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BVPI Code and short description	05/06 UDC actual	06/07 UDC actual	06/07 Top Quartile	06/07 Bottom Quartile	UDC Quartile Position	Direction of travel (05/06 - 06/07)
Finance - Effectively managing our finances and operating within budget						
BV8 Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms	95.43%	92.98%	98%	93%		
BV9 Percentage of Council Tax collected by the Authority in the year	99.03%	99.40%	98.6%	97.35%		
BV10 The percentage of non-domestic rates due for the financial year which were received by the authority	99.63%	99.60%	99.36%	98.53%		
BV66a Rent collected by the Local Authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	97.41%	97.33%	98.81%	97.53%		
BV66b The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	5.29%	6.23%	3.43%	6.26%		
BV66c Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	8.85%	13.07%	13.61%	32.65%		
BV66d Percentage of local authority tenants evicted as a result of rent arrears	0.39%	0.14%	0.17%	0.43%		
BV76a The number of housing benefit claimants in the local authority area visited, per 1,000 caseload	285.10	241.00	~	~	~	n/a
BV76b Housing Benefit Security: Number of fraud investigators employed per 1,000 caseload	0.61	0.61	~	~	~	n/a
BV76c The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the local authority per year, per 1,000 caseload	97.49	60.00	~	~	~	n/a
BV76d The number of Housing Benefit and Council Tax Benefit (HB/CTB) prosecutions and sanctions, per year, per 1,000 caseload, in the local authority area	18.39	6.66	~	~	~	n/a

BVPI Code and short description	05/06 UDC actual	06/07 UDC actual	06/07 Top Quartile	06/07 Bottom Quartile	UDC Quartile Position	Direction of travel (05/06 - 06/07)
BV78a The average processing time taken for all new Housing and Council Tax Benefit (HB/CTB) claims submitted to the local authority, for which the date of decision is within the financial year being reported	23.7 days	19.0 days	24 days	33.2 days		
BV78b The average processing time taken for all written notifications to the local authority of changes to a claimant's circumstance that require a new decision on behalf of the authority	8.4 days	6.4 days	7.1 days	13.8 days		
BV79a The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit (HB/CTB) is found to be correct	97.8%	98.60%	99.20%	97.00%		
BV79bi The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a percentage of HB deemed recoverable over-payments during that period	52.67%	80.38%	81.71%	64.63%		
BV79bii 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	21.51%	22.84%	39.02%	28.51%		
BV79biii Housing Benefit (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	2.91%	2.27%	~	~	~	n/a

Partnerships - Working to deliver effective and co-ordinated services with partners















BV74a 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	n/a	87%	84%	77%		n/a
BV74b Satisfaction of ethnic minority local authority tenants (excluding white minority tenants) with the overall service provided by their landlord	n/a	100%	86%	66%		n/a
BV74c Satisfaction of non-black and minority ethnic tenants of council housing with the overall service provided by their landlord	n/a	87%	84%	78%		n/a
BV75a Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord	n/a Page 2	70%	70%	62%		n/a



























BVPI Code and short description	05/06 UDC actual	06/07 UDC actual	06/07 Top Quartile	06/07 Bottom Quartile	UDC Quartile Position	Direction of travel (05/06 - 06/07)
BV75b 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	n/a	67%	72%	50%		n/a
BV75c 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	n/a	70%	71%	62%		n/a
BV119a The percentage of residents satisfied with the sports & leisure facilities	n/a	63%	65%	55%		n/a
BV119c The percentage of residents satisfied with museums (all)	n/a	48%	50%	26%		n/a
BV119d Percentage of residents satisfied with the authorities theatres and concert halls	n/a	28%	52%	26%		n/a
BV119e The percentage of residents satisfied with parks and open spaces (all)	n/a	75%	78%	68%		n/a
BV126 Domestic burglaries per year, per 1,000 households in the Local Authority area	6.2	5.5	5.0%	10.1%		
BV127a Violent crime per year, 1,000 population in the local authority area	6.3	5.8	11.4%	18.8%		
BV127b Robberies per year, per 1,000 population in the local authority area	0.1	0.1	0.2%	0.7%		
BV128 The number of vehicle crimes per year, per 1,000 population in the local authority area	4.6	5.0	6.2%	10.7%		
BV164 Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in 'Tackling Racial harassment: Code of Practice for Social Landlords'	Yes	Yes	~	~	~	~
BV170a The number of visits to/usages of local authority funded or part-funded museums & galleries in the per 1,000 population	382	470	928	130		
BV170b The number of those visits to local authority funded, or part-funded museums & galleries that were in person, per 1,000 population	Page 3 267	316	557	89		
















BVPI Code and short description	05/06 UDC actual	06/07 UDC actual	06/07 Top Quartile	06/07 Bottom Quartile	UDC Quartile Position	Direction of travel (05/06 - 06/07)
BV170c The number of pupils visiting museums and galleries in organised school groups	3,847	5,468	3,805	404		
BV174 The number of racial incidents reported to the local authority, and subsequently recorded, per 100,000 population	11.36	0.24	n/a	n/a	n/a	n/a
BV175 The percentage of racial incidents reported to the local authority that resulted in further action	100%	100%	100%	100%		
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	3.9 weeks	2.26 weeks	1 week	4.07 weeks		
BV184a The proportion of LA homes which were non-decent at start of financial year	5.3%	2%	10%	33%		
BV184b The percentage change in proportion of non-decent dwellings between the start and end of the financial year	54%	43.7%	32.9%	3.7%		
BV202 The number of people sleeping rough on a single night within the area of the authority	n/a	1	0	3		n/a
BV203 The percentage change in the average number of families placed in temporary accommodation	-14.61%	1.32%	-31.69%	3.38%		
BV212 Average time taken to re-let local authority housing	27 days	71 days	25	47		
BV213 Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service's, and for whom housing advice casework intervention resolved their situation	2	2	4	1		
BV214 Proportion of households accepted as statutorily homeless who we reaccepted as statutorily homeless by the same Authority within the last two years	6.25%	0%	0%	2.7%		
BV216a Number of "sites of potential concern" (within the local authority area), with respect to land contamination	109	516	~	~	~	~
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'	17.6%	4.0%	10.0%	2.0%		
BV217 Percentage of pollution control improvements to existing installations completed on time	25%	95%	100%	94%		

BVPI Code and short description	05/06 UDC actual	06/07 UDC actual	06/07 Top Quartile	06/07 Bottom Quartile	UDC Quartile Position	Direction of travel (05/06 - 06/07)
BV225 Actions Against Domestic Violence	81.8%	45.4%	~	~	~	~
BV226a Total amount spent by the local authority on Advice and Guidance services provided by external organisations	£110,610	£102,217	~	~	~	~
BV226b 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	73.47%	61.36%	~	~	~	~
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	£165,334	£160,762	~	~	~	~

Environment - Protecting and enhancing the environment





















BV63 The average standard assessment procedure (SAP) rating of local authority-owned dwellings	73	74	72	66		
BV64 The number of private sector vacant dwellings that are returned into occupation or demolished during the current financial year as a direct result of action by the local authority	0 dwellings	0 dwellings	55	4		
BV82ai Percentage of the total tonnage of household waste arisings which has been recycled	22.91%	30.15%	24.19%	16.88%		
BV82aii Total tonnage of household waste arisings which have been sent by the Authority for recycling	7,114.50 tonnes	8707.30 tonnes	10,069.95	5827.27		
BV82bi Percentage of the total tonnage of household waste arisings which have been sent for composting or for treatment by anaerobic digestion	3.40%	12.67%	17.97%	4.84%		
BV82bii The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	1090.50 tonnes	3,660.28 tonnes	7513.87	1705.08		
BV82di Percentage of household waste arisings which have been landfilled	New Indicator	57.18%	~	~	~	~
BV82dii The tonnage of household waste arisings which have been landfilled	New Indicator	16,516.14 tonnes	~	~	~	~
BV84a Number of kilograms of household waste collected per head	455.5kg	405.67kg	380.8kg	444.6kg		








BVPI Code and short description	05/06 UDC actual	06/07 UDC actual	06/07 Top Quartile	06/07 Bottom Quartile	UDC Quartile Position	Direction of travel (05/06 - 06/07)
BV84b Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	-0.52%	-10.90%	-1.87%	2.63%		
BV86 Cost of waste collection per household	£45.27	£72.22	£42.14	£55.48		
BV89 Percentage of people satisfied with the cleanliness standard in their area (streets and relevant land)	n/a	75%	74%	65%		n/a
BV90a Percentage of people expressing satisfaction with the household waste collection service overall	n/a	76%	86%	73%		n/a
BV90b Percentage of people expressing satisfaction with the provision of recycling facilities overall	n/a	71%	76%	68%		n/a
BV91a Percentage of households resident in the authority's area served by kerbside collection of recyclables	90.0%	95.3%	100%	96%		
BV91b Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	89.1%	95.3%	100%	95.2%		
BV106 Percentage of new homes built on previously developed land	61.00%	75%	91%	60%		
BV109a Percentage of major applications determined in 13 weeks	85.23%	76.47%	80.71%	66.67%		
BV109b Percentage of minor applications determined in 8 weeks	74.87%	76.32%	83.66%	70.29%		
BV109c Percentage of other applications determined in 8 weeks	87.09%	89.29%	92.57%	85.20%		
BV111 Percentage of applicants and those commenting on planning applications satisfied with the service received - Overall	n/a	62%	80%	67%		n/a
BV166a Score against a checklist of enforcement best practice for environmental health	96.7%	96.7%	100%	90%		
BV199a 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	5.0%	6.0%	6.0%	15%		
BV199b The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible	Page 6	0%	0%	4%		




BVPI Code and short description	05/06 UDC actual	06/07 UDC actual	06/07 Top Quartile	06/07 Bottom Quartile	UDC Quartile Position	Direction of travel (05/06 - 06/07)
BV199c The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible	0%	0%	0%	1%		
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'	n/a	3 (Good)	1	3		n/a
BV200a 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	~	~	~	~
BV200b Has the local planning authority met the milestones, which the current Local Development Scheme (LDS) sets out	Yes	Yes	~	~	~	~
BV200c Did the Local Planning Authority publish an annual monitoring report by December of the last year	Yes	Yes	~	~	~	~
BV204 The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	31.9%	44.80%	25.00%	36.80%		
BV205 The local authority's score against a 'quality of planning services' checklist	94.4%	100%	100%	88.9%		
BV218a Percentage of new reports of abandoned vehicles investigated within 24 hrs of notification	35.15%	57.24%	98.22%	81.03%		
BV218b Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	36.36%	43.24%	97.76%	72.57%		
BV219a Total number of conservation areas in the local authority area	34	34	~	~	~	~
BV219b Percentage of conservation areas in the local authority area with an up-to date character appraisal	0%	5.88%	35.07%	2.08%		
BV219c Percentage of conservation areas with published management proposals	0%	5.88%	15.10%	0.00%		

BVPI Code and short description	05/06 UDC actual	06/07 UDC actual	06/07 Top Quartile	06/07 Bottom Quartile	UDC Quartile Position	Direction of travel (05/06 - 06/07)
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People - Consulting and engaging with staff and customers

BV2a The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability	0	Level 1	~	~	~	~
BV2b The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	0%	58%	79%	53%		
BV3 The percentage of citizens satisfied with the overall service provided by their local authority	n/a	55%	60%	50%		n/a
BV4 The percentage of complainants satisfied with the handling of their complaint	n/a	37%	38%	32%		n/a
BV11a The percentage of top 5% of earners that are women	31.65%	17.34%	33.31%	20.39%		
BV11b The percentage of top 5% of earners from an ethnic minority	6.33%	5.78%	3.70%	0%		
BV11c Percentage of the top paid 5% of staff who have a disability	6.33%	0%	6.25%	0%		
BV12 Number of working days/shifts lost to the Local Authority due to sickness absence	10.69 days	8.39 days	8.08%	10.65%		
BV14 The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	0.68%	0.96%	0.00%	0.98%		
BV15 The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce	0.34%	0.32%	0.00%	0.39%		
BV16a The percentage of local authority employees with a disability	5.79%	4.61%	5.25%	2.39%		
BV16b The percentage of economically active disabled people in the authority area	9.31%	9.31%	n/a	n/a	n/a	n/a
BV17a The percentage of local authority employees from ethnic minority communities	1.7%	1.60%	3.10%	0.80%		
BV17b The percentage of the economically active (persons aged 18-65) population from ethnic minority communities in the local authority area	Page 8 1.8%	1.8%	~	~	~	~

BVPI Code and short description	05/06 UDC actual	06/07 UDC actual	06/07 Top Quartile	06/07 Bottom Quartile	UDC Quartile Position	Direction of travel (05/06 - 06/07)
BV80a Satisfaction with contact/access facilities at benefit office	n/a	81%	83%	76%		n/a
BV80b Satisfaction with service in benefit office	n/a	86%	85%	77%		n/a
BV80c Satisfaction with telephone service at benefit office	n/a	83%	81%	68%		n/a
BV80d Satisfaction with Staff in benefit office	n/a	86%	85%	78%		n/a
BV80e Clarity etc. of forms & leaflets	n/a	67%	65%	59%		n/a
BV80f Time taken for a decision	n/a	78%	76%	67%		n/a
BV80g Overall satisfaction with the benefits service	n/a	83%	83%	75%		n/a
BV156 The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	88.24%	88.24%	~	~	~	~

Quartile Position	
	Top
	Neither
	Bottom