Key Aim	Milestone	Status and Comments
Community Leadership	Establish arrangements for assisting the Council's representatives on outside bodies/organisations to provide feedback to Council on meetings and matters arising	**Partially achieved** A protocol has now been approved and will be rolled out later in the year.
Community Leadership	Conclude a South Derbyshire Compact with voluntary sector partners	**Not Achieved** Although work is underway, capacity amongst partners has limited progress. The County Council is providing support with the County Compact to help local arrangements. This action has now been rolled forward to the 2006/09 Corporate Plan.
Community Leadership	(In the light of the strategic review), develop and implement an annual programme of communication and consultation	**Not Achieved** This work follows the review of the existing consultation strategy.
Community Leadership	Develop a good practice protocol for partnership working	**Not Achieved** Little progress to date because of other priorities. This action has now been rolled forward to the 2005/06 Improvement Plan.
Community Leadership	Establish a rolling programme of Parish Plans with local communities and partner organisations	**Not Achieved** To date, plans have been produced on ad hoc basis. This action has been rolled forward to the 2006/09 Corporate Plan.

TABLE A.2

CPA IMPROVEMENT PLAN 2005/06 – PERFORMANCE

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TABLE A.2: CPA IMPROVEMENT PLAN 2005/06 – PERFORMANCE

IMPROVEMENT PRIORITY	CORPORATE PLAN KEY AIM	MILESTONE	STATUS AND COMMENTS
South Derbyshire Community Strategy	Community Leadership	Finalise and deliver the Year 1 Action Plan of the South Derbyshire Community Strategy	**Achieved** The Action Plan was launched in July 2005 and good progress is being made by the Council and its partners in delivering the actions.
South Derbyshire Community Strategy	Community Leadership	Review the operation and performance of the South Derbyshire Local Strategic Partnership (including funding arrangements)	**Partially Achieved** The Constitution has been reviewed and the Strategic Coordination Group established (to coordinate the work of the thematic groups and deal with cross cutting issues). Funding issues have also been considered by the SDLSP Board. However, a more formal evaluation of the partnership is required together with the establishment of a more systematic approach to performance management and project appraisal. Funding also needs to be placed on a more sustainable basis.
Organisational Structure	Improving Services	Develop a People Strategy in consultation with stakeholders	**Achieved** The Strategy was adopted in March 2006. It has 5 themes – how we manage change; how we promote diversity; how we employ people; how we develop people; and, how we communicate. The delivery of the strategy has been included in the 2006/07 Improvement Plan.

IMPROVEMENT PRIORITY	CORPORATE PLAN KEY AIM	MILESTONE	STATUS AND COMMENTS
Organisational Structure	Improving Services	Establish a Leadership and Management Development programme	**Achieved** A pilot project has been undertaken within the Community Services Directorate. The results are now being evaluated to determine a way forward.
Performance	Improving Services	Achieve the required level of performance for Best Value Performance Indicators (BVPIs) subject to national standards or targets	**Partially Achieved** This required level of performance was achieved for 7 out of 10 BVPIs subject to national standards/performance.
Performance	Improving Services	Take action to ensure that no BVPIs in priority areas are in the bottom quartile and that at least 60% achieve upper quartile	**Partially Achieved** Quartile information is available for 30 of the 46 priority indicators identified by the Council. Just 1 indicator is bottom quartile (and that relates to small sample size for one element of the housing satisfaction surveys); 14out of 30 indicators (47%) are upper quartile.
Performance	Improving Services	Deliver key stages in the CPA Improvement Plan	**Partially Achieved** The Improvement Plan contains 25 milestones for delivery in 2005/06. 16 (64%) have been achieved; 8 (32%) partially achieved and 1 (4%) not achieved.
Finances and Spending	Improving Services	Produce a three year financial strategy linked to the Corporate Plan	**Achieved** Members have approved a Medium Term Financial Plan covering the period 2006/09. A copy has been published on our web site.

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IMPROVEMENT PRIORITY	CORPORATE PLAN KEY AIM	MILESTONE	STATUS AND COMMENTS
Finances and Spending	Improving Services	Produce a Project plan for the Gershon Efficiency Review / 'Shifting Resources' project and deliver key stages	**Achieved** Efficiency statements have been produced and the required savings achieved. Arrangements for the 'shifting resources' project have been outlined in the Financial Strategy. Key stages delivered include the development of Customer First Contact Centre, work to refresh the Procurement Strategy and the adoption of a Disposals Policy for capital assets.
Consultation and Engagement	Community Leadership	Make improvements to the Council's web site and establish arrangements for ensuring that information is kept up to date	**Achieved** Completed
Consultation and Engagement	Community Leadership	Implement actions arising from the 2004 Employee survey	**Achieved** Actions have been implemented. In addition, an Employee Working Group has been set up and further actions are being explored
Consultation and Engagement	Community Leadership	Complete the review of the existing consultation strategy (including mechanisms for communicating with local people and other stakeholders)	**Partially Achieved** Limited progress has been made on a formal review of the Strategy. However, the Citizens' Panel has been 'refreshed' and is now being consulted on a regular basis, staff have been trained in the use of 'e-forms' and facilitation techniques and a successful funding bid has been made to support consultation with hard to reach groups. The development of the 2006/09 Corporate Plan also involved an extensive programme of community consultation.

IMPROVEMENT PRIORITY	CORPORATE PLAN KEY AIM	MILESTONE	STATUS AND COMMENTS
Consultation and Engagement	Community Leadership	(In the light of the strategic review), develop and implement an annual programme of communication and consultation	**Not Achieved** This work follows the review of the existing consultation strategy.
Policy and Decision Making	Improving Services	Review the way in which full Council operates	**Achieved** The review was completed in December 2005 and the recommendations have been implemented regarding the order and conduct of business and publicity for meetings.
Policy and Decision Making	Improving Services	Adopt the Members' Development Charter with Member Development Reviews to identify on going training requirements	**Achieved** The Members Development Charter has been adopted and initial work has been completed with the member training champions to identify suitable programme of learning activities.
Policy and Decision Making	Improving Services	Initiate annual work programmes for Policy Committees	**Partially Achieved** Member Working Panels have met to consider work programmes and reports are being progressed through policy committees
Investment in Community Facilities	Improving Services	Develop a Corporate Property Strategy	**Achieved** The Asset Management Plan was reviewed and updated in October 2005 and a Disposals Policy adopted in February 2006.
Investment in Community Facilities	Leisure Activities	Evaluate the results of the study of Open Space, Sport and Recreation (carried out in accordance with Planning Policy Guidance Note 17) and develop an Action Plan	**Achieved** The study has been completed and an Action Plan agreed.

IMPROVEMENT PRIORITY	CORPORATE PLAN KEY AIM	MILESTONE	STATUS AND COMMENTS
Council Homes	Good quality homes	Achieve 'fit for purpose' rating for the South Derbyshire Housing Strategy and deliver 2005/06 actions	**Achieved** The Government Office issued a 'Fit for Purpose' judgement in June 2005. Delivery of the Action Plan is monitored bi-monthly by the Core Strategic Housing Group. Actions delivered include the selection of East Midlands Housing Association as our preferred partner to develop rural housing and the commencement of a programme of research on the need for affordable homes in rural communities; work with Walbrook Housing Association to provide tow 'floating support' projects to prevent homelessness; and, the adoption of a new Private Sector Renewal Strategy (with additional funding from the Regional Housing Board to target non decent homes in the private sector, especially those occupied by vulnerable households).
Council Homes	Good quality homes	Develop and deliver maintenance and improvement programmes which contribute to a reduction in the number of Council homes which are non decent and the delivery of the national targets	**Achieved** The Decent Homes programme was agreed by Members in February 2005 ensuring the decent homes standard will be met by 2008-09, prior to the 2010 deadline. During the year, the number of non decent homes reduced from 447 to 258.
Council Homes	Good quality homes	Deliver key stages in the Improvement Plan for the housing stock investment and asset management Best Value Review	**Achieved** The Audit Commission Inspection Report was published in October 2005. An Improvement Plan is in place and actions are being progressed.

IMPROVEMENT PRIORITY	CORPORATE PLAN KEY AIM	MILESTONE	STATUS AND COMMENTS
Council Homes	Good quality homes	Update the Housing Revenue Account Business Plan and review the decision to retain our housing stock	**Achieved** The Housing Revenue Business Plan has been updated and the decision taken to retain the stock.
Customer Focus	Improving Services	Deliver key stages in the project plan for 'Customer First'	**Achieved** Key stages have been delivered including refurbishment of the reception area at the Council offices; preparation of a customer care policy; agreement reached with Trade Unions about workforce planning; and, the on going transfer of staff to Customer First (Housing and Environmental Services).
Customer Focus	Improving Services	Establish service standards in consultation with service users for all service areas	**Partially Achieved** Initial stages in this project have been completed including approval of a corporate identity (and logo) and the establishment of a series of generic Customer First Standards. This project has also been rolled forward to the new Corporate Plan
Customer Focus	Improving Services	Assess services against DEFRA rural service standards and the Countryside Agency's rural proofing checklist and develop an Action Plan to tackle inequalities	**Partially Achieved** An initial review has been completed by our Consultant in consultation with Heads of Service. The review concluded that more work is required on the collection and evaluation of service delivery data at a local (i.e. sub district) level before a formal assessment and action plan can be produced. A pilot project for collecting and analysing service delivery data at a local level has been included in the 2006/07 Improvement Plan.

TABLE A.3

SOUTH DERBYSHIRE COMMUNITY STRATEGY – ACTION PLAN 2005-06 (COUNCIL PERFORMANCE)

TABLE A.3: SOUTH DERBYSHIRE COMMUNITY STRATEGY – ACTION PLAN 2005-06 (COUNCIL PERFORMANCE)

THEME: CREATING OPPORTUNITIES FOR ALL		
Action	**Target**	**Status and Comments**
Ensure Partners and Members contribute to the DCC process of producing the Accessibility Strategy and Local Transport Plan	Respond to consultations	**Achieved** Presentations have been made to SDLSP Board Meetings. In addition, the Council's own report was circulated to help awareness and engagement.
Develop a Strategy for funding the voluntary and community sector groups and organisations in consultation with stakeholders	Strategy approved	**Partially Achieved** A review is ongoing through a joint Council//Voluntary and Community Sector Working Group. The consultation process has been completed and recommendations are expected to be finalised by July 2006.
Develop and adopt a South Derbyshire Compact	Strategy approved	**Not achieved** Although work is underway, capacity amongst partners has limited progress. The County Council is providing support with the County Compact to help local arrangements.

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THEME: SAFE COMMUNITIES

Action	Target	Status and Comments
Feasibility study on uniformed presence completed and submitted for approval	Study approved	**Achieved** Completed.
Establish a baseline to determine current levels of enforcement activity and set targets for improvement	Baseline established & targets set	**Achieved** The baseline has been established as one Fixed Penalty Notice, for dog fouling. A target of at least 10 'enforcement actions' has been set for 2006/07.
Establish enforcement scheme with partners	Enforcement scheme agreed	**Achieved** The Safer Neighbourhood Warden scheme has been established in consultation with the Police and the Safer South Derbyshire Partnership.
Prepare and implement media campaign	Campaign undertaken	**Achieved** A campaign (linked to the introduction of the Safer Neighbourhood Wardens) has been undertaken. This will increase in intensity over summer 2006.
Implement a scheme to recruit and deploy more uniformed presence	3 officers deployed	**Partially achieved** The scheme has been revised in the light of reduced funding. Implementation of the new schemes ha begun with Uniformed Park Patrols. The recruitment of Safer Neighbourhood Wardens has commenced and full patrols are expected to commence in July.
Implement enforcement scheme	Increased prosecutions	**Partially achieved.** Unformed Park Patrols have commended and full Safer Neighbourhood Warden patrols are expected to commence in July.

THEME: HEALTHIER COMMUNITIES

Action	Target	Status and Comments
Increase outdoor physical activities by promoting walking, cycling, conservation and similar activities	No. of activities increased	**Achieved** Performance Indicators have been agreed and a range of activities have been delivered through the 'Get Active in the Forest' project. As a result, the number of participants has grown from 2,000 to 8,500 a year (an increase of 325%).
Establish Conservation Volunteer Group for South Derbyshire	Group established	**Achieved** The Group has been established.
Prepare 'healthier living' guide lines and distribute through the Council Tax bills	Guides produced & distributed	**Achieved** It has been agreed that the Derbyshire Dales and South Derbyshire Primary Trust will produce the guides. Arrangements are also in hand for distribution.
Develop eligibility criteria for the Healthy and Warm referral scheme	Criteria established	**Achieved** The scheme has been established and is working well. To date, 121 referrals have been received and 29 households have received grant assistance.

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THEME: A VIBRANT ECONOMY

Action	Target	Status and Comments
Undertake and complete the Woodville to Swadlincote Regeneration Action Area – Wider Employment Options study	Study completed	**Achieved** The employment options study has now been completed. In addition, Derbyshire County Council is currently undertaking a highway feasibility study.

A Vibrant Economy (cont'd) Action	Target	Status and Comments
Investigate the potential for the extension of the industrial estate facelift scheme or the development of 'gateway improvements' to Swadlincote	Study completed	**Achieved** A study to assess demand has been completed and a bid submitted for 2006/07 Derby and Derbyshire Economic Partnership/LSP for funding. An allocation of hours has also been sought from the Groundwork Service Level Agreement. Delivery of the scheme is a possible Year 2 project.
Improve and expand the tourism service in the district by providing a local delivery point at Sharpe's pottery	Tourist Information Point established	**Achieved** A fully staffed Tourist Information centre is now open at Sharpes Pottery Museum. The only remaining action is to finalise a Service Level Agreement with Sharpes Heritage Trust.

THEME: SUSTAINABLE ENVIRONMENT

Action	Target	Status and Comments
Review the Council's street cleaning operations and devise a programme to deliver improvements	Action Plan in place	**Achieved** The review has been completed and an action plan is being implemented. This has resulted in a significant improvement in street cleanliness (as measured by Best Value Performance Indicator 199).
Devise a programme to provide higher profile enforcement and education on litter and fly tipping	Action Plan in place	**Achieved** An Action Plan is in place which is now being implemented. The campaign will increase in intensity over the summer 2006.
Prepare educational programme in relation to waste reduction	Programme fully developed	**Achieved** An educational programme has been developed.

Sustainable Environment (cont'd) Action	Target	Status and Comments
Engage partners in implementing an educational programme to reduce waste	At least two key partners also delivering programme	**Achieved** The Environment Agency and Derbyshire County Council Education Service are promoting waste minimisation in the community. 10 Schools are engaged in the 'Cash for Trash' Scheme and 11 Schools via the 'Trashtown Mystery' plays.
Complete implementation of capital works at Maurice Lea Memorial and Coton Parks	Works completed	**Achieved** Works at both locations have now been completed.
Prepare and agree brief, and seek partnership support and funding for the preparation of a comprehensive review of parks, open space and countryside strategy, involving National Forest, Local Authority, Wildlife Trust, etc. sites.	Brief agreed and funding secured	**Achieved** The brief has been agreed and funding secured for the review.
Ensure operational links with other priority areas are developed, particularly those actions relating to antisocial behaviour and nuisance in parks and open spaces	Linkages established	**Achieved** Links have been established with the Safer South Derbyshire Partnership and the Community Police team. Outcomes include a new policy on 'no ball game signs', security patrols of parks and joint briefing between parks staff and beat officers.
All partners to implement at least one waste minimisation measure	Number of Waste minimisation measures implemented	**Partially achieved** A number of partners have introduced their own measures including the Derbyshire Wildlife Trust and the Derbyshire County Council countryside Service Next year, we plan to engage all partner organisations across the whole SDLSP.

Sustainable Environment (cont'd) Action	Target	Status and Comments
Develop and establish more 'Friends of' groups for Maurice Lea Memorial Park and other major open spaces	More 'friends group' established	**Partially achieved** Initial meetings for groups at Maurice Lea Park and allotment sites have been held. However, progress has been limited by capacity issues and proposals have been made for an Open Space Officer.

THEME: LIFELONG LEARNING AND CULTURE

Action	Target	Status and Comments
Arrange and hold a local culture event focussing on funding opportunities	Event delivered	**Achieved** An event has been arranged for July 2006 which will be run by South Derbyshire CVS.
Establish a baseline for community participation in leisure and other cultural activities	Baseline established	**Partially achieved** The South Derbyshire Citizens' Panel has been consulted and the Junior Needs Survey complete. Finalisation of the baseline is depends on the national survey of physical activity which is due to be completed during Summer 2006.

TABLE A.4

PERFORMANCE 2005/06
(BEST VALUE PERFORMANCE INDICATORS)

TABLE A.4: PERFORMANCE 2005/2006 (BEST VALUE PERFORMANCE INDICATORS)

Service	BVPI No	Description	Target	South Derbyshire Actual 2004/05	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	Annual Trend	Target Achieved Yes/No	Performance against All England Quartile 2004/05
Corporate Health	2a Priority	The level (if any) of the Equality Standard for Local Government to which the authority conforms	Local	1.0	2.0	**1**	No change	No	No data
Corporate Health	2b	The duty to promote race equality - checklist score	Local	47.0%	57.0%	**42%**	Declining	No	Bottom (4)
Corporate Health	8	The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of receipt or within the agreed payment terms	Local	86.17%	97.0%	**91.56%**	Improving	No	3
Corporate Health	9 Priority	The % of Council Tax collected	Top quartile 98.29%	97.97%	97.0%	**98.82%**	Improving	Yes	Top (1)
Corporate Health	10 Priority	The % of non-domestic rates due for the financial year which were received by the authority	Top quartile 99.10%	98.13%	97.0%	**99.46%**	Improving	Yes	Top
Corporate Health	11a	The percentage of top 5% of earners that are women	Local	16.67%	23.0%	**23.39%**	Improving	Yes	3
Corporate Health	11b	The percentage of top 5% of earners who are from ethnic minority communities	Local	0.0%	6.0%	**0.00%**	No change	No	Bottom
Corporate Health	11c	The percentage of top 5% of earners who have a disability	Local	New Indicator	6.0%	**0.00%**	New Indicator	No	
Corporate Health	12 Priority	The number of working days/shifts lost due to sickness absence	Top quartile 8.93	8.52	8.0	**9.38**	Declining	No	2
Corporate Health	14 Priority	Early retirements (excluding ill-health retirements) as a percentage of the total workforce	Top quartile 0.17%	0.0%	0.3%	**0.30%**	Declining	Yes	2
Corporate Health	15 Priority	Ill-health retirements as a percentage of the total workforce	Top quartile 0.17%	0.0%	0.3%	**0.00%**	No change	Yes	Top
Corporate Health	16a	The percentage of staff declaring that they meet the Disability Discrimination Act definition	Local	3.16%	3.8%	**4.04%**	Improving	Yes	Top

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TABLE A.4: PERFORMANCE 2005/2006 (BEST VALUE PERFORMANCE INDICATORS)

Service	BVPI No	Description	Target	South Derbyshire Actual 2004/05	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	Annual Trend	Target Achieved Yes/No	Performance against All England Quartile 2004/05
Corporate Health	16b	The percentage of economically active disabled people in the authority area	Local	13.90%	13.9%	**13.90%**	N/A	Yes	16a/16b 2
Corporate Health	17a	The percentage of local authority employees from ethnic minority communities	Local	0.86%	1.2%	**0.6%**	Declining	No	Bottom
Corporate Health	17b	The percentage of economically active population from ethnic minority communities in the local authority area	Local	2.62%	2.6%	**2.6%**	N/A	Yes	17a/17b Bottom
Corporate Health	156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	Local	No data collected	70.0%	**57.73%**	N/A	No	No data
Corporate Health	157 Priority	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery	Local: national target is 100% by Dec. 2005	70.45%	100.0%	**100.00%**	Improving	Yes	Top
Housing	63 Priority	Energy Efficiency - the average SAP rating of local authority owned dwellings	Local	64	No target set	**65**	Improving	No target set	3
Housing	64 Priority	The number of private sector vacant dwellings that are returned into occupation or demolished during the financial year as a direct result of action by the local authority	Local	4.00	10.0	**11.00**	Improving	Yes	3
Housing	66a	Rents collected by the local authority as a proportion of rents owed on Housing Revenue Account dwellings	Local	99.92% Auditors could not confirm accuracy	98.8%	**99.53%**	N/A	Yes	Top

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TABLE A.4: PERFORMANCE 2005/2006 (BEST VALUE PERFORMANCE INDICATORS)

Service	BVPI No	Description	Target	South Derbyshire Actual 2004/05	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	Annual Trend	Target Achieved Yes/No	Performance against All England Quartile 2004/05
Housing	**66b**	The number of local authority tenants with more than 7 weeks of (gross) rent arrears as a percentage of the total number of Council tenants	Local	New Indicator	1.3%	**3.40%**	New Indicator	No	
Housing	**66c**	The percentage of local authority tenants in arrears who have had Notices Seeking Possession served	Local	New Indicator	22.0%	**26.17%**	New Indicator	No	
Housing	**66d**	The percentage of local authority tenants evicted as a result of rent arrears	Local	New Indicator	5.0%	**0.22%**	N/A	Yes	
Housing	**74a** Priority	Satisfaction of tenants of Council homes with the overall service provided by their landlord - all tenants	Local	87.0%	87.0%	**87.00%**	No change	Yes	Top District Councils
Housing	**74b** Priority	Satisfaction of ethnic minority tenants of Council homes with the overall service provided by their landlord	Local	50.0%	50.0%	**50.00%**	No change	Yes	Bottom District Councils
Housing	**74c** Priority	Satisfaction of non-ethnic minority tenants of Council homes with the overall service provided by their landlord	Local	87.0%	87.0%	**87.00%**	No change	Yes	Top District Councils
Housing	**75a** Priority	Satisfaction of tenants of Council homes with opportunities for participation in management and decision making in respect of housing services provided by their landlord - all tenants	Local	77.0%	77.0%	**77.00%**	No change	Yes	Top District Councils
Housing	**75b** Priority	Satisfaction of ethnic minority ethnic tenants of Council homes with opportunities for participation in management and decision making etc	Local	100.0%	100.0%	**100.00%**	No change	Yes	Top District Councils

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TABLE A.4: PERFORMANCE 2005/2006 (BEST VALUE PERFORMANCE INDICATORS)

Service	BVPI No	Description	Target	South Derbyshire Actual 2004/05	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	Annual Trend	Target Achieved Yes/No	Performance against All England Quartile 2004/05
Housing	**75c** Priority	Satisfaction of non-ethnic minority tenants of Council homes with opportunities for participation in management and decision making etc	Local	77.0%	77.0%	**77.00%**	No change	Yes	Top District Councils
Housing	**164**	Does the authority follow the Commission for Racial Equality's Code of Practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in the Code of Practice for Social Landlords: Tackling Racial Harassment?	Local	No	Yes	**No**	No change	No	No data
Housing	**184** Priority	The proportion of Local Authority (LA) homes which were non-decent at the start of the financial year	Local: the Government is aiming to make all Council homes decent by 2010	13.82%	No target set	**8%**	Improving	No target set	Top
Housing	**184b** Priority	The percentage change in proportion of non-decent LA homes between the start and the end of the financial year	ditto	13.54%	No target set	**42.3%**	Improving	No target set	No data
Housing	**212** Priority	Average time taken to re-let local authority homes (days)	Local	New Indicator	55.0	**49**	New Indicator	Yes	
Homelessness	**183a**	The average length of stay (weeks) in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	Local	3.0	4.0	**5.38**	Declining	No	Bottom
Homelessness	**183b**	The average length of stay (weeks) in hostel accommodation of households that are unintentionally homeless and in priority need	Local	10.0	6.0	**0.00**	Improving	Yes	Top

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TABLE A.4: PERFORMANCE 2005/2006 (BEST VALUE PERFORMANCE INDICATORS)

Service	BVPI No	Description	Target	South Derbyshire Actual 2004/05	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	Annual Trend	Target Achieved Yes/No	Performance against All England Quartile 2004/05
Homelessness	**202** Priority	Number of people sleeping rough on a single night within the area of the authority	Local	5.0	5.0	**36 Estimate**	Declining	No	
Homelessness	**203** Priority	The percentage change in the average number of families placed in temporary accommodation	Local	34.62%	25.0%	-34.28%	Improving	Yes	Top
Homelessness	**213**	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation	Local	New Indicator	No target set	**7**	New Indicator	No target set	
Homelessness	**214**	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same authority within the last two years	Local	New Indicator	No target set	**2.56%**	New Indicator	No target set	
Housing Benefit & Council Tax Benefit	**76 a**	The number of housing benefit claimants in the local authority area visited per 1,000 caseload	Local	72.90	75.0	**188.48**	N/A	Yes	3
HB & CTax Benefit	**76b**	The number of fraud investigators employed by the local authority per 1,000 caseload	Local	0.53	0.6	**0.56**	N/A	Yes	No data
HB & CTax Benefit	**76 c**	The number of Housing Benefit and Council Tax Benefit fraud investigations per 1,000 caseload	Local	48.60	50.0	**33.35**	N/A	No	3
HB & CTax Benefit	**76 d**	The number of prosecutions and sanctions per year per 1,000 caseload	Local	3.50	3.0	**3.74**	N/A	No	2

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TABLE A.4: PERFORMANCE 2005/2006 (BEST VALUE PERFORMANCE INDICATORS)

Service	BVPI No	Description	Target	South Derbyshire Actual 2004/05	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	Annual Trend	Target Achieved Yes/No	Performance against All England Quartile 2004/05
HB & CTax Benefit	**78a** Priority	Speed of processing Housing Benefit and Council Tax Benefit applications: Average time for processing new claims (calendar days)	Local	15.3	30.0	**24.5**	Declining	Yes	Top
HB & CTax Benefit	**78b**	Speed of processing: Average time for processing notifications of changes of circumstances claims (calendar days)	Local	3.5	10.0	**5.4**	Declining	Yes	Top
HB & CTax Benefit	**79a**	Accuracy of processing: Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision	Local	97.40%	96.0%	**97.40%**	No change	Yes	3
HB & CTax Benefit	**79b(i)**	The amount of Housing Benefit overpayments (HB) recovered during the period being reported as a percentage of HB deemed recoverable over payments during that period	Local	New Indicator	No target set	**No data collected**	New Indicator	No target set	
HB & CTax Benefit	**79b(ii)**	HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period	Local	New Indicator	No target set	**No data collected**	New Indicator	No target set	
HB & CTax Benefit	**79b(iii)**	HB overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	Local	New Indicator	No target set	**No data collected**	New Indicator	No target set	

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TABLE A.4: PERFORMANCE 2005/2006 (BEST VALUE PERFORMANCE INDICATORS)

Service	BVPI No	Description	Target	South Derbyshire Actual 2004/05	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	Annual Trend	Target Achieved Yes/No	Performance against All England Quartile 2004/05
Environment Waste & Cleanliness	**82a(i)** Priority	Percentage of household waste arisings which have been sent by the authority for recycling * Should have regard to the National Waste Strategy, PSA target to recycle or compost 25% of h/hold waste by 25% of h/hold waste by 2005/06 and national targets for 2010 and 2015; Performance Standard for SDDC of 21% by 2005/06	Local*	11.39%	11.5%	**13.19%**	Improving	Yes	3
Waste & Cleanliness	**82a(ii)** Priority	Total tonnage of household waste arisings which have been sent by the authority for recycling	Ditto	New Indicator	4,572.0	**5192.89**	New Indicator	Yes	
Waste & Cleanliness	**82b(i)** Priority	Percentage of household waste sent by the authority for composting or treatment by anaerobic digestion	Ditto	12.94%	13.0%	**12.40%**	Declining	No	Top
Waste & Cleanliness	**82b(ii)** Priority	Total tonnage of household waste sent by the authority for composting or treatment by anaerobic digestion	Ditto	New Indicator	5,167.0	**4883.02**	New Indicator	No	
Waste & Cleanliness	**84a** Priority	Number of kilograms of household waste collected per head	Local	474.9	487.0	**461.0**	Improving	Yes	3
Waste & Cleanliness	**84b** Priority	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of population	Local	New Indicator	2.5%	**-2.95%**	New Indicator	Yes	
Waste & Cleanliness	**86** Priority	Cost of waste collection per household	Local	£44.01	£48.68	**£46.80**	Declining	Yes	3

TABLE A.4: PERFORMANCE 2005/2006 (BEST VALUE PERFORMANCE INDICATORS)

Service	BVPI No	Description	Target	South Derbyshire Actual 2004/05	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	Annual Trend	Target Achieved Yes/No	Performance against All England Quartile 2004/05
Waste & Cleanliness	**91a** Priority	Percentage of households resident in the authority's area served by a kerbside collection of recyclables	Local	98.40%	98.0%	**98.8%**	Improving	Yes	2
Waste & Cleanliness	**91** Priority	Percentage of households resident in the authority's area served by a kerbside collection of at least two recyclables	Local	New Indicator	68.0%	**68.9%**	New Indicator	Yes	
Waste & Cleanliness	**199a** Priority	The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable standard *Should have regard to national and regional benchmarks set by DEFRA through the Local Environmental Quality Survey of England and PSA Targets	Local*	27.0%	25.0%	**15.7%**	Improving	Yes	2
Waste & Cleanliness	**199b** Priority	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible	Ditto	New Indicator	No target set	**2%**	New Indicator	N/A	
Waste & Cleanliness	**199c** Priority	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible	Ditto	New Indicator	No target set	**0%**	New Indicator	N/A	
Environment & Env. Health	**166a**	Score against a checklist of enforcement best practice for environmental health	Local	100.0%	100.0%	**100.0%**	No change	Yes	Top

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TABLE A.4: PERFORMANCE 2005/2006 (BEST VALUE PERFORMANCE INDICATORS)

Service	BVPI No	Description	Target	South Derbyshire Actual 2004/05	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	Annual Trend	Target Achieved Yes/No	Performance against All England Quartile 2004/05
Environment & Env. Health	**216a**	Number of 'sites of potential concern' within the local authority area with respect to land contamination	Local	New Indicator	No target set	**1274**	New Indicator	N/A	
Environment & Env. Health	**216b**	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'	Local	New Indicator	No target set	**3%**	New Indicator	N/A	
Environment & Env. Health	**217**	Percentage of pollution control improvements to existing installations completed on time	Local	New Indicator	No target set	**100%**	New Indicator	N/A	
Environment & Env. Health	**218a**	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	Local	New Indicator	No target set	**71.53%**	New Indicator	N/A	
Environment & Env. Health	**218b**	Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle	Local	New Indicator	No target set	**59.32%**	New Indicator	N/A	
Planning	**106** Priority	Percentage of new homes built on previously developed land	Local	79.25%	60.0%	**82.21%**	Improving	Yes	2
Planning	**109a** Priority	Percentage of major applications determined in 13 weeks	Performance Standard: 60%	54.29%	55.0%	**56.25%**	Improving	Yes	3
Planning	**109b** Priority	Percentage of minor applications determined in 8 weeks	Performance Standard: 65%	72.56%	65.0%	**69.92%**	Declining	Yes	2
Planning	**109c** Priority	Percentage of other applications determined in 8 weeks	Performance Standard: 80%	83.48%	80.0%	**86.65%**	Improving	Yes	2
Planning	**179**	The percentage of standard searches carried out in 10 working days	Local	98.93%	100.0%	**100.00%**	Improving	Yes	Top

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TABLE A.4: PERFORMANCE 2005/2006 (BEST VALUE PERFORMANCE INDICATORS)

Service	BVPI No	Description	Target	South Derbyshire Actual 2004/05	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	Annual Trend	Target Achieved Yes/No	Performance against All England Quartile 2004/05
Planning	**200a** Priority	Did the local planning authority submit the Local Development Scheme (LDS) by 28 March 2005 and thereafter maintain a rolling programme?	Local	New Indicator	Yes	**Yes**	New Indicator	Yes	
Planning	**200b** Priority	Has the local planning authority met the milestones which the current LDS sets out?	Local	New Indicator	Yes	**Yes**	New Indicator	Yes	
Planning	**200c** Priority	Did the local planning authority publish an annual monitoring report by 31 December of each year?	Local	New Indicator	Yes	**Yes**	New Indicator	Yes	
Planning	**204** Priority	The percentage of appeals allowed against the authority's decision to refuse planning permission	Local	23.1%	30.0%	**19.0%**	N/A	No	Top
Planning	**205**	Score against a quality of planning service checklist	Local	77.8%	83.0%	**77.8%**	No change	No	3
Cultural & Related Services	**170a**	The number of visits to/usages of local authority funded or part funded museums per 1,000 population	Local	No data collected	No target set	**No data collected**	N/A Amended indicator	N/A	
Cultural & Related Services	**170b**	The number of those visits to local authority funded or part funded museums that were in person per 1,000 population	Local	65.3	216.6	**334**	N/A Amended indicator	Yes	
Cultural & Related Services	**170c**	The number of pupils visiting museums and galleries in organised school groups (including visits to schools)	Local	90.0	300.0	**291**	N/A Amended indicator	No	
Cultural & Related Services	**219a**	Total number of Conservation Areas in the local authority area	Local	New Indicator	No target set	**22**	New Indicator	N/A	
Cultural & Related Services	**219b**	Percentage of Conservation Areas with an up to date character appraisal	Local	New Indicator	No target set	**50.00%**	New Indicator	N/A	

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TABLE A.4: PERFORMANCE 2005/2006 (BEST VALUE PERFORMANCE INDICATORS)

Service	BVPI No	Description	Target	South Derbyshire Actual 2004/05	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	Annual Trend	Target Achieved Yes/No	Performance against All England Quartile 2004/05
Cultural & Related Services	**219c**	Percentage of Conservation Areas with published management proposals	Local	New Indicator	No target set	**0.00%**	New Indicator	N/A	
Community Safety & Well-Being	**126** Priority	Domestic burglaries per year per 1,000 households	Target should be set in consultation with the Police	7.1	7.1	**7.1**	No change	Yes	2
Community Safety & Well-Being	**127a** Priority	Violent Crime per 1,000 population	Ditto	New Indicator	12.0	**10.5**	New Indicator	Yes	
Community Safety & Well-Being	**127b** Priority	Robberies per 1,000 population	Ditto	New Indicator	0.4	**0.3**	New Indicator	Yes	
Community Safety & Well-Being	**128** Priority	Vehicle crimes per 1,000 population	Ditto	8.15	8.1	**8.3**	Declining	No	2
Community Safety & Well-Being	**174**	The number of racial incidents recorded by the authority per 100,000 population	Local	1.17	2.5	**0.00**	N/A	No	No data
Community Safety & Well-Being	**175**	The percentage of racial incidents that resulted in further action	Local	100.0%	100.0%	**0.00%**	N/A	N/A	No data
Community Safety & Well-Being	**225** Priority	Actions against Domestic Violence - score against a checklist	Local	New Indicator	27.0%	**27.3%**	New Indicator	Yes	
Community Safety & Well-Being	**226a**	Total amount spent by the local authority on advice and guidance services provided by external organisations	Local	New Indicator	£44,239	**£44,240**	New Indicator	Yes	

TABLE A.4: PERFORMANCE 2005/2006 (BEST VALUE PERFORMANCE INDICATORS)

Service	BVPI No	Description	Target	South Derbyshire Actual 2004/05	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	Annual Trend	Target Achieved Yes/No	Performance against All England Quartile 2004/05
Community Safety & Well-Being	226b	Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above	Local	New Indicator	100.0%	**100.00%**	New Indicator	Yes	
Community Safety & Well-Being	226c	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	Local	New Indicator	No target set	**£64,070**	New Indicator	N/A	

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TABLE A.5

SIGNIFICANT VARIANCES
(BVPI TARGETS/ACTUALS)
2005/06

TABLE A.5: SIGNIFICANT VARIANCES (TARGETS/ACTUALS) 2005/06

Service	BVPI No	Description	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	% Variance on Target	Explanation
Corporate Health	2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms	2.0	**1**	-50%	During the year, priority was given to work on race equality impact assessments. This delayed progress on the Corporate Equalities Plan which is required to proceed to Level 2.
Corporate Health	11b	The percentage of top 5% of earners who are from ethnic minority communities	6.0%	**0.00%**	-100%	Over the year, no appointments into senior positions have been made for people declaring that they are from ethnic minority communities. No declarations have been made from existing employees.
Corporate Health	11c	The percentage of top 5% of earners who have a disability	6.0%	**0.00%**	-100%	Over the year, no appointments into senior positions have been made for people declaring that they have a disability. No declarations have been made from existing employees.
Corporate Health	12	The number of working days/shifts lost due to sickness absence	8.0	**9.38**	17%	The target set for the year was aspirational and was based on the downward trend over the past two years. Whilst there has been a reduction in the number of employees on long term sickness, they have accounted for a higher percentage of the overall sickness days. This has had a negative impact on the outturn figure coupled with the higher incidence of short term absences. The outturn figure places performance in the second quartile.
Corporate Health	15	Ill-health retirements as a percentage of the total workforce	0.3%	**0.00%**	-100%	There have been no cases during the year. All cases relating to an employees health and ability to remain in employment are managed in accordance with the Council's Sickness Absence Management Policy. This enables full consideration to be made before any decision is taken to terminate employment on health grounds.

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TABLE A.5: SIGNIFICANT VARIANCES (TARGETS/ACTUALS) 2005/06

Service	BVPI No	Description	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	% Variance on Target	Explanation
Corporate Health	17a	The percentage of local authority employees from ethnic minority communities	1.2%	**0.6%**	-50%	The variance is due to a resignation from an employee who had identified themselves as belonging to an ethnic minority community. All recruitment is undertaken in accordance with the existing recruitment and selection procedure with appointments being made on an individual basis. Action has been taken to undertake positive advertising via direct website links to dedicated web sites.
Corporate Health	156	The percentage of local authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	70.0%	**57.73%**	-18%	The target was a pure estimate and was not based on any accurate data. For 2005/06, a 'proper' calculation has been completed, independently and in accordance with the definition and formula laid out in the guidance. It has also highlighted which buildings will need to be more accessible to improve performance on this indicator.
Housing	66b	The number of local authority tenants with more than 7 weeks of (gross) rent arrears as a percentage of the total number of Council tenants	1.3%	**3.40%**	162%	A new indicator - targets were set for the first time. The actual figure for 2005/06 provides a baseline assessment to work from. We have already begun to review rent collection procedures in response to this figure.
Housing	66c	The percentage of local authority tenants in arrears who have had Notices Seeking Possession served	22.0%	**26.17%**	19%	A new indicator - targets were set for the first time. The increase in Notices we serve, allows more opportunity to work with tenants to pay back arrears (therefore, contributing to reductions in evictions).
Housing	66d	The percentage of local authority tenants evicted as a result of rent arrears	5.0%	**0.22%**	-96%	Again a new indicator. This should remain low because we should be working with tenants to recover the money rather than evict. Contributes to BVPI 213 (prevention of homelessness).

TABLE A.5: SIGNIFICANT VARIANCES (TARGETS/ACTUALS) 2005/06

Service	BVPI No	Description	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	% Variance on Target	Explanation
Housing	164	Does the authority follow the Commission for Racial Equality's Code of Practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in the Code of Practice for Social Landlords: Tackling Racial Harassment?	Yes	**No**	100%	After reviewing service delivery, we cannot list where we are compliant with the CRE Code. An Action Plan is in place to rectify this within 12 months
Homelessness	183a	The average length of stay (weeks) in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	4.0	**5.38**	35%	Because of the low numbers were put in bed and breakfast, one family staying longer than 6 weeks adversely affected our figures. This case has led us to review our procedures to ensure we can prevent this happening in the future.
Homelessness	183b	The average length of stay (weeks) in hostel accommodation of households that are unintentionally homeless and in priority need	6.0	**0.00**	-100%	This year, we have not used any hostels to house families and/or people expecting a child. Last year, we did. From a service point of view, we believe this is good practice and DCLG stipulates a six week rule if you have to use hostels.
Homelessness	202	Number of people sleeping rough on a single night within the area of the authority	5.0	**36 Estimate**	620%	This figure was higher than anticipated because of better reporting mechanisms and more knowledge being gained in the area. Due to the high numbers, we will carry out a Rough Sleeper Count in October and draw up an action plan to address this issue.
Homelessness	203	The percentage change in the average number of families placed in temporary accommodation	25.0%	-34.28%	-237%	An increase in our work to prevent homelessness (mediations, negotiation with landlords etc) has meant that there has been less need to place families in temporary accommodation. This ensures more planned moves rather than emergency placements, and therefore better outcomes for the families involved.

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TABLE A.5: SIGNIFICANT VARIANCES (TARGETS/ACTUALS) 2005/06

Service	BVPI No	Description	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	% Variance on Target	Explanation
Housing Benefit & Council Tax Benefit	76 a	The number of housing benefit claimants in the local authority area visited per 1,000 caseload	75.0	**188.48**	151%	Increased activity due to cases being identified from Data Matching Services and Verification Framework referrals.
HB & CTax Benefit	76 c	The number of Housing Benefit and Council Tax Benefit fraud investigations per 1,000 caseload	50.0	**33.35**	-33%	Fewer cases have been investigated but these have resulted in good quality prosecutions.
HB & CTax Benefit	76 d	The number of prosecutions and sanctions per year per 1,000 caseload	3.0	**3.74**	25%	The investigations undertaken have provided more cases for prosecutions and sanctions than anticipated.
HB & CTax Benefit	78a	Speed of processing Housing Benefit and Council Tax Benefit applications: Average time for processing new claims (calendar days)	30.0	**24.5**	-18%	The anticipated increase in the time taken to process new claims due to the introduction of Pericles did not materialise as the system was not introduced.
HB & CTax Benefit	78b	Speed of processing: Average time for processing notifications of changes of circumstances claims (calendar days)	10.0	**5.4**	46%	Ditto
Environment Waste & Cleanliness	82a(i)	Percentage of household waste arisings which have been sent by the authority for recycling	11.5%	**13.19%**	15%	The percentage recycled has increased due to: -full year collection from two rounds of the multi material 'green box' kerbside recycling scheme -provision of additional mixed paper recycling banks - a decrease in the amount of waste disposed of

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TABLE A.5: SIGNIFICANT VARIANCES (TARGETS/ACTUALS) 2005/06

Service	BVPI No	Description	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	% Variance on Target	Explanation
Waste & Cleanliness	84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of population	2.5%	**-2.95%**	-218%	The reasons for this pleasing reversal from the national trend are not fully understood. However, contributing factors include the anticipated growth in green bin composting did not take place due to the disposal facility not being ready (the introduction of the composting scheme generally increases the total weights collected). Also, this year was the most active to date in terms of waste minimisation campaigning.
Waste & Cleanliness	199a	The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable standard	25.0%	**15.7%**	37%	A review of street cleaning was undertaken and an increased focus on the importance of street cleaning has been impressed upon management and staff. Efficiencies gained by the introduction of an additional sweeper were redeployed to other areas. There has also been a national trend towards cleaner streets that adds a further perspective.
Planning	106	Percentage of new homes built on previously developed land	60.0%	**82.21%**	37%	Housing completions on greenfield land with existing planning permission came on stream at a slower rate than expected over the period 2005/06. Decisions on the timing of such developments are in the hands of private developers. Also, new residential consents on greenfield land have been delayed due to the withdrawal of the Local Plan and the need for traffic modelling of major proposals in the Derby Sub Area.

TABLE A.5: SIGNIFICANT VARIANCES (TARGETS/ACTUALS) 2005/06

Service	BVPI No	Description	South Derbyshire Target 2005/06	South Derbyshire Actual 2005/06	% Variance on Target	Explanation
Planning	204	The percentage of appeals allowed against the authority's decision to refuse planning permission	30.0%	**19.0%**	-37%	Cautious targets were set - performance reflects continued and careful decision making.
Cultural & Related Services	170b	The number of visits to local authority funded or part funded.museums that were in person per 1,000 population	216.6	**334**	54%	Sharpes Museum has quickly become more popular with visitors than the original feasibility study (on which the target is based) anticipated.
Community Safety & Well-Being	127b	Robberies per 1,000 population	0.4	**0.3**	-15%	2005/06 was the first year for which violent crime targets were set. Prior to 2005, violent crime statistics were not available from which to identify patterns/trends.
Community Safety & Well-Being	174	The number of racial incidents recorded by the authority per 100,000 population	2.5	**0.00**	-100%	Although the procedure for making complaints is widely publicised no complaints have been received. Caseworker support has now been secured for the Derby Racial Equality Council to review/improve arrangements for reporting incidents and provide support for victims.
Community Safety & Well-Being	175	The percentage of racial incidents that resulted in further action	100.0%	**0.00%**	-100%	Ditto

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APPENDIX B

TABLE B.1

CORPORATE PLAN 2006/09 – ACTIONS

TABLE B.1: CORPORATE PLAN 2006/09 – ACTIONS

THEME 1:SAFER AND HEALTHIER COMMUNITIES

Action Areas	Actions	Targets for 2006/07	Outcomes by 2009
Providing Safer Neighbourhoods	Introduce the Safer Neighbourhoods Project across the district	6 Safer Area Groups established Bi-monthly meetings held	Reduction in crime, anti social behaviour and fear of crime.
Reducing fear of crime	Continue and expand the Safer Homes Handy Man Scheme	Annual business plans prepared Scheme extended to include reduced cost home security	Reduction in burglary; reduction in fear of crime; vulnerable people in particular feel safer in their homes
Reducing fear of crime	Improve arrangements for reporting racial incidents and supporting victims	Agreement with Derby Racial Equality Council for Caseworker support finalised Arrangements for reporting incidents reviewed	Local people feel more confident about reporting racial incidents; more incidents are reported
Tackling anti social behaviour	Appoint Safer Neighbourhood Wardens to patrol anti social behaviour 'hotspots' and enforce the Cleaner Neighbourhoods and Environment Act	Wardens appointed and patrolling the district	Public perceive public spaces to be safer and cleaner; reduction in anti-social behaviour and 'environmental crime', such as dog fouling, dropping litter etc.
Providing more things for young people to do	Expand the existing Youth Engagement through Sport Project	An extra 30 sports and play scheme sessions held	Reduced youth nuisance and anti-social behaviour
Providing more things for young people to do	Provide more dedicated facilities for young people such as basketball courts, meeting shelters, kick-about areas etc	Two new youth facilities provided	Increased opportunities for young people; reduction in youth nuisance and anti social behaviour

Action Areas	Actions	Targets for 2006/07	Outcomes by 2009
Helping people in an emergency	Raise awareness amongst local communities of emergency planning, especially in relation to the risk of flooding	Information and advice provided to Parish Councils and local communities through meetings, our newsletter ('The News') and the web site	Increased public understanding of Council's role and whom to contact in an emergency
Promoting healthier lifestyles	Relaunch Rosliston Forestry Centre and the new Get Active in the Forest Project	Official launch and community event held Centre leaflet and other promotional aids produced	Increased visitor numbers; more people taking part in physical activity
Promoting healthier lifestyles	Establish a Community Dance Project	Community Dance Coach appointed Programme of dance activities delivered	Increase in the number of girls and young women who are physically active

KEY MEASURES OF SUCCESS

Over the next twelve months, our key measures of success will be:

- To reduce the number of domestic burglaries per 1,000 households from 7.1 to 7.0 by 2007 and 6.9 by 2009
- To reduce the number of vehicle crimes per 1,000 population from 8.3 to 8.2 by 2007 and 7.7 by 2009
- To increase the proportion of residents who feel fairly/very safe after dark outside of their homes from x% to y%
- To increase the proportion of residents who take part in regular physical activity from x% to y%

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THEME 2: YOU AT THE CENTRE

Action Areas	Actions	Targets for 2006/07	Outcomes by 2009
Listening to local people	Develop a corporate communications and consultation strategy	Strategy approved	Local people are better informed about the work of the Council and more involved in decisions about services.
Listening to local people	Do more to consult with 'hard to reach' groups	Agreement with South Derbyshire CVS (for specialist support) finalised Agreed programme delivered	Improved links with hard-to-reach groups; support is provided to the South Derbyshire Local Strategic Partnership for consultation
Developing the capacity of the voluntary and community sector	Conclude a South Derbyshire Compact with voluntary sector partners *A 'Compact' is a form of agreement*	Local Compact in place	More effective partnership working with the Voluntary and Community Sector
Developing the capacity of the voluntary and community sector	Set up a sustainable funding regime for the Voluntary and Community Sector	Review of current support concluded and recommendations implemented	The Voluntary and Community Sector understands how resources are allocated and can plan ahead
Reducing, reusing and recycling waste	Extend the composting and the kerbside 'green box' recycling scheme	Composting scheme extended to a further 3,000 households (achieving 58% coverage across the district) Green box scheme extended to a further 11,000 households (achieving 93% coverage across the district)	Proportion of household waste sent to landfill reduced; more waste composted or recycled
Improving the quality of the environment	Improve the cleanliness of public spaces	An extra 20 litter bins provided at locations of identified need Frequency of weed control treatments and mechanical road sweeping increased	Higher levels of satisfaction about the cleanliness of public spaces

Action Areas	Actions	Targets for 2006/07	Outcomes by 2009
Improving the quality of the environment	Promote further tree planting within the National Forest	National Forest Planting Guidelines applied to all relevant planning applications	More tree coverage; contribution made to the delivery of the National Forest Strategy
Improving the quality of the environment	Support the establishment of the South Derbyshire Environmental Forum (by the South Derbyshire Local Strategic Partnership	Help organise and promote the inaugural meeting of the Forum On-going support provided	More engagement by local people and groups in activities to improve the environment
Helping local communities to improve their areas	Establish a rolling programme of local Community Plans	Programme finalised and resources in place	A shared understanding about the needs and requirements of local communities
Helping local communities to improve their areas	Identify and deliver a community based programme of environmental projects through Groundwork Trust	Programme developed in consultation with local communities Projects delivered	Cost effective and sustainable environmental improvements achieved across the district.
Maintaining up to date and effective planning policies	Deliver key stages in the Local Development Scheme	Milestones set out in the Local Development Scheme achieved	Greater clarity over the level and location of new development; impact on the environment addressed
Investing in leisure and recreational facilities	Improve and develop the Council's play areas	Play areas at Overseal and Midway improved A sustainable programme for improving play areas across the district established	Better quality play areas which meet current standards and are well used
Investing in leisure and recreational facilities	Continue to develop and improve Swadlincote Woodlands Forest Park	Access to the park improved, circular walk completed, more trees planted and signage enhanced	Improved appearance of this important area of public open space; increased enjoyment by local people

Action Areas	Actions	Targets for 2006/07	Outcomes by 2009
Investing in leisure and recreational facilities	Deliver key milestones in the Open Space, Sport and Recreation Action Plan (Planning Policy Guidance Note 17)	Action Plan prepared with links to the Local Development Framework, the Facilities Strategy and Asset Management Plan Year 1 milestones delivered	Planning and development of new and existing facilities based on a robust assessment of needs and resources; equitable provision of good quality facilities across the district

KEY MEASURES OF SUCCESS

Over the next twelve months and 3 years, our key measures of success will be:

- To increase the proportion of household waste that is composted or recycled from 25.6% to 27.5% by 2007 and 34.0% by 2009
- To reduce the proportion of land and highways (for which the Council is responsible) that falls below an acceptable standard of cleanliness from15.7% to 15.0% by 2007 and 11.0% by 2009
- To increase the proportion of residents who are satisfied with our parks and open spaces from 67% (2003) to 68% by 2007
- To increase the proportion of residents who are satisfied with our sports and leisure facilities from 55% (2003) to 56% by 2007

THEME 3: HIGHER QUALITY SERVICES

Action Areas	Actions	Targets for 2006/07	Outcomes by 2009
Improving services	Deliver a plan for establishing service standards (in consultation with service users) across all service areas	Plan produced and key actions delivered	Platform on which to plan and deliver high quality, customer focused services in place
Improving services	Actively promote our complaints/compliments procedure (so that we can learn from our customers)	Publicity campaign launched Details of complaints/compliments reported twice a year to Council along with planned improvements Feedback provided to local people	Customers feel confident about making complaints and are satisfied with complaint handling; more complaints/compliments received
Improving services	Establish a rolling programme of customer satisfaction surveys	Programme finalised Year 1 surveys completed and evaluated	Improved service planning and delivery
Improving services	Deliver the Improvement Plan for the Council's Housing Repair and Maintenance Service	Key actions delivered Regular progress reports provided to Council and tenants	A more reliable and responsive housing repairs and maintenance service, with a more efficient and effective use of resources
Managing our performance	Agree improvement priorities with Audit Commission and deliver required actions	Improvement plan agreed Performance monitored and reported to Council on a quarterly basis	A Council which is recognised to be improving and a strong performer in service delivery
Maintaining sound and stable finances	Monitor and review our Financial Strategy and Medium Term Financial Plan (MTFP)	Financial Strategy reviewed and updated MTFP reviewed and updated	Sound and sustainable finances, supported by good financial management

Action Areas	Actions	Targets for 2006/07	Outcomes by 2009
Delivering more services electronically	Continue to work with the Derbyshire E-Government Partnership to expand the number of services that can be delivered electronically	Delivery of the Council's contribution to the Derbyshire E-Government Partnership programme delivered	Efficiencies achieved through working in partnership; local people are able to access more services electronically

KEY MEASURES OF SUCCESS

Over the next twelve months, our key measures of success will be to:

- Increase the proportion of residents who satisfied with the overall service provided by the Council from 54% (2003) to55%
- Increase the percentage of complainants who are satisfied with the handling of their complaint from 31% (2003) to 35%
- Increase the proportion of tenants of Council homes who are satisfied with the overall service provided by their landlord from 87% to 88%

THEME 4: PROSPERITY FOR ALL

Action Areas	Actions	Targets for 2006/07	Outcomes by 2009
Helping to reduce inequalities across the district	Develop a strategic approach to social inclusion	Strategy adopted	Local people provided with more opportunities to escape poverty, enjoy good health, live in safe and pleasant environments and enjoy a sense of well being
Helping to reduce inequalities across the district	Develop a Corporate Equalities Plan	Plan adopted	Demonstrably fair and equitable services accessible to all
Helping to reduce inequalities across the district	Consult older people about the services they need from the Council	Consultation programme developed and rolled out Results evaluated and potential areas for improvement identified	Good quality, accessible services tailored to the needs of older people
Helping to reduce inequalities across the district	Provide child protection training to councillors and employees	Training programme developed and rolled out across the organisation	Greater awareness of child protection issues and links to other agencies
Identifying and meeting housing needs	Undertake a housing needs and market assessment	Needs assessment completed and evaluated Results shared with stakeholders	A better understanding of housing needs; more responsive housing and planning polices; more informed partnership working
Identifying and meeting housing needs	Strengthen the Council's homelessness service	Additional Homelessness Officers appointed Advice and support to homeless and potentially homeless people reviewed	Prevention of homelessness and a reduction in the number of people sleeping rough and/or needing to be placed in temporary accommodation
Identifying and meeting housing needs	Reduce the time taken to provide home adaptations for people with disabilities	At least 90% of all cases processed within the Government target of 42 weeks	Faster delivery of adaptation works and improved quality of life for people with disabilities

Action Areas	Actions	Targets for 2006/07	Outcomes by 2009
Identifying and meeting housing needs	Deliver key milestones in the Affordable Warmth Strategy	Database of tenants in privately rented accommodation established Advice and assistance provided to these tenants	Vulnerable households are supported; on track to meet national 2010 targets for reducing the number of vulnerable households living in fuel poverty
Improving housing conditions	Continue to deliver the programme for ensuring that all Council homes are decent ahead of the Government's 2010 deadline	Improvement programmes delivered to make a further 390 homes decent	Number of non decent homes reduced; progress made on 2010 targets
Improving housing conditions	Provide help to vulnerable households living in private sector homes who cannot afford to make their homes decent	Vulnerable households identified Homes of 100 households improved to meet the decent homes standard	Vulnerable households are supported; on track to achieve 2010 national targets for reducing the number of vulnerable households living in non decent homes in the private sector
Regenerating the local economy	Develop a new Strategy for economic regeneration in South Derbyshire	Vision agreed with key stakeholders Strategy approved	Improved partnership working and a 'joined up' approach to the economic regeneration of the district; potential of South Derbyshire economy realised
Regenerating the local economy	Work with investors to bring more higher skilled jobs to the areas	Implementation of 'Tractivity' (an electronic property enquiry system for inward investors) Marketing campaign launched	Local economy strengthened through the attraction of investment and the creation of employment

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KEY MEASURES OF SUCCESS

Over the next twelve months and 3 years, our key measures of success will be to:

- To progress from Level 1 to Level 2 of the Equality Standard for Local Government by 2008 and Level 3 by 2009
- To reduce the time taken to process new claims for Housing Benefit and Council Tax Benefit from 24.5 to 24.0 days by 2007 and 23.0 days by 2009
- To reduce the time spent by households that are unintentionally homeless in bed and breakfast accommodation from 5.4 to 4.0 weeks by 2007 and 2.0 weeks by 2009
- To increase the percentage of major planning applications decided within the Government's target of 13 weeks from 56.3% to 60% by 2007 and 62% by 2009
- To reduce the proportion of non decent Council homes from 8% to 6% by 2007 and 2% by 2009

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THEME 5: RURAL SOUTH DERBYSHIRE

Action Areas	Actions	Targets for 2006/07	Outcomes by 2009
Promoting new ways of delivering services	Review funding arrangements agreements with Parish Councils for the delivery of local priorities	Information about existing funding arrangements collected and analysed Initial consultation with Parish Councils about a fair and streamlined funding regime	Parish Councils understand how resources are allocated and can plan ahead; new ways of delivering local service priorities are facilitated
Providing an adequate supply of affordable homes	Produce best practice planning guidance on the provision of affordable housing	Guidance document published	Greater clarity to developers and Registered Social Landlords for securing affordable homes through the planning system; need for affordable homes being met
Ensuring rural areas have good quality, affordable public transport	Explore ways of continuing the Rural Transport Partnership (with the Countryside Agency and Derbyshire County Council) beyond 2006	Funding beyond September 2006 secured.	Improved access to public transport in rural areas.
Tackling environmental issues in rural areas	Ensure that environmental issue are adequately dealt with in planning policies	Methodology for the Local Development Framework Core Strategy produced Consultation completed	Robust polices for measuring, monitoring and managing environmental impacts in rural areas

KEY MEASURE OF SUCCESS

Over the next twelve months and 3 years, our key measure of success will be:

- To provide planning permissions for new affordable homes in rural areas to meet identified needs (50 in 2006/07)

THEME 6: STRONGER IN THE REGION

Action Areas	Actions	Targets for 2006/07	Outcomes by 2009
Lobbying on issues affecting South Derbyshire	Lobby county, regional and national Local Government Associations on issues affecting South Derbyshire	Local views put forward on all key issues	More resources and a better 'deal' for local communities.
Lobbying on issues affecting South Derbyshire	Resist changes in the delivery of services by other agencies which will have an adverse impact on local people and communities	All plans to make adverse changes to key local services challenged	Local communities feel supported by the Council when services are threatened.
Contributing to the work of leading regional and county organisations	Ensure that the Council's voice is heard at meetings of the East Midlands Regional Assembly, the East Midlands Development Agency and the Derbyshire Partnership Forum	Attendance or representation achieved at all important meetings	South Derbyshire is regarded as an influential Council and a strong partner.
Keeping local people informed	Provide details of the work we are doing to represent South Derbyshire interests	Details published in 'The News' (our newsletter) and on our web site	Local people are better informed about the work of their Council
Leading the development and delivery of the Community Strategy	Deliver our contribution to the Community Strategy	Delivery of actions linked to the Council's planning and performance management processes	More effective partnership working and better outcomes for local people
Leading the development and delivery of the Community Strategy	Assist the South Derbyshire Local Strategic Partnership (SDLSP) to operate effectively	Community Strategy Year 2 Action Plan approved by Partnership Forum Review of SDLSP operating arrangements completed and resource requirements addressed by partners	Up to date Community Strategy in place; an adequately resourced and sustainable partnership able to deliver the community's vision and priorities

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Action Areas	Actions	Targets for 2006/07	Outcomes by 2009
Promoting citizenship	Institute an annual award for good citizenship	Award established	South Derbyshire is a community that recognises the value of citizens who contribute for the benefit of all

KEY MEASURE OF SUCCESS

Over the next twelve months and 3 years, our key measure of success will be:

- To deliver all of the actions allocated to the Council in the Community Strategy Action Plan

TABLE B.2

IMPROVEMENT PLAN 2006/07

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TABLE B.2: IMPROVEMENT PLAN 2006/07

Improvement Priority	Actions* (see end of table)	Targets	Outcomes
Customer Focus	*Deliver a plan for establishing service standards (in consultation with service users) across all service areas*	*Plan produced and key actions delivered*	*Platform on which to plan and deliver high quality, customer focused services in place*
Customer Focus	Bring more services within the scope of the 'Customer First' Contact Centre	65% of initial enquiries answered at first point of contact	Improved access to information and Council services for local people; opportunities realised for providing services more efficiently
Customer Focus	Progress Charter Mark accreditation for Council services	Plans in place to achieve Charter Mark accreditation in two areas (Customer First and Environmental Services)	Better services for local people and improved customer satisfaction
Customer Focus	Initiate a pilot project for collecting and analysing service delivery data at a local level	Brief for project agreed First performance report produced and results evaluated	Improved service planning and delivery; equitable services across the district
Performance Management	Continue to deliver and develop our 'Achieving More' performance management framework	Achievement of agreed targets, reported regularly to Members and stakeholders Framework developed to include a 'value for money ' component Format for Service Plans 'refreshed' Procedures/protocol for ensuring data quality established Performance Management training provided to members and employees across the organisation	Improved performance, especially in priority areas; responsibility and accountability clearly assigned; timely and targeted management intervention; reliable performance information

Improvement Priority	Actions	Targets	Outcomes
Performance Management	Improve performance against the national Best Value Performance Indicators (BVPIs)	All national standards achieved For priority areas, no bottom quartile performance by March 2007 For non priority areas, at least 90% of indicators improving and/or staying the same at March 2007	Possibility of penalties from Government for failing to meet national standards removed; improved performance, especially in priority area; local people benefiting from better services
Performance Management	Identify a suitable Performance Improvement Tool and prepare to 'roll out'	Improvement tools reviewed Training of assessors completed Roll out plan in place	A robust and systematic mechanism for evaluating performance in place and supporting improvement planning
Performance Management	Commission a Peer Review of the organisations	Review completed Results evaluated and used to inform improvement planning	An external assessment of the Council's strengths and weaknesses in place and providing a basis on which to build improvements
Performance Management	*Agree improvement priorities with Audit Commission and deliver required actions*	*Improvement plan agreed* *Performance monitored and reported to Council on a quarterly basis*	*A Council which is recognised to be improving and a strong performer in service delivery*
Performance Management	Prepare for the Direction of Travel Assessment	Progress formally reviewed by Members (ahead of next assessment) Self assessment completed	Formal recognition by the Audit Commission that the Council is making progress and that local people are receiving better services
Performance Management	Prepare for the Audit Commission inspection of cultural services	Scope of inspection finalised Self assessment completed and improvement priorities identified	Formal recognition by the Audit Commission that the Council is providing good quality cultural services, with plans for further improvement

Table B.2 Page 2

Improvement Priority	Actions	Targets	Outcomes
Managing Employees	Implement Year 1 Actions in the People Strategy	Key actions delivered	The Council is recognised as a good employer and the organisation has the necessary managerial and operational capacity to deliver priorities
Managing Employees	Deliver Leadership and Management Development Programme	Training provider identified Programme rolled out	Ditto
Finances and Spending	*Monitor and review our Financial Strategy and Medium Term Financial Plan (MTF)*	*Financial Strategy reviewed and updated* *MTF reviewed and updated*	*Sound and sustainable finances supported by good financial management*
Finances and Spending	Improve the efficiency of our services	Approach and project plan for reviewing service efficiency agreed Key actions for Year 1 delivered	Better quality and more efficient services for local people; resources released for new or higher priorities
Finances and Spending	Deliver the Use of Resources Action Plan	Key actions delivered Progress formally reviewed by Members (ahead of next assessment)	Formal recognition by the Audit Commission that the Council is managing and using its resources efficiently and effectively for the benefit of local people
Procurement	Deliver key stages of the Corporate Procurement Strategy	Key actions delivered	Efficient and effective procurement processes in place and contributing to the delivery of efficiency targets and improved services
Procurement	Develop a good practice protocol for partnership working	Protocol approved and rolled out across the organisation	More effective partnership working
Procurement	Review the operation of major partnerships	Programme and assessment toolkit agreed First review completed	Ditto

Table B.2 Page 3

Improvement Priority	Actions	Targets	Outcomes
Risk Management	Implement and keep under review the Risk Management Strategy	Progress on implementation reported quarterly to Council Review and update of the Strategy finalised	The organisation is more flexible and responsive to change; risks to the Council's business are effectively managed
Capital Assets	Deliver key stages in the Asset Management Plan	Options appraisal for delivering property management produced An annual programme of planned maintenance for the Councils property portfolio established and delivered Disposals Policy implemented	A more efficient and effective service; property assets in good condition and generating income for the Council; greater clarity over the holding/disposal of assets
Capital Assets	*Deliver the Improvement Plan for the Council's Housing Repair and Maintenance Service*	*Key actions delivered* *Regular progress reports provided to Council and tenants*	*A more reliable and responsive housing repairs and maintenance service, with a more efficient and effective use of resources*
Capital Assets	*Deliver key milestones in the Open Space, Sport and Recreation Action Plan (Planning Policy Guidance Note 17)*	*Action Plan prepared with links to the local Development Framework, the Facilities Strategy and the Asset Management Plan* *Year 1 milestones delivered*	*Planning and development of new and existing facilities based on a robust assessment of needs and resources; equitable provision of good quality facilities across the district*
Consultation and Engagement	*Develop a corporate communications and consultation strategy*	*Strategy approved*	*Local people are better informed about the work of the Council and are more involved in decision about services*

Improvement Priority	Actions	Targets	Outcomes
Community Leadership	*Deliver our contribution to the Community Strategy*	*Delivery of actions linked to the Council's planning and performance management arrangements*	*More effective partnership working and better outcomes for local people*
Community Leadership	*Assist the South Derbyshire Local Strategic Partnership (SDLSP) to operate effectively*	*Community Strategy Year 2 Action Plan approved by Partnership Forum* *Review of SDLSP operating arrangements completed and resource requirements addressed by partners*	*Up to date Community Strategy in place; an adequately resourced and sustainable partnership able to deliver the community's vision and priorities*
Community Leadership	Deliver actions arising from the Corporate Governance evaluation framework	Quarterly progress reports provided to the Standards Committee and Council Annual review of framework completed	High and visible standards of corporate governance which support the Council's community leadership role

**** Actions shown in italics relate to items that have been included in the 2006/09 Corporate plan. They are shown here for the sake of completeness***

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TABLE B.3

BEST VALUE PERFORMANCE INDICATORS TARGETS 2006/07 TO 2008/09

TABLE B.3: BEST VALUE PERFORMANCE INDICATORS TARGETS 2006/07 TO 2008/09

Priority	Service	BVPI No	Description	South Derbyshire Actual 2004/05	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	All England Quartile 2004/05 Top Median Bottom
Priority	**Corporate Health**	2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms	1.0	**1**	1	2	3	
	Corporate Health	2b	The duty to promote race equality - checklist score	47.0%	**42%**	47%	57%	57%	72% 58% 42%
	Corporate Health	8	The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of receipt or within the agreed payment terms	86.17%	**91.56%**	93.00%	94.50%	96.00%	95.97% 92.90% 88.65%
Priority	**Corporate Health**	9	The % of Council Tax collected	97.97%	**98.82%**	98.85%	98.90%	98.95%	98.30% 97.60% 96.36%
Priority	**Corporate Health**	10	The % of non-domestic rates due for the financial year which were received by the authority	98.13%	**99.46%**	99.50%	99.55%	99.60%	99.14% 98.60% 98.00%
	Corporate Health	11a	The percentage of top 5% of earners that are women	16.67%	**23.39%**	23.00%	29.00%	29.00%	40.23% 29.63% 19.63%
	Corporate Health	11b	The percentage of top 5% of earners who are from ethnic minority communities	0.0%	**0.00%**	0.00%	6.00%	6.00%	3.48% 0.79% 0.00%
	Corporate Health	11c	The percentage of top 5% of earners who have a disability	New Indicator	**0.00%**	6.00%	6.00%	6.00%	
Priority	**Corporate Health**	12	The number of working days/shifts lost due to sickness absence	8.52	**9.38**	8.50	8.20	8.00	8.40 9.56 11.10

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TABLE B.3: BEST VALUE PERFORMANCE INDICATORS TARGETS 2006/07 TO 2008/09

Priority	Service	BVPI No	Description	South Derbyshire Actual 2004/05	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	All England Quartile 2004/05 Top Median Bottom
	Corporate Health	14	Early retirements (excluding ill-health retirements) as a percentage of the total workforce	0.0%	**0.30%**	0.30%	0.30%	0.30%	0.16% 0.41% 0.84%
	Corporate Health	15	Ill-health retirements as a percentage of the total workforce	0.0%	**0.00%**	0.30%	0.30%	0.30%	0.12% 0.26% 0.44%
	Corporate Health	16a	The percentage of staff declaring that they meet the Disability Discrimination Act definition	3.16%	**4.04%**	4.30%	4.60%	4.90%	3.73% 2.47% 1.49%
	Corporate Health	16b	The percentage of economically active disabled people in the authority area	13.90%	**13.90%**	13.90%	13.90%	13.90%	
			BVPI 16a/16b	22.7%	**29.1%**	30.9%	33.1%	35.3%	31.33% 18.27% 11.54%
	Corporate Health	17a	The percentage of local authority employees from ethnic minority communities	0.86%	**0.6%**	0.9%	1.5%	2.1%	4.6% 1.9% 0.9%
	Corporate Health	17b	The percentage of economically active population from ethnic minority communities in the local authority area	2.62%	**2.6%**	2.6%	2.6%	2.6%	
			BVPI 17a/17b	32.8%	**23.1%**	34.6%	57.7%	80.8%	100.00% 71.10% 50.00%
Priority	**Corporate Health**	156	The percentage of local authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	No data collected	**57.73%**	70.00%	82.50%	95.00%	

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TABLE B.3: BEST VALUE PERFORMANCE INDICATORS TARGETS 2006/07 TO 2008/09

Priority	Service	BVPI No	Description	South Derbyshire Actual 2004/05	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	All England Quartile 2004/05 Top Median Bottom
Priority	**Housing**	63	Energy Efficiency - the average SAP rating of local authority owned dwellings	64	**65**	66	67	68	68 65 60
	Housing	64	The number of private sector vacant dwellings that are returned into occupation or demolished during the financial year as a direct result of action by the local authority	4.00	**11.00**	12.00	12.00	12.00	56.25 17.00 4.00
Priority	**Housing**	66a	Rents collected by the local authority as a proportion of rents owed on Housing Revenue Account dwellings	99.92% Auditors could not confirm accuracy	**99.53%**	99.00%	99.00%	99.00%	98.33% 97.43% 96.43%
	Housing	66b	The number of local authority tenants with more than 7 weeks of (gross) rent arrears as a percentage of the total number of Council tenants	New Indicator	**3.40%**	3.00%	2.90%	2.80%	
	Housing	66c	The percentage of local authority tenants in arrears who have had Notices Seeking Possession served	New Indicator	**26.17%**	30.00%	30.00%	30.00%	
	Housing	66d	The percentage of local authority tenants evicted as a result of rent arrears	New Indicator	**0.22%**	1.00%	1.00%	1.00%	
Priority	**Housing**	164	Does the authority follow the Commission for Racial Equality's Code of Practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in the Code of Practice for Social Landlords: Tackling Racial Harassment?	No	**No**	Yes	Yes	Yes	

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TABLE B.3: BEST VALUE PERFORMANCE INDICATORS TARGETS 2006/07 TO 2008/09

Priority	Service	BVPI No	Description	South Derbyshire Actual 2004/05	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	All England Quartile 2004/05 Top Median Bottom
Priority	**Housing**	184a	The proportion of Local Authority (LA) homes which were non-decent at the start of the financial year	13.82%	**8%**	6%	4%	2%	21% 33% 48%
	Housing	184b	The percentage change in proportion of non-decent LA homes between the start and the end of the financial year	13.54%	**42.3%**	25.2%	33.7%	50.8%	
Priority	**Housing**	212	Average time taken to re-let local authority homes (days)	New Indicator	**49**	40	35	30	
Priority	**Homelessness**	183a	The average length of stay (weeks) in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	3.0	**5.38**	4.00	3.00	2.00	1 3 5
Priority	**Homelessness**	183b	The average length of stay (weeks) in hostel accommodation of households that are unintentionally homeless and in priority need	10.0	**0.00**	0.00	0.00	0.00	0 8 18
	Homelessness	202	Number of people sleeping rough on a single night within the area of the authority	5.0	**36 Estimate**	32	29	26	
	Homelessness	203	The percentage change in the average number of families placed in temporary accommodation	34.62%	**-34.28%**	-25.00%	-20.00%	-20.00%	minus 6.94% 9.22% 28.31%
	Homelessness	213	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation	New Indicator	**7**	10	10	10	

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TABLE B.3: BEST VALUE PERFORMANCE INDICATORS TARGETS 2006/07 TO 2008/09

Priority	Service	BVPI No	Description	South Derbyshire Actual 2004/05	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	All England Quartile 2004/05 Top Median Bottom
	Homelessness	214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same authority within the last two years	New Indicator	**2.56%**	0.00%	0.00%	0.00%	
	Housing Benefit & Council Tax Benefit	76 a	The number of housing benefit claimants in the local authority area visited per 1,000 caseload	72.90	**188.48**	190.00	195.00	200.00	282.16 217.12 155.86
	HB & CTax Benefit	76b	The number of fraud investigators employed by the local authority per 1,000 caseload	0.53	**0.56**	0.56	0.56	0.56	
	HB & CTax Benefit	76 c	The number of Housing Benefit and Council Tax Benefit fraud investigations per 1,000 caseload	48.60	**33.35**	35.00	37.50	40.00	53.40 36.59 24.01
	HB & CTax Benefit	76 d	The number of prosecutions and sanctions per year per 1,000 caseload	3.50	**3.74**	3.75	3.80	3.85	5.31 3.53 2.06
Priority	**HB & CTax Benefit**	78a	Speed of processing Housing Benefit and Council Tax Benefit applications: Average time for processing new claims (calendar days)	15.3	**24.5**	24.0	23.5	23.0	29.38 35.35 44.55
Priority	**HB & CTax Benefit**	78b	Speed of processing: Average time for processing notifications of changes of circumstances claims (calendar days)	3.5	**5.4**	5.2	5.0	4.8	7.4 9.9 14.9

TABLE B.3: BEST VALUE PERFORMANCE INDICATORS TARGETS 2006/07 TO 2008/09

Priority	Service	BVPI No	Description	South Derbyshire Actual 2004/05	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	All England Quartile 2004/05 Top Median Bottom
	HB & CTax Benefit	79a	Accuracy of processing: Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision	97.40%	**97.40%**	98.00%	99.00%	99.00%	99.00% 97.95% 96.20%
	HB & CTax Benefit	79b(i)	The amount of Housing Benefit overpayments (HB) recovered during the period being reported as a percentage of HB deemed recoverable over payments during that period	New Indicator	**No data collected**	35.00%	40.00%	45.00%	
	HB & CTax Benefit	79b(ii)	HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period	New Indicator	**No data collected**	22.00%	22.50%	25.00%	
	HB & CTax Benefit	79b(iii)	HB overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	New Indicator	**No data collected**	20.00%	15.00%	10.00%	
Priority	**Environment Waste & Cleanliness**	82a(i)	Percentage of household waste arisings which have been sent by the authority for recycling	11.39%	**13.19%**	14.50%	15.50%	16.00%	17.89% 14.73% 11.78%
	Waste & Cleanliness	82a(ii)	Total tonnage of household waste arisings which have been sent by the authority for recycling	New Indicator	**5192.89**	5850.00	6450.00	6800.00	

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TABLE B.3: BEST VALUE PERFORMANCE INDICATORS TARGETS 2006/07 TO 2008/09

Priority	Service	BVPI No	Description	South Derbyshire Actual 2004/05	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	All England Quartile 2004/05 Top Median Bottom
Priority	**Waste & Cleanliness**	82b(i)	Percentage of household waste sent by the authority for composting or treatment by anaerobic digestion	12.94%	**12.40%**	13.00%	14.50%	18.00%	9.80% 5.02% 1.53%
	Waste & Cleanliness	82b(ii)	Total tonnage of household waste sent by the authority for composting or treatment by anaerobic digestion	New Indicator	**4883.02**	5300.00	6100.00	7700.00	
Priority	**Waste & Cleanliness**	84a	Number of kilograms of household waste collected per head	474.9	**461.0**	468.0	479.0	497.0	397.7 437.0 491.6
	Waste & Cleanliness	84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of population	New Indicator	**-2.95%**	1.40%	2.50%	3.70%	
	Waste & Cleanliness	86	Cost of waste collection per household	£44.01	**£46.80**	£48.37	£49.39	£51.28	£35.31 £40.96 £48.13
Priority	**Waste & Cleanliness**	91a	Percentage of households resident in the authority's area served by a kerbside collection of recyclables	98.40%	**98.8%**	97.0%	97.0%	100.0%	100.0% 97.0% 88.7%
	Waste & Cleanliness	91b	Percentage of households resident in the authority's area served by a kerbside collection of at least two recyclables	New Indicator	**68.9%**	94.0%	94.0%	100.0%	
Priority	**Waste & Cleanliness**	199a	The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable standard	27.0%	**15.7%**	14.0%	12.0%	11.0%	11.0% 17.5% 24.0%

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TABLE B.3: BEST VALUE PERFORMANCE INDICATORS TARGETS 2006/07 TO 2008/09

Priority	Service	BVPI No	Description	South Derbyshire Actual 2004/05	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	All England Quartile 2004/05 Top Median Bottom
	Waste & Cleanliness	199b	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible	New Indicator	**2%**	2%	2%	2%	
	Waste & Cleanliness	199c	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible	New Indicator	**0%**	1%	1%	1%	
Priority	**Environment & Env. Health**	166a	Score against a checklist of enforcement best practice for environmental health	100.0%	**100.0%**	100.0%	100.0%	100.0%	97.0% 90.0% 79.1%
	Environment & Env. Health	216a	Number of 'sites of potential concern' within the local authority area with respect to land contamination	New Indicator	**1274**	No target set	No target set	No target set	
	Environment & Env. Health	216b	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'	New Indicator	**3%**	No target set	No target set	No target set	
	Environment & Env. Health	217	Percentage of pollution control improvements to existing installations completed on time	New Indicator	**100%**	100%	100%	100%	
	Environment & Env. Health	218a	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	New Indicator	**71.53%**	80.00%	85.00%	90.00%	
Priority	**Environment & Env. Health**	218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle	New Indicator	**59.32%**	70.00%	75.00%	80.00%	

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TABLE B.3: BEST VALUE PERFORMANCE INDICATORS TARGETS 2006/07 TO 2008/09

Priority	Service	BVPI No	Description	South Derbyshire Actual 2004/05	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	All England Quartile 2004/05 Top Median Bottom
	Planning	106	Percentage of new homes built on previously developed land	79.25%	**82.21%**	60.00%	60.00%	60.00%	94.00% 79.25% 57.14%
Priority	**Planning**	109a	Percentage of major applications determined in 13 weeks **Performance Standard: 60%**	54.29%	**56.25%**	60.00%	61.00%	62.00%	68.90% 58.00% 46.88%
Priority	**Planning**	109b	Percentage of minor applications determined in 8 weeks **Performance Standard: 65%**	72.56%	**69.92%**	70.00%	71.00%	72.00%	75.40% 69.24% 61.12%
Priority	**Planning**	109c	Percentage of other applications determined in 8 weeks **Performance Standard: 80%**	83.48%	**86.65%**	82.00%	83.00%	85.00%	88.00% 84.00% 80.00%
	Planning	200a	Did the local planning authority submit the Local Development Scheme (LDS) by 28 March 2005 and thereafter maintain a rolling programme?	New Indicator	**Yes**	Yes	Yes	Yes	
Priority	**Planning**	200b	Has the local planning authority met the milestones which the current LDS sets out?	New Indicator	**Yes**	Yes	Yes	Yes	
	Planning	200c	Did the local planning authority publish an annual monitoring report by 31 December of each year?	New Indicator	**Yes**	Yes	Yes	Yes	
	Planning	204	The percentage of appeals allowed against the authority's decision to refuse planning permission	23.1%	**19.0%**	25.0%	25.0%	25.0%	25.0% 30.0% 37.5%

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TABLE B.3: BEST VALUE PERFORMANCE INDICATORS TARGETS 2006/07 TO 2008/09

Priority	Service	BVPI No	Description	South Derbyshire Actual 2004/05	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	All England Quartile 2004/05 Top Median Bottom
Priority	**Planning**	205	Score against a quality of planning service checklist	77.8%	**77.8%**	83.0%	100.0%	100.0%	88.9% 83.3% 72.2%
	Cultural & Related Services	170a	The number of visits to/usages of local authority funded or part funded museums per 1,000 population	No data collected	**No data collected**	583	635	699	
	Cultural & Related Services	170b	The number of those visits to local authority funded or part funded museums that were in person per 1,000 population	65.3	**334**	374	406	447	
	Cultural & Related Services	170c	The number of pupils visiting museums and galleries in organised school groups (including visits to schools)	90.0	**291**	375	450	450	
	Cultural & Related Services	219a	Total number of Conservation Areas in the local authority area	New Indicator	**22**	22	22	22	
	Cultural & Related Services	219b	Percentage of Conservation Areas with an up to date character appraisal	New indicator	**50.00%**	60.00%	100.00%	100.00%	
	Cultural & Related Services	219c	Percentage of Conservation Areas with published management proposals	New Indicator	**0.00%**	0.00%	0.00%	0.00%	
Priority	**Community Safety & Well-Being**	126	Domestic burglaries per year per 1,000 households	7.1	**7.1**	7.0	6.9	6.9	6.90 9.69 14.23
Priority	**Community Safety & Well-Being**	127a	Violent Crime per 1,000 population	New Indicator	**10.5**	10.2	9.9	9.8	

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TABLE B.3: BEST VALUE PERFORMANCE INDICATORS TARGETS 2006/07 TO 2008/09

Priority	Service	BVPI No	Description	South Derbyshire Actual 2004/05	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	All England Quartile 2004/05 Top Median Bottom
Priority	**Community Safety & Well-Being**	127b	Robberies per 1,000 population	New Indicator	**0.3**	0.3	0.3	0.3	
Priority	**Community Safety & Well-Being**	128	Vehicle crimes per 1,000 population	8.15	**8.3**	8.2	8.0	7.7	7.77 10.23 15.04
Priority	**Community Safety & Well-Being**	174	The number of racial incidents recorded by the authority per 100,000 population	1.17	**0.00**	2.00	2.50	2.50	
	Community Safety & Well-Being	175	The percentage of racial incidents that resulted in further action	100.0%	**0.00%**	50.00%	100.00%	100.00%	
	Community Safety & Well-Being	225	Actions against Domestic Violence - score against a checklist	New Indicator	**27.3%**	45.0%	55.0%	63.0%	
	Community Safety & Well-Being	226a	Total amount spent by the local authority on advice and guidance services provided by external organisations	New Indicator	**£44,240**	£43,430	£46,800	£48,200	
	Community Safety & Well-Being	226b	Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above	New Indicator	**100.00%**	100.00%	100.00%	100.00%	
	Community Safety & Well-Being	226c	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	New Indicator	**£64,070**	£65,590	£67,970	£70,010	

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TABLE B.4

PRIORITY INDICATORS - ACHIEVING TARGETS

TABLE B.4: PRIORITY INDICATORS - ACHIEVING TARGETS

Service	BVPI No	Description	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	Comments
Corporate Health	2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms	**1**	1	2	3	This target will be achieved through a combination of project management, appointment of staff with expertise in this area and external support through the Values and Attitudes Group. Progress will be monitored through the corporate Equalities Group chaired by the Deputy Chief Executive who will provide regular progress reports to the Corporate Management Team and members.
Corporate Health	9	The % of Council Tax collected	**98.82%**	98.85%	98.90%	98.95%	Regular monitoring of performance with management intervention if required.
Corporate Health	10	The % of non-domestic rates due for the financial year which were received by the authority	**99.46%**	99.50%	99.55%	99.60%	Ditto

TABLE B.4: PRIORITY INDICATORS - ACHIEVING TARGETS

Service	BVPI No	Description	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	Comments
Corporate Health	12	The number of working days/shifts lost due to sickness absence	**9.38**	8.50	8.20	8.00	The Human Resources Team will continue to promote the Sickness Absence Management Policy to control both short-term and long-term sickness absence. The Policy is also being reviewed to identify any further areas for development and improvement. The HR Team will actively support managers and continue to work in partnership with the contractor providing Occupational Health advice and support. The People Strategy also includes further actions to promote employee well being and support the reduction in time lost due to ill health..
Corporate Health	156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	**57.73%**	70.00%	82.50%	95.00%	The three year targets reflects a stepped increase each year from performance in 2005/06. It is planned to achieve this through the approved capital investment set aside for Disability Discrimination Act and other planned maintenance works to 2010.
Housing	63	Energy Efficiency - the average SAP rating of local authority owned dwellings	**65**	66	67	68	Continuation of the programme of loft insulation and cavity wall insulation. Replacement of solid fuel heating systems with high efficiency gas central heating.

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TABLE B.4: PRIORITY INDICATORS - ACHIEVING TARGETS

Service	BVPI No	Description	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	Comments
Housing	66a	Rents collected by the local authority as a proportion of rents owed on Housing Revenue Account dwellings	**99.53%**	99.00%	99.00%	99.00%	Targets will be achieved through adherence to the arrears recovery programme and the regular review of performance. We will also continue to develop the Orchard IT system to highlight arrears and provide training on arrears management to Tenant Liaison Officers.
Housing	164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in the Code of Practice for Social Landlords: Tackling Racial Harassment?	**No**	Yes	Yes	Yes	An Action Plan has been prepared to enable us to achieve compliance with the Code and progress in delivering the Plan will be monitored on a regular basis. Training and support will be co-ordinated through the corporate Equalities Group.
Housing	184a	The proportion of Local Authority (LA) homes which were non-decent at the start of the financial year	**8%**	6%	4%	2%	Continuation of the planned maintenance and improvement programmes which include central heating improvements, kitchen replacements, bathroom refurbishments and new windows.
Housing	212	Average time taken to re-let local authority homes (days)	**49**	40	35	30	Targets will be achieved through the 'Difficult to Let' Action Plan. We will also make better use of IT systems (especially for monitoring) and seek to reduce the time taken for major repairs prior to letting.

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TABLE B.4: PRIORITY INDICATORS - ACHIEVING TARGETS

Service	BVPI No	Description	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	Comments
Homelessness	183a	The average length of stay (weeks) in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	**5.38**	4.00	3.00	2.00	A more proactive and casework approach to homelessness/housing need will be adopted. This will include use of mother and baby unit, licences from the Council's own stock, provision of floating support for homelessness prevention, and improving advice, assistance and mediation services.
Homelessness	183b	The average length of stay (weeks) in hostel accommodation of households that are unintentionally homeless and in priority need	**0.00**	0.00	0.00	0.00	Ditto - we consider it good practice to avoid the use of hostels.
HB & CTax Benefit	78a	Speed of processing Housing Benefit and Council Tax Benefit applications: Average time for processing new claims (calendar days)	**24.5**	24.0	23.5	23.0	We will continue to streamline processes in order to achieve our targets.
HB & CTax Benefit	78b	Speed of processing: Average time for processing notifications of changes of circumstances claims (calendar days)	**5.4**	5.2	5.0	4.8	Ditto
Environment Waste & Cleanliness	82a(i)	Percentage of household waste arisings which have been sent by the authority for recycling	**13.19%**	14.50%	15.50%	16.00%	Targets will be achieved through the expansion of the multi material 'greenbox' recycling scheme and the development of recycling 'bring sites'.

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TABLE B.4: PRIORITY INDICATORS - ACHIEVING TARGETS

Service	BVPI No	Description	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	Comments
Waste & Cleanliness	82b(i)	Percentage of household waste sent by the authority for composting or treatment by anaerobic digestion	**12.40%**	13.00%	14.50%	18.00%	We plan to introduce an In Vessel Composting Scheme (IVC) in September subject to the development of an In Vessel Composting facilty. Some 18,000 properties participating in the existing green waste scheme will move to IVC in 2007. The IVC scheme will also be introduced to further households between September 2007/08.
Waste & Cleanliness	84a	Number of kilograms of household waste collected per head	**461.0**	468.0	479.0	497.0	The targets reflect the national trend in waste growth and also the impact of local factors, in particular, the expansion of the composting scheme.
Waste & Cleanliness	91a	Percentage of households resident in the authority's area served by a kerbside collection of recyclables	**98.8%**	97.0%	97.0%	100.0%	Targets will be met by the maintenance and development of the existing kerbside collection scheme.
Waste & Cleanliness	199a	The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable standard	**15.7%**	14.0%	12.0%	11.0%	The target will be met by an increase in the frequency of litter picking and channel sweeping , the provision of more litter bins at locations of identified need and through the introduction of litter enforcement action by the Safer Neighbourhood Wardens.
Environment & Env. Health	166a	Score against a checklist of enforcement best practice for environmental health	**100.0%**	100.0%	100.0%	100.0%	On-going monitoring and review of enforcement practices.

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TABLE B.4: PRIORITY INDICATORS - ACHIEVING TARGETS

Service	BVPI No	Description	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	Comments
Environment & Env. Health	218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle	**59.32%**	70.00%	75.00%	80.00%	Additional staff have been employed in other areas of the service which will enable us to become more efficient in inspecting abandoned vehicles. We are also looking at the use of our own staff for the immediate collection of vehicles.
Planning	109a	Percentage of major applications determined in 13 weeks **Performance Standard: 60%**	**56.25%**	60.00%	61.00%	62.00%	We plan to improve monitoring of applications, introduce tighter control of submissions and issue revised guidance notes for applicants. Consultants are also looking at business process re-engineering to free up sufficient staff time to deal with applications. Extra resources will be committed if necessary. Some reallocation of resources may be required in order to meet the standard set for major applications.
Planning	109b	Percentage of minor applications determined in 8 weeks **Performance Standard: 65%**	**69.92%**	70.00%	71.00%	72.00%	Ditto
Planning	109c	Percentage of other applications determined in 8 weeks **Performance Standard: 80%**	**86.65%**	82.00%	83.00%	85.00%	Ditto

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TABLE B.4: PRIORITY INDICATORS - ACHIEVING TARGETS

Service	BVPI No	Description	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	Comments
Planning	200b	Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	**Yes**	Yes	Yes	Yes	Project management, resource prioritisation and the employment of consultants will be used to ensure that we achieve the LDS Milestones.
Planning	205	Score against a quality of planning service checklist	**77.8%**	83.0%	100.0%	100.0%	We will continue to investigate means of employing specialist design advice and to make further improvements to our web site.
Community Safety & Well-Being	126	Domestic burglaries per 1,000 households	**7.1**	7.0	6.9	6.9	Targets will be achieved through the Property Crime Action Plan of the Safer South Derbyshire Partnership. Proposed actions include Liberation Day for older people, the establishment of the Safer Neighbourhoods Scheme, development of Neighbourhood Watch schemes, promotion of the use of Smartwater, and the preparation of a business plan to extend the Safer Homes Scheme.
Community Safety & Well-Being	127a	Violent Crime per 1,000 population		10.2	9.9	9.8	Targets will be achieved through the Violent Crime Action Plan of the Safer South Derbyshire Partnership. Proposed actions include support for the Domestic Abuse Forum and the Next Steps Drop in Centre, alcohol campaigns, workshops about knives/weapons in schools and the production of a victim/survivor support guide.
Community Safety & Well-Being	127b	Robberies per 1,000 population	**0.3**	0.3	0.3	0.3	Ditto

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TABLE B.4: PRIORITY INDICATORS - ACHIEVING TARGETS

Service	BVPI No	Description	South Derbyshire Actual 2005/06	South Derbyshire Target 2006/07	South Derbyshire Target 2007/08	South Derbyshire Target 2008/09	Comments
Community Safety & Well-Being	128	Vehicle crimes per 1,000 population	**8.3**	8.2	8.0	7.7	Targets in this area will also be achieved through the Property Crime Action Plan. Specific proposals include the promotion of tamper proof tax disc holders, crime prevention campaigns and a scheme o deal with abandoned vehicles.
Community Safety & Well-Being	174	The number of racial incidents recorded by the authority per 100,000 population	**0.00**	2.00	2.50	2.50	We plan to review arrangements for reporting incidents and these will be promoted through our web and internal training. We will also be working with a Caseworker from the Derby Racial Equality Council to promote community awareness about reporting incidents and to support victims.

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TABLE B.5

BEST VALUE USER SATISFACTION SURVEYS (TARGETS)

TABLE B.5: BEST VALUE USER SATISFACTION SURVEYS (TARGETS)

Service	BVPI No	Description	South Derbyshire Actual 2001/02	South Derbyshire Actual 2003/04	2003/04 All England Top Quartile	2003/04 All England Average	2003/04 All England Bottom Quartile	South Derbyshire Target 2006/07
Corporate Health	3	The % of citizens satisfied with the overall service provided by the Council	58.1%	54.0% Confidence interval (C1): +/- 1.9%	60.0%	54.6%	49.0%	**56.0%**
Corporate Health	4	The % of complainants satisfied with the handling of their complaints	38.9%	31.0% CI: +/-4.4%	36.0%	32.7%	29.0%	**35.0%**
Housing	74a	Satisfaction of tenants of Council homes with the overall service provided by their landlord - all tenants	84.8%	87.0% CI: +/-1.8%	83.0%	76.8%	73.0%	**88.0%**
Housing	74b	Satisfaction of black and ethnic minority tenants of Council homes with the overall service provided by their landlord	New	50.0% CI: +/- 40.0%	80.0%	71.1%	60.3%	**50.0%**
Housing	74c	Satisfaction of non black and ethnic minority tenants of Council homes with the overall service provided by their landlord	New	87.0% CI: 1.7%	84.0%	77.2%	73.8%	**88.0%**
Housing	75a	Satisfaction of tenants of Council homes with opportunities for participation in management and decision making in respect of housing services provided by their landlord - all tenants	73.8%	77.0% CI: +/- 2.4%	69.0%	63.2%	59.0%	**78.0%**
Housing	75b	Satisfaction of black and ethnic minority tenants of Council homes with opportunities for participation in management and decision making etc	New	100.0% CI: None	73.0%	62.5%	50.0%	**50.0%**

TABLE B.5: BEST VALUE USER SATISFACTION SURVEYS (TARGETS)

Service	BVPI No	Description	South Derbyshire Actual 2001/02	South Derbyshire Actual 2003/04	2003/04 All England Top Quartile	2003/04 All England Average	2003/04 All England Bottom Quartile	South Derbyshire Target 2006/07
Housing	75c	Satisfaction of non black and ethnic minority tenants of Council homes with opportunities for participation in management and decision making etc	New	77.0% CI: +/-2.4%	69.5%	63.7%	58.5%	**78.0%**
Housing Benefit & Council Tax Benefit	80	Overall satisfaction with the Benefits Service						
HB & CTax Benefit	80 (a)	Contact/access facilities at benefit office	83.4%	78.0% CI: +/-3.2%	83.0%	77.5%	73.0%	**82.0%**
HB & CTax Benefit	80 (b)	Service in benefit office	85.2%	82.0% CI: +/-3.8%	85.0%	78.6%	74.0%	**85.0%**
HB & CTax Benefit	80 (c)	Telephone service	84.2%	76.0% CI: +/-5.5%	77.0%	67.8%	60.0%	**78.0%**
HB & CTax Benefit	80 (d)	Staff in benefit office	81.5%	81.0% CI: +/- 3.2%	85.0%	80.4%	77.0%	**82.5%**
HB & CTax Benefit	80 (e)	Clarity etc of forms and leaflets	72.7%	67.0% CI: +/-3.7%	67.0%	63.1%	60.0%	**67.0%**
HB & CTax Benefit	80 (f)	Time taken for a decision	75.0%	81.0% CI: +/- 3.0%	76.0%	69.4%	64.0%	**82.0%**

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TABLE B.5: BEST VALUE USER SATISFACTION SURVEYS (TARGETS)

Service	BVPI No	Description	South Derbyshire Actual 2001/02	South Derbyshire Actual 2003/04	2003/04 All England Top Quartile	2003/04 All England Average	2003/04 All England Bottom Quartile	South Derbyshire Target 2006/07
HB & CTax Benefit	80 (g)	Overall satisfaction with the service	New	84.0% CI: +/-2.8%	83.0%	77.7%	74.0%	**84.0%**
Environment Waste & Cleanliness	89	The % of people satisfied with the cleanliness standard in their area	63.7%	63.0% CI: +/-1.8%	66.0%	59.8%	54.0%	**64.0%**
Waste & Cleanliness	90 (a)	The % of people satisfied with household waste collection	90.0%	87.0% CI: +/-1.3%	89.0%	84.0%	81.0%	**88.0%**
Waste & Cleanliness	90 (b)	The % of people satisfied with waste recycling facilities	68.3%	70.0% CI: +/-1.8%	75.0%	67.9%	63.0%	**70.0%**
Planning	111	The % of applicants satisfied with the service received	No data collected	83.0% CI:+/- 3.5%	81.0%	74.3%	68.3%	**84.0%**
Cultural & Related Services	119	Cultural Services - the % of residents satisfied with						
Cultural & Related Services	119 (a)	Sports and leisure facilities	56.8%	55.0% CI: +/-1.9%	60.0%	54.1%	49.0%	**56.0%**
Cultural & Related Services	119 (b)	libraries	N/A	N/A	N/A	N/A	N/A	**N/A**
Cultural & Related Services	119 (c)	museums and galleries	N/A	28.0% CI: +/-1.8%	50.0%	42.1%	31.0%	**28.0%**

TABLE B.5: BEST VALUE USER SATISFACTION SURVEYS (TARGETS)

Service	BVPI No	Description	South Derbyshire Actual 2001/02	South Derbyshire Actual 2003/04	2003/04 All England Top Quartile	2003/04 All England Average	2003/04 All England Bottom Quartile	South Derbyshire Target 2006/07
Cultural & Related Services	119 (d)	theatres/concert halls	33.7%	28.0% CI: +/-1.8%	56.0%	47.2%	36.0%	**29.0%**
Cultural & Related Services	119 (e)	parks and open spaces	60.1%	67.0% CI: +/-1.8%	77.0%	71.6%	66.0%	**68.0%**

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APPENDIX C

APPENDIX C

COMPREHENSIVE PERFORMANCE ASSESSMENT (JUNE 2004)

The results of the Council's first Comprehensive Performance Assessment (CPA) were announced in June 2004.

The Audit Commission's overall judgement was that South Derbyshire was a 'fair' Council (on a scale ranging from excellent to good, fair, weak and poor).

The **Summary from the Final Report** is reproduced in full below:

'4. *South Derbyshire District Council has recognised the need to change and improve, and is aware of what it needs to address to improve services for local people. It has built these into a new 3 year corporate plan. The council has identified primary and secondary aims, but these are not based on effective involvement and engagement of all sectors of the community, in particular with young people, hard to reach and minority groups. The council is planning to assess its budgets so that it aligns its resources with its priorities in the next year.*

5. *Senior councillors and managers are providing effective leadership and support to the Local Strategic Partnership, which plans to produce a community strategy by December 2004 based on local people's needs and expectations. This will enable all resources to be used more effectively.*

6. *The council is committed to partnership working to enhance its capacity and deliver improvements for the community. It has been successful at getting funding to improve services. It is planning to open a new customer contact centre to improve access and customer service by 1 April 2004, as well as to increase electronic service delivery.*

7. *The overall pace of change and improvement is slow. The council has been very successful in achieving its economic development aims, but progress in implementing a range of service improvements, projects and strategies has been slower than expected.*

8. *The council shows generally good performance on national performance indicators when compared to other councils. The majority of council houses meet the decent homes standard, and there are low levels of crime and disorder. Performance on recycling is improving, and the council is on track to meet its national targets. However, there is limited access to services and facilities in rural areas, particularly for young people.*

9. *The council does not have a strong performance management culture and the lack of regular performance management and monitoring impacts on service improvement. The council does not publish and report clearly on service standards so the public knows what to expect and easily understand how services are performing.*

10. *There is clear commitment to improving the quality of life for residents across the district from councillors and staff at all levels. The council is putting the necessary building blocks in place to enable this to happen, although there are inconsistencies of approach to internal communication and training and development across the council.*

11. *The council is aware that it has not communicated its priorities and successes as effectively as it could, but plans to address this. Its openness and willingness to learn from external challenge, and through carrying out its self-assessment for this inspection, are strengths it can use and build on to achieve its objectives.'*

A copy of the full report is available on our web site.