

Thanet District Council **Annual Report 2007**

Annex

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Introduction

Thanet's Annual Report to Residents and this appendix fulfil the function of the Best Value Performance Plan (BVPP). The BVPP is a statutory document which every council must publish by the end of June each year.

All authorities categorised as fair are required to include the following items in their BVPP:

- (a) A brief summary of the authority's strategic objectives and priorities for improvement. This should reflect its corporate/ business planning processes and community strategy. *This is contained within the main body of the Council's Annual Report.*
- (b) arrangements for addressing the authority's improvement priorities, particularly the opportunities and weaknesses identified in CPA, and the outcomes that are expected to be achieved as a result. *This is contained within this appendix with detail of our ambitions contained within the main body of the report.*
- (c) details of performance:
 - outturn performance over the past year on all Best Value Performance Indicators (BVPs);
 - targets for the current year and subsequent 2 years for all BVPs. *These are contained within this appendix.*
- (d) a brief statement on contracts. The authority should state and certify that all individual contracts awarded during the past year which involve a transfer of staff comply, where applicable, with the requirements in the Code of Practice on Workforce Matters in Local Authority Service Contracts. *This is contained within this appendix.*

The annual report is intended as a public document to inform our stakeholders and residents what we do and how we work. This appendix provides key information at a greater level of detail to supplement the main body of the report.

Thanet's Comprehensive Performance Assessment

The Audit Commission undertook a Comprehensive Performance Assessment (CPA) of the Council in March 2004. The purpose of the assessment was to help the Council deliver better services to local people.

The inspectors assessed what the Council was trying to achieve, how it was delivering its priorities, what the Council had achieved/not achieved and how successfully it plans for the future.

Council performance is given an across-the-board ranking from five possible scores: poor, weak, fair, good or excellent, and in 2004 the Council received a 'weak' ranking. The Council took up the challenge laid down by the CPA report, and used the lessons learned to accelerate the drive for improvement already identified by the inspectors. Consequently at the end of 2006 the Council applied to be recategorised. Inspectors visited the Council in February 2007 and their final report was released in June. The report recognised the improvements the Council had made and recategorised the Council as 'fair'.

What did the Report Say?

In the report the Audit Commission described the Council as having staff that are "highly committed, well informed and appraised" with a "strong approach to training and developing people". Morale was described as being high amongst staff and the Council was seen as having a "can do" attitude.

The Council was seen as improving performance in some areas, with particular praise for the work done to improve the cleanliness of the area. The report stated that "Award winning beaches are maintained to a high standard, graffiti and fly-posting levels are low and cleanliness is improving. The Council manages an effective programme of events, including Sport 4 NRG, an innovative scheme which provides sporting activities as a diversionary activity for young offenders."

Other comments described the Council as having a "well developed" community leadership role, with ambitions that were "soundly based on consultation". The Council was also praised for improving its performance in a number of customer focused areas, including reducing the time it takes to process new benefits claims and improvements in responding to phone calls from customers.

However, the report also pointed out that the Council's scrutiny arrangements were "not robust" and provided "insufficient challenge to drive improvement" and that the Council was not "using customer feedback to improve council services." The Audit Commission also commented that the "Council should improve project management, so that priority projects are delivered on time" and the report also warned that "some Council spending priorities are not supported or driven by a clear strategy", citing the lack of a cultural strategy and a sports strategy.

The report recommended that the Council set itself more challenging targets and maintained a better focus on its ambitions. It was remarked that the Council could be clearer about what its priorities are and what they are not. The report noted that service plans do not reflect the Council's priorities. The Commission recommended that clear service standards should be published for all services, and that the Council ensure that its buildings are made accessible to disabled people.

To read the full report please visit the Audit Commission website at: <http://www.audit-commission.gov.uk>

How is the Council Responding?

The Council has welcomed the recognition given for the improvements that have been made and has positively responded to the new challenges the report provides. Many of the Audit Commissions findings have influenced the content of the Council's new Corporate Plan, including the target to ensure 100% compliance with disability access legislation, and the creation of service standards across the organisation.

The Corporate Plan also addresses issues around prioritisation and ambition clearly stating where the Council's focus will be over the coming four years. Service plans have been aligned against the Corporate Plan themes and project management has been built into the corporate performance management process.

Following the recent election there has been a new approach to the scrutiny function, where the two scrutiny panels have been combined, with a clearer focus of work including involvement in Value for Money reviews. Scrutiny is also going to be taking the lead on developing a CPA improvement plan with the intention that all key opportunities for improvement identified by the Audit Commission are taken forward in the coming months and years.

The Council has also begun to develop further the way it deals with, and learns from complaints and this focus will be supported by the inclusion of information on complaints being included within internal service performance reports on a monthly basis.

The Council has found CPA to be a positive experience which has clearly shown that we are on the right track. Our services continue to improve and our work within the community is helping to change Thanet for the better.

Workforce Matters

Can Do People supported Thanet District Council to bring back in house the Cleansing, Waste and Recycling Services, previously outsourced to SITA UK Limited and Viridor Waste Management Limited on 1st April 2006. They managed the 'reverse' TUPE of 110 existing staff from SITA and 6 from Viridor. They also assisted with the recruitment of another 28 permanent and 9 seasonal staff, who were included in the TUPE transfer. This was the only contract over the past year which involved a transfer of staff and it complied fully with the requirements in the Code of Practice on Workforce Matters in Local Authority Service Contracts.

The Council's procurement terms and conditions, procurement strategy and code of practice all reflect the needs of modern contracting.

Best Value Performance Indicators

The following tables detail our historical performance against national performance indicators and our targets for the following three years. Where appropriate for the period 2003-2006 we have included a comparison against other Councils nationally. The colour and text indicates whether we were in top, 2nd, 3rd or bottom quartile when compared nationally. For 2006/07, national comparative data is not available, instead, a green arrow indicates that we improved on the previous year's performance and a red arrow indicates that performance worsened. A grey box indicates that a comparison is either not appropriate or not available.

Corporate Health		2003/04		2004/05		2005/06		2006/07		2007/08	2008/09	2009/10
PI Ref.	Description	Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
BV002a	The level (1-5) of the 'Equality Standard for Local Government' to which the authority conforms	0		1		1	2nd	2	↑	2	3	4
BV002b	Score against checklist of best practice on Racial Equality	0.00%	BOTTOM	47.00%	3rd	57.89%	3rd	57.89%	↔	74.00%	80%	85%
BV003	The % of citizens satisfied with the overall service provided by the Council	41.00%	BOTTOM	N/A		N/A		53.00%	↑	Survey carried out every three years		60%
BV004	The percentage of citizens making complaints satisfied with the handling of those complaints.	38.00%	TOP	N/A		N/A		32.00%	↓	Survey carried out every three years		50%
BV008	Percentage of invoices paid within 30 days	87.69%	BOTTOM	89.30%	BOTTOM	91.72%	BOTTOM	93.01%	↑	96.00%	97.00%	98.00%
BV009	The percentage of Council Tax due for the year that was received by the Council	96.00%	BOTTOM	95.69%	BOTTOM	95.40%	BOTTOM	95.83%	↑	96.50%	97.50%	98.50%
BV010	The percentage of non-domestic rates (business rates) due for the financial year which were received by the authority.	99.20%	TOP	97.31%	BOTTOM	98.90%	3rd	98.76%	↓	99.30%	99.60%	99.60%
BV011a	Percentage of top 5% of earners in the authority that are women	17.86%	3rd	25.00%	2nd	22.22%	3rd	28.16%	↑	33.00%	36%	40%

Corporate Health

Corporate Health		2003/04		2004/05		2005/06		2006/07		2007/08	2008/09	2009/10
		Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
PI Ref.	Description	Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
BV011b	Percentage of top 5% of earners in the authority from an ethnic minority	3.57%	TOP	3.57%	TOP	2.85%	2nd	7.04%	↑	10.50%	10.50%	10.50%
BV011c	Percentage of top 5% of earners in the authority who have a disability	NEW		0.00%		2.85%	2nd	2.35%	↓	5.00%	6%	7%
BV012	The average number of working days per employee lost due to sickness absence	10.41	3rd	9.25	2nd	10.36	3rd	10.56	↓	9.4	9	8
BV014	The percentage of employees taking early retirement as a percentage of the total workforce	5.33%	BOTTOM	2.26%	BOTTOM	0.21%	2nd	2.65%	↑	0.60%	0.50%	0.50%
BV015	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce	0.20%	2nd	0.17%	2nd	0.21%	2nd	0.71%	↑	0.20%	0.15%	0.10%
BV016a	The percentage of Council employees declaring that they meet the Disability Discrimination Act 1995.	2.53%		2.79%		2.11%	BOTTOM	1.84%	↓	2.70%	2.90%	3.10%
BV016b	Percentage of the economically active population who have a disability (taken from census so will not change in ten years)	17.81%		17.81%		17.81%		17.81%	↔	17.81%	17.81%	17.81%
BV017a	Percentage of authority employees from an ethnic minority.	1.84%		1.74%		1.34%	3rd	1.25%	↓	1.80%	2%	2.50%
BV017b	Percentage of the economically active population from ethnic minority communities (taken from census so will not change in ten years)	2.39%		2.39%		2.39%		2.39%	↔	Deleted from the national PI set		
BV156	Percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	36.84%	3rd	41.18%	BOTTOM	41.18%	BOTTOM	56.52%	↑	100%	100%	100%

Housing

Housing		2003/04		2004/05		2005/06		2006/07		2007/08	2008/09	2009/10
		Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
PI Ref.	Description											
BV063	The average SAP (energy efficiency) rating of local authority owned dwellings	72	TOP	74	TOP	75	TOP	79.6	↑	77	78	79
BV064	The number of private sector vacant dwellings returned into occupation or demolished as a direct result of local authority action.	19		63	TOP	68	TOP	85	↑	85	85	85
BV066a	Local authority rent collection and arrears: proportion of rent collected as a percentage of rent due.	99.29%	TOP	98.96%	TOP	99.47%	TOP	96.76%	↓	98.20%	98.80%	99.00%
BV066b	The number of local authority tenants with more than seven weeks of rent arrears as a percentage of the number of tenants.	NEW		NEW		7.35%	3rd	7.79%	↓	5.50%	4.50%	3.50%
BV066c	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served.	NEW		NEW		93.58%	BOTTOM	89.69%	↑	28.00%	28.00%	28.00%
BV066d	Percentage of local authority tenants evicted as a result of rent arrears	NEW		NEW		0.37%	3rd	0.64%	↓	0.30%	0.24%	0.18%
BV074a	Percentage of Council Housing tenants satisfied with the service proved by the Council as Landlord	71.00%	BOTTOM	70.00%	BOTTOM	N/A		81.00%	↑	Survey carried out every three years		83%
BV074b	Percentage of ethnic minority tenants satisfied with the service provided by the Council as Landlord	40.00%	BOTTOM	70.00%	3rd	N/A		100.00% (based on very small sample size)	↑	Survey carried out every three years		83%
BV074c	Percentage of non-ethnic minority tenants satisfied with the service provided by the Council as Landlord	72.00%	BOTTOM	72.00%	BOTTOM	N/A		82.00%	↑	Survey carried out every three years		83%

Housing

Housing		2003/04		2004/05		2005/06		2006/07		2007/08	2008/09	2009/10
PI Ref.	Description	Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
BV075a	Percentage of Council Housing tenants satisfied with opportunities to participate in management and decision making	59.00%	BOTTOM	59.00%	BOTTOM	N/A		60.00%	↑	Survey carried out every three years		65%
BV075b	Percentage of ethnic minority tenants satisfied with opportunities to participate in management and decision making	75.00%	2nd	75.00%	2nd	N/A		0.00% (based on very small sample size)	↓	Survey carried out every three years		65%
BV075c	Percentage of non-ethnic minority tenants satisfied with opportunities to participate in management and decision making	58.00%	BOTTOM	58.00%	BOTTOM	N/A		60.00%	↑	Survey carried out every three years		65%
BV164new	Does the authority follow the codes of practice for racial equality and tackling harassment for social landlords?	No		Yes		Yes		Yes		Deleted from the national PI set		
BV184a	The proportion of local authority homes which were non-decent at 1 April (start of the year)	2.93%	TOP	0.99%	TOP	1.26%	TOP	1.10%	↑	1%	1%	1%
BV184b	The percentage change in the proportion of non decent local authority homes over the year	67.01%	TOP	52.53%	TOP	0.00%	BOTTOM	32.82%	↓	0.00%	0%	0%
BV212	Average number of days taken to re-let local authority housing	NEW		39		36.68	3rd	30.24	↑	28	26	24

Homelessness		2003/04		2004/05		2005/06		2006/07		2007/08	2008/09	2009/10
PI Ref.	Description	Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
BV183a	The average length of Stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	7	3rd	5	3rd	4	3rd	2	↑	Deleted from the national PI set		
BV183b	The average length of Stay in hostel accommodation of households that are unintentionally homeless and in priority need	12	3rd	15	3rd	15	3rd	10	↑	10	10	10
BV202	The number of people sleeping rough on a single night within the area of the authority	NEW		2	N/A	1	2nd	2	↓	1	1	1
BV203	The percentage change in the average number of families placed in temporary accommodation from the previous year	NEW		40.00%	N/A	41.14%	BOTTOM	-8.07%	↑	Deleted from the national PI set		
BV213	Number of homeless households whose situation was resolved through the work of the housing advice service per thousand pop	NEW		NEW		0	BOTTOM	1.39	↑	3	4	5
BV214	Proportion of households accepted as statutorily homeless for a second time within two years	NEW		NEW		3.14%	3rd	4.13%	↓	Deleted from the national PI set		

Housing Benefit & Council Tax Benefit

		2003/04		2004/05		2005/06		2006/07		2007/08	2008/09	2009/10
PI Ref.	Description	Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
BV076a	Housing Benefit Security – The number of claimants visited per 1,000 caseload	11.89		9.97		6.6		101.46		Deleted from the national PI set		
BV076b	Housing Benefit Security – The number of fraud investigators employed per 1,000 caseload	0.27		0.19		0.27		0.37		0.35	0.35	0.35
BV076c	Housing Benefit Security – The number of fraud investigations per 1,000 caseload	NEW		130		26.9		24.38		24	24	24
BV076d	Housing Benefit Security – The number of prosecutions and sanctions per 1,000 caseload	1.08		1.87		2.95		3.08		3	3	3
BV078a	Average number of days to process new benefit claims	50.81	BOTTOM	34.22	3 rd	43.5	BOTTOM	24.53	↑	22	21	20
BV078b	Average number of days to process notifications of changes of circumstances	8.7	2 nd	5.68	TOP	11.2	2 nd	8.05	↑	9	8	7
BV079a	Percentage of cases for which the calculation of the amount of benefits due was correct on the basis of the information available	95.00%	BOTTOM	94.40%	BOTTOM	95.00%	BOTTOM	97.40%	↑	98.50%	99%	99%
BV079bi	Housing Benefit overpayments recovered during the period as a percentage of recoverable overpayments made during that period	NEW		NEW		78.90%	2 nd	74.50%	↓	85.00%	87%	89%
BV079bii	HB overpayments recovered during the period as % of total amount outstanding at the beginning of the period plus the overpayment identified during the period	NEW		NEW		26.40%	BOTTOM	36.90%	↑	45.00%	47%	49%
BV079biii	HB overpayments written off during the period as % of total amount outstanding at the beginning of the period plus the overpayment identified during the period	NEW		NEW		3.20%		4.50%	↓	4.00%	4%	4%

Housing Benefit & Council Tax Benefit

		2003/04		2004/05		2005/06		2006/07		2007/08	2008/09	2009/10
PI Ref.	Description	Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
BV080a	Percentage of claimants satisfied with the facilities to get in touch with the benefits office	73.00%	BOTTOM	N/A		N/A		77.00%	↑	Survey carried out every three years		81%
BV080b	Percentage of claimants satisfied with the service in the benefits office	74.00%	BOTTOM	N/A		N/A		67.00%	↓	Survey carried out every three years		78%
BV080c	Percentage of claimants satisfied with the benefits telephone service	64.00%	BOTTOM	N/A		N/A		70.00%	↑	Survey carried out every three years		74%
BV080d	Percentage of claimants satisfied with the staff in the benefits office	75.00%	BOTTOM	N/A		N/A		78.00%	↑	Survey carried out every three years		81%
BV080e	Percentage of claimants satisfied with the clarity of the benefits forms, leaflets and letters	54.00%	BOTTOM	N/A		N/A		60.00%	↑	Survey carried out every three years		63%
BV080f	Percentage of claimants satisfied with the time taken to be informed whether their claim was successful	54.00%	BOTTOM	N/A		N/A		72.00%	↑	Survey carried out every three years		75%
BV080g	Percentage of claimants satisfied with the overall service provided by the benefits office	59.00%	BOTTOM	N/A		N/A		74.00%	↑	Survey carried out every three years		81%

Environment - Waste & Cleanliness

		2003/04		2004/05		2005/06		2006/07		2007/08	2008/09	2009/10
PI Ref.	Description	Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
BV082ai	Percentage of waste sent for recycling	10.85%	3rd	12.45%	3rd	12.12%	BOTTOM	14.11%	↑	19%	25%	27%

Environment - Waste & Cleanliness		2003/04		2004/05		2005/06		2006/07		2007/08	2008/09	2009/10
PI Ref.	Description	Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
BV082aai	Total tonnage of waste sent for recycling	NEW		NEW		6,360.09	3rd	7,159.88	↑	8600	8900	9200
BV082bi	Percentage of waste sent for composting.	2.58%	2nd	6.34%	2nd	8.96%	2nd	3.16%	↓	9%	11%	12%
BV082bii	Total tonnage of waste sent for composting	NEW		NEW		4,702.56	2nd	1,603.26	↓	5600	5800	6000
BV084a	Kilograms of household waste collected per head of local population.	371.59	TOP	387.22	N/A	410.21	3rd	396.0	↑	415	400	390
BV084b	Percentage change from the previous year in amount of waste collected per head	NEW		NEW		5.94%	BOTTOM	-3.46%	↑	-1%	-3%	-3%
BV086	Cost of waste collection per household	£25.20	TOP	£26.17		£30.85	TOP	£35.28	↑	£35	£38	£41
BV089	percentage of people satisfied with cleanliness standards	51.00%	BOTTOM	N/A		N/A		64.00%	↑	Survey carried out every three years		72%
BV090a	The % of people satisfied with household waste collection	77.00%	BOTTOM	N/A		N/A		81.00%	↑	Survey carried out every three years		91%
BV090b	The % of people satisfied with recycling facilities overall	65.00%	BOTTOM	N/A		N/A		68.00%	↑	Survey carried out every three years		77%
BV091a	Percentage of population served by a kerbside collection of recyclables	71.90%	BOTTOM	71.86%	BOTTOM	78.25%	BOTTOM	77.92%	↓	85.00%	95%	100%
BV091b	Percentage of population served by a kerbside collection of at least two recyclables	NEW		NEW		70.02%	BOTTOM	72.15%	↑	80.00%	90%	100%
BV199a	Percentage of inspected streets assessed at having unacceptable levels of litter and detritus	No data		No data		20.40%	BOTTOM	8.00%	↑	6%	5%	4%
BV199b	Percentage of inspected streets assessed at having unacceptable levels of graffiti	NEW		NEW		1.00%	2nd	2.00%	↓	1%	1%	1%
BV199c	Percentage of inspected streets assessed at having unacceptable levels of fly-posting	NEW		NEW		0.00%	TOP	0.00%	↔	0%	0%	0%

Environment - Waste & Cleanliness

		2003/04		2004/05		2005/06		2006/07		2007/08	2008/09	2009/10
PI Ref.	Description	Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
BV199d	Score (1-4) for reducing 'fly tipping' incidents and increasing the number of enforcement actions	NEW		NEW		NEW		1		1	1	1

Environment & Environmental Health

		2003/04		2004/05		2005/06		2006/07		2007/08	2008/09	2009/10
PI Ref.	Description	Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
BV166	Score against a checklist for enforcement best practice for environmental health	93.00%	TOP	30.00%	BOTTOM	30.00%	BOTTOM	90.00%	↑	100%	100%	100%
BV216a	Number of 'sites of potential concern' with respect to land contamination	NEW		NEW		No data		568		580	540	500
BV216b	Percentage of 'sites of potential concern' for which information is available to decide if remediation of the land is necessary	NEW		NEW		No data		1.58%		3%	4%	5%
BV217	Percentage of pollution control improvements to existing installations completed on time	NEW		NEW		83.33%	BOTTOM	83.33%	↔	91%	94%	97%
BV218a	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	NEW		NEW		100.00%	TOP	100.00%	↔	100%	100%	100%
BV218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	NEW		NEW		77.50%	2 nd	78.30%	↑	85%	88%	91%

Environment - Planning		2003/04		2004/05		2005/06		2006/07		2007/08	2008/09	2009/10
PI Ref.	Description	Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
BV106	Percentage of new homes built on previously developed land	97.00%	TOP	97.96%	TOP	98.50%	TOP	95.22%	↓	90%	87%	84%
BV109a	Percentage of major planning applications within 13 weeks	81.00%	TOP	48.61%	3rd	39.06%	BOTTOM	72.86%	↑	84%	87%	90%
BV109b	Percentage of minor planning applications within 8 weeks	87.00%	TOP	57.22%	BOTTOM	56.49%	BOTTOM	80.37%	↑	88.50%	90%	91.50%
BV109c	Percentage of all non commercial or industrial applications decided within 8 weeks	91.00%	TOP	70.91%	BOTTOM	72.82%	BOTTOM	91.04%	↑	96.80%	97.50%	98%
BV111	Percentage of planning applicants satisfied with the service provided by the Council	63.00%	BOTTOM	N/A		N/A		54.00%	↓	Survey carried out every three years		72%
BV200a	Did the authority submit the Local Development Scheme by 28th March 2005 and thereafter maintain a 3-year rolling programme?	NEW		Yes		Yes		Yes	↔	Yes	Yes	Yes
BV200b	Has the authority met the milestones which the current Local Development Scheme sets out?	NEW		NEW		No		Yes	↑	Yes	Yes	Yes
BV200c	Did the authority publish an annual monitoring report by December of the last year?	NEW		NEW		Yes		Yes	↔	Deleted from the national PI set		
BV204	The number of planning appeals allowed as a percentage of appeals made	NEW		36.36%	3rd	25.00%	TOP	38.46%	↓	34.00%	30%	27%
BV205	Planning quality of service checklist. Percentage of checklist achieved.	NEW		72.00%	3rd	83.33%	3rd	79.17%	↓	99.00%	100%	100%

Cultural & Related Services

PI Ref.		2003/04		2004/05		2005/06		2006/07		2007/08	2008/09	2009/10
		Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
BV119a	The percentage of citizens satisfied with the Council's sports and leisure facilities	52.00%	3rd	N/A		N/A		47.00%	↓	Survey carried out every three years		
BV119c	The percentage of citizens satisfied with the Council's museums	43.00%	2nd	N/A		N/A		33.00%	↓	Survey carried out every three years		
BV119d	The percentage of citizens satisfied with the Council's Theatres and Concert Halls	55.00%	2nd	N/A		N/A		41.00%	↓	Survey carried out every three years		
BV119e	The percentage of citizens satisfied with the Council's parks, open spaces and children's play areas	77.00%	TOP	N/A		N/A		67.00%	↓	Survey carried out every three years		
BV170a	Number of visits to/usage of museums per 1000 population	No data		No data		Insufficient data		434.26		500	600	700
BV170b	Number of those visits that were in person per 1000 population	No data		No data		Insufficient data		193.14		240	260	280
BV170c	Number of pupils visiting museums and galleries in organised school groups	No data		No data		Insufficient data		7228		7000	7000	7000
BV219a	Total number of conservation areas in the local authority area	NEW		16		16		20	↑	Deleted from the national PI set		
BV219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal.	NEW		37.50%		31.25%	TOP	25.00%	↓	40%	50%	60%
BV219c	Percentage of conservation areas with published management proposals	NEW		0.00%		0.00%	2nd	0.00%	↔	Deleted from the national PI set		

Community Safety and Well-Being

		2003/04		2004/05		2005/06		2006/07		2007/08	2008/09	2009/10
PI Ref.	Description	Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
BV126	Domestic burglaries per 1000 household	16.9		13.32	BOTTOM	17.55	BOTTOM	15.28	↑	15	14	13
BV127a	Violent Crime per 1,000 population	NEW		NEW		25.05	BOTTOM	24	↑	23	22	21
BV127b	Robberies per 1,000 population	9.06		10.49	BOTTOM	0.97	BOTTOM	0.95	↑	0.9	0.85	0.8
BV128	Vehicle crimes per 1000 population	11.1		10.9	3 rd	11.1	BOTTOM	9.09	↑	9	8.5	8
BV174	Number of racial incidents recorded by the authority per 100,000 population	No data		3 (partial data)		3		0		5	5	5
BV175	Percentage of racial incidents that resulted in further action	No data		100% (partial data)		100%	TOP	N/A		100%	100%	100%
BV225	Percentage score for checklist of Best practice against Domestic Violence	NEW		NEW		18.18%	BOTTOM	27.27%	↑	45%	50%	55%

Community Legal Service

		2003/04		2004/05		2005/06		2006/07		2007/08	2008/09	2009/10
PI Ref.	Description	Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
BV226a	Total amount spent by the Local Authority on Advice and Guidance Services provided by external organisations	NEW		NEW		£89,690		£162,639		£160,000	£160,000	£160,000
BV226b	Percentage of monies spent on Advice and Guidance Services given to organisations holding the CLS Quality Mark	NEW		NEW		89.69%	2nd	58.91%	↓	60%	60%	60%

Community Legal Service

		2003/04		2004/05		2005/06		2006/07		2007/08	2008/09	2009/10
PI Ref.	Description	Actual	National Comparison	Actual	National Comparison	Actual	National Comparison	Actual	Comparison with previous figure	Target	Target	Target
BV226c	Total amount spent on Advice and guidance in the areas of housing, welfare benefits and consumer matter provided directly by the authority to the public	NEW		NEW		£174,371		£242,639		£240,000	£240,000	£240,000