

Ref No	Description	Policy Ctee	Polarity	Actual 2006 / 07	Actual 2007 / 08	Target 2008 / 09	Position as at 31 Dec 2008	Direction of Travel based on 07/08 Actual	Assess - ment Against Target	Comparison against All Authorities (England) 2007/08			Quartile Position	Proposed Remedial Measures (for amber or red)
										Worst	Middle	Best		
Theme 1: Safer & Healthier Communities														
Reducing fear of crime														
BVPI 174	The number of racial incidents recorded by the authority per 100,000 population	F&M	N/A	0.00	2.00	2.50	n/a		Grey				n/a	
BVPI 175	The percentage of racial incidents that resulted in further action	F&M	H	0.00%	100.00%	100.00%	n/a		Grey	100.00%	100.00%	100.00%	n/a	
Theme 2: You at the Centre														
Listening to and informing local people														
LDS 6	% of civic invitations responded to within 5 working days	F & M	H		98%	100%	98%		Green					
LDS 7	% of households returning the Electoral Registration Form	F & M	H		98.5%	98.6%	98.1%		Green					Estimated - Data collected annually. The total number of properties canvassed has increased from 38,132 to 38,785 resulting in an additional 862 electors being published on the Register. We aim to increase the best return rate in the County by introducing Canvasser Performance Standards.
LDS 13	% of written communications responded to within 10 working days	F & M	H		97%	100%	95%		Green					
LDS 15	To issue 4 press releases per week to the print/broadcast media.	F & M	H		4	6	6		Green					
Theme 3: Higher Quality Services														
Improving customer care and access to services														
BVPI 2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms	F&M	H	1	2	3	2	↔	Green				n/a	Level 2 achieved in March 2008 and Action plan in place to get to Level 3 by March 2009.
BVPI 2b	The duty to promote race equality -checklist score	F&M	H	47%	70%	57%	74%	↓	Green	63%	79%	84%	3	We will review on a 6 monthly basis – September 2008
BVPI 11a	The percentage of top 5% of earners that are women	F&M	H	22.22%	17.65%	27.72%	29.41%	↔	Green	23.80%	35.40%	44.80%	3	
BVPI 11b	The percentage of top 5% of earners who are from ethnic minority communities	F&M	H	0.00%	0.00%	0.00%	n/a		Grey	0.00%	1.40%	4.40%	n/a	Data collected on an annual basis
BVPI 11c	The percentage of top 5% of earners who have a disability	F&M	H	0.00%	0.00%	5.50%	n/a		Grey	0.00%	3.00%	5.60%	n/a	Data collected on an annual basis
BVPI 16a	The percentage of staff declaring that they meet the Disability Discrimination Act definition	F&M	H	4.02%	5.37%	4.33%	5.54%		Green	2.10%	3.20%	4.60%	2	Data collected on half yearly basis. Data is established from declarations made or omitted by employees in relation to any disability. All recruitment is undertaken in accordance with the existing recruitment and selection procedure with appointments being made on an individual basis.

BVPI 17a	The percentage of local authority employees from ethnic minority communities	F&M	H	0.7%	0.85%	1.0%	0.82%	↔	Green	1.1%	2.2%	5.5%	4	Data collected on half yearly basis. Data is established from declarations made or omitted by employees in relation to their ethnic origin. All recruitment is undertaken in accordance with the existing recruitment and selection procedure with appointments being made on an individual basis.
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Improving customer care and access to services continued														
BVPI 156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	F&M	N/A	70.45%	70.45%	75.00%	71.00%	↔	Red				n/a	It is unlikely that this indicator can be improved any further at this stage. Full details will be provided when an update of the Council's Asset Management Plan is reported to Committee in December.
OD 5	Undertake Equality Impact Risk Assessments (EIRAs) for Organisational Development and implement findings as per Action Plan	F&M	N/A	N/a	0	6	5		Green					Undertaken EIRA screening for 5 policies and procedures. 3 ranked as low risk, 1 medium /high risk, 1 medium risk. The medium/high risk will have a full assessment undertaken early 2009
CS 5	% Abandoned telephone calls	F & M	L		3.36%	5.00%	3.75%		Green					
CS 6	Minimum % of calls answered within 20 seconds	F & M	H		89.75%	80.00%	85.91%		Green					
CS 8	Dealing with: comments	F & M	H		5	10	5		Green					
CS 9	Dealing with: complaints	F & M	L		27	30	33		Green					
CS 10	Dealing with: compliments	F & M	H		41	60	31		Green					
CS 11	Number of unique Website Visitors	F & M	H		201,119	37,700	260,759		Green					
Better Value for Money														
BVPI 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	F&M	H	89.11%	94.44%	95.00%	93.00%	↑	Amber	91.40%	95.00%	97.00%	3	Greater emphasis has again been placed on producing faster and more sophisticated monitoring information to assist managers in identifying weaker areas. Senior management have responded to this and are ensuring that actions are in place to improve performance in appropriate areas. Performance in the last 2 months of this quarter has been 96% and 97.5% respectively.
BVPI 9	The % of Council Tax collected	F&M	H	98.08%	96.00%	98.50%	89.60%		Green	96.60%	97.80%	98.50%	n/a	Position at 22 Dec. 2008. Recovery activity continues. Over £2m of debt passed to the bailiff this month for enforcement action. Additional court hearings have been arranged during February and March to maintain pressure on debtors.

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Better Value for Money continued														
BVPI 10	The % of non-domestic rates due for the financial year which were received by the authority	F&M	H	99.32%	94.00%	99.50%	86.50%		Amber	98.50%	99.00%	99.40%	n/a	First Court hearing of Business ratepayers held. Continuing evidence of the economic downturn now hitting public houses
BVPI 12	The number of working days/shifts lost due to sickness absence	F&M	L	8.85	8.45	8.60	6.42		Green	10.6	9.3	8.3	2	
BVPI 66a	Rents collected by the local authority as a proportion of rents owed on Housing Revenue Account dwellings	H&CS	H	99.58%	99.25%	99.00%	97.85%	↑	Green	97.30%	98.10%	98.60%	3	
BVPI 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	H&CS	L	2.93%	2.96%	2.00%	3.76%	↓	Red	7.00%	5.20%	3.50%	1	Good practice to be reinforced
BVPI 76c	The number of Housing Benefit and Council Tax Benefit fraud investigations per 1,000 caseload	F&M	N/A	48.78	38.70	45.00	37.24		Green				n/a	Figures as at 17 Dec 08
BVPI 76d	The number of prosecutions and sanctions, per year, per 1,000 caseload	F&M	N/A	6.12	3.36	5.00	4.31		Green				n/a	Figures as at 17 Dec 08
BVPI 78a	Speed of processing Housing Benefit and Council Tax Benefit applications: Average time for processing new claims (calendar days)	F&M	L	29.1	27.42	26.0	29.2		Green				n/a	Year to Date figures adversely affected by poor Q1 performance. Current Q3 performance is 11.7 days
BVPI 78b	Speed of processing: Average time for processing notifications of changes of circumstances claims (calendar days)	F&M	L	4.6	7.85	10.0	10.6		Green				n/a	Year to Date figures adversely affected by poor Q1 performance. Current Q3 performance is 2.3 days
BVPI 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	F&M	H	95.34%	75.60%	80.00%	69.60%		Green	63.60%	72.50%	82.40%	3	

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BVPI 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	F&M	H	47.26%	30.78%	40.00%	28.00%		Green	25.50%	30.60%	36.80%	3	
BVPI 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	F&M	N/A	5.44%	6.77%	5.00%	0.90%		Red				n/a	Review of aged debt to be undertaken in Quarter 4
OD 1	% of job applications submitted electronically	F & M	H		60%	70%	n/a		Grey					Data calculated annually
OD 2	Labour turnover – voluntary leavers only	F & M	L		7.54	7.9	n/a		Grey					Data calculated annually
OD 3	Number of learning days per employee	F & M	H		3.50	2.5	n/a		Grey					Data calculated annually
FPS 1	Production of Draft Statement of Accounts for Audit (to be completed by 30 June)	F & M	YES		Yes	Yes	Yes		Green					
FPS 2	%age of Annual Audit Plan completed in the year	F & M	H		90.00%	90.00%	41.00%		Amber					Due to a period of relatively long-term absence, projection now at 88%, slightly down on target. This will not materially affect delivery of the overall plan. The Audit Sub-Committee will keep under review.

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Better Value for Money continued														
LDS 1	% of decisions that are recorded accurately in Minutes	F & M	H		100.00%	100.00%	100.00%		Green					
LDS 2	% of agendas and reports made available electronically 5 clear days before the meeting	F & M	H		95%	100%	100%		Green					
LDS 3	Full cycle of Committee Minutes made available electronically at time of receipt by Full Council	F & M	H		95%	100%	100%		Green					
LDS 4	% of decision/action sheets issued within deadlines	F & M	H		100%	100%	100%		Green					
LDS 8	% of draft contracts sent out within 15 working days of receipt of proper detailed instructions	F & M	H		95%	100%	100%		Green					
LDS 12	Within 25 working days of receipt of an initial instructing memorandum requesting the initiation of prosecution proceedings, to confirm to the instructing officer that their instructions are adequate or to advise what further information or action is required	F & M	H		90%	95%	95%		Green					
LDS 14	% of responses to Local Government Ombudsman complaints sent within 28 calendar days	F & M	H		100%	100%	100%		Green					
BI 1	Maintain Stable Network (excluding maintenance)	F & M	H		98%	100%	98.53%		Green					
BI 2	Overall Service Rating	F & M	H		80%	80%	88.13%		Green					

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BI 3	Deliver Key stages of ICT Strategy (17 stages)	F & M	H		100%	100%	88.23%		Green					Remaining Actions. Update ICT Strategy, Replacement all major legacy systems, review ICT Business continuity
BI 4	Business Improvement Plan & Procurement of Council services over a 3 year period	F & M	H		33%	33%	0.00%		Green					Business Improvement plan in all service plans. Meetings arranged to discuss further with Heads of Service. Initial work started
BI 5	Deliver Key Stages of Procurement Strategy (16 stages)	F & M	H		100%	100%	81.25%		Green					Remaining Actions: To roll out Agresso e-requisitioning and e-ordering, To summarise and issue guidance regarding 'Rethinking Construction' principles, To develop an on-line procurement tool
BI 6	Respond to Freedom of Information requests within 20 working days	F & M	H		63%	63%	94.00%		Green					Requests that are not met in the timescale are because of waiting for other areas to return the information.
BI 7	Deliver all print requests on time (making a profit on print room services)	F & M			90%	90%	98.00%		Green					
Theme 4: Prosperity for All														
Developing and expanding the local economy														
LDS 11	% of draft commercial leases sent out to prospective tenants or their solicitors within 15 working days of receipt of proper detailed instructions	F & M	H		100%	100%	100%		Green					