

2006/07 and 2007/08 Quartile Positions

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Longname	2006/07 Outturn	2007/08 Outturn	2006/07 All England Position	2007/08 All England Quartile	All England Direction of Performance	2006/07 Unitary Quartile	2007/08 Unitary Quartile	Unitary Direction of Performance
Chief Executives Directorate								
Corporate Policy & Performance Division								
BV3 The percentage of citizens satisfied with the overall service provided by their authority	56	56	2nd	2nd	No Change	1st	1st	No Change
BV4 The percentage of those making complaints satisfied with the handling of those complaints	35	35	2nd	2nd	No Change	1st	1st	No Change
Children's Services & Learning Directorate								
Learning Services Division								
BV181c Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 tests for Science	65	67	4th	4th	No Change	4th	4th	No Change
BV194a Percentage of 11 year old pupils achieving Level 5 in Key Stage 2 in English	27	30	4th	3rd	Improved	4th	3rd	Improved
BV194b Percentage of 11 year old pupils achieving Level 5 in Key Stage 2 Maths	27	30	4th	3rd	Improved	4th	2nd	Improved
BV221a Percentage of young people aged 13-19 gaining a recorded outcome compared to the percentage of young people who participate in youth work in the local authority area.	45	47	3rd	3rd	No Change	3rd	3rd	No Change
BV221b Percentage of young people aged 13-19 gaining an accredited outcome	18	20	3rd	3rd	No Change	2nd	2nd	No Change

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compared to the percentage of young people aged 13-19 participating in youth work								
BV222a Percentage of integrated early education and childcare settings funded or part-funded by the local authority where leaders have a qualification at Level 4 or above	55	64	1st	1st	No Change	1st	1st	No Change
BV222b Percentage of integrated early education and childcare settings funded or part-funded by the local authority that have input from staff with graduate or postgraduate qualifications in teaching or child development	68	75	2nd	3rd	Declined	3rd	3rd	No Change
BV43a Percentage of proposed statements of special educational need issued by the authority in a financial year and prepared within 18 weeks	100	100	1st	1st	No Change	1st	1st	No Change
BV43b Percentage of proposed statements of special educational need issued by the authority in a financial year and prepared within 18 weeks	100	100	1st	1st	No Change	1st	1st	No Change
BV45 Percentage of half days missed due to total absence in secondary schools maintained by the local education authority	8.96	9.2	4th	4th	No Change	4th	4th	No Change
Safeguarding Division								
BV46 Percentage of half days missed due	6.63	6.26	4th	4th	No Change	4th	4th	No Change

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to total absence in primary schools maintained by the local education authority								
School Standards Division								
BV181a Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 tests for English	68	69	4th	4th	No Change	3rd	4th	Declined
BV181b Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 tests for Maths	70	71	4th	4th	No Change	4th	4th	No Change
BV181d Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 tests for ICT	64	71	4th	3rd	Improved	4th	3rd	Improved
BV38 Percentage of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A*-C or equivalent	48.4	50.4	4th	4th	No Change	4th	4th	No Change
BV40 Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test	71	76	4th	3rd	Improved	4th	2nd	Improved
BV41 Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 English test	75	77	4th	4th	No Change	4th	4th	No Change

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Communities, Health & Care Directorate								
Communities & Regeneration Division								
BV126 Domestic burglaries per 1000 households in the Local Authority area	8.9	10.3	3rd	3rd	No Change	1st	2nd	Declined
BV127a Violent crime per 1000 population in the local authority area	40.6	42.3	4th	4th	No Change	4th	4th	No Change
BV127b Robberies per 1000 population in the local authority area	1.9	1.5	4th	4th	No Change	4th	4th	No Change
BV128 The number of vehicle crimes per 1,000 population in the local authority area	24.4	17.5	4th	4th	No Change	4th	4th	No Change
BV156 The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	62	66.66	N/A	N/A	N/A	N/A	N/A	N/A
BV174 The number of racial incidents reported to the local authority and subsequently recorded per 100,000 population	181.79	223.09	N/A	N/A	N/A	N/A	N/A	N/A
BV175 The percentage of racial incidents reported to the local authority that resulted in further action	100	100	1st	1st	No Change	1st	1st	No Change
BV225 Actions Against Domestic Violence the percentage of questions from a checklist to which a local authority can answer yes	72.7	90.9	N/A	N/A	N/A	N/A	N/A	N/A
BV226a Total amount spent by the local	844213	851495	N/A	N/A	N/A	N/A	N/A	N/A

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authority on advice and guidance services provided by external organisations								
BV226b Percentage of monies spent on advice and guidance services provision that was given to organisations holding the CLS Quality Mark at General Help level and above	79	79.54	N/A	N/A	N/A	N/A	N/A	N/A
BV226c Total amount spent on Advice and Guidance in the areas of housing welfare benefits and consumer matters which is provided directly by the authority to the public	655465	688054	N/A	N/A	N/A	N/A	N/A	N/A
BV2a The level of the Equality Standard for local government to which the Authority conforms in respect of gender race and disability	3	4	N/A	N/A	N/A	N/A	N/A	N/A
BV2b The quality of an Authoritys Race Equality Scheme (RES) and the improvements resulting from its application	84	95	1st	1st	No Change	2nd	1st	Improved
Environment Directorate								
Environmental Health & Consumer Protection Division								
BV166a Score against best practice checklist	100	100	1st	1st	No Change	1st	1st	No Change
BV166b Score against best practice checklist	100	100	1st	1st	No Change	1st	1st	No Change
BV216a Number of sites of potential	1517	1540	N/A	N/A	N/A	N/A	N/A	N/A

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concern in the local authority area with respect to land contamination								
BV216b 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	2	2	4th	4th	No Change	3rd	3rd	No Change
BV217 Percentage of pollution control improvements to existing installations completed on time	100	100	1st	1st	No Change	1st	1st	No Change
Highways & Parking Division								
BV100 Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by roadworks per km of traffic sensitive road	0.6	0.6	3rd	3rd	No Change	2nd	2nd	No Change
BV187 Percentage of the footway network where structural maintenance should be considered	12	31	1st	4th	Declined	1st	4th	Declined
BV215a The average number of days taken to repair a street lighting fault that is under the control of the local authority	9.58	14.8	4th	4th	No Change	4th	4th	No Change
BV215b The average time taken to repair a street lighting fault where response time is under the control of a DNO	100.83	99.12	4th	4th	No Change	4th	4th	No Change
BV218a Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	98.8	97.27	1st	2nd	Declined	2nd	2nd	No Change

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BV218b Percentage of abandoned vehicles removed within 48 hours from the point at which the authority is legally entitled to remove the vehicle	81.6	60.58	3rd	4th	Declined	3rd	4th	Declined
BV223 Percentage of the local authority principal road network where structural maintenance should be considered	23	15	4th	4th	No Change	4th	4th	No Change
BV224a Percentage of the non-principal classified road network where maintenance should be considered	20	9	4th	3rd	Improved	4th	3rd	Improved
BV224b Percentage of the unclassified road network where structural maintenance should be considered	15	13	3rd	3rd	No Change	3rd	3rd	No Change
Planning & Sustainability Division								
BV102 Number of local bus passenger journeys originating in the authority area undertaken each year	19302850	19707620	2nd	2nd	No Change	1st	1st	No Change
BV103 Percentage of users satisfied with local provision of public transport information	53	53	3rd	3rd	No Change	2nd	2nd	No Change
BV104 Percentage of users satisfied with local bus services	64	64	2nd	2nd	No Change	1st	1st	No Change
BV106 Percentage of new homes built on previously developed land	100	98.3	1st	1st	No Change	1st	1st	No Change
BV109a Percentage of major applications determined within 13 weeks	81.9	67.09	1st	3rd	Declined	1st	3rd	Declined
BV109b Percentage of minor applications	74.64	75.76	3rd	3rd	No Change	3rd	3rd	No Change

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determined within 8 weeks								
BV109c Percentage of other applications determined within 8 weeks	86.02	83.36	3rd	4th	Declined	3rd	3rd	No Change
BV111 Percentage of applicants satisfied with the Planning service	68	68	3rd	3rd	No Change	3rd	3rd	No Change
BV165 The percentage of pedestrian crossings with facilities for disabled people as a proportion of all crossings in the local authority area	99.4	64.9	2nd	3rd	Declined	2nd	3rd	Declined
BV178 The percentage of the total length of rights of way in the local authority area that are easy to use by the general public	88.5	90.4	2nd	1st	Improved	2nd	2nd	No Change
BV200a Did the Local Planning Authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?	0	0	N/A	N/A	N/A	N/A	N/A	N/A
BV200b Has the Local Planning Authority met the milestones which the current Local Development Scheme (LDS) sets out?	0	0	N/A	N/A	N/A	N/A	N/A	N/A
BV204 The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	36.7	30.1	3rd	2nd	Improved	3rd	2nd	Improved
BV205 The local authority's score against a quality of planning services checklist	100	100	1st	1st	No Change	1st	1st	No Change

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BV219b Percentage of conservation areas in the local authority area with an up-to-date character appraisal	5	10	4th	4th	No Change	4th	4th	No Change
BV99a(i) Number of people killed or seriously injured (KSI) in road traffic collisions	100	90	2nd	2nd	No Change	3rd	3rd	No Change
BV99a(ii) Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year	-7	-10	2nd	1st	Improved	2nd	1st	Improved
BV99a(iii) Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average	-16	-24.4	4th	3rd	Improved	3rd	3rd	No Change
BV99b(i) Number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions	16	9	2nd	1st	Improved	4th	2nd	Improved
BV99b(ii) Percentage change in the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions since the previous year	-6	-43.7	3rd	1st	Improved	2nd	1st	Improved
BV99b(iii) Percentage change in the number of children killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average	-30	-60.9	4th	2nd	Improved	4th	2nd	Improved
BV99c(i) Number of people slightly injured in road traffic collisions	767	739	2nd	2nd	No Change	3rd	3rd	No Change

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BV99c(ii) Percentage change in the number of people slightly injured in road traffic collisions since the previous year	-17	-3.7	1st	3rd	Declined	1st	2nd	Declined
BV99c(iii) Percentage change in the number of people slightly injured in road traffic collisions since the 1994-98 average	-23	-26.2	2nd	2nd	No Change	2nd	1st	Improved
Waste & Fleet Transport Division								
BV82a(i) Percentage of household waste arisings which have been sent by the Authority for recycling	17.77	19.28	3rd	3rd	No Change	3rd	3rd	No Change
BV82a(ii) Total tonnage of household waste arisings sent by the Authority for recycling	18297.94	19444.52	1st	1st	No Change	2nd	2nd	No Change
BV82b(i) The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	7.74	7.86	3rd	3rd	No Change	3rd	3rd	No Change
BV82b(ii) The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	7963.31	7923.55	2nd	2nd	No Change	3rd	3rd	No Change
BV82c(i) Percentage of the total tonnage of household waste arisings that have been used to recover heat, power and other energy sources	57.11	50.34	1st	1st	No Change	1st	1st	No Change
BV82c(ii) Total tonnage of household waste arisings that have been used to recover heat, power and other energy sources	58795.08	50775.17	1st	1st	No Change	1st	1st	No Change

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BV82d(i) Percentage of household waste that has been landfilled	18.78	23.91	1st	1st	No Change	1st	1st	No Change
BV82d(ii) The tonnage of household waste arisings that have been landfilled	19329.12	24118.29	1st	1st	No Change	1st	1st	No Change
BV84a Number of kilograms of household waste collected per head of the population	463.7	441.3	3rd	3rd	No Change	1st	1st	No Change
BV86 Cost of household waste collection per household	56.61	58.07	4th	3rd	Improved	3rd	3rd	No Change
BV87 Cost of waste disposal per tonne of municipal waste	57.76	64.77	4th	4th	No Change	4th	4th	No Change
BV90a Percentage of people expressing satisfaction with household waste collection	90	90	1st	1st	No Change	1st	1st	No Change
BV90b Percentage of people expressing satisfaction with recycling facilities	68	68	3rd	3rd	No Change	3rd	3rd	No Change
BV90c Percentage of people expressing satisfaction with Civic Amenity Sites	81	81	2nd	2nd	No Change	3rd	3rd	No Change
BV91a Percentage of households resident in the authority' area served by kerbside collection of recyclables	74.6	98.3	4th	3rd	Improved	4th	3rd	Improved
BV91b Percentage of households resident in the authority' area served by kerbside collection of at least two recyclables	74.6	98.3	4th	3rd	Improved	4th	3rd	Improved
Neighbourhoods Directorate								
Decent Homes Division								
BV184a The percentage of local authority	32	25	3rd	3rd	No Change	3rd	2nd	Improved

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dwelling which were non-decent at the start of the financial year								
BV184b The percentage change in the proportion of non-decent dwellings between the start and the end of the financial year	23.3	23.5	2nd	2nd	No Change	2nd	2nd	No Change
DHD6 Average time taken to re-let local authority housing	43	39	3rd	4th	Declined	3rd	4th	Declined
DHD7 The average SAP rating of local authority-owned dwellings	64	66	4th	4th	No Change	4th	4th	No Change
Housing Management Division								
HMD2 Rent collected by the Local Authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	96.7	97.63	4th	3rd	Improved	4th	3rd	Improved
HMD4 Percentage of Local Authority tenants with more than seven weeks (gross) rent arrears	6.81	6.12	3rd	3rd	No Change	3rd	3rd	No Change
Housing Solutions Division								
BV183b The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	0	0	1st	1st	No Change	1st	1st	No Change
BV213 Number of households who considered themselves as homeless, who approached the local housing authority's	8	8	1st	1st	No Change	1st	2nd	Declined

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housing advice service and for whom housing advice casework intervention resolved their situation								
HSD10 Number of non-local authority-owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority	105	102	1st	2nd	Declined	2nd	2nd	No Change
HSD8 The number of people sleeping rough on a single night within the area of the authority	6	5	4th	4th	No Change	4th	4th	No Change
Leisure & Culture Division								
BV118a The percentage of library users who found a book to borrow	88	88	2nd	2nd	No Change	2nd	2nd	No Change
BV118b The percentage of library users who found the information they were looking for	71	71	4th	4th	No Change	4th	4th	No Change
BV118c The percentage of library users who were satisfied with the library overall	95	95	1st	1st	No Change	1st	1st	No Change
BV170a The number of visits to or uses of local authority funded or part funded museums and galleries per 1000 population	924	1383	2nd	1st	Improved	2nd	2nd	No Change
LCD3 The number of pupils visiting museums and galleries in organised school groups	15737	16859	1st	1st	No Change	2nd	2nd	No Change

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Neighbourhood Management Division								
BV119e Percentage of residents satisfied with the Local Authority's Cultural services who have used these services parks and open spaces	84	84	1st	1st	No Change	1st	1st	No Change
BV199a The percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	6.3	5.3	1st	1st	No Change	1st	1st	No Change
BV199b The percentage of relevant land and highways from which unacceptable levels of graffiti are visible	6	5	4th	4th	No Change	4th	3rd	Improved
BV199c The percentage of relevant land and highways from which unacceptable levels of fly-posting are visible	0	1	1st	4th	Declined	1st	4th	Declined
BV199d The year on year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping	2	4	2nd	4th	Declined	2nd	4th	Declined
BV66c Percentage of Local Authority tenants in arrears who have had Notices Seeking Possession served	31.68	32.01	3rd	3rd	No Change	3rd	4th	Declined
BV66d Percentage of Local Authority tenants evicted as a result of rent arrears	0.23	0.21	2nd	2nd	No Change	1st	2nd	Declined
BV74a Satisfaction of all tenants of council housing with the overall service provided by their landlord	78	78	2nd	3rd	Declined	2nd	2nd	No Change

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BV74b Satisfaction of black and minority ethnic tenants of council housing with the overall service provided by their landlord	76	76	2nd	2nd	No Change	2nd	2nd	No Change
BV74c Satisfaction of non-black and minority ethnic tenants of council housing with the overall service provided by their landlord	78	78	3rd	3rd	No Change	3rd	3rd	No Change
BV75b Satisfaction of black and minority ethnic tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord	61	61	2nd	2nd	No Change	3rd	3rd	No Change
BV75c Satisfaction of non-black and minority ethnic tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord	62	62	3rd	3rd	No Change	3rd	4th	Declined
BV89 Street cleaning - percentage of people satisfied with cleanliness standards	71	71	2nd	2nd	No Change	1st	1st	No Change
Resources Directorate								
Human Resources Division								
BV11a Percentage of top-paid 5% of staff who are women	43.2	45.33	2nd	1st	Improved	3rd	3rd	No Change
BV11b The percentage of the top 5% of	4	4.44	2nd	1st	Improved	1st	1st	No Change

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local authority staff who are from an ethnic minority								
BV11c Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)	2.4	1.33	3rd	3rd	No Change	2nd	4th	Declined
BV12 The number of working days/shifts lost to the Authority due to sickness absence	8.29	9.41	2nd	3rd	Declined	1st	2nd	Declined
BV14 The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force	0.18	0	1st	1st	No Change	1st	1st	No Change
BV15 The percentage of local authority employees retiring on grounds of ill health as a percentage of the total workforce	0.25	0.08	3rd	2nd	Improved	4th	1st	Improved
BV16a The percentage of local authority employees with a disability.	2.79	2.45	3rd	3rd	No Change	2nd	3rd	Declined
BV17a The percentage of local authority employees from ethnic minority communities	4.9	5.1	2nd	2nd	No Change	2nd	2nd	No Change
Transactions Division								
BV76b The number of fraud investigators employed by the Local Authority per 1,000 caseload	0.22	0.24	N/A	N/A	N/A	N/A	N/A	N/A
BV76c The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the Local	24.22	34.31	N/A	N/A	N/A	N/A	N/A	N/A

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Authority per year per 1000 caseload								
BV76d The number of Housing Benefit and Council Tax Benefit (HB/CTB) prosecutions and sanctions per year per 1000 caseload in the Local Authority area	3	4.41	N/A	N/A	N/A	N/A	N/A	N/A
BV79b(i) The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	84.64	74.93	1st	2nd	Declined	1st	2nd	Declined
BV79b(ii) HB overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year plus amount of HB overpayments identified during the year	28.31	27.22	3rd	3rd	No Change	3rd	2nd	Improved
BV79b(iii) Housing Benefit overpayments written off as a percentage of the total amount of HB overpayment debt outstanding at the start of the year plus amount of HB overpayments identified during the year	10.47	3.99	N/A	N/A	N/A	N/A	N/A	N/A
BV80 Overall user satisfaction with the Benefits Service	71	71	4th	4th	No Change	4th	4th	No Change
Transactions & Customer Excellence Division								
BV10 The percentage of national non-domestic rates collected in-year	99.1	99.41	2nd	1st	Improved	2nd	2nd	No Change
BV78a To measure average processing time taken across all new Housing and Council Tax Benefit (HB/CTB) claims	32.6		3rd	N/A	Declined	3rd	N/A	Declined

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submitted to the Local Authority, for which the date of decision is within the financial year being reported								
BV78b The average processing time taken for all written notifications to the Local Authority of changes to a claimants circumstance that require a new decision on behalf of the Authority	14.8		3rd	N/A	Declined	3rd	N/A	Declined
BV79a The percentage of cases within a random sample for which the Authoritys calculation of Housing and Council Tax Benefit (HB/CTB) is found to be correct	96.4	96	4th	4th	No Change	4th	4th	No Change
BV8 Percentage of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms	92.8	93.96	3rd	3rd	No Change	3rd	2nd	Improved
BV9 The percentage of council tax collected by the Authority in the year	94.51	95.18	4th	4th	No Change	4th	4th	No Change