

# SEDGEFIELD BOROUGH COUNCIL CORPORATE PLAN

## PERFORMANCE INDICATORS



**2004/2007**

**October 2004**

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Quality Services For Local People  
“Working towards a more healthy, prosperous and attractive Borough with strong communities”

## **PERFORMANCE INDICATORS**

This document supports the Council's Corporate Plan.

It contains tables of national Best Value Performance Indicators (BVPIs) and Local Performance Indicators (LPIs) and associated targets that the Council uses to measure its progress against Corporate Ambitions, Community Outcomes and Corporate Values.

Tables also include statutory BVPIs that the Council is required to monitor and report.

Progress against these indicators is monitored on a quarterly basis by Strategic Working Groups. It is also reported annually to Full Council for information and to the Audit Commission for external validation.

## A Healthy Borough

A place where people can live healthy, active and fulfilling lives as part of vibrant and strong communities

| PI Ref      | 03/04 Target | 03/04 Outturn | Achieved | 03/04 Top Quartile | Performance Indicator   | Future Targets                            |        |        |
|-------------|--------------|---------------|----------|--------------------|---|---|--------|--------|
|             |              |               |          |                    |   | 04/05                                     | 05/06  | 06/07  |
| BVPI 084    | 400kg        | 404kg         | ✓        | Not Available      | Kilograms of household waste collected per head   | 412Kg                                     | 420kg  | 428kg  |
| BVPI 086    | £30.89       | £30.89        | ✓        | Not Available      | Cost of waste collection per household  | £35.58                                    | £37.36 | £39.23 |
| BVPI 090[a] | 95%          | 92%           | ✗        | Not Available      | Percentage of people expressing satisfaction with household waste collection                      | Statutory survey undertaken every 3 years |        | 95%    |
| BVPI 119[a] | 70%          | 58.3%         | ✗        | Not Available      | Percentage of people satisfied with sport and leisure facilities                                  | Statutory survey undertaken every 3 years |        | 70%    |
| BVPI 119[c] | 70%          | 27%           | ✗        | Not Available      | Percentage of all people satisfied with museum/galleries  | Statutory survey undertaken every 3 years |        | 70%    |
| BVPI 119[e] | 70%          | 69%           | ✗        | Not Available      | Percentage of all people satisfied with parks and open spaces                                     | Statutory survey undertaken every 3 years |        | 70%    |
| BVPI 166    | 70%          | 70%           | ✓        | Not Available      | Score against a checklist of enforcement best practice for Environmental Health trading standards | 70%                                       | 70%    | 80%    |

SBC Corporate Plan 2004/2007 - Performance Indicators

| PI Ref      | 03/04 Target          | 03/04 Outturn         | Achieved | 03/04 Top Quartile | Performance Indicator   | Future Targets |       |       |
|-------------|-----------------------|-----------------------|----------|--------------------|---|----------------|-------|-------|
|             |                       |                       |          |                    |   | 04/05          | 05/06 | 06/07 |
| BVPI 170[a] | 241                   | 162                   | ✘        | Not Available      | Number of visits / usages to museums per 1,000 population   | 287            | 600   | 600   |
| BVPI 170[b] | 127                   | 119                   | ✘        | Not Available      | Number of visits in person per 1,000 population – museum  | 287            | 600   | 600   |
| BVPI 170[c] | 1,500                 | 1,722                 | ✔        | Not Available      | Number of pupils visiting museums in organised school groups  | 3,750          | 4,000 | 4,500 |
| BVPI 176    | 0.25                  | 0.033                 | ✘        | Not Available      | Number of domestic violence refuge places per 10,000 population provided / supported by the authority | 0.025          | 0.025 | 0.025 |
| LPI H1      | -                     | To be calculated      | -        | N/A                | Percentage of GP Referral graduates making a significant lifestyle change                             | 80%            | 80%   | 80%   |
| LPI H2      | 100%                  | 100%                  | ✔        | N/A                | Percentage of playgrounds covered by NPFA standards   | 100%           | 100%  | 100%  |
| LPI H3      | Not Measured (New PI) | Not Measured (New PI) | N/A      | N/A                | Percentage of population participating in 30 minutes of moderate exercise 5 time per week             | 28%            | 29%   | 30%   |
| LPI H4      | 100%                  | 100%                  | ✔        | N/A                | Percentage of high risk food premises inspections that should and were carried out                    | 100%           | 100%  | 100%  |
| LPI H5      | 80%                   | 86%                   | ✔        | N/A                | Pest Control- Percentage of pest control complaints responded to within 3 days                        | 86%            | 88%   | 90%   |

SBC Corporate Plan 2004/2007 - Performance Indicators

| PI Ref  | 03/04 Target          | 03/04 Outturn         | Achieved | 03/04 Top Quartile | Performance Indicator   | Future Targets |           |           |
|---------|-----------------------|-----------------------|----------|--------------------|---|----------------|-----------|-----------|
|         |                       |                       |          |                    |   | 04/05          | 05/06     | 06/07     |
| LPI H6  | 90%                   | 87%                   | ✘        | N/A                | General PH - Percentage of general public health complaints responded to within 3 days        | 90%            | 91%       | 92%       |
| LPI H7  | 100%                  | 100%                  | ✓        | N/A                | Air Pollution- the number of authorised premises inspected within the year                    | 100%           | 100%      | 100%      |
| LPI H8  | -                     | To be calculated      | -        | N/A                | Percentage of clients satisfied with HIA service  | TBE            | TBE       | TBE       |
| LPI H9  | 27                    | 26                    | ✘        | N/A                | Number of summer holiday play schemes   | 27             | 27        | 27        |
| LPI H10 | -                     | To be calculated      | -        | N/A                | Number of Children and young People attending summer holiday play schemes                     | 24,000         | 26,000    | 28,000    |
| LPI H11 | 934,600               | 908,715               | ✘        | N/A                | Number of visits to SBC facilities  | 1,081,000      | 1,100,000 | 1,120,000 |
| LPI H12 | 330                   | 332                   | ✓        | N/A                | Number of sports people using leisure centres achieving County/National/International Honours | 340            | 360       | 380       |
| LPI H13 | Not Measured (New PI) | Not Measured (New PI) | N/A      | N/A                | Value of tourism industry within Sedgefield Borough   | TBE            | TBE       | TBE       |

## A Prosperous Borough

A place where high quality businesses can prosper and local people have the confidence and skills to access the jobs that are on offer

| PI Ref      | 03/04 Target | 03/04 Outturn    | Achieved | 03/04 Top Quartile | Performance Indicator  | Future Targets |       |       |
|-------------|--------------|------------------|----------|--------------------|--|----------------|-------|-------|
|             |              |                  |          |                    |  | 04/05          | 05/06 | 06/07 |
| BVPI 109[a] | 60%          | 64.7%            | ✓        | Not Available      | Percentage of major Commercial and Industrial applications decided within 13 weeks | 60%            | 65%   | 70%   |
| BVPI 109[b] | 70%          | 51%              | ✗        | Not Available      | Percentage of minor Commercial and Industrial applications decided within 8 weeks  | 70%            | 70%   | 70%   |
| LPI P1      | -            | To be calculated | -        | N/A                | Number of residents receiving new start training and counselling                   | 320            | TBE   | TBE   |
| LPI P2      | -            | To be calculated | -        | N/A                | Number of new businesses created   | 60             | TBE   | TBE   |
| LPI P3      | -            | To be calculated | -        | N/A                | Customer satisfaction rating   | 90%            | TBE   | TBE   |
| LPI P4      | -            | To be calculated | -        | N/A                | Number of companies advised on business development                                | 500            | 500   | 500   |

SBC Corporate Plan 2004/2007 - Performance Indicators

| PI Ref  | 03/04 Target | 03/04 Outturn    | Achieved | 03/04 Top Quartile | Performance Indicator   | Future Targets |       |       |
|---------|--------------|------------------|----------|--------------------|---|----------------|-------|-------|
|         |              |                  |          |                    |   | 04/05          | 05/06 | 06/07 |
| LPI P5  | -            | To be calculated | -        | N/A                | Number of companies receiving financial assistance                              | 30             | 35    | 40    |
| LPI P6  | -            | To be calculated | -        | N/A                | Number of jobs created or safeguarded   | 177            | 200   | 220   |
| LPI P7  | -            | To be calculated | -        | N/A                | Number of inward investment enquiries handled                                   | 44             | 50    | 55    |
| LPI P8  | -            | To be calculated | -        | N/A                | Customer Satisfaction rate  | 90%            | 90%   | 90%   |
| LPI P9  | -            | To be calculated | -        | N/A                | Percentage of Borough Council owned factories occupied                          | 77%            | 77%   | 77%   |
| LPI P10 | -            | To be calculated | -        | N/A                | Area of industrial land remediated  | 5ha            | 7ha   | 9ha   |
| LPI P11 | -            | To be calculated | -        | N/A                | Number of new SureStart services created  | 2              | 3     | 4     |
| LPI P12 | -            | To be calculated | -        | N/A                | Number of Employment Fairs delivered in SureStart Areas                         | 1              | 2     | 2     |
| LPI P13 | -            | To be calculated | -        | N/A                | Number of Drop In sessions arranged with Employment Services in SureStart Areas | 70             | 70    | 70    |

SBC Corporate Plan 2004/2007 - Performance Indicators

| PI Ref  | 03/04 Target | 03/04 Outturn    | Achieved | 03/04 Top Quartile | Performance Indicator   | Future Targets |       |       |
|---------|--------------|------------------|----------|--------------------|---|----------------|-------|-------|
|         |              |                  |          |                    |   | 04/05          | 05/06 | 06/07 |
| LPI P14 | -            | To be calculated | -        | N/A                | Number of parents benefiting from progression plans developed (SureStart Areas)                     | N/A            | 20    | 50    |
| LPI P15 | 3,725        | 3,611            | ✘        | N/A                | Number of people obtaining qualifications via SRB 1 and 2   | TBE            | TBE   | TBE   |
| LPI P16 | 8,905        | 9,456            | ✓        | N/A                | Number of training weeks delivered through SRB Programmes   | TBE            | TBE   | TBE   |
| LPI P17 | 50%          | 50%              | ✓        | N/A                | Percentage of unemployed adults undertaking training and gaining employment                         | 50%            | 55%   | 60%   |
| LPI P18 | -            | To be calculated | -        | N/A                | Official Adult Learning Inspectorate Rating   | TBE            | TBE   | TBE   |
| LPI P19 | 55%          | 62%              | ✓        | N/A                | Percentage of school leavers undertaking training with the Council and achieving a positive outcome | 55%            | 60%   | 65%   |
| LPI P20 | -            | To be calculated | -        | N/A                | Percentage of learners achieving full framework   | 50%            | 55%   | 60%   |



## An Attractive Borough

“A place where the natural and built environment is valued, conserved and enhanced”

| PI Ref      | 03/04 Target | 03/04 Outturn | Achieved | 03/04 Top Quartile | Performance Indicator  | Future Targets                            |       |       |
|-------------|--------------|---------------|----------|--------------------|--|---|-------|-------|
|             |              |               |          |                    |  | 04/05                                     | 05/06 | 06/07 |
| BVPI 082    | 10.7%        | 12.00%        | ✓        | Not Available      | Percentage of the total tonnage of household waste arisings that have been recycled and / or composted | 14%                                       | 18%   | 18%   |
| BVPI 082[a] | 10%          | 11.06%        | ✓        | Not Available      | Percentage of the total tonnage of household waste arisings that have been recycled                    | 12%                                       | 15%   | 15%   |
| BVPI 082[b] | 0.7%         | 0.94%         | ✓        | Not Available      | Percentage of the total tonnage of household waste arisings that have been composted                   | 2%  | 3%    | 3%    |
| BVPI 089    | 63%          | 65%           | ✓        | Not Available      | Percentage of people satisfied with highways cleanliness standards                                     | Statutory survey undertaken every 3 years |       | 67%   |
| BVPI 090[b] | 60%          | 73%           | ✓        | Not Available      | Percentage of people expressing satisfaction with recycling facilities                                 | Statutory survey undertaken every 3 years |       | 75%   |
| BVPI 091    | 100%         | 100%          | ✓        | Not Available      | Percentage of population served by kerbside collection of recyclables                                  | 100%                                      | 100%  | 100%  |
| BVPI 106    | 29%          | 56.9%         | ✓        | Not Available      | Percentage of new homes built on previously developed land   | 31%                                       | 33%   | 33%   |

SBC Corporate Plan 2004/2007 - Performance Indicators

| PI Ref      | 03/04 Target               | 03/04 Outturn | Achieved | 03/04 Top Quartile | Performance Indicator   | Future Targets                            |   |       |
|-------------|----------------------------|---------------|----------|--------------------|---|---|---|-------|
|             |                            |               |          |                    |   | 04/05                                     | 05/06                                     | 06/07 |
| BVPI 107    | £8.77                      | £7.50         | ✓        | Not Available      | Gross costs per head of population – planning   | £8.62                                     | £9.06                                     | £9.50 |
| BVPI 109[c] | 80%                        | 66%           | ✗        | Not Available      | Percentage of all other planning applications decided within 8 weeks  | 80%                                       | 85%                                       | 85%   |
| BVPI 111    | 90%                        | 80%           | ✗        | Not Available      | Percentage of applicants / commentators satisfied with the service received   | Statutory survey undertaken every 3 years |   | 90%   |
| BVPI 179    | 85%                        | 96%           | ✓        | Not Available      | Percentage of searches carried out in ten working days  | 95%                                       | 95%                                       | 95%   |
| BVPI 188    | 85%                        | 84%           | ✗        | Not Available      | The percentage of decisions delegated to officers as a proportion of all decisions  | 90%                                       | 90%                                       | 90%   |
| BVPI 199    | Baseline to be established | Not Measured  | -        | N/A                | Percentage of relevant land and highways assessed as having combined deposits of litter and detritus across 4 categories of cleanliness                                     | TBE                                       | To be developed once baseline established |       |
| BVPI 200[a] | No                         | No            | -        | N/A                | Does the Council have a development plan that has been adopted in the last 5 years and that has not expired?  | Yes                                       | Yes                                       | Yes   |
| BVPI 200[b] | Yes                        | No            | -        | N/A                | If 'no', are there proposals on deposit for an alteration or replacement, with a published timetable for adopting those alterations or the replacement plan within 3 years? | N/A                                       | N/A                                       | N/A   |

SBC Corporate Plan 2004/2007 - Performance Indicators

| PI Ref | 03/04 Target          | 03/04 Outturn         | Achieved | 03/04 Top Quartile | Performance Indicator  | Future Targets |       |       |
|--------|-----------------------|-----------------------|----------|--------------------|--|----------------|-------|-------|
|        |                       |                       |          |                    |  | 04/05          | 05/06 | 06/07 |
| LPI A1 | 9%                    | 10%                   | ✘        | N/A                | % of pavements inspected containing dog fouling<br>10% 2003/04   | 8%             | <8%   | <Yr2  |
| LPI A2 | 1.5                   | 1.4                   | ✓        | N/A                | Number of complaints received per 100,000 head of population   | <2             | <2    | <2    |
| LPI A3 | Not Measured (New PI) | Not Measured (New PI) | N/A      | N/A                | Percentage of Primary schools taking part in preventative activities around street cleansing and waste recycling | 50%            | 100%  | -     |

## A Borough with Strong Communities

A place where people can access the housing they want in attractive and safe neighbourhoods

| PI Ref      | 03/04 Target | 03/04 Outturn | Achieved | 03/04 Top Quartile | Performance Indicator  | Future Targets |       |       |
|-------------|--------------|---------------|----------|--------------------|--|----------------|-------|-------|
|             |              |               |          |                    |  | 04/05          | 05/06 | 06/07 |
| BVPI 062    | 6.0%         | 8.25%         | ✓        | Not Available      | Proportion of unfit private dwellings made fit or demolished as a direct result of LA action                   | 7.0%           | 7.0%  | 7.5%  |
| BVPI 063    | 59           | 65            | ✓        | Not Available      | Energy efficiency: The average Standard Assessment Procedure rating of LA owned dwellings                      | 65             | 66    | 67    |
| BVPI 064    | 22           | 25            | ✓        | Not Available      | Proportion of private sector stock empty properties brought back into use as a percentage of all private stock | 22             | 22    | 22    |
| BVPI 074[a] | 84%          | 83%           | ✗        | Not Available      | Tenant satisfaction with the overall Housing Service   | 84%            | 85%   | 86%   |
| BVPI 074[b] | 84%          | N/A           | -        | Not Available      | Tenant satisfaction with the overall Housing Service [black and minority ethnic tenants]                       | 84%            | 85%   | 86%   |
| BVPI 074[c] | 84%          | 83%           | ✗        | Not Available      | Tenant satisfaction with the overall Housing Service [non-black and minority ethnic tenants]                   | 84%            | 85%   | 86%   |

SBC Corporate Plan 2004/2007 - Performance Indicators

| PI Ref      | 03/04 Target | 03/04 Outturn | Achieved | 03/04 Top Quartile | Performance Indicator  | Future Targets |         |         |
|-------------|--------------|---------------|----------|--------------------|--|----------------|---------|---------|
|             |              |               |          |                    |  | 04/05          | 05/06   | 06/07   |
| BVPI 075[a] | 68%          | 64%           | ✘        | Not Available      | Tenant satisfaction with arrangements for participation in landlord housing services   | 68%            | 69%     | 70%     |
| BVPI 075[b] | 68%          | N/A           | -        | Not Available      | Tenant satisfaction with arrangements for participation in landlord housing services [black and minority ethnic tenants]     | 68%            | 69%     | 70%     |
| BVPI 075[c] | 68%          | 64%           | ✘        | Not Available      | Tenant satisfaction with arrangements for participation in landlord housing services [non-black and minority ethnic tenants] | 68%            | 69%     | 70%     |
| BVPI 076[a] | 22           | 635           | ✔        | Not Available      | Number of claimants visited per 1,000 caseload   | 500            | 500     | 500     |
| BVPI 076[b] | 0.37         | 0.27          | ✘        | Not Available      | Number of fraud investigators per 1,000 caseload   | 0.27           | 0.27    | 0.27    |
| BVPI 076[c] | 47           | 45.94         | ✘        | Not Available      | Number of fraud investigations per 1,000 caseload  | 50             | 50      | 50      |
| BVPI 076[d] | 0.75         | 1.83          | ✔        | Not Available      | Number of prosecutions and sanctions per 1,000 caseload  | 2.0            | 2.0     | 2.0     |
| BVPI 078[a] | 39 days      | 41 days       | ✘        | Not Available      | Speed of processing [average time for all new claims]  | 36 days        | 34 days | 32 days |
| BVPI 078[b] | 9 days       | 6 days        | ✔        | Not Available      | Speed of processing [average time for a change]  | 6 days         | 6 days  | 6 days  |

SBC Corporate Plan 2004/2007 - Performance Indicators

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|-------------|--------------|---------------|----------|--------------------|---|---|-------|-------|
|             |              |               |          |                    |   | 04/05                                     | 05/06 | 06/07 |
| BVPI 078[c] | 65%          | 59%           | ✘        | Not Available      | Speed of processing [percentage of renewals on time]  | Deleted – Audit Commission                |       |       |
| BVPI 079[a] | 99%          | 99%           | ✔        | Not Available      | Accuracy of processing [percentage of cases calculating correct benefit due]                              | 99%                                       | 99%   | 99%   |
| BVPI 079[b] | 48%          | 38.9%         | ✘        | Not Available      | Accuracy of processing [percentage of recoverable overpayments [excluding Council Tax] recovered in year] | 40%                                       | 42%   | 45%   |
| BVPI 080[a] | 80%          | 78%           | ✘        | Not Available      | Percentage of all claimants satisfied with the facilities to get in touch with the Benefits Office        | Statutory survey undertaken every 3 years |       | 80%   |
| BVPI 080[b] | 90%          | 86%           | ✘        | Not Available      | Percentage of all claimants satisfied with the service in the actual Benefits Office                      | Statutory survey undertaken every 3 years |       | 90%   |
| BVPI 080[c] | 75%          | 70%           | ✘        | Not Available      | Percentage of all claimants satisfied with the telephone service  | Statutory survey undertaken every 3 years |       | 75%   |
| BVPI 080[d] | 85%          | 80%           | ✘        | Not Available      | Percentage of all claimants satisfied with the staff in the actual Benefits Office                        | Statutory survey undertaken every 3 years |       | 85%   |
| BVPI 080[e] | 70%          | 67%           | ✘        | Not Available      | Percentage of all claimants satisfied with the clarity of application forms, benefits letters etc.        | Statutory survey undertaken every 3 years |       | 70%   |
| BVPI 080[f] | 60%          | 65%           | ✔        | Not Available      | Percentage of all claimants satisfied with the amount of time taken to determine their claim.             | Statutory survey undertaken every 3 years |       | 60%   |

SBC Corporate Plan 2004/2007 - Performance Indicators

| PI Ref      | 03/04 Target | 03/04 Outturn | Achieved | 03/04 Top Quartile | Performance Indicator  | Future Targets                                      |       |       |
|-------------|--------------|---------------|----------|--------------------|--|---|-------|-------|
|             |              |               |          |                    |  | 04/05   | 05/06 | 06/07 |
| BVPI 080[g] | 75%          | 77%           | ✓        | Not Available      | Overall satisfaction with the Benefits service                                       | Statutory survey undertaken every 3 years           |       | 75%   |
| BVPI 126[a] | 10.5         | 9.4           | ✗        | Not Available      | Number of domestic burglaries per 1,000 households                                   | 10.0  | 10.0  | 9.5   |
| BVPI 126[b] | 14%          | 26%           | ✓        | Not Available      | Percentage of domestic burglaries per 1,000 households detected                      | 15%   | 15%   | 15%   |
| BVPI 127[a] | N/A          | N/A           | -        | Not Available      | Violent offences committed by a stranger per 1,000 population                        | Durham constabulary not able to provide this figure |       |       |
| BVPI 127[b] | N/A          | N/A           | -        | Not Available      | Violent offences committed in a public place per 1,000 population                    | Durham constabulary not able to provide this figure |       |       |
| BVPI 127[c] | N/A          | N/A           | -        | Not Available      | Violent offences committed in connection with licensed premises per 1,000 population | Durham constabulary not able to provide this figure |       |       |
| BVPI 127[d] | N/A          | N/A           | -        | Not Available      | Violent offences committed under the influence per 1,000 population                  | Durham constabulary not able to provide this figure |       |       |
| BVPI 128[a] | 12           | 20.2          | ✗        | Not Available      | Number of vehicle crimes per 1,000 population  | 18  | 18    | 16    |
| BVPI 128[b] | 8%           | 12.5%         | ✓        | Not Available      | Percentage of vehicle crimes per 1,000 population detected                           | 10%   | 10%   | 10%   |

SBC Corporate Plan 2004/2007 - Performance Indicators

| PI Ref      | 03/04 Target | 03/04 Outturn | Achieved | 03/04 Top Quartile | Performance Indicator  | Future Targets |         |         |
|-------------|--------------|---------------|----------|--------------------|--|----------------|---------|---------|
|             |              |               |          |                    |  | 04/05          | 05/06   | 06/07   |
| BVPI 156    | 77%          | 26%           | ✘        | Not Available      | Percentage of buildings accessible and suitable for disabled people  | 100%           | 100%    | 100%    |
| BVPI 164    | Yes          | Yes           | ✔        | Not Available      | Does the Authority follow the Racial Equality Code of Practice in Rented Housing?  | Yes            | Yes     | Yes     |
| BVPI 174    | 24           | 48.7          | ✘        | Not Available      | Number of racial incidents per 100,000 Population  | 30             | 30      | 30      |
| BVPI 175    | 100%         | 100%          | ✔        | Not Available      | Percentage of racial incidents recorded by the council subject to subsequent action  | 100%           | 100%    | 100%    |
| BVPI 183[a] | 3 weeks      | 0 weeks       | ✔        | Not Available      | Average length of stay [weeks] in bed and breakfast accommodation of households including dependent children or a pregnant woman that are unintentionally homeless or in priority need | 0 weeks        | 0 weeks | 0 weeks |
| BVPI 183[b] | 7 weeks      | 0 weeks       | ✔        | Not Available      | Average length of stay [weeks] in hostel accommodation of households including dependent children or a pregnant woman that are unintentionally homeless or in priority need            | 0 weeks        | 0 weeks | 0 weeks |
| BVPI 184[a] | 48%          | 48.1%         | ✘        | Not Available      | Percentage of Council housing which did not comply with the decency standards at 1 <sup>st</sup> April 2002  | 32%            | 25%     | 20%     |
| BVPI 184[b] | 23%          | 29.7%         | ✔        | Not Available      | Percentage change in the proportion of non-decent houses in year   | -8.5%          | -11%    | -3%     |



SBC Corporate Plan 2004/2007 - Performance Indicators

| PI Ref   | 03/04 Target          | 03/04 Outturn         | Achieved | 03/04 Top Quartile | Performance Indicator   | Future Targets |   |       |
|----------|-----------------------|-----------------------|----------|--------------------|---|----------------|---|-------|
|          |                       |                       |          |                    |   | 04/05          | 05/06                                     | 06/07 |
| BVPI 185 | 60%                   | 73%                   | ✓        | Not Available      | Percentage of responsive [but not emergency] repairs for which an appointment was made and kept by the authority  | 80%            | 85%                                       | 87%   |
| BVPI 202 | New PI 04/05          | New PI 04/05          | -        | N/A                | Number of people sleeping rough on a single night within the area of the authority.   | Less than 10   | To be developed once baseline established |       |
| BVPI 203 | New PI 04/05          | New PI 04/05          | -        | N/A                | Percentage change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year. | TBE            | TBE                                       | TBE   |
| LPI S1   | Not Measured (New PI) | Not Measured (New PI) | N/A      | N/A                | Percentage of eligible workforce trained to multi skilled level   | 100%           | -   | -     |
| LPI S2   | 97%                   | 95%                   | ✘        | N/A                | Percentage of urgent repairs completed within government time limits  | 98%            | 98%                                       | 98%   |
| LPI S3   | Proposed PI 05/06     | Proposed PI 05/06     | -        | N/A                | Void property re-let time (Proposed as a new BVPI for 2005/06)  | TBE            | TBE                                       | TBE   |
| LPI S4   | -                     | To be calculated      | -        | N/A                | Percentage of incidents of racial harassment responded to on the same day   | 100%           | 100%                                      | 100%  |
| LPI S5   | -                     | To be calculated      | -        | N/A                | Percentage of incidents of Extreme Anti-Social Behaviour responded to within 1 working day  | 100%           | 100%                                      | 100%  |

SBC Corporate Plan 2004/2007 - Performance Indicators

| PI Ref | 03/04 Target          | 03/04 Outturn         | Achieved | 03/04 Top Quartile | Performance Indicator  | Future Targets |       |       |
|--------|-----------------------|-----------------------|----------|--------------------|--|----------------|-------|-------|
|        |                       |                       |          |                    |  | 04/05          | 05/06 | 06/07 |
| LPI S6 | -                     | To be calculated      | -        | N/A                | Percentage of incidents of serious anti-social behaviour responded to within 3 working days              | 95%            | 100%  | 100%  |
| LPI S7 | Not Measured (New PI) | Not Measured (New PI) | N/A      | N/A                | Percentage of primary schools taking part in preventative activities around fear of crime in the elderly | -              | 50%   | 100%  |
| LPI S8 | Not Measured (New PI) | Not Measured (New PI) | N/A      | N/A                | Percentage of primary schools taking part in domestic violence awareness raising                         | 50%            | 75%   | 100%  |
| LPI S9 | Not Measured (New PI) | Not Measured (New PI) | N/A      | N/A                | Percentage of Member's training needs addressed  | -              | 80%   | 100%  |

## Corporate Values

Values that underpin service provision across the whole Council and which provide direction and guidance to officers and elected members, ensuring a framework of high standards of accountability

| PI Ref      | 03/04 Target | 03/04 Outturn | Achieved | 03/04 Top Quartile | Performance Indicator  | Future Targets |            |            |
|-------------|--------------|---------------|----------|--------------------|--|----------------|------------|------------|
|             |              |               |          |                    |  | 04/05          | 05/06      | 06/07      |
| BVPI 001[a] | Yes          | No            | ✘        | Not Available      | Does the Local Authority have a Community Strategy?  | Yes            | N/A        | N/A        |
| BVPI 001[b] | March 2007   | N/A           | -        | Not Available      | By when will a full review of the Community Strategy be completed?                                     | March 2007     | March 2007 | March 2007 |
| BVPI 001[c] | No           | No            | -        | Not Available      | Has progress been reported to the wider community?   | October 2004   | N/A        | N/A        |
| BVPI 001[d] | N/A          | N/A           | -        | Not Available      | When will Community Strategy be in place?  | October 2004   | N/A        | N/A        |
| BVPI 002[a] | 2            | 1             | ✘        | Not Available      | The level [if any] of the Equality Standard for Local Government to which the local authority conforms | 2              | 3          | 4          |
| BVPI 002[b] | 35%          | 26.3%         | ✘        | Not Available      | Score against checklist on the duty to promote race equality   | 35%            | 40%        | 50%        |

SBC Corporate Plan 2004/2007 - Performance Indicators

| PI Ref      | 03/04 Target | 03/04 Outturn | Achieved | 03/04 Top Quartile | Performance Indicator   | Future Targets                            |           |           |
|-------------|--------------|---------------|----------|--------------------|---|---|-----------|-----------|
|             |              |               |          |                    |   | 04/05                                     | 05/06     | 06/07     |
| BVPI 003    | 75%          | 60%           | ✘        | Not Available      | Percentage of citizens satisfied with the overall service provided by the authority | Statutory survey undertaken every 3 years |           | 75%       |
| BVPI 004    | 45%          | 36%           | ✘        | Not Available      | Percentage of those making complaints satisfied with the handling of the complaint  | Statutory survey undertaken every 3 years |           | 45%       |
| BVPI 008    | 100%         | 95.7%         | ✘        | Not Available      | Percentage of invoices paid in 30 days  | 100%                                      | 100%      | 100%      |
| BVPI 009    | 95.1%        | 94.9%         | ✘        | Not Available      | Proportion of Council Tax collected in year   | 95.1%                                     | 95.2%     | 95.3%     |
| BVPI 010    | 98.5%        | 99.1%         | ✔        | Not Available      | Proportion of Business Rates collected in year                                      | 99.1%                                     | 99.1%     | 99.1%     |
| BVPI 011[a] | 15%          | 10%           | ✘        | Not Available      | Percentage of top 5% earners who are women  | 12%                                       | 14%       | 16%       |
| BVPI 011[b] | 2.6%         | 2%            | ✘        | Not Available      | Percentage of top 5% earners who are from black and ethnic minority communities     | 2.2%                                      | 2.4%      | 2.6%      |
| BVPI 012    | 11.5 days    | 13.9 days     | ✘        | Not Available      | Number of working days lost to sickness absence per full time equivalent            | 11.5 days                                 | 11.0 days | 10.0 days |
| BVPI 014    | 0.45%        | 0.5%          | ✘        | Not Available      | Early retirements as a percentage of the total workforce                            | 0.45%                                     | 0.20%     | 0.20%     |

SBC Corporate Plan 2004/2007 - Performance Indicators

| PI Ref      | 03/04 Target | 03/04 Outturn | Achieved | 03/04 Top Quartile | Performance Indicator   | Future Targets |        |        |
|-------------|--------------|---------------|----------|--------------------|---|----------------|--------|--------|
|             |              |               |          |                    |   | 04/05          | 05/06  | 06/07  |
| BVPI 015    | 0.4%         | 1.0%          | ✘        | Not Available      | Ill health retirements as a percentage of total workforce   | 0.40%          | 0.40%  | 0.40%  |
| BVPI 016[a] | 8.5%         | 4.1%          | ✘        | Not Available      | Percentage of staff declaring they meet the Disability Act as a percentage of ratio of total workforce              | 4.1%           | 5.0%   | 6.0%   |
| BVPI 016[b] | N/A          | 21.71%        | -        | Not Available      | Percentage of economically active disabled people in the authority area   | 22%            | 22%    | 22%    |
| BVPI 017[a] | 0.80%        | 1.8%          | ✓        | Not Available      | Percentage of staff from ethnic minorities as a ratio of total workforce  | 2%             | 2%     | 2%     |
| BVPI 017[b] | N/A          | 0.61%         | -        | Not Available      | Percentage of economically active ethnic minorities in the authority area   | 0.61%          | 0.61%  | 0.61%  |
| BVPI 066[a] | 97.5%        | 94.6%         | ✘        | Not Available      | Proportion of rent collected  | 97.50%         | 97.75% | 98.00% |
| BVPI 157    | 93%          | 50%           | ✘        | Not Available      | Percentage of interactions with the public capable of electronic service delivery being delivered electronically    | 58%            | 100%   | 100%   |
| BVPI 177    | 100%         | 100%          | ✓        | Not Available      | Percentage of expenditure spent on legal and advice services that have the quality mark meeting priority legal need | 100%           | 100%   | 100%   |
| C1          | 80%          | 90%           | ✓        | N/A                | Percentage of gas servicing carried out to customers satisfaction   | 90%            | 90%    | 90%    |

SBC Corporate Plan 2004/2007 - Performance Indicators

| PI Ref | 03/04 Target            | 03/04 Outturn    | Achieved | 03/04 Top Quartile | Performance Indicator   | Future Targets |       |       |
|--------|-------------------------|------------------|----------|--------------------|---|----------------|-------|-------|
|        |                         |                  |          |                    |   | 04/05          | 05/06 | 06/07 |
| C2     | 100%                    | 100%             | ✓        | N/A                | Percentage of employees Covered by liP Quality Standard         | 100%           | 100%  | 100%  |
| C3     | 80%                     | 80%*             | ✓        | N/A                | Percentage of new tenants satisfied with service / property     | 90%            | 90%   | 90%   |
| C4     | 77%                     | 67%              | -        | N/A                | Percentage of Industrial Property let                           | 70%            | 75%   | 80%   |
| C5     | Target not set (New PI) | 62%              | -        | N/A                | Percentage of Capital Projects within 5% of budgeted cost       | 75%            | 80%   | 85%   |
| C6     | Target not set (New PI) | 50%              | -        | N/A                | Percentage of Capital Projects within 5% of predicted timescale | 65%            | 70%   | 75%   |
| C7     | -                       | To be calculated | -        | N/A                | Percentage of Rent Reviews/Lease Renewals                       | 98%            | 98%   | 98%   |
| C8     | -                       | To be calculated | -        | N/A                | Percentage increase in take up of concessionary pricing scheme  | 25%            | 10%   | 5%    |