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BVPI	Description	2000/01	2001/02	2002/03	2003/2004 Target	2003/2004 Actual	Performance Symbol	2004/2005 Target	2005/2006 Target	2006/2007 Target
BV2a	The level (if any) of the Equality Standard for Local Government to which the Authority conforms	Level 1 (CRE Standard)	Level 1 (CRE Standard)	Level 1 	Level 2	Level 2		Level 3	Level 3	Level 4
BV2b new 03/04	Does the authority has a Race Equality Scheme (RES) in place	-	-	-	Yes	Yes 61%		Yes 75%	Yes 90%	Yes 100%
BV3	% of citizens satisfied with the overall service provided (Part of User Satisfaction Survey undertaken every 3 years)	69.20%	-	-	70%	52%		Not applicable Next survey due 06/07	Not applicable Next survey due 06/07	60%
BV4	% of complainants satisfied with the handing of their complaint (Part of User Satisfaction Survey undertaken every 3 years)	40.80%	-	-	42%	35%		Not applicable Next survey due 06/07	Not applicable Next survey due 06/07	60%
BV 8	% of invoices for commercial goods & services which were paid by the authority within 30 days	88% 	85% 	89% 	100%	89.44%		95%	98%	100.00%
BV 11a	% of top 5% of earners that are women	-	33.1%	37% 	38%	37.5%		38%	39%	40.0%
BV 11b	% of top 5% of earners from black and minority ethnic communities	-	-	0.57% 	0.5%	1.52%		1.5%	1.6%	1.60%
BV 12	The number of working days/shifts lost to sickness absence	9.4 	11.2 	12.6 	11	10.8		10	9	8
BV 14	% of employees retiring early (excluding ill-health retirements) as a % of the total work force.	0.19% 	0.16% 	0.56% 	0.4%	0.88%		0.5%	0.5%	0.50%
BV 15	The % of employees retiring on grounds of ill health as a % of the total work force.	0.59% 	0.47% 	0.26% 	0.25%	0.27%		0.25%	0.25%	0.25%
BV 16 (a&b)	% of local authority employees declaring that they meet the disability definition compared with the % of economically active disabled people in the local authority area.	1.9% 	1.9% 	1.9% 	1.9%	a) 1.9% b) 21.5%		2.0%	2.1%	2.2%

BVPI	Description	2000/01	2001/02	2002/03	2003/2004 Target	2003/2004 Actual	Performance Symbol	2004/2005 Target	2005/2006 Target	2006/2007 Target
BV 17 (a&b)	% of local authority employees from minority ethnic communities compared with the % of the economically active minority ethnic community population in the authority area	0.40% 	0.38% 	(a) 0.49% (b) 0.40% 	0.5%	a) 0.51% b) 1.10%		0.6%	0.6%	0.65%
BV 156	The % of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	6.0%	4.4% 	12.28% 	25%	25.0%		35%	45%	50.0%
BV 157	The number of types of interactions that are enabled for electronic delivery as a % of the types of interactions that are legally permissible for electronic delivery	–	–	55% 	70%	93.0%		95%	100%	100%
BV 174	The number of racial incidents recorded by the authority per 100,000 population	2.2 	4.4 	6.9 	Not required to set target	6.7		not set	not set	not set
BV 175	The % of racial incidents that resulted in further action	82% 	100% 	100% 	100%	100%		100%	100%	100%
BV 180a	The energy consumption/m ² of local authority operational property, compared with comparable buildings in the UK as a whole	–	–	75.2% (Electricity) 	73.7% (Electricity)	Not available - awaiting guidance	–	Awaiting further guidance	Awaiting further guidance	Awaiting further guidance
		–	–	85.5% (Fossil Fuel) 	83.8% (Fossil Fuel)	Not available - awaiting guidance		Awaiting further guidance	Awaiting further guidance	Awaiting further guidance
BV 180b	Average lamp circuit energy consumption for street lights, compared with the UK national average	–	–	*393 kWh based on 2002/03 calculation 	Not Set	404	–	Awaiting further guidance	Awaiting further guidance	Awaiting further guidance