

Summary of Statutory Performance Indicators – 1st April 2005 - 31st March 2006

Chief Executives Services

Ref	Indicator	Position 04/05	Trend 05/06	Comment
CM 1	All sickness	Red	Green	Improved from 6.1% to 5.6%
CM 1a	Sickness: Local Government employees	Red	Green	Improved from 6.5% to 6.0%
CM 1b	Sickness :Craft employees	Red	Green	Improved from 6.6% to 5.2%
CM 1c	Sickness: Teachers	Amber	Amber	Constant at 3.9%
CM 2	Litigation: # claims per 1,000 population	Red	Green	Improved from 50.0 to 42.3
CM 3a	Equal Opportunities 2% highest paid women	Green	Amber	Constant at 34.2%
CM 3b	Equal Opportunities 5% highest paid women	Green	Green	Improved from 42.3% to 45.4%
CM 4	Public Access	Red	Green	Improved from 20.8% to 28.6%
CM 5	Collection Cost: Council Tax per dwelling	Red	Green	Improved from £12.14 to £1.97
CM 6	Council Tax: % collected in year	Red	Green	Improved from 89.4% to 90.4%
	Non domestic rates: % collected in year (now deleted)	Red	Green	Improved from 92.9% to 95.8%
CM 7	Paid Invoices within 30 days	Red	Green	Improved from 79.5% to 81.4%

Education & Cultural Services

Ref	Indicator	Position 04/05	Trend 05/06	Comment
EC 1	Primary schools- occupancy	Red	Red	Decline from 63.2% to 60.3%
EC 2	Secondary schools- occupancy	Red	Red	Decline from 65.0% to 62.1%
EC 3a	Equal opportunities: Secondary schools	Amber	Green	Improved ratio from 1: 0.61 to 1: 0.66
EC 3b	Equal opportunities: Primary schools	Amber	Green	Improved ratio from 1:0.95 to 1 : 0.96
EC 3c	Equal opportunities: Special schools	Green	Green	Ratio remained at 1:1
	Registered Museums (now deleted)	Amber	Amber	Constant at 50%
CC 3a	Council Museums: number of visits/usages	-	-	New indicator in 06/07
CC 3b	Number of museum visits per 1000 pop.	-	-	New indicator in 06/07
CC 4a(i)	Adult Library addition	Amber	Red	Declined from 191 to 155
CC 4a(ii)	Children Library addition	Red	Green	Improved from 48 to 59
CC 4b(i)	Adult Library stock at end of year	Green	Green	Improved from 1591 to 1829
CC 4b(ii)	Children Library stock at end of year	Amber	Red	Decline from 556 to 549
CC 5a	Library usage; no. of visits per 1,000	-	-	New indicator 06/07
CC 5b	Borrowers as a % of population	Red	Red	Decline from 21.6% to 20.9%
	Average no. of issues borrowed (deleted 06/07)	Amber	Amber	Constant at 24.3
CC 6a	Learning Centre users	Green	Amber	Constant at 8.9%
CC 6b	No times terminals used per 1,000 of pop.	Green	Green	Improved from 766.0 to 989.9

Housing, Regeneration & Environmental Services

Ref	Indicator	Position 04/05	Trend 05/06	Comment
BA 1	House Benefit administration cost per case	Green	Red	Increased from £42.48 to £45.82
BA 2a	Processing time for new claims	Amber	Green	Improved from 42.1 days to 34.2 days.
BA 2b	Processing time for change of circumstance	Green	-	25.5 days. changed basis for calculation cannot compare to 04/05
BA 3a	% of cases calculated correctly	Green	Red	Very small decline from 98.8% to 98.6%
BA 3b(i)	Housing Benefit % overpayment recovered	Red	Green	Improved from 25.8% to 39.4%.
BA 3b(ii)	House benefit: % over payment recovered plus in year overpayments	-	-	New indicator for 05/06 - 11.4%.
BA 3c	% of Overpayments written off	-	-	New indicator 05/06– 9.1%.
HS 1c (i)	Housing Repairs – 10 days	Amber	Red	Decline from 86.5% to 83.1%
HS 1c (ii)	Housing Repairs – 15 days	Amber	Red	Decline from 81.2% to 69.7%
HS 1c (iii)	Housing Repairs – 130 days	Amber	Green	Improved from 81.9% to 92.9%
HS 1d	Housing Repairs –24hrs	Amber	Green	Improved from 96.5% to100%
HS 2	Rent loss due to voids	Red	Green	Improved from 7.4% to 6.3%
HS 3a	Void houses relet not low demand areas	-	-	New indicator 05/06- 113 days
HS 3b	Void houses relet low demand areas	-	-	New indicator 05/06- 427 days.
HS 3c(i)	Number of low demand unlet at year end	-	-	New indicator 05/06- 510.
HS 3c(ii)	Average un-let period at year end of low demand stock	-	-	New indicator 05/06- 928 days.
HS 3d	Number considered to be low demand at year end.	-	-	New indicator 05/06- 3,279.
HS 3f	Number of low demand houses subject to disposal strategy	-	-	New indicator 05/06- 53
HS 4a	Rent arrears	Red	Green	Improved from 15.8% to 14.5%
HS 4b	13-week rent arrears	Amber	Green	Improved from 6.6% to 6.3%
HS 5b	Council house sales-average time	Red	Green	Improved from 30 weeks to 24.3 weeks
HS 6b	Homelessness; process time	Amber	Red	Decline from 13.1 weeks to 14.3 weeks
HS 6c	Re-assessed homelessness within 12 months as a % of all cases of assessed in year	Amber	Green	Improved from 7.4% to 4.9%
CC 1	Pool attendance	Green	Red	Decline from 4,103 to 3,875
CC 2	Indoor sports and leisure attendances	Amber	Green	Improved from 3,799 to 3,924

RL 1	Carriageway condition: require treatment	Amber	Green	Improved from 46.9% to 44.5%
RL 2	Traffic lights: repair 48hr	Amber	Red	Declined from 93.8% to 89.2%
RL 3	Streetlight: repair 7 days	Red	Green	Improved from 87.0% to 97.7%
RL 4	Street light columns: over 30 year old	Red	Green	Improved from 58.3% to 56.3%
RL 5a(i)	Council bridges: failing European standard	Red	Green	Improved from 17.9% to 10.8%
RL 5b(i)	Council bridge: weight or width restrictions	Red	Green	Improved from 5.1% to 2.2%
DS 1a	Householder plan applications dealt with in 2 months	Amber	Green	Improved from 84.8% to 90.8%
DS 1b	Non-Householder planning applications in 2 months	Red	Green	Improved from 40.3% to 49.6%
DS 1c	Total Planning applications processed in 2 months	Amber	Green	Improved from 63.5% to 72.1%
DS 2a	Successful appeals as a % of all determinations	Amber	Red	Decline from 0.6% to 1.3%
DS 2b	Successful appeals that went to appeal	Green	Red	Increase from 21.4% to 53.8%
DS 3	Percentage of population covered by Local Plan	Red	Amber	Constant at 49.0%
PS 1a	Food Safety- % approved places inspected on time	-	-	New Indicator for 06/07
PS 1b	Food safety: Inspection – 6 month	Green	Red	Decline from 100% to 88.9%
PS 1c	Food safety: Inspection – 12 month	Green	Red	Decline from 100% to 95.3%
PS 1d	Food safety: Inspection > 12 month	Green	Green	Improved from 94.9% to 97.8%
	Noise complaint: 1 day (deleted 06/07)	Red	Green	Improved from 59.1% to 69.8%
	Noise complaint :14 day (deleted 06/07)	Amber	Green	Improved from 56.5% to 89.6%
PS 2b(ii)	Domestic noise complaints average time to attend	-	-	New indicator 06/07
PS 2b(iii)	Domestic noise complaints average time to attend under Anti-Social Act	-	-	New indicator 06/07
PS 3	Non domestic noise	-	-	New indicator 06/07
PS 4a	Trading Standard Consumer Complaint: 14 days	Red	Red	Decline from 72.8% from 68.6%
PS 4b	Trading Standards Business Advice Requests in 14 days	Red	Green	Increase from 86.7% to 94.9%
PS 5a	Inspection of Trading Premises: high risk	Green	Red	Decline from 100% from 97.3%
PS 5b	Inspection of Trading Premises: medium risk	Green	Red	Decline from 95.9% from 84.4%
WM 1a	Refuse Collection Cost	Amber	Red	Increase from £50.15 to £64.42
WM 1b	Refuse Disposal Cost	Green	Red	Increase from £47.57 to £48.63
WM 2	Refuse complaints per 1,000 households	Green	Red	Increase from 13.3 to 16.4
WM 3a	Waste - Landfill percentage	Red	Green	Improved from 88.4% to 81.0%
WM 4	Street Cleanliness index	Amber	Green	Improved from 69 to 72
WM 5	Abandoned vehicles removed in 14 days	-	-	New indicator 06/07
CM 8a	Asset management: satisfactory condition	-	-	New indicator 06/07
CM 8b	Asset management: suitable for current use	-	-	New indicator 06/07

Social Work Services

Ref	Indicator	Position 04/05	Trend 05/06	Comment
ASW1	Average time to provide Community Care service	-	-	New indicator 05/06 – 22 days
ASW2a	Residential Staff qualified: older people	Red	Green	Improved from 37% to 50%
ASW 3a	Residential (Council Homes only): privacy older people	Red	Green	Improved from 99% to 100%
ASW4b	Homecare hours per 1,000 of older pop.	Green	Red	Decline from 802.8hrs to 758.3hrs
ASW4c(i)	Homecare: personal	Red	Green	Improvement from 40.5% to 43.0%
ASW4c(ii)	Homecare: Overnight	Red	Green	Improved from 17.7% to 19.0%
ASW4c(iii)	Homecare: weekend	Red	Green	Improved from 46.8% to 47.1%
ASW5a(i)	Respite Care: Older people - Overnight per 1,000	Red	Green	Improved from 248.7 to 292.6 Simplified ind
ASW5b(i)	Respite: Older people -% overnight not in care home	-	-	Simplified indicator – 0.5%
ASW5c(i)	Respite: Older people - Total daytime hours	-	-	Simplified indicator – 5,811.4hrs
ASW5d(i)	Respite: Older people % daytime hours not in day centre	-	-	Simplified indicator. – 22.2%
ASW5a(ii)	Respite: Adults aged 18 - 64 - overnights per 1,000	Amber	Green	Improved from 26.1 to 36.2 Simplified indicator.
ASW5c(ii)	Respite: Adults aged 18 – 64 – total daytime hours	-	-	Simplified indicator – 3,202.4.
ASW5d (ii)	Respite: adult –daytime not in day centre	-	-	Simplified indicator – 44.2%.
ASW6b	Social enquiry report submitted by due date	Red	Red	Decline from 98.3% to 85.9%
ASW7b	Probationers seen within one week	Red	Green	Improved from 62.5% to 79.0%
ASW8b	Community service: average to complete	Green	Red	Decline from 4.3 hours to 3.7 hours per week
EC4b	Social background report submitted in target time	Red	Green	Improved from 21.3% to 31.6%
EC5b	Children's supervision: seen with in 15 days	Red	Red	Decline from 67.9% to 61.3%
EC6b	Looked after: Academic Achieve -one subject	Green	Green	Improved from 68.8% to 69.6%
EC6c	Looked after: Academic A. – English & Maths	Green	Green	Improvement from 50% to 56.5%
EC7	Staff qualified: child residential	Amber	Green	Improvement from 54% to 62.7%
	Looked after: privacy (deleted 06/07)	Red	Red	Decline from 68.8% to 64.7%
EC8a	Respite: total overnight respite provided	-	-	Simplified indicator - 47.6
EC8b	EC 11a Respite: % of overnights not in a care home	-	-	Simplified indicator – 0.8%
EC8c	EC 11b Respite: total hours daytime respite	-	-	Simplified indicator – 1511.9
EC8d	EC 11c Respite: % day service not in a day care centre	-	-	Simplified indicator – 82.9%