

Key

	Top Quartile
	2nd Quartile
	3rd Quartile
	Bottom Quartile

* No definite quartile so highest position given

SHORT DESCRIPTION		Good Performance	2004/5				2005/6				
			2004/5 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2004/5 ABOVE DISTRICT AVERAGE?	2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2004/05 OUTTURN	DIRECTION OF TRAVEL 2004/5 - 2005/6	2005/6 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2005/6 ABOVE DISTRICT AVERAGE?	2005/6 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2005/6 OUTTURN ACTUAL QUARTILES
CORPORATE HEALTH											
BV 2a	Equality Standard for Local Government	High				level 1	↑				level 2
BV 2b	Duty to Promote Race Equality	High	48.96	✓	63.00	53	↑	57	✓	73	58
BV 3	The percentage of citizens satisfied with the overall service provided	High				27.00	↑				60.80
BV 4	The percentage of citizens satisfied with complaint handling	High				40.00	↓				30.00
BV 8	Percentage of invoices paid on time	High	93.28	✗	97.00	84.10	↑	93.71	✗	97.30	84.14
BV 9	Percentage of Council Tax collected	High	97.80	✗	98.50	96.10	↑	97.84	✗	98.53	96.37
BV 10	Percentage of non-domestic rates collected	High	98.63	✗	99.20	97.50	↑	98.69	✗	99.30	98.29
BV 11a	Top 5% earners: women	High	22.80	✓	28.93	34.93	↑	25.15	✓	31.25	62.50
BV 11b	Top 5% earners: minority ethnic communities	High	1.38	✓	1.98	4.99*	↓	1.88	✗	3.37	0*
BV 11c	Top 5% earners: with a disability	High					New 2005/6	3.28	✓	5.91	7.84
BV 12	Working days lost due to sickness absence	Low	9.78	✗	8.48	12.62	↓	9.64	✗	8.29	13.53

SHORT DESCRIPTION		Good Performance	2004/5 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2004/5 ABOVE DISTRICT AVERAGE?	2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2004/05 OUTTURN	DIRECTION OF TRAVEL 2004/5 - 2005/6	2005/6 AVERAGE OF ALL ENGLISH DISTRICT COUNCILS	2005/6 ABOVE DISTRICT AVERAGE?	2005/6 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2005/6 ACTUAL QUARTILES
BV 14	Percentage of early retirements	Low	0.75	✗	0.00	1.68	↓	0.61	✗	0.00	3.69
BV 15	Percentage of ill health retirements	Low	0.33	✗	0.00	0.48	↓	0.29	✗	0.00	1.34
BV 16a	Percentage of employees with a disability	High	3.40	✓	4.10	4.73	↑	3.69	✓	4.37	4.76
BV 16b	Percentage of economically active disabled community population	N/A				17.90	Contextual				17.90
BV 17a	Percentage of black and ethnic minority employees	High	2.1	✗	2.5	1.3	↑	2.1	✗	2.7	1.7
BV 17b	Percentage of economically active minority ethnic community population	N/A				3.8	Contextual				3.8
BV 156	Buildings accessible to people with a disability	High	60.40	✓	81.80	79.00	↔	67.96	✓	87.50	79.00
BV 157	E-government: e-enabled interactions	High	73.02	✗	84.69	47.00	↑	96.96	✓	100.00	100.00
HOUSING											
BV 63	Energy Efficiency - Average SAP Rating	High	64	✓	67	67	↔	66	✓	69	67
BV 64	Number of private sector dwellings returned into occupation	High	19.83	✓	25.00	27.00	↑	28	✓	38	30.00
BV 66a	Rent collection and arrears recovery: rent collected	High	97.68	✓	98.74	97.97	↑	97.32	✓	98.84	98.04
BV 66b	Rent collection and arrears recovery: 7 weeks arrears	Low					Amended 2005/6	6.01	✓	3.39	3.40
BV 66c	Rent collection and arrears recovery: Notices Seeking Possession Served	Low					Amended 2005/6	26.32	✓	13.55	15.40
BV 66d	Rent collection and arrears recovery: evictions	Low					Amended 2005/6	1	✓	0	1
BV 74a	Tenant Sat. - overall service provided*	High	80	✗	85	80		80.59	✗	85.00	79.80

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BV 74b	Tenant Sat. - overall service B&EM*	High	74	✓	86	89		71.08	✓	85.75	89.40
BV 74c	Tenant Sat. - overall service non B&EM*	High	81	✗	85	80		80.27	✗	85.00	79.70
BV 75a	Tenant Sat. - Particiaption Mgt. & Dec. Making*	High	65	✗	70	51		64.61	✗	70.00	51.40
BV 75b	Tenant Sat. - Opps Mgt. & Dec. Making B&EM*	High	65	✗	79	52		60.76	✗	75	52.10
BV 75c	Tenant Sat. - Opps Mgt. & Dec. Making non B&EM*	High	65	✗	70	51		64.31	✗	70.00	51.40
BV 164	Commission for Racial Equality's code of practice in rented housing	N/A				No					No
BV 184a	Non-decent Local Authority Dwellings (%)	Low	29	✗	17	60	↓	26	✗	12	71
BV 184b	Non-decent Local Authority Dwellings – change	High	15.9	✗	25.2	-3.2	↓	22.8	✗	29.2	-5.9
BV 212	Average time to re-let Local Authority housing	Low					New 2005/6	41	✓	27	22
HOMELESSNESS											
BV 183a	Length of stay in temporary accommodation – B&B	Low	4	✓	1	0	↓	3.35	✗	1.35	7
BV 183b	Length of stay in temporary accommodation – Hostel	Low	13	✓	0	5	↑	11.77	✓	0.00	1
BV 202	Number of Rough Sleepers	Low				3	↑	2	✓	0	0
BV 203	Number of Families in Temporary Accommodation	Low	12.87	✓	-9.40	-50.00	↓	8.94	✗	-17.82	57.14
BV 213	Housing Advice Service: Preventing Homelessness	High					New 2005/6	18	✗	5	0.08
BV 214	Repeat Homelessness	Low					New 2005/6	3.13	✓	0.00	1.83

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HOUSING BENEFIT & COUNCIL TAX BENEFIT											
BV 76a	Housing Benefit Security – Number of claimants visited per 1000 caseload	N/A	232.09		296.60	62.93					207.36
BV 76b	Housing Benefit Security – Number of investigators per 1000 caseload	N/A				0.27	Contextual				0.25
BV 76c	Housing Benefit Security – Number of investigations per 1000 caseload	N/A	46.56		59.53	30.42					28.18
BV 76d	Housing Benefit Security – Number of prosecutions and sanctions per 1000 caseload	N/A	5.02		6.25	2.41					6.24
BV 78a	Speed of processing new claim to HB/CTB	Low	35.6	✗	28.0	43.6	↑	33.5	✗	25.5	39.5
BV 78b	Speed of processing changes of circumstances to HB/CTB	Low	10.5	✓	6.8	7.4	↓	13.9	✗	8.5	21.4
BV 79a	Accuracy of HB/CTB claims	High	97.56	✓	99.00	98.00	↓	97.56	✗	99.00	96.80
BV 79b i	Overpayments recovered as % of all HB overpayments	High					Amended 2005/6	69.48	✗	79.46	64.88
BV 79b ii	Overpayments recovered as % of all HB overpayment debt outstanding at start & identified during year	High	44.71	✗	53.59	29.20	↑	35.10	✓	41.22	38.73
BV 79b iii	Overpayments written off as % of total HB overpayment	Low					Amended 2005/6				17.41
WASTE & CLEANLINESS											
BV 82a i	Percentage household waste recycled	High	16.08	✓	19.33	16.48	↑	18.55	✗	21.72	17.71
BV 82a ii	Tonnage of household waste recycled	High					Amended 2005/6	7361.52	✗	9082.98	4399.81
BV 82b i	Percentage of household waste composted	High	6.49	✗	10.55	5.40	↑	9.44	✗	14.67	6.04
BV 82b ii	Tonnage of Household waste composted	High					Amended 2005/6	3945.75	✗	6048.83	1500.54

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BV 84a	Household Waste Collection: kilograms	Low	412.3	✓	380.4	377.1	↑	410.3	✓	381.0	377.0
BV 84b	Household Waste Collection: % change	Low					Amended 2005/6	-0.11	✗	-3.22	-0.01
BV 86	Cost of household waste collection per household	Low	43.09	✓	35.66	39.99	↑	47.74	✓	40.28	34.17
BV 91a	Kerbside Collection of Recyclables: one recyclable	High	92.2	✓	100.0	95.0	↔	94.8	✓	100.0	95.0
BV 91 b	Kerbside Collection of Recyclables: two recyclables	High					Amended 2005/6	92.0	✓	100.0	95.0
BV 199a	Local street and environmental cleanliness -Litter	Low	16.3	✗	10.0	20.0	↑	13.7	✗	8.0	18.0
BV 199b	Local street and environmental cleanliness - Graffiti	Low					New 2005/6	3	✓	0	2
BV 199c	Local street and environmental cleanliness - Fly-post	Low					New 2005/6	1	✓	0	1
BV 199d	Local street and environmental cleanliness - Fly-tipping	Low					New 2005/6				454
ENVIRONMENT & ENVIRONMENTAL HEALTH											
BV 166a	Environmental health checklist of best practice	High	82.1	✗	93.4	36.2	↑	87.2	✓	98.7	88.8
BV 216a	Remediation of Contaminated Land	High					New 2005/6	1113	✗	1198	450
BV 216b	Information on Contaminated Land	Low					New 2005/6	9	✓	8	3
BV 217	Pollution Control Improvements	High					New 2005/6	86	✗	100	60
BV 218a	Abandoned vehicles - Investigation	High					New 2005/6	80.09	✓	96.12	98.75
BV 218b	Abandoned Vehicles - Removal	High					New 2005/6	70.67	✓	93.95	100.00

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PLANNING											
BV 106	New homes on previously developed land	High	69.25	✓	90.08	73.02	↑	72.69	✓	89.36	89.02
BV 109a	Planning applications: Major applications	High	59.05	✗	71.25	33.00	↑	65.51	✗	74.75	34.78
BV 109b	Planning applications: Minor applications	High	67.56	✓	75.28	79.00	↓	73.73	✓	80.39	73.76
BV 109c	Planning applications: 'Other' applications	High	82.79	✓	88.01	93.00	↓	86.71	✓	91.61	92.27
BV 179	Standard Searches within 10 Days	High	94.89	✓	100.00	100.00	↔	94.47	✓	100.00	100.00
BV 200a	Plan Making – Development Plan	N/A				No	Amended 2005/6				Yes
BV 200b	Plan Making - Milestones	N/A				Yes	Amended 2005/6				No
BV 200c	Plan Making – Monitoring Report	N/A					Amended 2005/6				Yes
BV 204	Planning Appeals	N/A	30.1		24.0	35.0					43.5
BV 205	'Quality of Planning Services' Checklist	High	77.5	✗	88.9	27.8	↑	88.6	✗	94.4	44.4
CULTURE & RELATED SERVICES											
BV 170a	Visits to/usage of museums per 1000 population	High	723	✗	810	76	↑	636	✗	861	150
BV 170b	Visits to museums in person per 1000 population	High	369	✗	463	74	↑	365	✗	460	149
BV 170c	Visits to museums & galleries by pupils in organised groups	High	2927	✗	3181	93	↑	3039	✗	3302	491
BV 219a	Conservation Areas – Number	N/A					New 2005/6				8

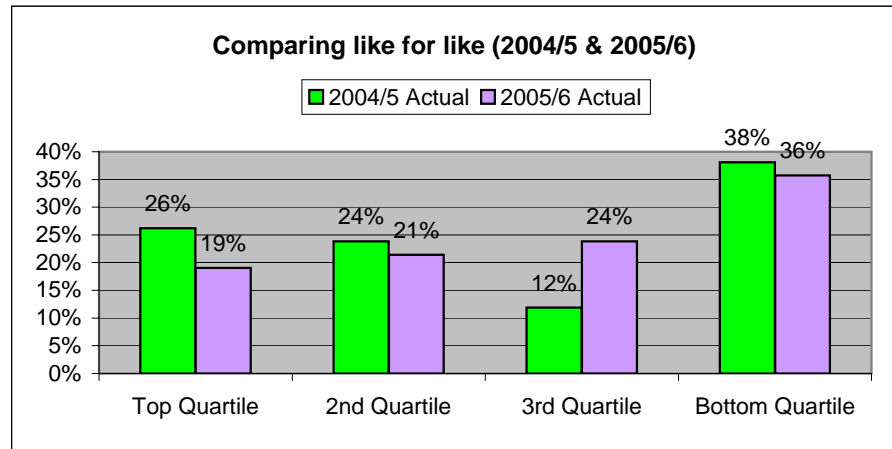
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BV 219b	Conservation Areas – Character Appraisals	High					New 2005/6	19.87	×	26	0.00
BV 219c	Conservation Areas – Management Plans	High					New 2005/6	8.04	×	5.5	0*
COMMUNITY SAFETY & WELL-BEING											
BV 126	Domestic burglaries per 1000 household	Low					Amended 2005/6	8.2	×	5.7	10.18
BV 127a	Violent Crime per 1000 population	Low					Amended 2005/6	15.6	×	11.1	17.45
BV 127b	Robberies per 1000 population	Low					Amended 2005/6	0.6	✓	0.2	0.41
BV 128	Vehicle crimes per 1000 population	Low					Amended 2005/6	9.2	×	6.4	11.85
BV 174	Racial incidents per 100,000 population	N/A				4.55	Contextual				3.03
BV 175	Racial incidents with further action	High	89.80	×	100.00	33.00	↑	93.29	✓	100.00	100*
BV 225	Actions against Domestic Violence	High					Amended 2005/6				27.3
BV 226a	Advice and Guidance Services: Total Expenditure	N/A					Amended 2005/6				119710
BV 226b	Advice and Guidance Services: CLS Quality Mark	High					Amended 2005/6				58.27
BV 226c	Advice and Guidance Services: Direct Provision	N/A					Amended 2005/6				3342

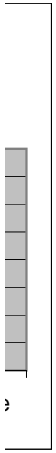
Quartiles (Median)

	2004/5 Actual	%	2005/6 Predicted	%	2005/6 Actual	%
Top Quartile	11	24%	10	22%	14	19%
2nd Quartile	10	22%	12	26%	13	18%
3rd Quartile	7	15%	9	20%	22	30%
Bottom Quartile	18	39%	15	33%	25	34%
Total Collected	46		46		74	

Comparing like for like (excluding 2005/6 Amended BVPI's)

	2004/5 Actual	%	2005/6 Actual	%
Top Quartile	11	26%	8	19%
2nd Quartile	10	24%	9	21%
3rd Quartile	5	12%	10	24%
Bottom Quartile	16	38%	15	36%
Total Collected	42		42	





**Quartiles -
Portfolio Holder**

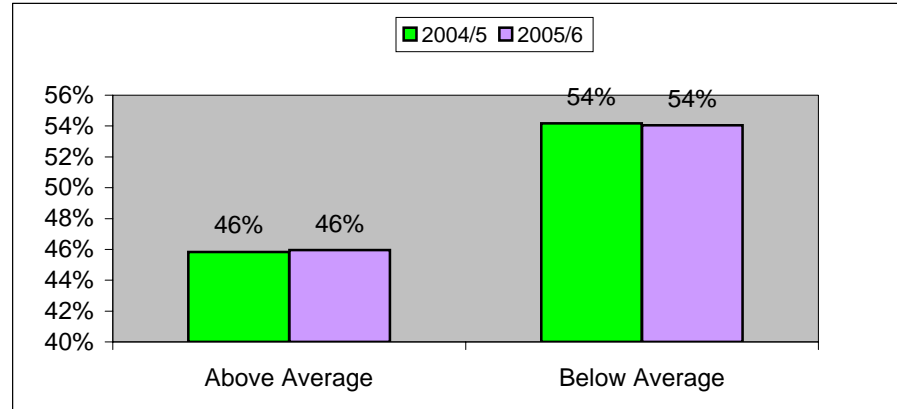
Cabinet Member	2004/5								2005/6									
	Total	Top Quartile	%	2nd Quartile	%	3rd Quartile	%	Bottom Quartile	%	Total	Top Quartile	%	2nd Quartile	%	3rd Quartile	%	Bottom Quartile	%
Cllr William Challinor	16	7	44%	4	25%	1	6%	4	25%	30	5	17%	8	27%	6	20%	11	37%
Cllr Judith Driver	8	1	13%	3	38%	2	25%	2	25%	23	5	22%	1	4%	12	52%	5	22%
Cllr Janet Farquharson	10	0	0%	2	20%	1	10%	7	70%	8	1	13%	1	13%	1	13%	5	63%
Cllr Janet Graham	8	3	38%	1	13%	2	25%	2	25%	9	3	33%	3	33%	0	0%	3	33%
Cllr Michael Ormerod	1	0	0%	0	0%	0	0%	1	100%	1	0	0%	0	0%	0	0%	1	100%
Cllr Darryl Smith	3	0	0%	0	0%	1	33%	2	67%	3	0	0%	0	0%	3	100%	0	0%
Total	46									74								

Comparing Like for Like by Portfolio Holder

Cabinet Member	2004/5								2005/6									
	Total	Top Quartile	%	2nd Quartile	%	3rd Quartile	%	Bottom Quartile	%	Total	Top Quartile	%	2nd Quartile	%	3rd Quartile	%	Bottom Quartile	%
Cllr William Challinor	16	7	44%	4	25%	0	0%	5	31%	16	3	19%	5	31%	2	13%	6	38%
Cllr Judith Driver	8	1	13%	3	38%	2	25%	2	25%	8	3	38%	0	0%	5	63%	0	0%
Cllr Janet Farquharson	6	0	0%	2	33%	0	0%	4	67%	6	0	0%	1	17%	0	0%	5	83%
Cllr Janet Graham	8	3	38%	1	13%	2	25%	2	25%	8	2	25%	3	38%	0	0%	3	38%
Cllr Michael Ormerod	1	0	0%	0	0%	0	0%	1	100%	1	0	0%	0	0%	0	0%	1	100%
Cllr Darryl Smith	3	0	0%	0	0%	1	33%	2	67%	3	0	0%	0	0%	3	100%	0	0%
Total	42									42								

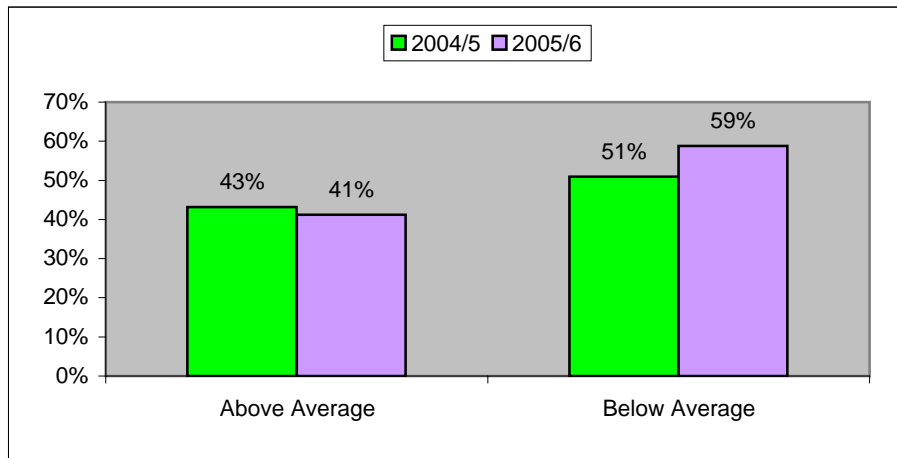
District Council Average (Mean)

		2004/5		2005/6	
Above Average	✓	22	46%	34	46%
Below Average	✗	26	54%	40	54%
Total		48		74	



Comparing like for like

		2004/5		2005/6	
Above Average	✓	22	43%	21	41%
Below Average	✗	26	51%	30	59%
Total		51		51	



Average - By Service Area

	2004/5
	2005/6

	2004/5					2005/6				
	Below Average	%	Above Average	%	Total	Below Average	%	Above Average	%	Total
Street Scene & Livability	4	50%	4	50%	8	11	48%	12	52%	23
Human Resources	4	50%	4	50%	8	5	56%	4	44%	9
Economic Regeneration and Strategic Housing	7	50%	7	50%	14	10	48%	11	52%	21
Spatial Development	2	29%	5	71%	7	4	44%	5	56%	9
Finance	1	100%	0	0%	1	1	100%	0	0%	1
Community & Partnerships	3	100%	0	0%	3	3	100%	0	0%	3
Customer Services & e-Gov	5	71%	2	29%	7	6	75%	2	25%	8
Total	26		22		48	40		34		74

Quartiles - Future Targets assigned 2005/6 Quartile Positions

Key

	Top Quartile
	2nd Quartile
	3rd Quartile
	Bottom Quartile

* No definite quartile so highest position given

** Based on 2005/6 AC Quartile Data

SHORT DESCRIPTION		Good Performance	2004/5		2005/6			RBC 2006/7 TARGET**	RBC 2007/8 TARGET**	RBC 2008/9 TARGET**
			2004/5 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2004/05 OUTTURN	2005/6 TOP QUARTILE OF ALL ENGLISH DISTRICT COUNCILS	RBC 2005/6 OUTTURN ACTUAL QUARTILES	RBC 2005/6 TARGET**			
CORPORATE HEALTH										
BV 2a - KSI	Equality Standard for Local Government	High		level 1		level 2	level 2	level 2	level 3	level 4
BV 2b	Duty to Promote Race Equality	High	63.00	53	73	58	58	63	68	74
BV 3 - KSI	The percentage of citizens satisfied with the overall service provided			27.00		60.80	30.00	50.00	60.00	70.00
BV 4 - KSI	The percentage of citizens satisfied with complaint handling			40.00		30.00	50.00	60.00	65.00	70.00
BV 8 - KSI	Percentage of invoices paid on time	High	97.00	84.10	97.30	84.14	90.00	92.50	100.00	100.00
BV 9 - KSI	Percentage of Council Tax collected	High	98.50	96.10	98.53	96.37	97.50	98.00	98.50	99.00
BV 10 - KSI	Percentage of non-domestic rates collected	High	99.20	97.50	99.30	98.29	98.50	99.00	99.25	99.50
BV 11a - KSI	Top 5% earners: women	High	28.93	34.93	31.25	62.50	35.00	50.00	50.00	50.00
BV 11b	Top 5% earners: minority ethnic communities	High	1.98	4.99*	3.37	0*	5.00	0.5*	0.75*	1*
BV 11c	Top 5% earners: with a disability	High			5.91	7.84	1.00	5.50	6.00	7.00

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BV 12-KSI	Working days lost due to sickness absence	Low	8.48	12.62	8.29	13.53	6.80	10.00	9.50	8.50
BV 14	Percentage of early retirements	Low	0.00	1.68	0.00	3.69	1.00	3.00	2.00	1.00
BV 15	Percentage of ill health retirements	Low	0.00	0.48	0.00	1.34	0.16	0.14	0.14	0.14
BV 16a	Percentage of employees with a disability	High	4.10	4.73	4.37	4.76	5.00	5.50	6.00	6.50
BV 16b	Percentage of economically active disabled community population	N/A		17.90		17.90	17.90	17.90	17.90	17.90
BV 17a	Percentage of black and ethnic minority employees	High	2.5	1.3	2.7	1.7	3.0	1.7	2.0	2.3
BV 17b	Percentage of economically active minority ethnic community population	N/A		3.8		3.8	3.8	3.8	3.8	3.8
BV 156	Buildings accessible to people with a disability	High	81.80	79.00	87.50	79.00	100.00	100.00	100.00	100.00
BV 157	E-government: e-enabled interactions	High	84.69	47.00	100.00	100.00	100.00	Deleted		
HOUSING										
BV 63	Energy Efficiency - Average SAP Rating	High	67	67	69	67	68	Not being collected from 2006/7		
BV 64	Number of private sector dwellings returned into occupation	High	25.00	27.00	38	30.00	30.00	35.00	40.00	45.00
BV 66a - KSI	Rent collection and arrears recovery: rent collected	High	98.74	97.97	98.84	98.04	98.00	Not being collected from 2006/7		
BV 66b - KSI	Rent collection and arrears recovery: 7 weeks arrears	Low			3.39	3.40	4.50	Not being collected from 2006/7		
BV 66c	Rent collection and arrears recovery: Notices Seeking Possession Served	Low			13.55	15.40	40.00	Not being collected from 2006/7		
BV 66d	Rent collection and arrears recovery: evictions	Low			0	1	0.58	Not being collected from 2006/7		
BV 74a	Tenant Sat. - overall service provided*	High	85	80	85.00	79.80	82.00	Not being collected from 2006/7		

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BV 74b	Tenant Sat. - overall service B&EM*	High	86	89	85.75	89.40	89.40	<i>Not being collected from 2006/7</i>		
BV 74c	Tenant Sat. - overall service non B&EM*	High	85	80	85.00	79.70	82.00	<i>Not being collected from 2006/7</i>		
BV 75a	Tenant Sat. - Particiaption Mgt. & Dec. Making*	High	70	51	70.00	51.40	61.00	<i>Not being collected from 2006/7</i>		
BV 75b	Tenant Sat. - Opps Mgt. & Dec. Making B&EM*	High	79	52	75	52.10	61.00	<i>Not being collected from 2006/7</i>		
BV 75c	Tenant Sat. - Opps Mgt. & Dec. Making non B&EM*	High	70	51	70.00	51.40	61.00	<i>Not being collected from 2006/7</i>		
BV 164	Commission for Racial Equality's code of practice in rented housing	N/A		No		No	Yes	<i>Not being collected from 2006/7</i>		
BV 184a - KSI	Non-decent Local Authority Dwellings (%)	Low	17	60	12	71	68	<i>Not being collected from 2006/7</i>		
BV 184b	Non-decent Local Authority Dwellings – change	High	25.2	-3.2	29.2	-5.9	-3.9	<i>Not being collected from 2006/7</i>		
BV 212	Average time to re-let Local Authority housing	Low			27	22	22	<i>Not being collected from 2006/7</i>		
HOMELESSNESS										
BV 183a	Length of stay in temporary accommodation – B&B	Low	1	0	1.35	5.68	3	2	0	0
BV 183b	Length of stay in temporary accommodation – Hostel	Low	0	5	0.00	1	2	4	3	2
BV 202	Number of Rough Sleepers	Low		3	0	0	3	3	3	2
BV 203	Number of Families in Temporary Accommodation	Low	-9.40	-50.00	-17.82	57.14	0.00	-9.40	-9.40	-9.40
BV 213	Housing Advice Service: Preventing Homelessness	High			5	0.08	0.08	1	1	1.5
BV 214	Repeat Homelessness	Low			0.00	1.83	1.83	3.00	2.00	1.00
HOUSING BENEFIT & COUNCIL TAX BENEFIT										

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BV 76a	Housing Benefit Security – Number of claimants visited per 1000 caseload	N/A	296.60	62.93		207.36	203.00	204.00	204.00	204.00
BV 76b	Housing Benefit Security – Number of investigators per 1000 caseload	N/A		0.27		0.25	0.25	0.27	0.27	0.27
BV 76c	Housing Benefit Security – Number of investigations per 1000 caseload	N/A	59.53	30.42		28.18	28.00	28.00	30.00	33.00
BV 76d	Housing Benefit Security – Number of prosecutions and sanctions per 1000 caseload	N/A	6.25	2.41		6.24	2.60	6.90	7.40	8.00
BV 78a - KSI	Speed of processing new claim to HB/CTB	Low	28.0	43.6	25.5	39.5	39.0	32.0	26.0	20.0
BV 78b	Speed of processing changes of circumstances to HB/CTB	Low	6.8	7.4	8.5	21.4	9.0	9.0	7.0	5.0
BV 79a	Accuracy of HB/CTB claims	High	99.00	98.00	99.00	96.80	99.00	99.00	100.00	100.00
BV 79b i	Overpayments recovered as % of all HB overpayments	High			79.46	64.88	100.00	85.00	95.00	100.00
BV 79b ii	Overpayments recovered as % of all HB overpayment debt outstanding at start & identified during year	High	53.59	29.20	41.22	38.73	33.00	80.00	90.00	95.00
BV 79b iii	Overpayments written off as % of total HB overpayment	Low				17.41	10.00	10.00	8.00	5.00
WASTE & CLEANLINESS										
BV 82a i - KSI	Percentage household waste recycled	High	19.33	16.48	21.72	17.71	17.50	21.50	24.50	26.50
BV 82a ii	Tonnage of household waste recycled	High			9082.98	4399.81	4348.48	5341.46	6086.95	6583.84
BV 82b i	Percentage of household waste composted	High	10.55	5.40	14.67	6.04	5.80	6.00	6.20	7.50
BV 82b ii	Tonnage of Household waste composted	High			6048.83	1500.54	1440.00	1490.68	1540.37	1863.35
BV 84a	Household Waste Collection: kilograms	Low	380.4	377.1	381.0	377.0	378.0	378.0	378.0	378.0

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BV 84b	Household Waste Collection: % change	Low			-3.22	-0.01	-0.05	-0.05	-0.05	-0.05
BV 86 - KSI	Cost of household waste collection per household	Low	35.66	39.99	40.28	34.17	41.52	50.00	50.00	50.00
BV 91a	Kerbside Collection of Recyclables: one recyclable	High	100.0	95.0	100.0	95.0	95.0	95.0	95.0	95.0
BV 91 b	Kerbside Collection of Recyclables: two recyclables	High			100.0	95.0	95.0	95.0	95.0	95.0
BV 199a - KSI	Local street and environmental cleanliness -Litter	Low	10.0	20.0	8.0	18.0	20.0	17.0	16.0	14.0
BV 199b	Local street and environmental cleanliness - Graffiti	Low			0	2	3	2	1	1
BV 199c	Local street and environmental cleanliness - Fly-post	Low			0	1	3	2	1	1
BV 199d	Local street and environmental cleanliness - Fly-tipping	Low				454		2	1	1
ENVIRONMENT & ENVIRONMENTAL HEALTH										
BV 166a	Environmental health checklist of best practice	High	93.4	36.2	98.7	88.8	85.0	90.0	95.0	97.0
BV 216a	Remediation of Contaminated Land	High			1198	450	410	445	440	435
BV 216b	Information on Contaminated Land	Low			8	3	1	1	1	3
BV 217	Pollution Control Improvements	High			100	60	50	70	90	90
BV 218a	Abandoned vehicles - Investigation	High			96.12	98.75	90.00	95.00	98.00	98.00
BV 218b	Abandoned Vehicles - Removal	High			93.95	100.00	90.00	95.00	98.00	100.00
PLANNING										
BV 106	New homes on previously developed land	High	90.08	73.02	89.36	89.02	70.00	58.00	58.00	58.00

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BV 109a	Planning applications: Major applications	High	71.25	33.00	74.75	34.78	60.00	60.00	60.00	60.00
BV 109b	Planning applications: Minor applications	High	75.28	79.00	80.39	73.76	65.00	65.00	65.00	65.00
BV 109c	Planning applications: 'Other' applications	High	88.01	93.00	91.61	92.27	80.00	80.00	80.00	80.00
BV 179	Standard Searches within 10 Days	High	100.00	100.00	100.00	100.00	100.00	Deleted		
BV 200a	Plan Making – Development Plan	N/A		No		Yes		Yes	Yes	Yes
BV 200b	Plan Making - Milestones	N/A		Yes		No		Yes	Yes	Yes
BV 200c	Plan Making – Monitoring Report	N/A				Yes		Yes	Yes	Yes
BV 204	Planning Appeals	N/A	24.0	35.0		43.5	20.0	20.0	20.0	20.0
BV 205	'Quality of Planning Services' Checklist	High	88.9	27.8	94.4	44.4	40.0	70.0	100.0	100.0
CULTURE & RELATED SERVICES										
BV 170a	Visits to/usage of museums per 1000 population	High	810	76	861	150	140	156	164	170
BV 170b	Visits to museums in person per 1000 population	High	463	74	460	149	139	155	163	170
BV 170c	Visits to museums & galleries by pupils in organised groups	High	3181	93	3302	491	156	180	195	210
BV 219a	Conservation Areas – Number	N/A				8	8	8	8	8
BV 219b	Conservation Areas – Character Appraisals	High			26	0.00	100.00	25.00	75.00	100.00
BV 219c	Conservation Areas – Management Plans	High			5.5	0*	100.00	25.00	75.00	100.00
COMMUNITY SAFETY & WELL-BEING										

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BV 126	Domestic burglaries per 1000 household	Low	6.18	10.23	5.7	10.18	10.23	10.23	10.23	10.23
BV 127a	Violent Crime per 1000 population	Low	2.42	6.60	11.1	17.45	17.98	17.98	17.98	17.98
BV 127b	Robberies per 1000 population	Low	5.20	12.55	0.2	0.41	0.52	0.52	0.52	0.52
BV 128	Vehicle crimes per 1000 population	Low	6.84	13.88	6.4	11.85	13.88	13.88	13.88	13.88
BV 174	Racial incidents per 100,000 population	N/A		4.55		3.03	5.00	5.00	5.00	3.00
BV 175	Racial incidents with further action	High	100.00	33.00	100.00	100.00*	90.00	90.00	90.00	100*
BV 225	Actions against Domestic Violence	High				27.3	27.0	45.0	45.0	45.0
BV 226a	Advice and Guidance Services: Total Expenditure	N/A				119710	119710	119710	119710	119710
BV 226b	Advice and Guidance Services: CLS Quality Mark	High				58.27	58.00	50.00	50.00	50.00
BV 226c	Advice and Guidance Services: Direct Provision	N/A				3342	3342	23000	23000	23000