

Rossendale's Performance – 2006/7

We want to improve the way we provide our services to our residents and one of the ways we monitor how we perform is through the use of national performance indicators.

The Government requires all Councils to collect Best Value Performance Indicators (BVPI's) on areas of the Council's activity such as waste collection, planning and housing benefits. Best Value Performance Indicators are simply a way of measuring how the Council is performing compared to previous years and other similar councils in the country.

Our BVPI's show that Rossendale Borough Council is, generally, improving its performance year-on-year.

We also keep careful track of how we perform by monitoring several other measures of our performance. For example, our key success indicators, which are local targets related to areas of high priority for the Council. We also monitor the effective completion of projects and actions contained in the Council's Corporate Plan and the Council's nine Business Plans.

By doing this we have a rounded view of how the Council is performing in achieving the priorities and objectives it has set itself.

We call this 'Performance Management' and the Council's performance management framework is described earlier, in section 6 of this plan.

Monitoring our performance demonstrates that we have made considerable improvement over the last three years. While there are areas need improvement, the Council can be proud of its achievements.

Best Value Performance Indicators

During 2006/7, a total of 77 BVPIs were collected, monitored and reported upon using the Council's Performance System - Covalent .

When we evaluate our performance indicators we look at the following three things:

- **Have we achieved the targets which we have set ourselves?**
- **Have we improved against the previous year/s?**
- **Where do our results rank nationally?***

We can only do this by looking at which of the 4 quartiles (top, bottom, 2nd or 3rd) we would have been in, based on the performance indicators published by every council in the previous year. *

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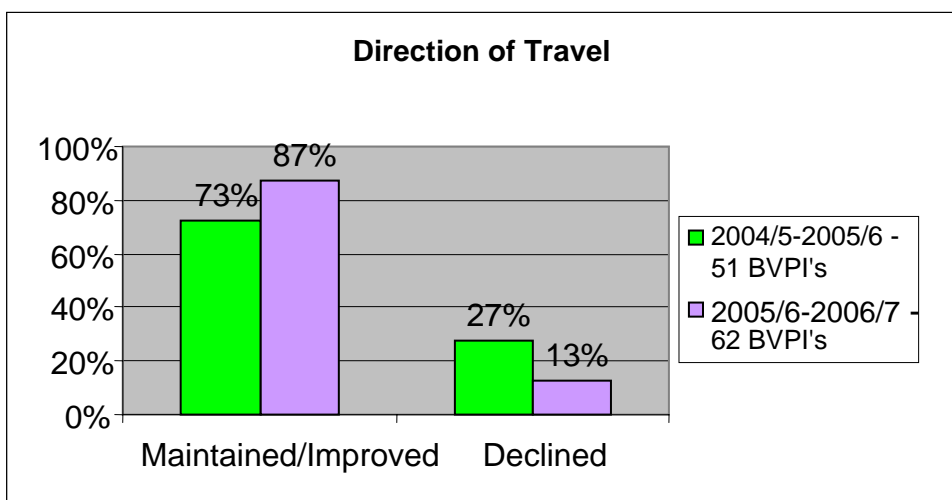
Are we improving?

Our BVPIs for 2006/07 compared to 2005/06 show that the Council is moving in the right direction i.e. improving generally.

Out of a total of 77 BVPIs:

- 54 or 87% have either maintained or improved between 2005/6 and 2006/7
- 8 or 13% have fallen between 2005/6 and 206/7

Figure 1 – Number of indicators which have improved, maintained or fallen in performance in comparison to previous years.



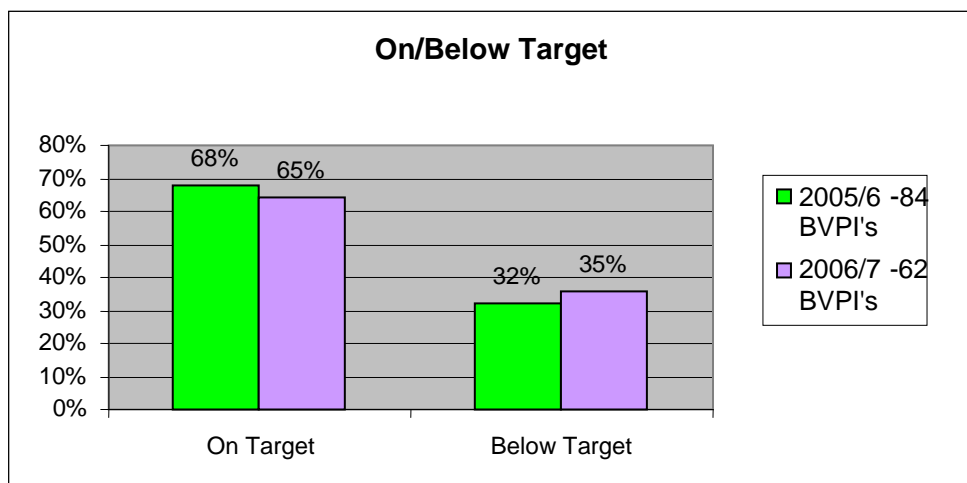
Have we achieved our target?

Each Head of Service is responsible for setting three-year annual targets for the BVPIs that are within their service area. At the end of 2006/7, the Council reached or exceeded 40 (66%) of our BVPI targets..

Out of a total of 77BVPIs:

- 40 or 65% have achieved or exceeded target
- 21 or 34% were below target (7 of these were only marginally below target)
- 15 are contextual indicators for which there are no targets

Figure 2 – Indicators which were above or below their target for 2006/07 compared with 2005/06



We do have a number of BVPIs that are not showing improvement but we have action plans in place to improve each of these indicators. The Council is committed to carefully monitoring these under-performing BVPIs over the following year.

Quartile Positions

Each year the Audit Commission analyses every Council's performance against each performance indicator. Each indicator is assessed in comparison to that of other Council's and given a 'quartile' position.

The quartile positions for 2005/6 were not published by the Audit Commission until February 2007, therefore we cannot expect 2007/8 data to be available until the beginning of 2008.

We have assigned 2005/6 quartile positions to 2006/7 outturns, but due to data becoming rapidly obsolete as all Council's performance continues to improve we cannot rely upon it and must use it simply as a guide.

Out of a total of 48 BVPI's where quartile positions could be assigned;

- **17 or 30% are in the top quartile compared with 15 or 22% in 2005/6**
- **13 or 23% are in the 2nd quartile compared with 13 or 19% in 2005/6**
- **18 or 32% are in the 3rd quartile compared with 19 or 28% in 2005/6**
- **9 or 16% are in the bottom quartile compared with 21 or 31% in 2005/6**

Best Value Satisfaction Indicators

Every three years each district council in the country is required by central government to carry out three Best Value Satisfaction surveys: - a general household survey, a survey of local authority benefit claimants, and a survey of planning applicants. The purpose of these

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surveys is to establish the overall degree of satisfaction/dissatisfaction that a representative sample of customers have with these services as currently provided by their local council.

At the time of writing this plan we are still waiting for the government to release the outcome of two of the planning and benefits surveys.

The 'General Household Satisfaction Survey', contains ten 'headline' satisfaction indicators of satisfaction with a range of Council services. Comparing the Council's performance against the previous survey results from 2003/4, shows that five of these indicators are showing improvement, two have maintained performance and three have declined.

Overall satisfaction with the Council has risen by 8% from 27 % to 35%. This result has been achieved against the general trend across England which demonstrates a general decline in satisfaction across the Country, and is the highest increase achieved in Lancashire. Whilst this positive direction in travel is to be applauded, the Council knows it still has more to do to increase this figure as it is still one of the lowest in England.

Other notable increases include satisfaction with: handling of complaints (+10%), area cleanliness in Rossendale (+14%); satisfaction with recycling facilities (+5%), and a 3% increase in satisfaction with Leisure in the Borough.

Satisfaction with Open Spaces & Museums and Galleries show the same level of performance as the previous survey. Whereas, satisfaction with the Planning (-14%) and Benefits (-2%) service both show a decline in performance.

As further results from these surveys are released, the Council will be carefully analysing its performance and publishing the results on the Council's web-site. The Council will also be using the results to help it prioritise its improvement planning process.

Key Success Indicators (KSI's)

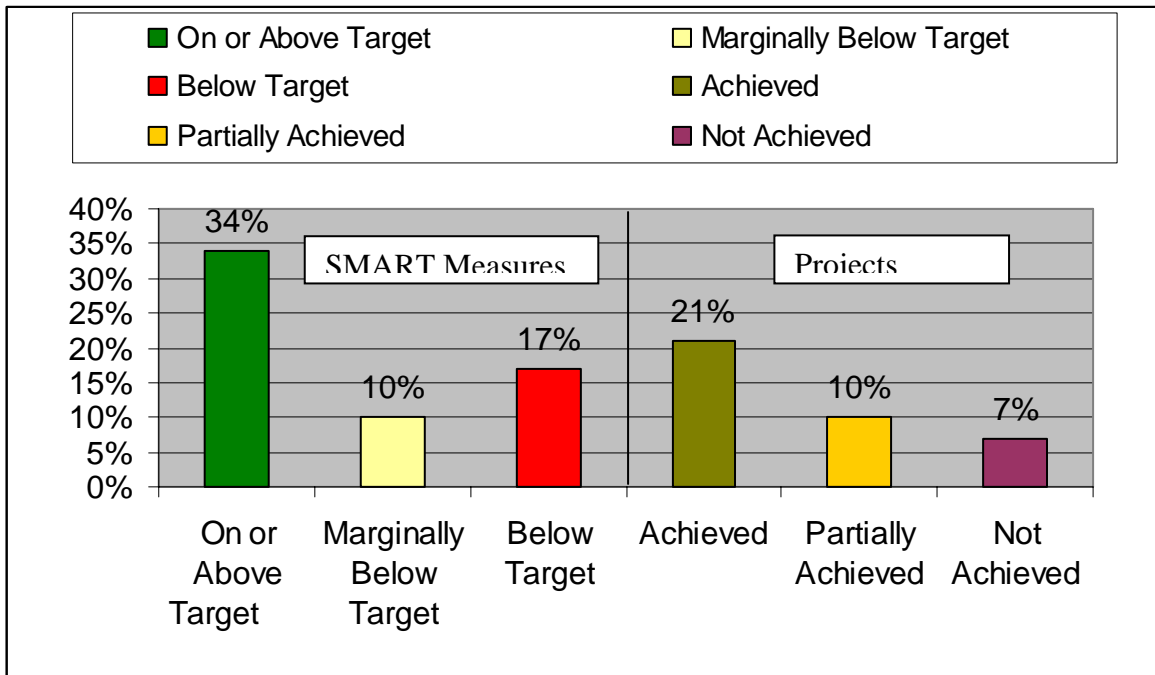
The Council also has a number of Key Success Indicators (KSI's) which are local targets related to priority areas for the Council and which the Council is targeting for high performance.

Of this basket of thirty three key measures of success, half are Performance Indicators that are targeted for 'above average performance' when compared to other Council's, or, to achieve locally defined targets.

Other KSI's are important projects for the Council which do not as easily lend themselves to precise evaluation of performance, as they may contain several significant milestones towards achievement of an end target.

Fig 3 shows the % Key Success Indicators which have achieved or reached target

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Corporate Improvement Plan – Completion of Actions

Each year the Council sets out in its corporate plan a series of actions or projects that intends to effectively complete, together with target dates for completion. We show this in Section 4 - **“What People can expect to get better and by when?”**.

Evaluation of the effective completion of actions and projects that we said we would complete in last years’ Corporate Improvement Plan for 2006 -9, shows that 40 (80%) of the actions contained in the plan have been fully completed. A further ten actions (20%) have not been fully completed, but a revised deadline has been agreed and these actions will be carried over into this year’s work programme.

Rossendale’s Performance in 2006/7 – Best Value Performance Indicators

The following pages provide a detailed overview of our current performance against the full range of Best Value Performance Indicators collected by the Council, together with the targets we have set ourselves for achievement within the next three years.

| Short Description | | | 2005/6 Top Quartile of all English Councils | RBC direction of travel | RBC 2005/6 Outturn | RBC 2006/7 Outturn | RBC 2006/7 Target | Target Achieved? | RBC 2007/8 Target | RBC 2008/9 Target | RBC 2009/10 Target |
|-------------------------|-----|--------------------------------------------|---------------------------------------------|-------------------------|--------------------|--------------------|-------------------|------------------|-------------------|-------------------|--------------------|
| CORPORATE HEALTH | | | | | | | | | | | |
| BV2a | KSI | Equality Standard for Local Government | | ↔ | 2 | 2 | 2 | ✓ | 3 | 3 | 4 |
| BV2b | | Duty to Promote Race Equality | 79% | ↔ | 58% | 58% | 63% | ✗ | 68% | 74% | 74% |
| BV8 | KSI | % of invoices paid on time | 96.71% | ↓ | 84.14% | 76.37% | 92.50% | ✗ | 95.00% | 95.00% | 95.00% |
| BV9 | KSI | % of Council Tax collected | 98.40% | ↑ | 96.37% | 96.84% | 98.00% | ✗ | 97.00% | 98.50% | 99.00% |
| BV10 | KSI | Percentage of Non-domestic Rates Collected | 99.26% | ↑ | 98.29% | 98.80% | 99.00% | ✗ | 98.80% | 99.25% | 99.50% |
| BV11a | KSI | Top 5% of Earners: Women | 42.45% | ↓ | 62.50% | 60.24% | 50.00% | ✓ | 50.00% | 50.00% | 50.00% |
| BV11b | | Top 5% of Earners: Ethnic Minorities | 4.33% | ↔ | 0.00% | 0.00% | .50% | ✗ | 0.75% | 1.00% | 1.50% |
| BV11c | | Top 5% of Earners: with a disability | 4.83% | ↑ | 7.84% | 10.04% | 5.50% | ✓ | 7.84% | 8.00% | 8.50% |
| BV12 | | Working Days Lost Due to Sickness Absence | 8.34 days | ↑ | 13.53 days | 6.96 days | 10.00 days | ✓ | 6.8 days | 6.7 days | 6.6 days |
| BV14 | | Percentage of Early Retirements | 0.17% | ↑ | 3.69% | 3.43% | 3.00% | ✗ | 2.00% | 1.00% | 1.00% |
| BV15 | | Percentage of Ill-health Retirements | 0.10% | ↑ | 1.34% | 0.00% | .14% | ✓ | 0.33% | 0.33% | 0.33% |
| BV16a | | Percentage of Employees with a Disability | 3.89% | ↑ | 4.76% | 5.71% | 5.50% | ✓ | 4.37% | 5.00% | 5.00% |

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|---------------------------------------|--------------------------------------------------------------------|---------------------------------------------|-------------------------|--------------------|--------------------|-------------------|------------------|---------------------|-------------------|--------------------|
| BV16b | Percentage of Economically Active People who have a Disability | | Contextual | 17.90% | 17.90% | | | 17.90% | 17.90% | 17.90% |
| BV17a | Ethnic Minority representation in the workforce - employees | 4.8% | ↑ | 1.7% | 2.4% | 1.7% | ✓ | 2.0% | 2.3% | 2.5% |
| BV17b | Ethnic Minority representation in the workforce - local population | | Contextual | 3.8% | 3.8% | | | Deleted from 2007/8 | | |
| BV156 | Buildings Accessible to people with a disability | | ↑ | 79.00% | 92.00% | 100.00% | ✗ | 98.00% | 99.00% | 100.00% |
| CULTURE & RELATED SERVICES | | | | | | | | | | |
| BV170a | Visits to and Use of museums & galleries - All Visits | 958 | ↑ | 150 | 167 | 156 | ✓ | 175 | 182 | 187 |
| BV170b | Visits to and use of Museums & galleries - Visits in Person | 523 | ↑ | 149 | 167 | 155 | ✓ | 174 | 180 | 187 |
| BV170c | Visits to and Use of Museums - School Groups | 8156 | ↑ | 491 | 708 | 180 | ✓ | 743 | 773 | 803 |
| HOUSING | | | | | | | | | | |

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|------------------------------------------------|--|---------------------------------------------------------------------------------------|---------------------------------------------|-------------------------|--------------------|--------------------|-------------------|------------------|---------------------|-------------------|--------------------|
| BV183a | | Length of stay in temporary accommodation (B&B) | 1.00 week | ↑ | 5.68 weeks | 3.21 weeks | 2.00 weeks | × | Deleted from 2007/8 | | |
| BV183b | | Length of stay in temporary accommodation (Hostel) | 0.00 weeks | ↑ | 1.00 week | 0.00 weeks | 4.00 weeks | ✓ | 3.00 weeks | 1.00 week | 0.00 weeks |
| BV202 | | Number of people sleeping rough | 0 weeks | ↔ | 0 weeks | 0 weeks | 3 weeks | ✓ | 0 weeks | 0 weeks | 0 weeks |
| BV203 | | Change in number of families in temporary accommodation | -16.00% | ↑ | 57.14% | 0.00% | -9.40% | × | Deleted from 2007/8 | | |
| BV213 | | Housing Advice Device: preventing homelessness | 5 | ↑ | 0.08 | 1 | 0.01 | ✓ | 1 | 2 | 0 |
| BV214 | | Repeat Homelessness | 0.37% | ↑ | 1.83% | 0.00% | 3.00% | ✓ | Deleted from 2007/8 | | |
| BV64 | | No of private sector vacant dwellings that are returned into occupation or demolished | 77% | ↑ | 30% | 35% | 35% | ✓ | 40% | 50% | 0% |
| HOUSING BENEFIT & LOCAL TAX BENEFIT | | | | | | | | | | | |
| BV76a | | Housing Benefits Security number of claimants visited | | Contextual | 207.36 | 267.75 | | | Deleted from 2007/8 | | |

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|-------------------|-----|-----------------------------------------------------------------------------------------------------|-------------------------|--------------------|--------------------|-------------------|------------------|-------------------|-------------------|--------------------|
| BV76b | | Housing Benefits Security number of fraud investigators employed | Contextual | 0.25 | 0.23 | | | 0.33 | 0.33 | 0.33 |
| BV76c | | Housing Benefits Security number of fraud investigations | Contextual | 28.18 | 33.85 | | | 30.00 | 33.00 | 33.00 |
| BV76d | | Housing Benefits Security number of prosecutions & sanctions | Contextual | 6.24 | 7.45 | | | 7.00 | 8.00 | 8.00 |
| BV78a | KSI | Speed of processing - new HB/CTB claims | ↑ | 39.5 | 37.6 | 32.0 | × | 29.0 | 20.0 | 20.0 |
| BV78b | | Speed of processing - changes of circumstances for HB/CTB claims | ↑ | 21.4 | 19.3 | 9.0 | × | 16.0 | 8.0 | 8.0 |
| BV79a | | Accuracy of processing - HB/CTB claims | ↑ | 96.80% | 97.40% | 99.00% | × | 99.50% | 100.00% | 100.00% |
| BV79b(i) | | % of Housing Benefit overpayments recovered measured against overpayments created during the period | ↑ | 64.88% | 76.50% | 85.00% | × | 75.00% | 90.00% | 90.00% |

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|-------------------|---------------------------------------------------------------------------------------|---------------------------------------------|-------------------------|--------------------|--------------------|-------------------|------------------|---------------------|-------------------|--------------------|
| BV79b(ii) | HB overpayments recovered as % of the total amount of HB overpayment debt outstanding | 36.69% | ↓ | 38.73% | 27.30% | 80.00% | × | 57.00% | 80.00% | 80.00% |
| BV79b(iii) | % of Overpayments written off | | ↓ | 17.41% | 25.49% | 10.00% | × | 8.00% | 5.00% | 5.00% |
| PLANNING | | | | | | | | | | |
| BV109a | Major applications determined in 13 weeks | 74.90% | ↑ | 34.78% | 58.33% | 60.00% | × | 60.00% | 65.00% | 68.00% |
| BV109b | Minor applications determined in 8 weeks | 81.07% | ↑ | 73.76% | 77.77% | 65.00% | ✓ | 78.00% | 80.00% | 85.00% |
| BV109c | Planning Applications: 'Other' applications | 91.39% | ↓ | 92.27% | 90.74% | 80.00% | ✓ | 80.00% | 85.00% | 90.00% |
| BV106 | New homes built on previously developed land | 96.74% | ↓ | 89.02% | 31.58% | 58.00% | × | 50.00% | 55.00% | 60.00% |
| BV200a | Plan-making: Local Development Scheme submitted? | | Contextual | Yes | Yes | | | Yes | Yes | Yes |
| BV200b | Plan-making: Milestones Met? | | Contextual | No | No | | | Yes | Yes | Yes |
| BV200c | Plan-making: Monitoring Report | | Contextual | Yes | Yes | | | Deleted from 2007/8 | | |

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|--------------------------------|-----|------------------------------------------------------------------------------|---------------------------------------------|-------------------------|--------------------|--------------------|-------------------|------------------|---------------------|-------------------|--------------------|
| BV204 | | Planning appeals allowed | 25.0% | ↑ | 43.5% | 36.4% | 20.0% | × | 30.0% | 25.0% | 20.0% |
| BV205 | | Quality of Planning Service checklist | 100.0% | ↑ | 44.4% | 88.9% | 70.0% | ✓ | 100.0% | 100.0% | 100.0% |
| BV219a | | Preserving the Special Character of Conservation Areas | | Contextual | 8 | 8 | | | Deleted from 2007/8 | | |
| BV219b | | Preserving the Special Character of Conservation Areas: Character Appraisals | 31.81% | ↔ | 0.00% | 0.00% | 25.00% | × | 25.00% | 50.00% | 75.00% |
| BV219c | | Preserving the Special Character of Conservation Areas: Management Proposals | 7.70% | ↔ | 0.00% | 0.00% | 25.00% | × | Deleted from 2007/8 | | |
| WASTE & CLEANLINESS | | | | | | | | | | | |
| BV199a | KSI | Local street and environmental cleanliness - Litter and Detritus | 8.8% | ↑ | 18.0% | 12.0% | 17.0% | ✓ | 12.0% | 9.0% | 6.0% |
| BV199b | | Local Street and Environmental Cleanliness - Graffiti | 1% | ↑ | 2% | 1% | 2% | ✓ | 1% | 1% | 1% |
| BV199c | | Local Street and Environmental Cleanliness - Fly-posting levels | 0% | ↔ | 1% | 1% | 2% | ✓ | 1% | 1% | 1% |

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|-------------------|-----|-------------------------------------------------------------|---------------------------------------------|-------------------------|---------------------|--------------------|-------------------|------------------|-------------------|-------------------|--------------------|
| BV199d | | Local Street and Environmental Cleanliness - Fly-tipping | | | 454 (Baseline Year) | 3* | 2 | ✗ | 1 | 1 | 1 |
| BV82a(i) | KSI | % of Household Waste Recycled | 20.87% | ↑ | 17.71% | 21.59% | 21.50% | ✓ | 24.50% | 26.50% | 27.50% |
| BV82a(ii) | | Tonnes of Household Waste Recycled | 15126.10 | ↑ | 4399.81 | 5333.55 | 5341.46 | ✗ | 5900.25 | 6300.84 | 6500.23 |
| BV82b(i) | KSI | % of Household Waste Composted | 13.05% | ↑ | 6.04% | 7.31% | 6.00% | ✓ | 6.20% | 7.50% | 7.50% |
| BV82b(ii) | | Tonnes of household waste composted | 8770.30 | ↑ | 1500.54 | 1805.78 | 1490.68 | ✓ | 1540.37 | 1630.35 | 1645.25 |
| BV84a | | Household waste collected per head, in kilos | 394.0 Kgs | ↑ | 377.0 Kgs | 374.9 Kgs | 378.0 Kgs | ✓ | 378.0 Kgs | 378.0 Kgs | 378.0 Kgs |
| BV84b | | Household Waste Collection (% change in kilograms per head) | -3.79% | ↑ | -0.01% | -0.55% | -0.05% | ✓ | 0.00% | 0.00% | 0.00% |
| BV86 | KSI | Cost of household waste collection | £39.48 | ↓ | £34.17 | £38.80 | £50.00 | ✓ | £50.00 | £50.00 | £50.00 |
| BV91a | | Kerbside Collection of Recyclables (one recyclable) | 100.0% | ↔ | 95.0% | 95.0% | 95.0% | ✓ | 95.0% | 95.0% | 95.0% |
| BV91b | | Kerbside collection of recyclables (two recyclables) | 100.0% | ↔ | 95.0% | 95.0% | 95.0% | ✓ | 95.0% | 95.0% | 95.0% |

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|-----------------------------------------------|-----------------------------------------------------------------|---------------------------------------------|-------------------------|--------------------|--------------------|-------------------|------------------|-------------------|-------------------|--------------------|
| ENVIRONMENT & ENVIRONMENTAL HEALTH | | | | | | | | | | |
| BV166a | Environmental Health Checklist | 100.0% | ↑ | 88.8% | 100.0% | 90.0% | ✓ | 95.0% | 97.0% | 100.0% |
| BV216a | Identifying Contaminated Land | | Contextual | 450 | 444 | | | 440 | 435 | 430 |
| BV216b | Information on contaminated land | 9% | ↔ | 3% | 3% | 1% | ✓ | 1% | 3% | 3% |
| BV217 | Pollution Control Improvements Completed On-time | 100% | ↑ | 60% | 100% | 70% | ✓ | 90% | 90% | 90% |
| BV218a | Abandoned vehicles - % investigated within 24 hrs | 96.64% | ↑ | 98.75% | 100.00% | 95.00% | ✓ | 98.00% | 98.00% | 99.50% |
| BV218b | Abandoned Vehicles - % removed within 24 hours of required time | 95.00% | ↔ | 100.00% | 100.00% | 95.00% | ✓ | 98.00% | 100.00% | 100.00% |
| COMMUNITY SAFETY & WELL-BEING | | | | | | | | | | |
| BV126 | Domestic burglaries per 1,000 households | 6.4 | ↑ | 10.2 | 9.2 | 10.2 | ✓ | 10.2 | 10.2 | 10.2 |
| BV127a | Violent Crime per 1,000 Population | 12.5 | ↑ | 17.5 | 14.8 | 18.0 | ✓ | 18.0 | 18.0 | 18.0 |
| BV127b | Robberies per 1,000 Population | 0.3 | ↔ | 0.4 | 0.4 | 0.5 | ✓ | 0.5 | 0.5 | 0.5 |
| BV128 | Vehicle crimes per 1,000 population | 7.3 | ↑ | 11.9 | 11.0 | 13.9 | ✓ | 13.9 | 13.9 | 13.9 |

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|-------------------|-----------------------------------------------|---------------------------------------------|-------------------------|--------------------|--------------------|-------------------|------------------|-------------------|-------------------|--------------------|
| BV174 | Racial Incidents Recorded | | Contextual | 3.03 | 1.00 | | | 5.00 | 3.00 | 3.00 |
| BV175 | Racial incidents resulting in further action | 100.00% | ↔ | 100.00% | 100.00% | 90.00% | ✓ | 90.00% | 100.00% | 100.00% |
| BV225 | Actions Against Domestic Violence | | ↑ | 27.3% | 45.0% | 45.0% | ✓ | 45.0% | 45.0% | 45.00% |
| BV226a | Advice & Guidance Services - total | | Contextual | £119,710.0 | £225,043.0 | | | £241,418.0 | £241,418.0 | £241,418.0 |
| BV226b | Advice & Guidance Services - CLS Quality Mark | | ↓ | 58.27% | 31.71% | 50.00% | ✗ | 30.00% | 50.00% | 50.00% |
| BV226c | Advice & Guidance Services: direct provision | | Contextual | £3,342.00 | £20,169.00 | | | £23,000.00 | £23,680.00 | £24,390.00 |

| | |
|---|-----------------|
| ■ | Top Quartile |
| ■ | 2nd Quartile |
| ■ | 3rd Quartile |
| ■ | Bottom Quartile |

| | |
|------------|---------------------------------|
| ↑ | Direction of travel improving |
| ↔ | Direction of travel Maintained |
| ↓ | Direction of travel declining |
| Contextual | There is no direction of travel |

| | |
|---|--------------------|
| ✓ | On or above target |
| ✗ | Below target |

* This is only an estimate as DEFRA have not yet confirmed the outturn

SATISFACTION INDICATORS

The following satisfaction indicators show 2006/7 performance for the statutory User Satisfaction Performance Indicators, which are based upon surveys which

| | | | 2005/6 Top Percentile of all English Councils | RBC direction of travel | RBC 2003/4 Outturn | RBC 2006/7 Outturn | 2006/7 Confide nce Intervals | 2006/7 Base Number | RBC 2006/7 Target | | RBC 2009/10 Target |
|-------|-----|---------------------------------------------------------------------------|--------------------------------------------------------------|-------------------------------|--------------------------|--------------------------|---------------------------------------|--------------------------|-------------------------|--------------------------------|--------------------------|
| BV3 | KSI | % of citizens satisfied with the overall service provided | 58% | ↑ | 27% | 35% | +/- 2.49 | 1411 | 50% | Next Survey Undertaken 2009/10 | |
| BV4 | KSI | % of citizens satisfied with complaint handling | 60% | ↑ | 22% | 32% | +/- 4.62 | 388 | 60% | Next Survey Undertaken 2009/10 | |
| BV89 | KSI | % of people who are satisfied with the cleanliness standard in their area | 73% | ↑ | 40% | 54% | +/- 2.52 | 1502 | 60% | Next Survey Undertaken 2009/10 | 67% |
| BV90a | | % of people who feel satisfied with waste collection | 85% | ↓ | 72% | 64% | +/- 2.44 | 1490 | 80% | Next Survey Undertaken 2009/10 | 70% |
| BV90b | | % of people satisfied with waste recycling facilities | 75% | ↑ | 63% | 68% | +/- 2.47 | 1366 | 85% | Next Survey Undertaken 2009/10 | 75% |

| | | | 2005/6 Top Percentile of all English Councils | RBC direction of travel | RBC 2003/4 Outturn | RBC 2006/7 Outturn | 2006/7 Confide nce Intervals | 2006/7 Base Number | RBC 2006/7 Target | | RBC 2009/10 Target |
|--------|--|-----------------------------------------------------------------|--------------------------------------------------------------|-------------------------------|--------------------------|--------------------------|---------------------------------------|--------------------------|-------------------------|--------------------------------|--------------------------|
| BV119a | | % of residents satisfied with sports and leisure facilities | 63% | ↑ | 50% | 53% | +/- 2.57 | 1448 | 80% | Next Survey Undertaken 2009/10 | Above median |
| BV119b | | % of residents satisfied with libraries | 77% | | Not collected | 72% | +/- 2.3 | 1472 | No Target | Next Survey Undertaken 2009/10 | Above median |
| BV119c | | % of residents satisfied with museums and galleries | 51% | ↔ | 41% | 41% | +/- 2.54 | 1441 | 80% | Next Survey Undertaken 2009/10 | Above median |
| BV119d | | % of residents satisfied with arts activities and venues | 53% | | Not collected | 22% | +/- 2.14 | 1439 | No Target | Next Survey Undertaken 2009/10 | Above median |
| BV119e | | % of residents satisfied with parks and open spaces | 78% | ↔ | 58% | 58% | +/- 2.52 | 1478 | 80% | Next Survey Undertaken 2009/10 | Above median |
| BV80a | | % Satisfied with the benefits service - contact with the office | | ↓ | 70% | 66% | +/- 5.3 | 309 | 80% | Next Survey Undertaken 2009/10 | 71% |

| | | | 2005/6 Top Percentile of all English Councils | RBC direction of travel | RBC 2003/4 Outturn | RBC 2006/7 Outturn | 2006/7 Confide nce Intervals | 2006/7 Base Number | RBC 2006/7 Target | | RBC 2009/10 Target |
|-------|--|---------------------------------------------------------------|--------------------------------------------------------------|-------------------------------|--------------------------|--------------------------|---------------------------------------|--------------------------|-------------------------|--------------------------------|--------------------------|
| BV80b | | % Satisfied with the benefits service - service in the office | | ↑ | 76% | 78% | +/- 5.7 | 206 | 80% | Next Survey Undertaken 2009/10 | 82% |
| BV80c | | % Satisfied with the benefits service - telephone service | | ↓ | 65% | 58% | +/- 8.8 | 122 | 85% | Next Survey Undertaken 2009/10 | 66% |
| BV80d | | % Satisfied with the benefits service - staff in the office | | ↓ | 73% | 71% | +/- 5.2% | 294 | 85% | Next Survey Undertaken 2009/10 | 74% |
| BV80e | | % Satisfied with the benefits service - forms | | ↑ | 50% | 51% | +/- 5.7 | 291 | 80% | Next Survey Undertaken 2009/10 | 55% |
| BV80f | | % Satisfied with the benefits service - speed of service | | ↓ | 57% | 51% | +/- 5.5 | 391 | 80% | Next Survey Undertaken 2009/10 | 60% |
| BV80g | | % Satisfied with the benefits service - overall satisfaction | | ↓ | 68% | 66% | +/- 5.2% | 316 | 68% | Next Survey Undertaken 2009/10 | 70% |
| BV111 | | % of applicants satisfied with the service received | | ↓ | 78% | 64% | | | 90% | Next Survey Undertaken 2009/10 | |