

INDICATOR DESCRIPTION	Ref	2006/7		BEST QUARTILE		PAST PERFORMANCE					Notes
		April - March	Target 2006/7	2004/5	2006/7 estimated	2001/02	2002/03	2003/04	2004/5	2005/6	
Priority 1 - Community safety											
Violent crime per year, per 1,000 population	BV127a	23.18	22.00							22.71	
The number of racial incidents recorded per 100,000 population	BV174	18.91551072	NA					0	0	3.78	
Number of reported incidents of criminal damage	LPSA2	1,678	1753					2,232	1,911	1,738	
Number of reported incidents of domestic burglary	LPSA2	278	396						427	332	
Number of reported incidents of theft of vehicles	LPSA2	187	407					443	415	235	
Number of reported incidents of interference or tampering of vehicles	LPSA2	108	221					215	241	129	
Number of British Crime Survey Comparator crimes reported	CS2	4,110	4350					6069	5199	4,350	
Priority 2 - Environment and Transport											
Percentage of household waste recycled	BV082a	20.23%	20%	18.0%	21.0%	6%	8.10%	11.44%	15.88%	16.86%	
Kilogrammes of household waste collected per head	BV084a	409	410	396.7	410	411	425	405	416.7	415	
Percentage of population served by a kerbside recyclable collection	BV091a	93.73%	92%	100%	100%			44%	65.55%	82.80%	
Percentage of major planning applications determined within 13 weeks	BV109a	77.27%	60%	69%	73%		15.40%	18%	61%	63.64%	
Percentage of minor planning applications determined within 8 weeks	BV109b	75.69%	65%	75%	83%		32%	36%	65%	81.31%	
Percentage of other planning applications determined within 8 weeks	BV109c	92.46%	80%	88%	91%		75.40%	55%	77%	88.86%	

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Percentage of land and highways that is assessed as having litter and detritus that fall below an acceptable level	BV199a	8.3%	8%	11%	7%			13.60%	9.22%	8.11%	
Number of public reports of fly tipping	ET05	943	966					1620	1487	1,017	
Percentage of scheduled high risk food premises inspections that were completed on time	ET07a	100%	100%				65%	87%	70%	100%	
Number of Dial-A-Ride passenger trips	ET09	37,707	33,500			21,559	19,874	19,942	26,254	31,471	
Number of concessionary journeys	ET15	1,498,838	1,300,000						823,351	1241132	
Priority 3 - Housing											
The average length of stay (weeks) in B&B accommodation of households with either dependent children or pregnant women and which are unintentionally homeless and in priority need.	BVPI 183a	2.95	2.1	1	1		1.8	2	1.5	2.24	
The average length of stay (weeks) in hostel accommodation of households with either dependent children or pregnant women and which are unintentionally homeless and in priority need.	BVPI 183b	6.87	10.5	0	0		6.7	7.8	8.7	11.07	
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	BVPI 203	-13.0%	-1%						-0.03%	No change	

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Average time (days) to re-let Local Authority Housing	BVPI 212 / LIB 240	29.94 days	45			37.37	45.7	53.19	60.01	66.14	
Percentage of households accepted as statutorily homeless who were accepted as statutorily homeless within the last two years	BVPI 214	6.25%	7%							6.23%	
Rent arrears as a percentage of rent roll	LIB 231	3.49%	2.5%			2.58%	2.54%	2.88%	2.67%	2.56%	
Percentage of urgent repairs completed on time	HIP	77%	95%			97%					
Average time (days) taken to complete non-urgent repairs	HIP	20 days	25			22	21	21			
Average relet time (days) for dwellings (excluding those where one of the following applies: no waiting list, long term void, difficult to let, undergoing major repairs)	HH 10	20.64 days	19							18.69	
Care and Repair - average length of time from first contact to completion (weeks)	HH13	23.69	35			32.02	35.96	40.1	41.84	29.21	
Percentage of repairs requiring access to a property for which an appointment has been made	HH 17	54.0%	60%							57.14%	
Percentage of repair appointments made that were kept by RBC	HH 18	98.0%	95%							98.81%	
Priority 4 - Leisure											
The number of visits to/usages to museums per 1000 population	BVPI 170a	218.8	212	934	1100	220	235	230	235	221	
Total concessionary use	LT 1	61,909	23568							31,531	
Sport and Leisure overall satisfaction rate	LT 2	77%	74%							73.08%	

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Average number of visits to facilities per head of population	LT 3	Based on pop. 78813 = 8.57 Based on pop. change 79300 = 8.51	8.55 Target set on population of 78813					8.64	8.65	7.56	
Percentage of working population who are unemployed	ED 1	2.5%	new								
Priority 5 - Well managed organisation											
The quality of our Race Equality Scheme (RES)	BVPI 2b	78.95%	78%	74%	90%			52%	52%	58%	
Percentage of invoices paid within 30 days	BVPI 8	94.1%	94.1%	95.97%	96.00%	94.21%	93.85%	91.00%	91.70%	93.71%	
The percentage of Council Tax collected	BVPI 9	96.67%	98.50%	98.30%	98.40%	97.02%	97.41%*	98.02%	97.57%	97.79%	
The percentage of Non-Domestic Rates collected by the Authority in the year	BVPI 10	99.55%	99.65%	99.10%	99.10%	97.80%	97.20%	99.29%	99.50%	99.65%	
The number of working days/shifts lost due to sickness absence per FTE	BVPI 12	10.62 days	9.77	8.4	8.5	12.2	11.6	13	12.94	11.53	
Average processing time (days) taken for all new Housing and Council Tax Benefit claims, for which the date of decision is within the period being reported	BVPI 78a	No figures available	34	29.4	27	45.84	44.95	45.07	30.45	35.66	Note 2
Average processing time (days) taken for all written notifications of changes to a claimant's circumstance that require a new decision	BVPI 78b	No figures available	9	7.4	7	7.48	5.64	9.25	7.4	9.13	Note 2
Percentage of cases for which the calculation of Housing and Council Tax Benefit is found to be correct	BVPI 79a	No figures available	98.7%	99.0%	99.2%	97.4%	98.4%	97.2%	99.0%	98.6%	Note 2

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The amount of Housing Benefit overpayments recovered as a percentage of HB deemed recoverable overpayments	BVPI 79b	No figures available	87%	50%	46%					86%	Note 2
Percentage of new Housing and Council Tax Benefit claims where a decision was made within 14 days of receiving all information	HH 16	No figures available	80%							61.73%	Note 2
One Stop Shop: Customer satisfaction	WMO 3	95.46%	92%							92.23%	
Switchboard & Contact Centre: Percentage of calls answered within 20 seconds	WMO 5	77.84%	80%							77.49%	
Percentage of letters responded to within 10 working days	WMO 8	not available									Note 1
Notes: 1 We do not yet have a system in place to monitor this indicator 2 No statistics available due to conversion to new system – cannot be confident of accuracy of figures at present.											