




Annex B - Detailed information on Key Performance Indicators

Quartile comparative information is included where available, which relates to the 2005/06 financial year which is the latest quartile data available. The National quartile position relates to the target for 07/08, not the progress year to date.









<i>Performance</i>	<i>Key Indicator</i>	<i>Progress year to date 2007/08</i>	<i>Target</i>	<i>National Quartile position 05/06</i>	<i>Interpretation of performance/ remedial action</i>
Corporate Theme 2 : Promote sustainable communities through innovative housing strategies and effective maintenance policies					
Quarterly indicators					
-	BV 106 Percentage of new homes built on previously developed land (EL)	Annual indicator	60%	Top quartile = 96.74	Achieved 95%
	BV 63 energy Efficiency – the average SAP rating of local authority owned dwellings	72.01	69	2nd	Target of 69 is based on forthcoming new rating which is equivalent to 70 in existing rating
-	BV 184 a The proportion of LA homes which were non-decent at 1 April 2006	Annual indicator	27.35	2nd	
-	BV 184b The percentage change in proportion of non-decent LA homes between 1 April 2007 and 1 April 2008	Annual indicator	4	Top quartile = 28.3	
	BV 200 Did the local planning authority submit the Local Development Scheme (LDS) by 28 March 2005 and thereafter maintain a three year rolling programme? (EL)	Yes	Yes	n/a	LDS submitted April 2007 is now approved by GOSE
	BV 200 b Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets	yes	Yes	Top	



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	out (EL)				
	BV 212 Average time taken to re-let LA housing (SSH)	32.49	27	Not known	This dip in performance was brought about by vacancies in the voids team which have now been addressed. Performance will improve throughout the rest of the year and it is hoped that the target will be achieved.
	BV 66a Rent collected by the local authority as a proportion of rents owed on HRA dwellings (SSH)	97.02%	97	Bottom	Bottom quartile = 97.07 Top quartile = 98.59
	Bv 66 b The number of LA tenants with more than 7 weeks of (gross) rent arrears as a percentage of the total number of council tenants (SSH)	6.53%	6.5	3rd	
	BV 66 c Percentage of LA tenants in arrears who have had Notices Seeking Possession served. (SSH)	37.43%	34	3rd	
	BV 66d Percentage of LA tenants evicted as a result of rent arrears (SSH)	0.36%	0.15	Top	
	BV 74 a Satisfaction of tenants of council housing with the overall service provided by their landlord: overall satisfaction (SSH)	75	n/a	2nd	
	BV 74 b Satisfaction of tenants of council housing with the overall service provided by their landlord: i) black and minority ethnic tenants (SSH)	70	n/a	2nd	
	BV 74 c Satisfaction of tenants of council housing with the overall service provided by their landlord: ii) non-black and minority ethnic	75	n/a	2nd	



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	tenants (SSH)				
	BV 75a Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing BFS provided by their landlord - all tenants (SSH)	70	n/a	2nd	
	BV 75 b Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing BFS provided by their landlord - black and minority ethnic tenants (SSH)	67	n/a	Top	
	BV 75 c Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing BFS provided by their landlord - non-black and minority ethnic tenants (SSH)	75	n/a	2nd	
	BV 183 b The average length of stay (weeks) in (b) hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need (SSH)	0	0	Top	
	Bv 202 The number of people sleeping rough on a single night within the area of the authority (SSH)	0 - 10	0.10	2nd	
	Bv 213 Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation (SSH)	1.73 (77cases)	3.57 (161 cases)	Bottom	



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	BV 64 The number of private sector vacant dwellings that are returned into occupation or demolished during the year as a direct result of action by the local authority (SSH)	30	76	3rd	
Corporate Theme 3: Help create a safer, stronger community which is socially cohesive					
-	E47 Ethnicity of older people receiving assessment (new definition) (SSH)	-	1.20	n/a	Annual indicator
-	E48 Ethnicity of older people receiving services following as assessment (new definition) (SSH)	-	1.00	n/a	Annual indicator
	BV 2a The level of the Equality Standard to which the Authority conforms in respect of gender, race and disability (CEx)	Annual Indicator	2 working towards 3	n/a	
	BV 2b Quality of Race Equality Scheme (RES) and the improvements resulting from its applicaton (CEx)	84%	95%	Top	
	CC01 Percentage of people who feel that their local area is a place where people from different backgrounds can get on well together (CS)	54%	n/a	Bottom	3 year assessment by Audit commission
	BV11a the percentage of top paid 5% of local authority staff who are women at 31 March (CS)	33.38%	37%	2nd	
	BV11b The percentage of the top paid 5% of local authority staff who are from an ethnic minority at 31 March (CS)	5.44%	7%	Top	
	BV 11c the percentage of top paid 5% of local authority staff who have a disability at 31 March (CS)	1.81%	1.16%	3rd	This figure excludes all staff in schools maintained by the authority. Target is to be set once base data is available.



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	BV 16 the percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition at 31 March	1.81%	1.85%	Bottom	
	BV 17 a The percentage of local authority employees from ethnic minority communities at 31 March	2.96%	3.25%	3rd	
	BV 49 Placements for looked after children (ECSL)	19%	13%	n/a	This is an area where performance is very volatile. Small changes in cohort (which are frequent) have a significant effect on the statistical performance.
	BV 99a (i) No of people killed or seriously injured (KSI) in road traffic collisions in the previous calendar year (EL)	47	31	Top	Target os fpr calendar year 2007. Performance given is for the 12 months to July 07 KSi increased sharply in 2006. However, detailed analysis does not indicate a pattern within the causes and could be a "blip" in the general trend which has shown a steady decline. However, we are working in partnership with the Police and specialist Traffic Accident Units and will be reporting to Scrutiny. A scrutiny working group has been set up to address improvement in this area, relating to all measurements in BVPI 99.
	BV 99 a (ii) Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions in the previous calendar year (EL)	-24.2%	-50%	3rd	KSi increased sharply in 2006. However, detailed analysis does not indicate a pattern within the causes and could be a "blip" in the general trend which has



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					shown a steady decline. However, we are working in partnership with the Police and specialist Traffic Accident Units and will be reporting to Scrutiny.
	BV 99 A (iii) Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions in the previous calendar year compared to the 1994-98 average (CS)	-34.7%	-57%	Bottom	KSi increased sharply in 2006. However, detailed analysis does not indicate a pattern within the causes and could be a "blip" in the general trend which has shown a steady decline. However, we are working in partnership with the Police and specialist Traffic Accident Units and will be reporting to Scrutiny.
	BV 99 b (i) Number of children (aged under 16) killed or seriously injured in road traffic collisions in the previous calendar year (EL)	3	3	Top	On target
	BV 99 b (ii) Percentage change in the number of children (aged under 16) killed or seriously injured (KSI) in road traffic collisions in the previous calendar year (EL)	-25%	0%	Bottom	On target
	BV 99 b (iii) Percentage change in the number of children killed or seriously injured (KSI) in road traffic collisions in the previous calendar year compared to the 1994-98 average (EL)	-66.7%	-66.7%	2nd	On target



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	BV 99 c (i) Number of people slightly injured in road traffic collisions in the previous calendar year (EL)	347	309	Top	KSi increased sharply in 2006. However, detailed analysis does not indicate a pattern within the causes and could be a “blip” in the general trend which has shown a steady decline. However, we are working in partnership with the Police and specialist Traffic Accident Units and will be reporting to Scrutiny.
	BV 99 c (ii) Percentage change in the number of people slightly injured in road traffic collisions in the previous calendar year (EL)	+11.9%	-0.6%	Bottom	KSi increased sharply in 2006. However, detailed analysis does not indicate a pattern within the causes and could be a “blip” in the general trend which has shown a steady decline. However, we are working in partnership with the Police and specialist Traffic Accident Units and will be reporting to Scrutiny.
	BV 99 c (iii) Percentage change in the number of people slightly injured in road traffic collisions in the previous calendar year compared to the 1994-98 average (EL)	-8.7	-16.2%	3rd	KSi increased sharply in 2006. However, detailed analysis does not indicate a pattern within the causes and could be a “blip” in the general trend which has shown a steady decline. However, we are working in partnership with the Police and specialist Traffic Accident Units and will be reporting to Scrutiny.



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	BV 162 Reviews of child protection cases (ECSL)	100%	100%	Top	
	BV 163 Adoptions of looked after children (ECSL)	7.2%	5%	3rd	Performance varies with changes in cohort (small numbers of adoption cases)
	BFPI Number of school governor vacancies as a percentage of the total (ECSL)	6%	9%	Top	Current performance has exceeded the target of 9% and is among the best in the country. We anticipate the usual seasonal increase in vacancies in the autumn term 2007, but are confident that we will continue to meet the target for the year.
	BV 126 Domestic burglaries per 1000 households (CEx)	5	6.87	Top	
	BV 127a Violent crime per 1000 population (CEx)	9.11	15.72	Top	
	BV 127b Robberies per 1000 population (CEx)	0.24	0.24	Top	
	BV 128 Vehicle crime per 1000 population (CEx)	4.37	10.12	Top	
-	Bv 166 a Score against a checklist of enforcement best practice for	Annual Indicators	100%	(95% could result in 2 nd quartile)	Outcome of Deloitte & Touche audit confirmed that performance has been maintained at a



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	environmental health (EL)				constant rate of 95%. To work towards improvement by the end of the financial year.
-	Bv 166 b Score against a checklist of enforcement best practice for Trading Standards Environmental Health (EL)	Annual Indicators	100%	3rd	No progress due to staffing resources
	BV 174 Racial incidents recorded (CEx)	3	30	n/a	
	BV 175 Racial incidents resulting in further action (CEx)	100%	100%	n/a	
-	BV 215 a Average number of days taken to repair a street lighting fault under the control of Bracknell Forest (EL)	-	5%	n/a	Annual indicator
--	BV 215 b Average number of days taken to repair a street lighting fault under the control of a Distribution Network Operator (EL)	-	26 days	n/a	Annual indicator
	BV 225 Actions against domestic violence (CEx)	90%	100	n/a	
Corporate Theme 4: Increase participation in and enjoyment of art, culture, sport and recreation					
	BFPI Number of 5 – 16 year olds who spend at least 2 hours per week on high quality PE and school sport (ECSL)	81% (2006-07 provisional figure)	90%	n/a	Results of new PESSCL survey undertaken by all schools in June/July will be published in Sept/Oct
	BV 219 (b) Percentage of conservation areas in the Local Authority area with an	100%	100%	n/a	All CAs have an up to date character appraisal



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	up to date character appraisal (EL)				
	BV220 Composite library indicator (ECSL)	Library Service meets 8 of the 10 PLSS standards and is currently rated 3		n/a	(lowest score is 1, highest is 3). Indicator likely to be discontinued after 2008 with the introduction of a new system of performance management for libraries
	BV 156 The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	35.7% (06/07)	50.6%	n/a	A constraint on delivery of improvement is the scale of budget provision. Individual improvements required may exceed the total budget provision.
	BFPI To minimise net expenditure by optimising income levels in Leisure (EL)	£5,067,000	£8,860,000	n/a	
	BFPI Number of customer visits/contacts to leisure facilities and sports development (excluding EP Conference Centre but including BFBC facilities operated by third parties). (EL)	1,237,685 (Q1 = 612043) (1,256,223)	2,242,000	n/a	Although all facilities have suffered the usual fluctuations associated with seasonal business the overall usage is almost 1% up on previous year
	BV 205 Bracknell Forest's score against a "Quality of Services" 18 points checklist, expressed as a percentage	100%	100%	Top	
	BFPI Number of schools who have achieved the new Health Schools Award (ECSL)	58%	78%	n/a	22 schools have now achieved the National Healthy Schools Standard and we are confident that we will achieve the target for 2007/08



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	BV 197 Teenage pregnancies (ECSL)	-40.7%	-23.9%	Top	These figures are calculated by DfES Teenage Pregnancy Unit
Corporate Theme 6: Improve outcomes for children and young people					
	BV 38 % of 5+ A-C GCSEs	58.3%	64%	Top	This indicator is deemed by the DfES to be less relevant than 5*A-C including English and maths
	BV 39 % of 5+ A-G GCSEs	94.0%	93%	Top	
	BV 43 SEN a) excluding exceptions b) including exceptions	On target	100% 95%	Top Top	
-	BV 45 Absence from secondary schools	N/A	6.8	Top quartile= 7.26	Annual indicator – but preliminary returns indicate that the target will not be met.
	BV 46 Absence from primary schools	N/A	4.8	Top quartile= 5.13	
	BV 50 Educational qualifications of looked after children (ECSL)	83.3%	69%	Top	Due to small numbers any cohort change produces large swings in the data
	BV 40 Percentage of pupils on roll at end of Key Stage 2 expected to achieve Level 4 and above in mathematics (ECSL)	77%	85%	Top	



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	BV 41 Percentage of pupils on roll at end of Key Stage 2 expected to achieve Level 4 and above in English (ECSL)	83%	87%	Top	
	BV 161 Employment, education etc for care leavers (ECSL)	0.50	0.67	Bottom	Labour Force Survey data not available until September 2007
	BV 181 % of level 5 in Key Stage 3 a) English b) Maths c) Science d) ICT	77% 80% 81% 72%	84% 83% 82% 79%	Top Top Top 2nd	Figure for BV 181 d is based on teacher assessment as there is no KS3 test for ICT
	BV 194 % of level 5 in Key Stage 2 a) English b) maths	37% 31%	39% 38%	Top Top	
	BV 221 Youth work	21%	80%	Not on audit commission spreadsheet	Govt target is 65%. Returns are not yet complete. Awaiting outcomes from Duke of Edinburgh award scheme and Youth line
-	BV 222 Childcare a) Level 4 or above b) Graduate/ post graduate training	Annual indicator	55% 50%	Annual Indicator	
Corporate Theme 7: Increase participation in adult learning					
	BFPI Report learner numbers and enrolments resulting from Adult Learning Plan (2006/07) (ECSL)	Final data for year indicates 1969 learners from 4779 enrolments.	2240 learners	n/a	Includes LAA requirement for 500 adults on First Step Learning Programmes and 200 adults on Family Literacy and Numeracy programmes



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	BFPI Report data from Grow Our Own Project to meet LLA targets (ECSL)	0	10 economically inactive or under active assisted in another way with skills development (LAA)	n/a	
	BFPI Successful negotiation of LSC Contract for Adult Learning (ECSL)	Completed	Submission to LSC April 2007	n/a	Contract expected June 2007
	Successful negotiation of SEEDA Contract for Grow Our Own (ECSL)	Completed	Completed	n/a	Contract completed and received for 2007-09

Corporate Theme 8: Improve services for vulnerable adults and older people

Quarterly indicators




-	BV 53 B11 Intensive home care as a proportion of intensive home and residential care (SSH)	-	34%	n/a	Annual indicator
-	B12 Cost of intensive social care for adults and older people. Annual Indicator figure quoted is 06/07 outturn (SSH)	-	700	Top quartile = 578	Annual indicator
-	B17 Unit cost of home care for adults and older people Annual Indicator figure quoted is 06/07 outturn (SSH)	-	15	Top quartile = 16.7	Annual indicator
-	C72 Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care (SSH)	-	75	Bottom	Annual indicator



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	C73 Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care (SSH)	0.0	0.4	Top	
-	C29 Adults with physical disabilities helped to live at home, per 1,000 population aged 18-64 (SSH)	-	3.6	2nd	Annual indicator
-	C30 Adults with learning disabilities helped to live at home, per 1,000 population aged 18-64 (SSH)	-	3.0	2nd	Annual indicator
-	C31 Adults with mental health problems helped to live at home, per 1,000 population aged 18-64 (SSH)	-	5.8	Top	Annual indicator
-	C32 Older people helped to live at home (BVPI 54) , per 1,000 population aged 65+ (SSH)	-	90	3rd	Annual indicator
-	BV 53 C28 Intensive home care (BVPI 53) (KT)	-	13	2nd	Annual indicator
	BFPI Library Issues per quarter (ECSL)	4300	4400 per quarter	n/a	Following the upgrade of the library system from Dynix to Horizon, the method of collecting statistics has had to change. (Data on renewals are not collected in the new system.) The new revised indicator and target is lower to reflect this.
	BFPI Waitng list of new members (ECSL)	No waiting list	Less than 5 per quarter	n/a	



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	BFPI Scheduled stops per visit by van per annum (ECSL)	1274	962	n/a	1274 stops per annum currently scheduled
	BFPI Attendees at reminiscence sessions	120 (Apr-Sept)	240	n/a	2 libraries have had reminiscence sessions this quarter with 230 people attending.

Corporate Theme 9: Create and maintain a quality environment

Quarterly indicators




	BV 82 (a) (i) Percentage of household waste arisings which have been sent by the Local Authority for recycling (EL)	25.2%	26%	Top Quartile 20.87	September figures estimated.
	BV 82 (a) (ii) Total tonnage of waste arisings sent for recycling (EL)	7644 tonnes	14750	Top Quartile 15126.10	September figures estimated.
	BV 82 (b) (i) Percentage of household waste sent by Bracknell Forest for composting or treatment by anaerobic digestion. (EL)	15.04%	14%	Top Quartile 13.05	September figures estimated.
	BV 82 (b) (ii) Total tonnage of household waste sent for composting or treatment by anaerobic digestion (EL)	4564 tonnes	7952	Top Quartile 8770.30	September figures estimated.
	BV 82 (c) Percentage of the total tonnage of household waste arisings which have been used to recover heat, power and other energy sources. (EL)	0.22%	0	Top quartile = 6.72	Non recyclable material from card and plastic recycling banks diverted from landfill to energy from waste.
	BV 82 d (i) Percentage of household arisings which have been landfilled. (EL)	59.5%	60%	Top Quartile 59.41	September figures estimated.



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	BV 82 d (ii) Total tonnage of household arisings which have been land filled in the financial year (EL)	18067 tonnes	34,500	Top Quartile 53892.20	September figures estimated.
-	BV 84 a Number of kilograms of household waste collected per head of the population. (EL)	Annual indicator	496	Top quartile 394	
-	BV 84 b Percentage change from the previous financial year in the number of kilograms of household waste collected per head of population (EL)	Annual indicator	-0.15%	Top Quartile - 3.79	
-	BV 86 Cost of waste collection per household (EL)	Annual indicator	£37.45	Top quartile = 39.48	
-	BV 87 Cost of waste disposal per tonne municipal waste (EL)	Annual indicator	£68.25	Top quartile = 39.46	
	BV 91 a The percentage of population resident in the authority's area served by a kerbside collection of recyclables (EL)	99.7%	99.7%	2nd	
	BV 91 b Percentage of households residents in the authority's area served by kerbside collection of at least two recyclables (EL)	99.7%	99.7%	2nd	
-	BV 199 a The percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level (EL)	-	9%	Top	Annual indicator
-	BV 199 b Percentage of relevant land and highways from which unacceptable levels of graffiti are visible (EL)	-	4%	3rd	Annual indicator



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-	BV 199 c Percentage of relevant land and highways from which unacceptable levels of fly-posting are visible (EL)	-	4%	Top	Annual indicator
-	BV 199 d Year on year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping (EL)	-	2	n/a	Annual indicator. Following a meeting of AS13 Perceptions Group in the last period a 2 hour departmental workshop has been set up to improve interpretation of data in relation to fly tipping
	Bv 204 The number of planning appeal decisions allowed against Bracknell Forest's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications (EL)	39.39% (Q1 = 46.15%)	30%	Bottom	Performance improved significantly in quarter 2
	BV 205 Quality of Planning Service Checklist	100%	100%	Top	
	Bv 216 a Number of 'sites of potential concern' (within Bracknell Forest) with respect to land contamination (EL)	2322 (Q1)	2308	n/a	This number is all known potential sites not yet investigated. It does not mean that these sites are contaminated – there may be few or no sites actually requiring remediation.
	BV 216 b Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'	0	14	Bottom	This will be the first year we intended to proactively inspect sites. Starting cautiously it was intended to investigate the 14 sites with a higher risk assessment score this year but 2 staff vacancies and maternity leave will cause a shortfall in



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					relation to this target. If recruitment is successful it is hoped that some progress will be made later in the year.
	BV 217 Percentage of pollution control improvements to existing installations completed on time during the current financial year (EL)	100%	100%	Top	
	BV 218 a Percentage of new reports of abandoned vehicles (EL)	93%	86%	3rd	The local approach to enforcement has a bearing on performance. It is considered that taking a hard line re recovery of costs has had no impact in reducing the number of vehicles abandoned locally. 26 cases are awaiting the final outcome of prosecution after which a decision as to whether to continue will be made.
	BV 218 b Percentage of new reports of abandoned vehicles removed within 24 hours of the point at which Bracknell Forest is legally entitled to remove the vehicle. (EL)	36%	87%	3rd	Last year we only achieved 43% and therefore changed contractors. The performance of the new contractor is currently being challenged as performance is not as anticipated. Removal of vehicles within 24 hours has fallen from 63% to 36% during the period.

Corporate Theme 10: Improve transport and movement in and around the Borough

Quarterly indicators





-	BV 100 Number of days of temporary	-	1 day/km	3rd	Annual indicator
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Shows Key actions or performance indicators that are anticipated to be achieved within timetable/ to target, or already have been achieved



Shows Key actions or performance indicators that have not been or are not likely to be achieved on time/ to target



<i>Performance</i>	<i>Key Indicator</i>	<i>Progress year to date 2007/08</i>	<i>Target</i>	<i>National Quartile position 05/06</i>	<i>Interpretation of performance/ remedial action</i>
	traffic controls or road closures on traffic sensitive streets due to local authority road works per km of traffic sensitive streets. (EL)				
-	BV 102 Number of local bus passenger journeys originating in Bracknell Forest undertaken in the current financial year. (EL)	-	1,876,000	3rd	Annual indicator. 1,830,900 to end June 2007
	BV 109a Percentage of major applications determined in 13 weeks. (EL)	80.77%	65%	Top	
	BV 109b Percentage of minor applications determined within 8 weeks. (EL)	95.10%	72%	Top	
	BV 109c Percentage of other applications determined within 8 weeks. (EL)	95.50%	85%	Top	
	BV 165 The percentage of pedestrian crossings with facilities for disabled people as a proportion of all crossings in Bracknell Forest in the current financial year. (EL)	100%	100%	Top	
-	BV 178 The percentage of total length of footpaths and other rights of way which were easy to use by members of the public in the current financial year. (EL)	-	100%	Top quartile 81.1	Annual indicator
-	BV 187 Percentage of Category 1, 1a and 2 footway network where structural maintenance should be considered in the	-	25%	3rd	Annual indicator



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<i>Performance</i>	<i>Key Indicator</i>	<i>Progress year to date 2007/08</i>	<i>Target</i>	<i>National Quartile position 05/06</i>	<i>Interpretation of performance/ remedial action</i>
	current financial year. (EL)				
-	BV 223 (previously BV 96) Percentage of the local authority principal road network where structural maintenance should be considered in the current financial year (EL)	-	12%	n/a	Annual indicator
-	BV 224 a (previously BV 97) Percentage of the non-principal classified road network where maintenance should be considered in the current financial year (EL)	-	19%	n/a	Annual indicator
-	BV 224 b Percentage of unclassified road network where structural maintenance should be considered in the current financial year (EL)	-	25%	n/a	Annual indicator
Corporate Theme 11: Improve efficiency, effectiveness and access to services					
-	BFPI Number of teaching assistants with HLTA in BFBC schools (ECSL)	5 teaching assistants undertaking the assessment during the summer 2007	Increased numbers	n/a	Dependent upon the capacity of schools and TA's to take up offer of training and development
	C51 Direct payments (BVPI 201) (KT) (SSH)	144.5	150	Top	
-	C62 Services for Carers (SSH)	-	15	Top	Annual indicator
	D37 Availability of single rooms (SSH)	100	100	Top	
-	D39 Percentage of people receiving a statement of their needs and how they will be	-	98	2nd	Annual indicator



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<i>Performance</i>	<i>Key Indicator</i>	<i>Progress year to date 2007/08</i>	<i>Target</i>	<i>National Quartile position 05/06</i>	<i>Interpretation of performance/ remedial action</i>
	met (SSH)				
	D40 Clients receiving a review (SSH)	92.3%	77	Top	
-	D41 Delayed transfers of care (SSH)	-	20	Top quartile = 37	Annual indicator
-	D54 Percentage of items of equipment and adaptations delivered within 7 working days (BVPI 56) (KT) (SSH)	-	92	2 nd	Annual indicator
-	D55 Acceptable waiting times for assessments (BVPI 195) (KT) (new definition) (SSH)	-	95	Top	Annual indicator
	D56 Acceptable waiting times for care packages (BVPI 196) (KT) (SSH)	96.4%	96	Top	
-	E82 Assessments of adults and older people leading to provision of service (new definition) (SSH)	-	69	Bottom	Annual indicator
-	D75 Practice learning (adults element) (new definition) (SSH)	-	23	n/a	Annual indicator
	BV 8 the percentage of invoices paid on time (CS)	92.6%%	95.5%	3rd	Results from a creditors benchmarking club that we have joined shows that the unitary average is 90%. This suggests that we are doing well, relatively speaking, when compared with our peers. The target may have been set too high.
	BV9 The percentage of Council Tax due for the financial year which were received by the authority (CS)	At 30 Sept 07, 56.86% of the current years council tax had been collected.	97.5%	Bottom	



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<i>Performance</i>	<i>Key Indicator</i>	<i>Progress year to date 2007/08</i>	<i>Target</i>	<i>National Quartile position 05/06</i>	<i>Interpretation of performance/ remedial action</i>
		(97.4%)			
	BV 10 The percentage of non-domestic rates due for the financial year which were received by the authority (CS)	At 30 Sept 07, 64.21% of the current years business rates had been collected. (99.7%)	99.2%	Bottom	
	BFPI Telephone calls answered within 5 rings (CS)	83.2% for the period April – Sept 07	82%	n/a	
	BFPI enquiries resolved at first point of contact, whether by telephone, reception or email (CS)	90%+	82%	n/a	
	BV 76 b Number of fraud investigations/1000 caseload (SSH)	0.18	0.18	n/a	
	BV 76c Number of fraud investigations/1000 caseload, where work is carried out to gather evidence on a claimant, landlord or associated party who is suspected of HB/CTB fraud (SSH)	14.71	31.8	n/a	
	BV 76 d Number of prosecutions and sanctions/1000 caseload (SSH)	4.61	7.7	n/a	
	BV 78a Speed of processing : Average time (days) for processing new claims (SSH)	23.33	28	3rd	Indicator was below below target in Q1 for two reasons. i) The April quarter is a period of high workload as year end processes are completed and claims generated by new rent and council tax demands are received. ii) We were installing a new workflow system. We have



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					now caught up with the workload and second quarter figures are better than the target so by the end of the year we should meet targets.
	Bv 78b Speed of processing: Average time (days) for processing notifications of changes of circumstances (SSH)	8.85	10	2nd	
	BV 79a Accuracy of processing: Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision (SSH)	100%	99	3rd	
	BV 79 b (i) The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period. (SSH)	62.79	70	3rd	New ambitious targets were set for BVPI 79b(i) and (ii) as it is planned to introduce the use of external recovery agents to collect overpayments. Tenders for this work are currently being evaluated and the contract will be in place to generate income against these targets in quarters 3 & 4.
	BV 79b (ii) HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period (SSH)	15.22	33	Bottom	Comments as for 79bi above. Year projection 22.71%



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	BV 79 b (iii) Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period (SSH)	0.03	2.5	n/a	A low level of write offs is considered to be good. The use of the external recovery agents will provide improved information to determine whether debts should be written off.
-	BV 226 Spend on organisations providing legal advice to the community	New indicator – no information available yet		n/a	



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Complaints	Progress this quarter	Progress to date	Interpretation of performance/ remedial action
Education, Children Services & Libraries	Total = 15 Stage 1 = 6 Stage 2 = 9 Stage 3 = 0 Ombudsman = 0	Total = 18 Stage 1 = 8 Stage 2 = 9 Stage 3 = 1 Ombudm'n = 0	
Social Services	Total = 12 Stage 1 = 11 Stage 2=0 Stage 3 = 1 Ombudsman = 0	Total = 54 Stage 1 = 50 Stage 2 = 3 Stage 3 = 1 Ombudsman = 0	
Environment & Leisure	Total = 5 Stage 1 = 3 Stage 2 = 1 Stage 3 = 0 Ombudsman = 1	Total = 5 Stage 1 = 3 Stage 2 = 1 Stage 3 = 0 Ombudsman = 1	
Corporate Services/ Chief Executives	Total = 17 Stage 1 = 16 Stage 2 = 1 Stage 3 = 0 Ombdsm'n = 0	Total = 18 Stage 1 = 17 Stage 2 = 1 Stage 3 = 0 Ombdsm'n = 0	



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Corporate Health

Audits with limited or no assurance opinions		
Education, Childrens Services & Libraries	One	Relates to Library Information Technology System. The weaknesses identified will be carefully monitored and addressed when the new library management system is implemented. Member Services expenses – limited assurance given, but still in draft stage.
Social Services & Housing	None	
Environment & Leisure	None	
Corporate Services & Resources	One	
Chief Executive's Office	None	

Staffing information			
	This quarter	Target 07/08	Comments
BV 12 Sickness absence	7.04 days	6.08	Annual Indicator – data shown for 06/07
BV 14 Early retirements	0.08%	0.25%	Annual Indicator – data shown for 06/07
BV 15 Ill health retirements	0.08%	0.18%	Annual Indicator – data shown for 06/07

Staff turnover	This quarter	Projected year end	Comments
BFBC 06/07 13.39%			
Education, Childrens Services & Libraries	4.2%	12.98%	



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Social Services & Housing	2.21%	12.28%	
Environment & Leisure	5.76%	16.44%	
Corporate Services	2.88%	10.42%	
Chief Executive's Office	5.26%	11.54%	
Staffing information			
Staff sickness BFBC 06/07 7.04 days	This quarter	Projected year end	Comments
Education, Childrens Services & Libraries	2.58	9.48	
Social Services & Housing	1.91	8.58	
Environment & Leisure	2.68	9.38	
Corporate Services	1.2	5.01	
Chief Executive's Office	0.33	0.66	



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