the streets and parks around them. They are spread across three themes.

Theme 1: Leisure and Environment	
<i>Creating safe and livable areas – cleaner, safer, greener living environments, with a focus on deprived areas.</i>	
1	Clean and safe streets and public places with the Council maintaining and enforcing high standards of cleanliness throughout the borough
2	A sustainable Borough which minimises waste and increases recycling
3	Improved public enjoyment of our green spaces and the promotion of "green flag" parks in the Charnwood Borough
4	Top quality leisure, arts, cultural and sports facilities, activities and events for local communities
Theme 2: Housing and Health	
<i>To nurture healthy and strong accessible communities – healthy, cohesive and engaged communities leading to active citizens and civil renewal.</i>	
5	High performance on housing repairs and rent collection and secure at least a 2 star rating for our Housing Service
6	Decent Homes Standard in both the Public & Private Sectors
7	Protects the environment and the health of its residents
Theme 3: Development and Regeneration	
<i>Maximising opportunities for a dynamic Charnwood economy – thinking and planning ahead to retain and enhance the strong Charnwood economy.</i>	
8	Deliver the vision for Charnwood in 2015 by making decisions now that will provide quality homes, affordable social housing, and places of work within sustainable communities
9	Promote Loughborough as a sub regional centre and a magnet for high skilled employment and investment
10	Sustain Charnwood's economy by ensuring that the Borough remains attractive to investors and residents alike through the conservation and enhancement of the natural and built environment and promoting excellence in design and public art.



B. The top ten things we need to improve

These goals will set out how we are going to make sure that we succeed in delivering our the first set of ten in a way that is in line with what residents want and at the best possible price and are also spread across three themes.

Theme 1: Customers and Partners	
<i>Putting customers and services at the heart of everything we do and to that end joining up our thinking and action with that of partners from across all sectors in the Borough</i>	
1	Promote a pride in Charnwood as a place to live, work and play and improve the public's satisfaction with their Council
2	Improve customer satisfaction from the people who receive our services through thoroughly understanding their requirements and involving them in service improvement
3	Promote community cohesion through a common vision and a sense of belonging for all our communities, the elimination of unlawful discrimination and the promotion of equal opportunities
4	Revitalised local democracy and effective community engagement across the Borough
5	Deliver shared outcomes for the community through business like arrangements with partners in county wide Local Area Agreements and the Charnwood Community Strategy Delivery Plan
Theme 2: Learning and Innovation	
<i>Constantly striving for new ways to improve the quality of our workforce and the way we do business</i>	
6	Develop innovative ways of delivering services and information to the public and harness new technology to improve the way we conduct our business
7	Develop our staff through the Charnwood Academy programme for 'Learning in Leicestershire', and develop our middle managers so they may become the future leaders of local government
Theme 3: Efficiency and Effectiveness	
<i>Making the most effective use of resources in delivering the best possible services for the people of Charnwood</i>	
8	Become an 'Excellent Council' by continually improving the way we do business, setting challenging but realistic targets and effectively monitoring their performance.
9	Deliver value for money on all Council services
10	Deliver key projects on time and within budget



4. Looking Back – Our Recent Performance

C. Annual Audit and Inspection for 2005-06:

Direction of travel

The Audit Commission Direction of Travel Statement acknowledges that in 2005/6 the Council made a similar rate of progress to other councils. This is an improvement on 2004/5 when the Audit Commission pointed out that the Council was improving at slower rate than other districts nationally. The Audit Commission assesses councils against a basket of indicators as part of the Direction of Travel Statement. Charnwood has made improvements in 59% of those indicators during 2005/6. However it is recognised that the Council is below average in respect of the number of indicators appearing in the top 25% of results when compared nationally.



Recognition is made of the fact that the Council is building capacity for future improvements and has robust plans for this. However greater emphasis needs to be placed on setting targets for achieving outcomes when planning improvement.

In the Direction of Travel Statement the Audit Commission acknowledges that the Council has responded well to the recommendations of the inspection of the housing landlord service undertaken in 2006 and states that un-audited data for 2006/7 shows significant improvements in the repairs service.

Use of Resources

The overall use of resources assessment was a score of two out of total of four. Of the five headings, Charnwood scored three in two areas, financial reporting and financial management. A score of two was allocated for the other areas. The score for financial reporting was an improvement on the previous year.

Accounts

As in previous years the appointed auditor was able to provide an unqualified opinion on the Council's 2005/6 financial statements. This was the first year in which the auditor was required to provide an opinion on the Council's use of resources and concluded that the Council had made proper arrangements to secure economy, efficiency and effectiveness in its use of resources.

The complete audit and inspection letter for 2005/6 is at www.charnwood.gov.uk.



D. Financial Performance 2006/2007

The Council produces a full set of accounts each year, which are audited by an independent body, and these are available at www.charnwood.gov.uk

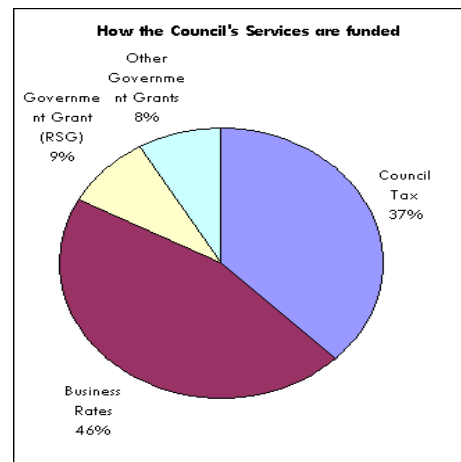
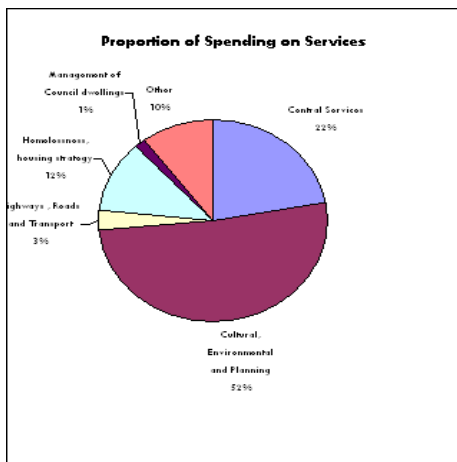
The following is a short version of the accounts giving a summary of the financial results and position for 2006/2007.

The Council approved a net budget in February 2006 for the year 2006/07 of £16.9m on General Fund revenue services, £13.3m on running council houses and a further £12.6m on capital type projects. The Income & Expenditure Account shows how the expenditure was spent for 2006/07 and is made up of day to day running costs such as paying staff, maintaining property and vehicles, buying goods and paying for services. The amounts are net costs after taking off income received from charges etc.

2005/06 £000s	Summary of Accounts 2006/07	2006/07 £000s
4,869	Central Services e.g. Local tax collection, corporate costs	5,434
12,296	Cultural, Environmental and Planning e.g. Planning department, refuse collection, recreation and arts	12,606
173	Highways , Roads and Transport e.g. parking, concessionary fares	821
2,851	Housing Services e.g.Homelessness, housing strategy	2,861
(26)	Net Cost of Management of Council dwellings	298
(293)	Miscellaneous Services	0
2,124	Other net operating expenditure	2,560
21,994	Net Operating Expenditure	24,580
(3,528)	Adjustments for items not affecting the General Fund	(4,372)
18,466	General Fund Expenditure requiring funding	20,208
	Funding	
7,631	Council Tax	7,726
4,489	Business Rates	9,367
5,584	Government Grant	1,808
30	Collection Fund Surplus	103
0	Local Authority Business Growth Incentive Grant	1,611
0	Performance Related Grant	133
855	Transfers from/(to) Reserves	(991)
18,589	Total Funding	19,757
123	Surplus/(Deficit) in Year on Working Balance	(451)

The deficit is transferred to the General Fund Working Balance which now has a balance of £1.48m. A minimum of £1m is held in this balance against unforeseen circumstances.





The **Balance Sheet** (below) is a snapshot of the Council's position as at 31st March 2007. It shows what the Council owns (Assets) and what it owes (Liabilities). The difference between these two items is represented by reserves and balances.

2005/06 £'000s	Assets	2006/07 £000s	
346,225	Fixed and Long Term Assets	347,610	Includes land and buildings, houses, plant and equipment
7,469	Money owed to the Council, less provisions	7,788	Debtors, council tax/business rates £6.8m, Govt depts etc. £1.3m, others £1.7m less provisions for bad/doubtful debts £2.0m
22,547	Cash, Investments & Stock	27,447	
376,241	Total Assets	382,845	
	Liabilities		
7,499	Items owed by the Council	10,479	General creditors £4.9m, Government etc £3.0m, prepayments £2.0m
2,000	Borrowing	2,000	Matures 2024
18,800	Pension Scheme	12,244	Notional sum calculated by actuary each year showing deficit
4,958	Long-Term liabilities	5,927	Deferred Govt Grants £3.8m, Capital Grants still to be used £2.0m
	Total Liabilities	30,650	
	Net Assets	352,195	
	Non spendable Reserves	333,111	These arise from financing and revaluation of assets etc and are not available to spend
	Spendable Reserves and Balances	19,084	These are spendable and include capital £11.8m and revenue based sums £6.7m and collection fund £0.6m
	Reserves and Balances	352,195	



The **Cash Flow Statement** analyses the movement in cash and cash held in bank accounts. This is a summarised position:

2005/06 £000s		2006/07 £000s	CASH FLOWS OUT when we make payments to staff, suppliers and to government and other councils.	CASH FLOWS IN on receipts of council tax payments, grants from government and from users of services
-240	Cash Held April 1st	-1,053		
156,471	Plus - Cash In	168,270		
-157,284	Less - Cash out	-167,269		
-1,053	Cash Held March 31st	-52		

The **Collection Fund** (below) records all income received in relation to council tax and business rates. The Council collects money on behalf of Leicestershire County Council, Leicestershire Police Authority, Combined Fire Service and Town and Parish Councils. The accounts records these payments. Any surplus is shared out in later years with the councils. All business rates are paid over to the Government with the national total being shared out on a 'per head' basis.

2005/06 £000s	<u>Income</u>	2006/07 £000s
36,373	Business Rates	39,353
62,362	Council Tax	65,746
1	Other	-
98,736	Total Income	105,099
	<u>Expenditure</u>	
7,661	Charnwood Borough Council	7,829
45,637	Leicestershire County Council	48,688
6,460	Leicestershire Police Authority	6,924
2,209	Leicestershire Fire Authority	2,367
36,076	Business Rates to Government	39,030
204	Collection Allowance	206
305	Other	363
98,552	Total Expenditure	105,407
184	Surplus/(Deficit)	(308)

The **Housing Revenue Account** is a separate account which deals with the income and expenditure on the provision of rented council housing

2005/06 £000s	<u>Income</u>	2006/07 £000s	
14,224	Rental Income	14,798	House rents in year from tenants
1,137	Other	1,185	Interest on balances and other income
15,361	Total Income	15,983	
	<u>Expenditure</u>		
4,632	Management	5,138	Cost of running the property and looking after the tenants
5,249	Repairs and maintenance	5,399	Cost of the day to day repairs and maintenance
5,901	Net Subsidy to Government	6,145	The rent rebates are paid from the General Fund so the Government take back some surplus from the HRA
-196	Other	-380	
15,586	Total Expenditure	16,302	
	Deficit in Year	319	This is deducted from the working balance of the HRA, which was £155,000 at 31st March 2007



E. Audit Commission Access to Services Inspection

The Audit Commission carried out an inspection of Access to Services during 2006/7 and reported in May 2007. The Council was assessed as providing a “fair”, one-star service with promising prospects for improvement. The report identified a number of areas where the service is improving and is effective. However improvements are required in the approach to diversity and consultation and engagement with some sections of the community and in the access to some services. Further work is also required in respect of value for money in relation to access to services.

The report contained specific recommendations about a number of issues and these are being addressed.

A full report of the inspection and the Council’s response can be obtained from www.charnwood.gov.uk.



F. Best Value Performance Indicators: Performance and Future Targets (2006/2007 onwards)

The tables show our performance against the 2006/2007 targets and also forward targets for the next three years for all Best Value Performance Indicators. The indicators are grouped by Corporate Plan goal.

LEISURE AND ENVIRONMENT	PI Target 2006/07	PI Actual 2006/07	PI Target 2007/08	PI Target 2008/09	PI Target 2009/10	BVPI
Percentage of the total tonnage of household waste arisings sent for recycling.	29%	28.15%	31%	31%	31%	BV 82a (i)
Percentage of the total tonnage of household waste arisings which have been sent for composting or for treatment by anaerobic digestion.	8%	7.97%	10%	11%	14%	BV 82b (i)
Total tonnage of household waste arising which have been sent by the Authority for recycling.	18000	15125	17520	17870	18100	BV 82a (ii)
The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	3800	4130.64	5650	6340	8160	BV 82b (ii)

Note: Actual figures for 2006/07 are subject to audit

Satisfaction surveys are subject to a ‘weighting’ process by the Audit Commission

(1) Indicates weighting process undertaken

(2) Indicates weighting process not yet undertaken and results are subject to change



LEISURE AND ENVIRONMENT	PI Target 2006/07	PI Actual 2006/07	PI Target 2007/08	PI Target 2008/09	PI Target 2009/10	BVPI
Number of kilograms of household waste collected per head of the population.	344	335.6	353	360	364	BV 84a
Percentage change in number of kilograms of household waste collected per head compared to previous year.	1.48%	1.2%	2.5%	2%	1%	BV 84b
Cost of waste collection per household.	£59.50	£54.33	£61	£59	£57	BV 86
Percentage of people satisfied with cleanliness standards.	76%	60% ⁽¹⁾	Not measured in this year	Not measured in this year	76%	BV 89
The % of people satisfied with household waste collection	98%	70% ⁽¹⁾	Not measured in this year	Not measured in this year	86%	BV 90a
The % of people satisfied with waste recycling	98%	74% ⁽¹⁾	Not measured in this year	Not measured in this year	86%	BV 90b
Percentage of population resident in the authority's area served by a kerbside collection of recyclables.	100%	100%	100%	100%	100%	BV 91a
Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables.	100%	100%	100%	100%	100%	BV 91b
The percentage of residents satisfied with the Local Authority Cultural services: Sports and leisure facilities	60%	62% ⁽¹⁾	Not measured in this year	Not measured in this year	65%	BV 119a
The percentage of residents satisfied with the Local Authority Cultural services: Museums	50%	41% ⁽¹⁾	Not measured in this year	Not measured in this year	46%	BV 119c
The percentage of residents satisfied with the Local Authority Cultural services: Theatres and concert halls	50%	42% ⁽¹⁾	Not measured in this year	Not measured in this year	46%	BV 119d
The percentage of residents satisfied with the Local Authority Cultural services: Parks and open spaces	82%	77% ⁽¹⁾	Not measured in this year	Not measured in this year	80%	BV 119e

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LEISURE AND ENVIRONMENT	PI Target 2006/07	PI Actual 2006/07	PI Target 2007/08	PI Target 2008/09	PI Target 2009/10	BVPI
The number of visits to/usages of museums per 1000 population.	320	347	320	324	328	BV 170a
The number of those visits to Local Authority funded, or part-funded museums and galleries that were in person, per 1,000 population.	306	300	300	301	302	BV 170b
The number of pupils visiting museums and galleries in organised school groups.	1600	1934	1700	1750	1800	BV 170c
The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level.	14%	20.5%	14%	14%	14%	BV 199a
The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible	1%	2%	1.5%	1%	1%	BV 199b
The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible	1%	0%	1%	1%	1%	BV 199c
The year-on-year reduction in fly-tipping incidents and increase in enforcement actions.	Level 2	Level 4	Level 2	Level 2	Level 2	BV 199d
Percentage of new reports of abandoned vehicles investigated within 24 hours of notification.	100%	100%	97%	98%	98%	BV 218a
Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle.	96%	100%	100%	100%	100%	BV 218b

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HOUSING AND HEALTH	PI Target 2006/07	PI Actual 2006/07	PI Target 2007/08	PI Target 2008/09	PI Target 2009/10	BVPI
Energy Efficiency - the average Standard Assessment Procedure rating of local authority owned dwellings.	66	70	66	67	70	BV 63
Number of non-local authority-owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority.	49	49	55	60	65	BV 64
Rent collection and arrears: proportion of rent collected	98.3%	98.88%	98.5%	98.6%	98.6%	BV 66a
Rent collection and arrears: number of tenants with more than 7 weeks rent arrears	4.16%	4.54%	4.16%	4.16%	4.16%	BV 66b
Percentage of tenants in arrears who have had Notices Seeking Possession served	24.91%	24.81%	23%	23%	23%	BV 66c
Percentage of tenants evicted as a result of rent arrears	0.69%	0.46%	0.69%	0.69%	0.69%	BV 66d
The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed.	88%	72.39% ⁽²⁾	Not measured in this year	Not measured in this year	82%	BV 74a
Satisfaction of ethnic minority local authority tenants (excluding white minority tenants) with the overall service provided by their landlord.	88%	50% ⁽²⁾	Not measured in this year	Not measured in this year	60%	BV 74b
Satisfaction of non-ethnic minority local authority tenants with the overall service provided by their landlord.	88%	73.16% ⁽²⁾	Not measured in this year	Not measured in this year	83%	BV 74c
Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	88%	54.48% ⁽²⁾	Not measured in this year	Not measured in this year	64%	BV 75a

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HOUSING AND HEALTH	PI Target 2006/07	PI Actual 2006/07	PI Target 2007/08	PI Target 2008/09	PI Target 2009/10	BVPI
Satisfaction of ethnic minority council housing tenants (excluding white minority) with their opportunities for participation in management and decision-making in relation to housing services provided by their landlord.	88%	40.74% ⁽²⁾	Not measured in this year	Not measured in this year	51%	BV 75b
Satisfaction of non-ethnic minority council housing tenants with their opportunities for participation in management and decision making in relation to housing services provided by their landlord.	88%	54.64% ⁽²⁾	Not measured in this year	Not measured in this year	65%	BV 75c
Does the Authority follow the Commission for Racial Equality's code of practice in Rented Housing and the Good Practice Standards for Social Landlords on Tackling Harassment included in 'Tackling Racial Harassment: Code of Practice for Social Landlords'?	Yes	Yes	Yes	Yes	Yes	BV 164
Score against a checklist of enforcement best practice for environmental health	81%	100%	84%	84%	84%	BV 166a
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.	1 Week	1 Week	1 Week	1 Week	1 Week	BV 183a
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.	Nil	Nil	Nil	Nil	Nil	BV 183b
The proportion of local authority dwellings which were non-decent at the start of the financial year.	33%	31%	32.9%	18.9%	4.4%	BV 184a

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HOUSING AND HEALTH	PI Target 2006/07	PI Actual 2006/07	PI Target 2007/08	PI Target 2008/09	PI Target 2009/10	BVPI
The percentage change in proportion of non-decent LA homes	-4.8%	0%	+2.91%	+14%	+14.5%	BV 184b
The number of people sleeping rough on a single night within the area of the authority	10	3	10	10	10	BV 202
The percentage change in the average number of families placed in temporary accommodation.	12%	31.39%	-8.8%	-8%	-8.7%	BV 203
Average time taken to relet local authority housing.	25 Days	34 Days	25 Days	25 Days	25 Days	BV 212
Number of households considering themselves homeless and for whom housing advice casework intervention resolved their situation.	3	2	3	3	3	BV 213
Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same authority within the last two years.	8%	5.42%	7%	6%	5%	BV 214
Number of sites of potential concern with respect to land contamination.	141	141	141	141	141	BV 216a
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.	79%	80%	84%	89%	93%	BV 216b
Percentage of pollution control improvements to existing installations completed on time.	75%	99%	65%	90%	95%	BV 217

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DEVELOPMENT AND REGENERATION	PI Target 2006/07	PI Actual 2006/07	PI Target 2007/08	PI Target 2008/09	PI Target 2009/10	BVPI
Percentage of new homes built on previously developed land.	60%	60%	72%	70%	68%	BV 106
Percentage of planning applications determined in line with the Government's new development control targets to determine: (a) 60% of major applications in 13 weeks	60%	75%	60%	60%	60%	BV 109a
Percentage of planning applications determined in line with the Government's new development control targets to determine: (b) 65% of minor applications in 8 weeks	65%	83.89%	65%	65%	65%	BV 109b
Percentage of planning applications determined in line with the Government's new development control targets to determine: (c) 80% of other applications in 8 weeks	80.00%	93.87%	80%	80%	80%	BV 109c
Satisfaction with the planning service by those making a planning application	85%	77% ⁽²⁾	Not measured in this year	Not measured in this year	85%	BV 111
Percentage of standard planning searches carried out in 10 working days	100%	100%	100%	100%	100%	BV 179
			Discontinued nationally but retained as local PI			
Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?	Yes	Yes	Yes	Yes	Yes	BV 200a
Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	Yes	Yes	Yes	Yes	Yes	BV 200b
Did the Local Planning Authority publish an annual monitoring report by December of the last year?	Yes	Yes	Yes	Yes	Yes	BV 200c
Percentage of appeals allowed against the authority's decision to refuse planning applications.	29%	21.1%	30%	30%	30%	BV 204

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DEVELOPMENT AND REGENERATION	PI Target 2006/07	PI Actual 2006/07	PI Target 2007/08	PI Target 2008/09	PI Target 2009/10	BVPI
The local authority's score against a 'quality of planning services' checklist. The score will reflect the quality of planning services as they stand at the end of the current financial year	100%	100%	100%	100%	100%	BV 205
Total number of conservation areas in the local authority area.	36	36	36	36	36	BV 219a
Percentage of conservation areas in the local authority area with an up-to-date character appraisal.	33%	33.33%	50%	66%	83%	BV 219b
Percentage of conservation areas with published management proposals.	33%	30.56%	50%	66%	83%	BV 219c

CUSTOMERS AND PARTNERS	PI Target 2006/07	PI Actual 2006/07	PI Target 2007/08	PI Target 2008/09	PI Target 2009/10	BVPI
The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability.	3	2	3	4	4	BV 2a
The quality of an Authority's Race Equality Scheme and the improvements resulting from its application.	79%	79%	84%	89%	89%	BV 2b
The percentage of citizens satisfied with the overall service provided.	70%	45% ⁽¹⁾	65%	67%	65%	BV 3
Percentage of complainants satisfied with the handling of their complaint	46%	34% ⁽¹⁾	42%	43%	44%	BV 4
The percentage of the economically active population in the local authority area who have a disability.	4%	11.37%	11.37%	11.37%	11.37%	BV 16b
The percentage of local authority employees from ethnic minority communities.	7%	7.1%	7.3%	7.6%	7.6%	BV 17a

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CUSTOMERS AND PARTNERS	PI Target 2006/07	PI Actual 2006/07	PI Target 2007/08	PI Target 2008/09	PI Target 2009/10	BVPI
The percentage of the economically active population from minority ethnic communities in the local authority area.	7.6%	7.3%	7.6%	7.6%	7.6%	BV 17b
The number of Housing Benefit claimants in the local authority area visited, per 1,000 caseload.	360	361.15	360	360	360	BV 76a
Housing Benefit Security: The number of fraud investigators employed by the Local Authority, per 1,000 caseload.	0.3	0.30	0.3	0.3	0.3	BV 76b
The number of Housing Benefit and Council Tax Benefit fraud investigations carried out by the Local Authority per year, per 1,000 caseload.	30	30.43	30	30	30	BV 76c
The number of Housing Benefit and Council Tax Benefit prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area.	3	3.67	4	5	6	BV 76d
Speed of processing: Average time for processing new Housing Benefit/ Council Tax Benefit claims.	29 Days	30.9 Days	29 Days	29 Days	29 Days	BV 78a
Speed of processing: Average time for processing Housing Benefit and Council Tax Benefit notifications of changes of circumstance.	10 Days	10.9 Days	9 Days	9 Days	9 Days	BV 78b
Accuracy of processing: Percentage of Housing Benefit and Council Tax Benefit cases which were correct.	99%	98.75%	99%	99%	99%	BV 79a
The percentage of housing benefit (HB) overpayments recovered as a percentage deemed recoverable.	96.25%	71.3%	96.3%	96.3%	96.3%	BV 79b (i)
The percentage of housing benefit (HB) overpayments recovered as a percentage of the total HB debt outstanding.	34%	31.28%	34%	34%	34%	BV 79b (ii)
The percentage of housing benefit (HB) overpayments written off	4.5%	1.35%	4.5%	4.5%	4.5%	BV 79b (iii)

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CUSTOMERS AND PARTNERS	PI Target 2006/07	PI Actual 2006/07	PI Target 2007/08	PI Target 2008/09	PI Target 2009/10	BVPI
Percentage stating that they strongly agree/agree with the following statement: The facilities to get in touch with the benefits office – overall	60%	76% ⁽²⁾	Not measured in this year	Not measured in this year	65%	BV 80(i)a
Percentage stating that they strongly agree/agree with the following statement: The service in the actual office - overall	60%	72% ⁽²⁾	Not measured in this year	Not measured in this year	65%	BV 80(ii)a
Percentage stating that they strongly agree/agree with the following statement: The telephone service - overall	50%	68% ⁽²⁾	Not measured in this year	Not measured in this year	60%	BV 80(iii)a
Percentage stating that they strongly agree/agree with the following statement: The staff in the benefits office - overall	60%	77% ⁽²⁾	Not measured in this year	Not measured in this year	65%	BV 80(iv)a
Percentage stating that they strongly agree/agree with the following statement: The clarity and understandability of the forms, leaflets and letters - overall	70%	57% ⁽²⁾	Not measured in this year	Not measured in this year	60%	BV 80(v)a
Percentage stating that they strongly agree/agree with the following statement: The amount of time it took them to tell me whether my claim was successful - overall	60%	66% ⁽²⁾	Not measured in this year	Not measured in this year	62%	BV 80(vi)a
Percentage stating that they strongly agree/agree with the following statement: Benefits - overall satisfaction	70%	75% ⁽²⁾	Not measured in this year	Not measured in this year	70%	BV 80g
Domestic burglaries per 1,000 households	11	19.08	9.45	Home Office targets for three years from 2008/09 to be published early in 2007/08		BV 126
Violent crime per 1,000 population	19.47	20.77	18.66	Home Office targets for three years from 2008/09 to be published early in 2007/08		BV 127a

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CUSTOMERS AND PARTNERS	PI Target 2006/07	PI Actual 2006/07	PI Target 2007/08	PI Target 2008/09	PI Target 2009/10	BVPI
Robberies per 1,000 population	0.82	0.84	0.79	Home Office targets for three years from 2008/09 to be published early in 2007/08		BV 127b
Vehicle crimes per 1,000 population	10.4	10.4	8.81	Home Office targets for three years from 2008/09 to be published early in 2007/08		BV 128
The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people.	66%	83.33%	100%	100%	100%	BV 156
The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population.	6	1.95	6	6	6	BV 174
The percentage of racial incidents reported to the Local Authority that resulted in further action.	100%	100%	100%	100%	100%	BV 175
Actions Against Domestic Violence - the percentage of eleven questions to which a local authority can answer 'yes'.	72.7%	72%	70%	70%	70%	BV 225
Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations.	£301,500	£297,091	£310,400	£309,000	£317,000	BV 226a
Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above.	100%	100%	100%	100%	100%	BV 226b
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.	£20,800	£16,090	£19,225	£19,600	£20,000	BV 226c

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LEARNING AND INNOVATION	PI Target 2006/07	PI Actual 2006/07	PI Target 2007/08	PI Target 2008/09	PI Target 2009/10	BVPI
The percentage of interactions with the public, by type, which are capable of electronic service delivery and which are being delivered using internet protocols or other paperless methods.	100%	100%	100%	100%	100%	BV 157
			Discontinued nationally but retained as local PI			

EFFICIENCY AND EFFECTIVENESS	PI Target 2006/07	PI Actual 2006/07	PI Target 2007/08	PI Target 2008/09	PI Target 2009/10	BVPI
Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms.	100%	91.76%	95%	97%	100%	BV 8
Percentage of Council Tax collected	98.2%	97.39%	98.2%	98.2%	98.3%	BV 9
The percentage of non-domestic rates due for the financial year which were received by the authority	99.6%	99.24%	99.5%	99.5%	99.5%	BV 10
The percentage of top 5% of earners that are women.	18%	24.24%	25%	30%	30%	BV 11a
The percentage of the top 5% of Local Authority staff who are from an ethnic minority.	0%	3.03%	3%	3%	6%	BV 11b
The percentage of top 5% of earners with a disability	3%	0%	3%	3%	6%	BV 11c
The number of working days/shifts per employee lost due to sickness absence	10 Days	10.4 Days	9 Days	8.5 Days	8 Days	BV 12
The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force.	0.40%	0.32%	0.4%	0.4%	0.4%	BV 14

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EFFICIENCY AND EFFECTIVENESS	PI Target 2006/07	PI Actual 2006/07	PI Target 2007/08	PI Target 2008/09	PI Target 2009/10	BVPI
The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce.	0.4%	0.16%	0.4%	0.4%	0.4%	BV 15
The percentage of local authority employees with a disability.	4%	1.91%	4%	4%	4%	BV 16a

5. Contracts Awarded involving Transfer of Staff

No contracts were awarded during the financial 2006-2007 that involved the transfer of staff. In such instances the Council will, through its Best Value Procurement Strategy, comply with the Code of Practice on Workforce Matters in Local Authority Service Contracts.

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