

Ref	Description	2000/01 Outturn	2001/02 Outturn	2001/02 Target	2002/03 Target	2004/05 Target*	Was the target for this year 2001/02 met?
	<b>CORPORATE HEALTH</b>						
1	Has the authority established a timetable for preparing a community strategy yes/no		No				n/a
1a	Does the authority have a community strategy developed in collaboration with the local strategic partnership				Yes		
1b	By when will a full review of the community strategy be completed				31/03/04		

1c	Has the authority reported progress towards implementing the community strategy to the wider community this year?				Yes		
2	The level (if any) of the Commission for Racial Equality's standard for local government to which the authority conforms	0	0	Level 2			No
2	The level (if any) of the Equality Standard for Local Government to which the authority conforms				2	4	

5	The number of complaints to an Ombudsm an classified as 'Maladministration'	0	0	0			Yes
6	The percentage turnout for elections	30.90%	30.9%	no election	32%		
156	The percentage of authority buildings open to the public in which all public areas are suitable for & accessible to disabled people	17%	19%	31%	33.30%		No

157	The percentage of interactions with the public, by type, which are capable of electronic service delivery & which are being used using internet protocols or other paperless methods		30%	to have identified services capable of being delivered electronically	35%	100%	Yes
8	The percentage of invoices for commercial goods & services which were paid by the authority within 30 days	87.00%	86%	97.50%	>99%	>99%	No
9	Percentage of Council Tax collected	96.10%	93.40%	97.30%	97.30%	98.2%	No

10	The percentage on non domestic rates due for the financial year which were received by the authority	96.10%	98%	98.30%	98.50%	98.7%	No
11	The percentage of senior management posts filled by women	25.00%	28.60%	no target set			
11a	The percentage of top 5% of earners that are women		22.20%		25%		
11b	The percentage of top 5% of earners from black & minority ethnic communities		0.00%		3.73%		

12	The number of working days lost due to sickness absence	9.42	11.12	8.55	8.55	6.8	No
13	Voluntary leavers as a percentage of staff in post	12.80%	13.15%	9%	10.50%		No
14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	0.20%	0.18%	0%	<0.45%	<4.5%	No
15	The percentage of employees retiring early on grounds of ill health as a percentage of the total workforce	1.10%	0.91%	0.40%	0.70%	0.35%	No

16a	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition	n/a	10.49%	11.50%	11.50%		No
16b	The percentage of economically active disabled people in the authority area	13.75%	13.75%	not appropriate	not appropriate		
17a	The percentage of local authority employees from minority ethnic communities	1.60%	0.82%		1.03%		

17b	The percentage of economically active minority ethnic community population in the authority area	1.03%	1.03%	not appropriate	not appropriate		
180	The energy consumption/m <sup>2</sup> of local authority operational property, compared with comparable buildings in the UK as a whole						
	<b>HOUSING</b>						



62	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	1.51%	2.4%	2.20%	4.5%		Yes
63	The average SAP rating of local authority owned dwellings	50		54			
64	The proportion of private sector dwellings that have been vacant for more than 6 months, that are returned into occupation or demolished as a direct result of action by the local authority	15%	9%	15%			No

64	The number of private sector vacant dwellings that are returned into occupation or demolished as direct result of action by the local authority	40	18		15		
65a	The average weekly costs per local authority dwelling of management	£12.95		£12.91			
65b	The average weekly costs per local authority dwelling of repairs	£10.97		£10.40			

66a	Local authority rent collection and arrears: proportion of rent collected	98.80%	97.88%	100%	98.20%		No
66b	Local authority rent collection and arrears: rent arrears of current tenants as a proportion of the authority's rent roll	2.30%	2.81%	2.20%	2.20%		No
66c	Local authority rent collection and arrears: rent written off as not collectable as proportion of the authority's rent roll	0.40%	0.59%	0.75%	0.75%		No

67	Proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days	n/a	74.75%	100%	25.00		No
68	Average relet times for local authority dwellings let in the financial year in days	33.9	26.10	28	25		Yes
69	Percentage of rent lost through local authority dwellings becoming vacant	0.80%	0.98%	1%			Yes

71a	The number of local authority owned dwellings that receive renovation works < £5000 as a proportion of the local authority's assessment of the number of dwellings requiring this level of work	45.50%	38.8%	13%			Yes
71b	the number of local authority owned dwellings that receive renovation works > £5000 as a proportion of the local authority's assessment of the number of dwellings requiring this level of work	1.80%	1.3%	2%			No

72	Percentage of urgent repairs completed within Government time limits	92.10%	91.90%	93%	94%		No
73	The average time taken to complete non urgent responsive repairs in days	11.15	10.60	10.5	10.50		No
74a	Satisfaction of all tenants of council housing with the overall service provided by their landlord	89.80%	86.85%		90.00%		
74x	Year of last survey for BVPI 74		2001/2				

74b	Satisfaction of black & minority tenants of council housing with the overall service provided by their landlord		85%		90%		
74c	Satisfaction of non-black & minority tenants of council housing with the overall service provided by their landlord		85.99%		90%		

75	Satisfaction of tenants of council housing with opportunities for participation in management & decision making in relation to housing services provided by their landlord	70.20%	68.83%				
75x	Year of last survey for BVPI 75		2001/2				
164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing	No	No	Yes			No
164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards				Yes		



183a	The average length of stay in bed & breakfast accommodation of households which include dependent children or a pregnant woman & which are unintentionally homeless & in priority need, in weeks				4		
183b	The average length of stay in hostel accommodation of households which include dependent children or a pregnant woman & which are unintentionally homeless & in priority need, in weeks				12		

184a	The proportion of local authority homes which were non-decent at 1 April 2002						
184b	The percentage change in proportion of non-decent local authority homes between 1 April 2002 and 1 April 2003						
185	Percentage of responsive (but not emergency) repairs during 2002/2003, for which the authority both made & kept an appointment				95%		
	<b>BENEFITS</b>						

76	Security: whether the authority has a written & proactive strategy for combating fraud & error	Yes	Yes	Yes	Yes		Yes
77	The average cost of handling a HB or CTB claim, taking into account differences in the types of claim received	£58.13		£112			
78a	Average time for processing new claims in days	42.43	53.57	33	32	36	No
78b	Average time for processing notifications of changes of circumstance in days	28.25	20.47	20	20	9	No

78c	Percentage of renewal claims processed on time	93.40%	61.64%	100%	100%	83%	No
79a	Percentage of cases for which the calculation of benefit due was correct on the basis of the information available	98.20%	96.40%	99.60%	99.80%		No
79b	The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	82.10%		67%			
	<b>ENVIRO NMENT</b>						

82a	Percentage of total tonnage of household waste arisings which have been recycled	7.10%	7.18%	10%	8.5%	16%	No
82b	Percentage of total tonnage of household waste arisings which have been sent for composting	0	0	0	0		
84	Number of KGs of household waste collected per head	343.6	330.8	270	325		Yes
85	The cost per km <sup>2</sup> of keeping relevant land & relevant highways for which the authority is responsible clear of litter & waste	£26,358		£26,000			

86	Cost of waste collection per household	£18.14		£19.64			
88	Number of collections missed per 100,000 collections of household waste	87.2	76	67	70		No
91	Percentage of population which are served by a kerbside collection of recyclables or within 1km radius of a recycling centre	85.90%	98.81%	90%			Yes
91	Percentage of population served by a kerbside collection of recyclables		22.6%		22.6%		
	<b>PLANNING</b>						

106	Percentage of new homes built on previously developed land	100%	96.70%	100%	95%		No
107	Planning cost per head of population	£7.45		£6.33			
108	The number of advertised departures from the statutory plan approved by the authority as a percentage of total permissions granted	0.20%	0.18%	0			No
109	Percentage of applications determined within 8 weeks	75.50%	76%	80%	81%		No
109a	Percentage of major applications determined within 13 weeks		32%		40%		

109b	Percentage of minor planning applications determined within 8 weeks		70%		70%		
109c	Percentage of other applications determined within 8 weeks		83%		83%		
109i	Average time taken to determine household er applications in weeks	7.5	7.2	7.3			Yes
109ii	Average time taken to determine major applications in weeks	16	32	14			No
109iii	Average time taken to determine minor applications in weeks	7.8	8.7	7.6			No



110	Average time taken to determine all applications in weeks	8	9	7.6			No
179	The percentage of standard searches carried out in 10 working days	100%	100%	100%	100%		Yes
112	Score against a checklist of planning best practice	60%	50%	70%			No
188	The number of decisions delegated to officers as a percentage of all decisions		69%		70%		

	<b>ENVIRONMENTAL HEALTH □ &amp; TRADING STANDARDS</b>						
166A	Score against a checklist of enforcement best practice for environmental health		8.125	8	9		Yes
	<b>CULTURE</b>						
113/170c	The number of pupils visiting museums & galleries in organised school groups	4319	3205	2050	3641		Yes
114	Adoption by the authority of a local cultural strategy	Yes		Yes			

114	Local Cultural Strategy: Score against a checklist of the guidance in 'Creating Opportunity' guidance				100%		
116	Spending per head of population on cultural & recreational facilities & activities	£43.62		£27.20			
169a	The number of museums operated by the authority	2	2	2			Yes
169b	The percentage of museums operated by the authority which are registered under the museums registration scheme	2	100%	100%			Yes

170a	The number of visits to/usages of museums per 1000 population	478	472.20	580	542.97		No
170b	The number of visits that were in person per 1000 population	465	421.20	540	526.61		No
	<b>COMMUNITY SAFETY</b>						
126	Domestic burglaries per 1000 households	15.6	14.80	15.55	14.50		Yes
127	Violent Crimes per 1000 population				Unable to set targets due to lack of data		
127a	Violent offences committed by a stranger per 1000 population						

127b	Violent offences committed in a public place per 1000 population						
127c	Violent offences committed in connection with licensed premises per 1000 population						
127d	Violent offences committed under the influence per 1000 population						
128	Vehicle crimes per 1000 population	20.1	19	16.83	17.90		No
173	Has the authority established a corporate strategy to reduce crime & disorder in the area		Yes	Yes			Yes

174	The number of racial incidents recorded by the authority per 100,000 population		not recorded	1	not appropriate		
175	The percentage of racial incidents that resulted in further action		n/a	0.00%	100%		
176	The number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority		0.86	0.88	0.84		No
	<b>COMMUNITY LEGAL SERVICE</b>						

177	Is the authority part of a Community Legal Service Partnership?		Yes	No	Yes		Yes
177	Percentage of authority expenditure on legal & advice services which is spent on services that have been awarded the Quality Mark & meet a priority legal need identified in the Community Legal Service Partnership strategic plan				100%		

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