

CABINET

20 June 2007

PERFORMANCE REPORT 2006/07 (PERFORMANCE PLAN PART 2)

REPORT OF CORPORATE DIRECTOR (POLICY)

Contact Officer: Jacky Adams Tel No: 01962 848 356

RECENT REFERENCES:

CAB 1220 – Corporate Business Plan 2006/07 (Cabinet 22 March 2006)

EXECUTIVE SUMMARY:

Under the Local Government Act 1999, the Council is required to produce an annual Best Value Performance Plan which sets targets for future achievement and reports on progress made over the previous financial year. This Plan must contain certain information (as set out in ODPM Circular 05/2006) and must be published by 30 June. Under the Council's Constitution, the Performance Plan must be approved by full Council.

To make the information more timely and relevant to the Council's programme of work, the Performance Plan is produced in two sections. The first of these – entitled the Corporate Strategy Implementation Plan 2012 – was considered by Cabinet and agreed by Council in April 2007.

The second section, the Performance Report for 2006/07, is attached. This includes detailed information on achievements against national Best Value Performance Indicators and targets set for future years. The performance indicators are still undergoing some final checks and may need to be amended before the report is agreed by Council.

RECOMMENDATIONS:

- 1 That it be recommended to Council that the Performance Report (Performance Plan Part 2) 2006/07 be approved.
- 2 That the Chief Executive be authorised to complete and refine the text of the document, in consultation with the Leader, for recommendation to Council.

Relevance to Corporate Strategy

The Performance Plan as a whole sets out targets for performance over the coming years and progress made towards these aims over the previous year. The Annual Report focuses on progress made during the previous financial year.

### Resource Implications

The Annual Report sets out the progress achieved over the last financial year. The budget for that year was designed to allow business targets to be met.

### Background Documents

Information on performance against national performance indicators held in the Council's performance management system.

Audit Commission database of national performance indicators.

### APPENDICES:

Draft Performance Report 2006/07 (Performance Plan Part 2)

**Winchester City Council**

# **Performance Report**

**2006/07**

**PERFORMANCE PLAN**

**Part 2**



# INTRODUCTION

In this Performance Report we look back over our year's performance and assess our progress against key performance targets.

The Council's priorities, aims and targets for 2006/07 were set out in its 2006 Corporate Business Plan.

This Annual Report looks at our progress against those targets and sets out the Council's aims for further improvement in coming years.

Many of the Council's key activities have nationally set Performance Indicators - measures against which we see how well we are performing. The national Performance Indicators are calculated on the same basis as other local authorities so that overall comparisons can be made - these comparisons are detailed in this Annual Report.

**Simon Eden**

**Chief Executive**

# REVIEW OF PERFORMANCE 2006/07

**B**est Value was introduced in 1999 and, amongst other things, required councils to report annually on its performance. The Council has established targets each year for a set of national Performance Indicators specified by the Government. This set of indicators reflects a broad range of local services. In 2006, the Council was required to collect information on residents' satisfaction with key services and the Council as a whole. The same information is collected by all local authorities once every three years. Key results from this survey are included in the tables below.

## ACHIEVING OUR CORPORATE AIMS AND TARGETS

The Council's performance indicators may be viewed in two parts – the first relating to 'Better Services' – focusing on the services we provide to the local community - and the second on 'Working Better' – focusing on how we work as an authority. Each of these is looked at in turn.

## Better Services








In 2006/07, the Council identified three key outcomes it wished to work towards for the local community:


- Homes & jobs;
- Safer and more inclusive communities;
- Safeguarding our high quality environment for the future.

The following tables show how well we have performed against national performance indicators that cover these areas. Separate tables are included looking at:

- Homelessness & Private Sector Housing
- Council Housing
- Benefits
- Community Safety
- Culture and Heritage
- Planning
- Litter and Waste









## Performance Report 2006/07 - Homelessness & Private Sector Housing

BVPI	Description	2005/06 Value	All DCs - BQ 2005	All DCs - Average 2005	All DCs - TQ 2005	2006/07 Value	2006/07 Target	2007/08 Target	2008/09 Target	2009/10 Target	Status	Comments
BV64	No of private sector vacant dwellings that are returned into occupation or demolished	0	4	28	38	12	8	8	8	8		
BV164	Equal Access to Social Housing	Yes	No figures supplied			Yes	Yes	Yes	Yes	Yes		
BV183a	Length of stay in temporary accommodation (B&B)	.00	4.92	3.32	1.12	.00	.00	.00	.00	.00		
BV183b	Length of stay in temporary accommodation (Hostel)	39.00	18.48	11.77	.00	31.00	40.00	40.00	40.00	40.00		
BV202	Number of people sleeping rough	5	4	2	0	5	10	10	10	10		
BV203	Change in number of families in temporary accommodation	-17.86%	22.22%	8.31%	-17.87%	17.39%						
BV213	Preventing Homelessness - number of households where homelessness prevented	6	1	18	5	4	Targets not set					2005/06 average figures as published by Audit Commission

BVPI	Description	2005/06	All DCs -	All DCs -	All DCs -	2006/07		2007/08	2008/09	2009/10	Status	Comments
		Value	BQ 2005	Average 2005	TQ 2005	Value	Target	Target	Target	Target		
BV214	Housing Advice Service - % of repeat homelessness within 2 years	<b>6.67%</b>	4.26%	3.17%	.00%	<b>.00%</b>	Targets not set					









## Performance Report 2006/07 – Council Housing

BVPI	Description	2005/06	All DCs - BQ 2005	All DCs - Average 2005	All DCs - TQ 2005	2006/07		2007/08 Target	2008/09 Target	2009/10 Target	Status	Comments
		Value				Value	Target					
BV63	Energy Efficiency of Housing Stock	65	64	66	69	65	65	65	65	65		2006/07 value being reassessed and will be reported direct to Cabinet.
BV66a	Rent Collection and Arrears Recovery	99.69%	97.40%	97.32%	98.84%	98.68%	100.00%	100.00%	100.00%	100.00%		
BV66b	Rent collection and arrears recovery	1.61%	7.35%	6.01%	3.39%	1.76%	1.60%	1.50%	1.50%	1.50%		
BV66c	Rent Collection and Arrears Recovery: Notices Seeking Possession.	61.24%	35.81%	26.32%	13.55%	43.43%	60.00%	55.00%	55.00%	55.00%		
BV66d	Rent Collection and Arrears Recovery: evictions	0.12	.44%	.50%	.15%	.18%	.10%	.10%	.05%	.05%		
BV184a	Non-decent local authority dwellings (%)	14.5%	38.5%	26.4%	12.0%	9.0%	9.0%	4.0%	0.5%	0.0%		
BV184b	Non-decent local authority dwellings (change)	-17.1%	1.6%	23.1%	28.9%	-37.9%	-38.0%	-55.6%	-87.5%	-100.0%		
BV212	Average time taken to re-let local authority housing.	97	49	41	27	82	90	25	25	25		

## Performance Report 2006/07 – Council Housing: Tenants’ Satisfaction





Figures throughout show percentage of tenants who were very or fairly satisfied

BVPI	Description	2003/04				2006/07		2007/08	2008/09	2009/10	Status	Comments
		Value	All DCs Bottom Quartile	All DCs Average	All DCs Top Quartile	Value	Target	Target	Target	Target		
BV74a	Tenant Satisfaction with Landlord (All Tenants)	86.01%	77.00%	79.86%	85.00%	84.00%	90.00%			Top quartile		
BV74b	Tenant Satisfaction with Landlord (Black and Minority Ethnic Tenants)	79.31%	64.00%	73.59%	86.00%	86.00%*	85.00%			Top quartile		Ambitious targets were set for 2006/07. While results were below these targets, they are still in line with previous best quartile performance.  Targets for 2009/10 will be reviewed once national comparative data is available.
BV74c	Tenant Satisfaction with Landlord (Non-Ethnic Minority tenants)	86.04%	76.25%	79.99%	85.00%	85.00%	90.00%			Top quartile		
BV75a	Tenant Satisfaction with Participation (All)	70.90%	62.00%	65.39%	70.00%	69.00%	75.00%	No survey due	No survey due	Top quartile		
BV75b	Tenant Satisfaction with Participation (Black and Minority Ethnic Minority Tenants)	73.90%	50.00%	65.92%	75.75%	50.00%*	75.00%			Top quartile		
BV75c	Tenant Satisfaction with Participation (Non-Ethnic Minority Tenants)	70.70%	62.00%	65.91%	70.00%	70.00%	75.00%			Top quartile		






\* These figures have a high level of uncertainty due to a very low sample size.



**Performance Report 2006/07 - Benefits**

BVPI	Description	2005/06	All DCs - BQ 2005	All DCs - Average 2005	All DCs - TQ 2005	2006/07		2007/08	2008/09	2009/10	Status	Comments
		Value				Value	Target	Target	Target			
BV76a	Housing Benefits Security number of claimants visited per 1,000 caseload	<b>347.00</b>	No figures published			<b>479.00</b>	350.00	350.00	350.00	350.00		
BV76b	Housing Benefits Security number of fraud investigators employed per 1,000 case load	<b>.38</b>				<b>.40</b>	.40	0.40	.40	.40		
BV76c	Housing Benefits Security number of fraud investigations per 1,000 caseload	<b>57.48</b>				<b>96.30</b>	60.00	97.00	97.50	98.00		
BV76d	Housing Benefits Security number of prosecutions & sanctions per 1,000 caseload	<b>5.71</b>				<b>5.37</b>	5.00	5.00	5.00	5.00		
BV78a	Speed of processing - new HB/CTB claims (Days)	<b>25.16</b>	37.8	33.5	25.5	<b>17.77</b>	25.0	17.5	17.0	16.5		
BV78b	Speed of processing - changes of circumstances for HB/CTB claims (Days)	<b>16.28</b>	16.7	13.9	8.5	<b>7.83</b>	12.0	7.5	7.5	7.5		





BVPI	Description	2005/06	All DCs -	All DCs -	All DCs -	2006/07		2007/08	2008/09	2009/10	Status	Comments
		Value	BQ 2005	Average 2005	TQ 2005	Value	Target	Target	Target	Target		
BV79a	Accuracy of processing - HB/CTB claims	<b>96.80%</b>	96.80%	97.56%	99.00%	<b>98.60%</b>	98.00%	99.00%	99.00%	99.00%		
BV79b(i)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	<b>77.51%</b>	59.37%	69.48%	79.46%	<b>69.13%</b>	78.00%	72.00%	74.00%	76.00%		
BV79b(ii)	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	<b>24.91%</b>	28.35%	35.10%	41.22%	<b>23.00%</b>	26.00%	24.00%	26.00%	28.00%		
BV79b(iii)	Percentage of Recoverable Over payments Recovered (HB)	<b>6.31%</b>	No figures published			<b>2.38%</b>	6.00%	2.00%	1.50%	1.50%		

## Performance Report 2006/07 - Benefits: Claimants' Satisfaction







BVPI	Description	2003/04				2006/07		2007/08	2008/09	2009/10	Status	Comments
		Value	All DCs Bottom Quartile	All DCs Average	All DCs Top Quartile	Value	Target					
BV80	Percentage claimants surveyed who were very or fairly satisfied with the service they receive from the local authority benefits office	<b>78.70%</b>	77.00%	79.98%	84.00%	<b>85.00%</b>	80.00%			87.00%		
BV80a	Overall, I am satisfied with the ways in which I can contact the local authority benefits office	<b>82.00%</b>	76.00%	79.85%	84.00%	<b>84.00%</b>	84.00%			86.00%		Figures shows percentage of claimants surveyed who agreed or strongly agreed with the statement shown in the 'Description' column.
BV80b	Overall, I am satisfied with the experience of visiting the local authority benefits office	<b>81.00%</b>	78.00%	81.38%	86.00%	<b>86.00%</b>	83.00%	No survey due	No survey due	88.00%		
BV80c	Overall, I am satisfied with the telephone service provided by my local authority benefit office	<b>75.40%</b>	67.00%	72.56%	80.00%	<b>82.00%</b>	78.00%			84.00%		
BV80d	Overall, I am satisfied with the service provided by staff in my local authority benefits office	<b>80.80%</b>	79.00%	82.37%	86.00%	<b>86.00%</b>	83.00%			88.00%		

BVPI	Description	2003/04				2006/07		2007/08	2008/09	2009/10	Status	Comments
		Value	All DCs BQ 2003/04	All DCs Average 2003/04	All DCs TQ 2003/04	Value	Target	Target	Target	Target		
BV80e	Overall, I am satisfied with the Housing/Council Tax benefits claim form	<b>56.30%</b>	60.00%	63.75%	67.50%	<b>57.00%</b>	60.00%			60.00%		Figures shows percentage of claimants surveyed who agreed or strongly agreed with the statement shown in the 'Description' column.
BV80f	Percentage claimants surveyed who were very or fairly satisfied with the amount of time it took to tell them whether their claim for Housing / Council Tax benefit was successful or not	<b>69.30%</b>	67.00%	71.93%	77.00%	<b>78.00%</b>	63.00%	No survey due	No survey due	80.00%		

## Performance Report 2006/07 - Community Safety






BVPI	Description	2005/06	All DCs - BQ 2005	All DCs - Average 2005	All DCs - TQ 2005	2006/07		2007/08 Target	2008/09 Target	2009/10 Target	Status	Comments					
		Value				Value	Target										
BV126	Domestic burglaries per 1,000 households	5.4	9.6	8.2	5.7	5.4	Targets not supplied										
BV127a	Violent Crime per 1,000 Population	12.9	18.6	15.6	11.1	15.0											
BV127b	Robberies per 1,000 Population	.2	.7	.6	.2	.2											
BV128	Vehicle crimes per 1,000 population	5.7	10.5	9.2	6.4	6.7											
BV174	Racial Incidents Recorded	4.50	No figures published			7.11						No targets set as outside WCC control					
BV175	Racial incidents resulting in further action	100.00%	100.00%	93.29%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%							
BV225	Actions Against Domestic Violence	54.5%				45.5%	63.6%	72.7%	72.7%	72.7%							
BV226a	Advice & Guidance Services - total	£151485				£151135											
BV226b	Advice & Guidance Services - CLS Quality Mark	89.28%	No figures published			89.49%	89.28%	89.28%	89.28%	89.28%							
BV226c	Advice & Guidance Services: direct provision	£664239				£663933	£680845	£680531	£697544	£714983							

## Performance Report 2006/07 - Culture and Heritage










BVPI	Description	2005/06	All DCs - BQ 2005	All DCs - Average 2005	All DCs - TQ 2005	2006/07		2007/08	2008/09	2009/10	Status	Comments
		Value				Value	Target	Target	Target			
BV170a	Visits to and Use of museums & galleries - All Visits	1436	77	636	861	1736	1716	1716	1716	1716		
BV170b	Visits to and use of Museums & galleries - Visits in Person	958	53	364	460	971	935	952	974	1000		
BV170c	Visits to and Use of Museums - School Groups	6653	260	3039	3302	7908	6400	6500	6600	6700		
BV219a	Preserving the Special Character of Conservation Areas	37	No figures published			37	37	37	37	37		
BV219b	Preserving the Special Character of Conservation Areas: Character Appraisals	16.20%	.00%	19.87%	26.00%	8.11%	10.81%	10.81%	8.11%	8.11%		
BV219c	Preserving the Special Character of Conservation Areas: Management Proposals	2.70%	.00%	8.04%	5.50%	2.70%	8.11%	8.11%	8.11%	8.11%		




## Performance Report 2006/07 - Culture and Heritage: Satisfaction

BVPI	Description	2003/04	2006/07			Value	Target	2007/08	2008/09	2009/10	Status	Comments
		Value	All DCs Bottom Quartile	All DCs Average	All DCs Top Quartile							
BV119a	Percentage residents satisfied with sports/leisure facilities	60.00%	55.00%	59.69%	65.00%	63.00%	60.00%			Top quartile		
BV119b	Percentage residents satisfied with libraries	67.00%	71.00%	74.67%	78.00%	67.00%	67.00%			Top quartile		
BV119c	Percentage residents satisfied with museums and galleries	52.00%	26.00%	39.49%	50.00%	53.00%	52.00%	No survey due	No survey due	Top quartile		
BV119d	Percentage residents satisfied with theatres and concert halls	57.00%	26.00%	39.30%	52.00%	54.00%	57.00%			Top quartile		Performance remains in top quartile
BV119e	Percentage residents satisfied with parks and open spaces	81.00%	68.00%	73.32%	78.00%	83.00%	81.00%			Top quartile		










## Performance Report 2006/07 - Planning









BVPI	Description	2005/06	All DCs -	All DCs -	All DCs -	2006/07		2007/08	2008/09	2009/10	Status	Comments
		Value	BQ 2005	Average 2005	TQ 2005	Value	Target	Target	Target	Target		
BV106	New homes built on previously developed land	<b>90.00%</b>	57.36%	72.85%	89.67%	<b>92.53%</b>	70.00%	70.00%	68.00%	68.00%		
BV109a	Major applications determined in 13 weeks	<b>47.69%</b>	58.04%	65.49%	74.75%	<b>60.78%</b>	60.00%	60.00%	60.00%	60.00%		
BV109b	Minor applications determined in 8 weeks	<b>65.99%</b>	68.60%	73.73%	80.39%	<b>54.74%</b>	65.00%	65.00%	65.00%	65.00%		
BV109c	Planning Applications: 'Other' applications	<b>86.96%</b>	83.84%	86.70%	91.61%	<b>75.99%</b>	80.00%	80.00%	80.00%	80.00%		
BV200a	Plan-making: Local Development Scheme submitted?	<b>Yes</b>				<b>Yes</b>	Yes	Yes	Yes	Yes		
BV200b	Plan-making: Milestones Met?	<b>Yes</b>	No figures supplied			<b>Yes</b>	Yes	Yes	Yes	Yes		
BV200c	Plan-making: Monitoring Report	<b>Yes</b>				<b>Yes</b>	Yes	Yes	Yes	Yes		
BV204	Planning appeals allowed	<b>39.6%</b>	36.1%	30.6%	25.0%	<b>17.2%</b>	25.0%	25.0%	25.0%	25.0%		
BV205	Quality of Planning Service checklist	<b>94.0%</b>	83.3%	88.9%	94.4%	<b>94.0%</b>	97.0%	100.0%	100.0%	100.0%		



**Performance Report 2006/07 - Development Planning: Satisfaction**

BVPI	Description	2003/04	All DCs -	All DCs -	All DCs -	2006/07		2007/08	2008/09	2009/10	Status	Comments
		Value	BQ 2003	Average 2003	TQ 2003	Value	Target	Target	Target	Target		
BV111	% of applicants satisfied with the Planning service received	67%	70%	75.11%	81%	69%	67%			To be confirmed		




## Performance Report 2006/07 - Litter and Waste

BVPI	Description	2005/06	All DCs -	All DCs -	All DCs -	2006/07		2007/08	2008/09	2009/10	Status	Comments
		Value	BQ 2005	Average 2005	TQ 2005	Value	Target	Target	Target	Target		
BV82a(i)	% of Household Waste Recycled	18.88%	14.79%	18.55%	21.72%	22.45%	25.57%	31.04%	32.13%	32.87%		Targets for 2006/07 assumed an earlier start to the roll out of Alternate Bin Collection than occurred. Figures for recycling and composting in the phase 1 area are on track.
BV82a(ii)	Tonnes of Household Waste Recycled	8106.00	5279.84	7361.52	9082.98	9456.00	11055.00	13416.00	13871.00	14365.00		
BV82b(i)	% of Household Waste Composted	1.31%	2.68%	9.44%	14.67%	1.96%	7.46%	13.64%	13.84%	13.84%		
BV82b(ii)	Tonnes of household waste composted	549.00	933.96	3945.75	6048.82	815.90	2687.50	5895.00	5975.00	6050.00		
BV84a	Household waste collected per head, in kilos	386.9	442.7	410.3	381.0	378.0	385.0	380.0	375.0	375.0		
BV84b	Household Waste Collection (% change in kilograms per head)	-3.20%	2.43%	-.24%	-3.29%	-2.30%	-.49%	-1.30%	-1.32%	.00%		
BV86	Cost of household waste collection	£52.42	£52.88	£49.71	£40.28	£59.90	£63.00	£60.00	£60.00	£58.00		
BV91a	Kerbside Collection of Recyclables (one recyclable)	100.0%	94.0%	94.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
BV91b	Kerbside collection of recyclables (two recyclables)	100.0%	92.3%	92.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		

BVPI	Description	2005/06	All DCs -	All DCs -	All DCs -	2006/07		2007/08	2008/09	2009/10	Status	Comments
		Value	BQ 2005	Average 2005	TQ 2005	Value	Target	Target	Target	Target		
BV166a	Environmental Health Checklist	95.0%	80.0%	87.2%	98.7%	95.0%	95.0%	95.0%	95.0%	95.0%		
BV199a	Local street and environmental cleanliness - Litter and Detritus	2.2%	19.0%	13.7%	8.0%	8.0%	4.2%	4.2%	4.2%	4.2%		
BV199b	Local Street and Environmental Cleanliness - Graffiti	0%	4%	3%	0%	1%	5%	5%	5%	5%		
BV199c	Local Street and Environmental Cleanliness - Fly-posting levels	0%	1%	1%	0%	0%	5%	5%	5%	5%		
BV199d	Local Street and Environmental Cleanliness - Fly-tipping	2	No figures published			3	2	2	2	2		
BV216a	Identifying Contaminated Land	2295	No figures published			2264	2295					
BV216b	Information on contaminated land	2%	1%	9%	8%	5%	2%	2%	2%	2%		
BV217	Pollution Control Improvements Completed On-time	93%	85%	86%	100%	93%	90%	90%	90%	90%		2006/07 value provisional and may be subject to change.

BVPI	Description	2005/06	All DCs - BQ 2005	All DCs - Average 2005	All DCs - TQ 2005	2006/07		2007/08 Target	2008/09 Target	2009/10 Target	Status	Comments
		Value				Value	Target					
BV218a	Abandoned vehicles - % investigated within 24 hrs	1.60%	71.58%	80.12%	96.12%	32.00%	3.00%	37.00%	40.00%	43.00%		
BV218b	Abandoned Vehicles - % removed within 24 hours of required time	2.90%	56.52%	70.67%	93.95%	46.00%	3.00%	40.00%	42.00%	45.00%		

#### Performance Report 2006/07 - Litter and Waste: Residents' Satisfaction

BVPI	Description	2003/04	All DCs - BQ 2006	All DCs - Average 2006	All DCs - TQ 2006	2006/07		2007/08 Target	2008/09 Target	2009/10 Target	Status	Comments
		Value				Value	Target					
BV89	Satisfaction with cleanliness of streets	73%	64.75%	69.33%	74%	73%	73%			Top quartile		
BV90a	Satisfaction with household waste collection	93.00%	73.00%	78.93%	86.00%	91.00%	93.00%			Top quartile		
BV90b	Satisfaction with waste recycling	75.00%	67.75%	71.82%	76.00%	79.00%	75.50%			Top quartile		

## **Working Better**

In 2006/07, the Council identified three key outcomes it wished to work towards in managing its own services:

- Making our Working Practices fit for the 21<sup>st</sup> Century
- Managing the Council Effectively
- Creating an Efficient, Effective Working Environment



The following tables show how well we have performed against national performance indicators that cover these areas. Separate tables are included looking at:

- Public Satisfaction with the City Council
- Efficient Working
- Equalities







## **Contracts**

As part of the way in which the Council manages its affairs, contracts are let for the provision of Council services. These can sometimes involve the transfer of staff to the company taking over the services. The Council has not let any contracts during 2006/07 which involved the transfer of staff.

## Performance Report 2006/07 – Public Satisfaction with the City Council










BVPI	Description	2003/04	All DCs - BQ 2006	All DCs - Average 2006	All DCs - TQ 2006	2006/07		2007/08	2008/09	2009/10	Status	Comments
		Value				Value	Target	Target	Target			
BV3	Overall satisfaction with the authority	61%	50%	54.62%	60%	57%	61%	No survey due		Top quartile		
BV4	Satisfaction with complaint handling	40%	32%	34.83%	38%	33%	37%			Top quartile		

## Performance Report 2006/07 - Efficient Working

BVPI	Description	2005/06	All DCs - BQ 2005	All DCs - Average 2005	All DCs - TQ 2005	2006/07		2007/08	2008/09	2009/10	Status	Comments
		Value				Value	Target	Target	Target			
BV8	% of invoices paid on time	93.67%	92.20%	93.70%	97.30%	94.93%	97.00%	95.50%	96.50%	96.50%		
BV9	% of Council Tax collected	98.30%	97.40%	97.84%	98.52%	98.50%	98.35%	21.00%	98.56%	98.57%		
BV10	Percentage of Non-domestic Rates Collected	99.10%	98.40%	98.69%	99.30%	99.17%	99.15%	25.00%	99.23%	99.26%		
BV12	Working Days Lost Due to Sickness Absence	10.24	10.92	9.64	8.28	9.00	9.50	8.00	8.00	8.00		
BV14	Percentage of Early Retirements	.40%	.83%	.61%	.00%	.40%	.19%	.60%	.40%	.40%		
BV15	Percentage of Ill-health Retirements	.20%	.42%	.28%	.00%	.00%	.19%	.00%	.00%	.00%		



## Performance Plan 2007 - Corporate Health: Equalities

BVPI	Description	2005/06	All DCs - BQ 2005	All DCs - Average 2005	All DCs - TQ 2005	2006/07		2007/08	2008/09	2009/10	Status	Comments
		Value				Value	Target	Target	Target			
BV2a	Equality Standard for Local Government	1	No figures published			1	1	1	2	3		
BV2b	Duty to Promote Race Equality - checklist score	63.2%	42%	56.95%	73%	68.5%	84%	84%	100%	100%		
BV11a	Top 5% of Earners: Women	33.00%	18.79%	25.15%	31.25%	36.60%	32.00%	32.00%	32.00%	32.00%		
BV11b	Top 5% of Earners: Ethnic Minorities	.00%	.00%	1.88%	3.37%	.00%	4.00%	3.00%	3.00%	3.00%		
BV11c	Top 5% of Earners: with a disability	.00%	.00%	3.28%	5.91%	.00%	3.00%	3.00%	3.00%	3.00%		
BV16a	Percentage of Employees with a Disability	2.00%	2.13%	3.69%	4.37%	1.39%	2.60%	2.60%	2.60%	3.00%		
BV16b	Percentage of Economically Active People who have a Disability	9.60%	No figures published			9.60%	9.60%	9.60%	9.60%	9.60%		
BV17a	Ethnic Minority representation in the workforce - employees	.8%	.8%	2.1%	2.7%	1.4%	2.0%	2.0%	2.0%	2.0%		
BV17b	Ethnic Minority representation in the workforce - local population	2.2%	No figures published			2.2%	2.2%	2.2%	2.2%	2.2%		

BVPI	Description	2005/06	All DCs -	All DCs -	All DCs -	2006/07		2007/08	2008/09	2009/10	Status	Comments
		Value	BQ 2005	Average 2005	TQ 2005	Value	Target	Target	Target	Target		
BV156	Buildings Accessible to People with a Disability	38.46%	No figures published			46.15%	46.15%	53.85%	54.54%	55.00%	