

**Annual Report (April 2006).****1. Vision and themes**

- 1.1 The Housing service continues to improve the services it delivers to the tenants and prospective Tenants of South Derbyshire District Council.

**Vision statement:**

*Through High Quality Services, delivered in partnership with customers, the provision of well maintained affordable homes that meet the requirements and aspirations of the people of South Derbyshire.*

**Our key themes:**

- *Constant performance improvement*
- *Listening to and putting customers first*
- *Valuing staff commitment*

**2. Service Description**

- 2.1 The Housing Division is the main landlord in the district to the 3170 Council tenants and their homes. We deliver services such as responsive repairs, planned improvements, rent accounting, rent arrears, addressing anti-social behaviour, the sheltered housing warden provision, CareLine services, the administration of the right to buy scheme, mutual exchanges and transfers and in all of these we aim to involve our tenants through participation. The Division is driven by the need to deliver effective customer service and to provide a first class service through working in partnership.
- 2.2 The housing service also has a statutory responsibility to manage and regularly review the waiting list, currently in excess of 2,000 applications, provide housing advice and investigate and assess homeless applicants of which to date there have been 185 homeless presentations in 2005-06.
- 2.3 The Housing Division also manages the long-term residency gypsy site at Church Broughton, and the management and maintenance of other public buildings.
- 2.4 During 2005-06 the repairs and maintenance service went through an inspection and was scored as being a one star (fair) service with promising prospects. This is the base line we need to improve on. Our planned maintenance continues to deliver decent homes and is on target to achieve before the 2010 deadline. The decent homes programme is supplemented by our day-to-day service, which undertakes approximately 8000 repairs annually.
- 2.5 In much of our service we maintain face to face contact with our tenants, currently only one fifth of our tenants pay by direct debit, meaning many tenants still pay rent in person rather than direct through the bank. We see our customers more often and their opinion of us is usually based over a number of interactions with us. According to our last survey figures our customer satisfaction rating is high at 87%. Our priority though is to build on that, achieve higher satisfaction and to become a top performing housing authority.

**3. The Full Year in Context**

- 3.1 The first half of the year has seen us improve services in key areas, introduce major new policies, rewrite our asset management strategy, commit a lot of resources into the audit commission inspection process and prepare a new Housing Revenue Account Business Plan. In the later part of the year, a new Housing Operations Manager has taken up post and we are concentrating on implementing the inspections' improvement plan. We have just written the new Allocations policy and this should help us to further improve the service we deliver.
- 3.2 In performance terms our weakest area of work has historically been responsive repairs. At the start of the year we launched our improvement plan for that part of the business after a consultation event that included all tradesmen, repair inspectors, repair admin staff and managers within the service. In the second half of the year, as can be seen from the performance report elsewhere on this Committee agenda real improvements in performance are starting to be delivered in that area.
- 3.3 2005-06 saw the housing service deliver the HRA business planning event, where we engaged with 45 stakeholders and asked them where they wanted us to spend our resources. This event was successful and we will use this method of participation for future events.
- 3.4 The housing service continues to implement the Audit commissions improvement plan, and is preparing to challenge the value for money aspect by tendering the day to days responsive repairs service.
- 3.5 Improvements have been seen in voids performance where the end of year re let time is down to 45 days, from an out turn last year of 54 days.

#### Achievements

Action	Outcomes
Performance Arrears, voids, repairs	Upper quartile performance held on arrears and performance improved on voids. Collection rates now being achieved on Former tenant arrears.
Repairs and Improvements	Emergency and urgent repair performance now excellent, responsive repair performance improving substantially in all areas. Customer satisfactions remain high.
Procurement Partnering/ Negotiating/ Contracting	With the exception of electrical testing and associated works and gas servicing and associated works all our major projects are now delivered through partnered contracts in line with established good practice in the housing sector. The electrical testing work will be put out to contract in 2006-07 as will the Responsive repairs service.
Solid fuel testing and servicing regime	A programme of testing and servicing all solid fuel appliances has been undertaken in the first half of the year in line with new safety legislation.
Asbestos	In the first half of the year we completed our sample surveys of asbestos in the housing stock building on from the management policies and procedures already introduced.
Decent Homes	Key milestones in achieving the Decent Homes standard by 2010 were met and we are on target to hit the standard by 2008/9.
Tenant Participation	The tenant's handbook is now being finalised and tenants can expect to see this significant improvement by the end of the 1 <sup>st</sup> quarter of 2006-07.
Advice leaflets	A number of new leaflets have been produced in a designed format for Sheltered Housing, Repairs, Major Improvements and Allocations.
Homelessness and Housing Advice	A service bid was successful, and 2006 sees the introduction of a new post as housing advice officer, this will enable us to fulfil our statutory requirements in the area of homelessness.

Sheltered Housing	A Project Board has been established and is progressing implementation of the physical standards agreed in our Vision and Standards process.
CareLine	The 24-hour control room service and procedures achieved national accreditation at levels 1 and 2 with the Association of Social Alarm Providers. We are only the 14 <sup>th</sup> social housing provider to achieve this standard in the country.
Gypsy Site	Currently going through an extensive refurbishment at a cost of £412,500. This is funded through county.

### Tasks that have changed scope or at risk of non-delivery during the year

Action	Explanation
Achieve Fit for Purpose in the assessment of the HRA Business Plan	Our HRA Business plan has been finalised and we wait to see if we obtain the "fit for purpose" standard.

### 2005/2006 Performance Indicators

Best Value Indicator		Actual 2004/5	Target 2005/6	Estimate 2005/6
BV63	Energy efficiency - the average SAP rating of local authority owned dwellings.	64 (est)	65	65
BV66a	Local authority rent collection and arrears: proportion of rent collected.	99.92 (qualified)	98.80	99.00
BV74a	Satisfaction of tenants of Council housing with the overall service provided by their landlord.	87	No data	No data
BV74b	Satisfaction of black and minority ethnic tenants of Council housing with the overall service provided by their landlord.	50	No data	No data
BV74c	Satisfaction of non black and minority ethnic tenants of Council housing with the overall service provided by their landlord.	87	No data	No data
BV75a	Satisfaction of tenants of Council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord – all tenants.	77	No data	No data
BV75b	Satisfaction of black and minority ethnic tenants of Council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	100	No data	No data
BV75c	Satisfaction of non black and minority ethnic tenants of Council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	77	No data	No data
BV164	Does the Authority follow the Commission for Racial Equality's code of practice in rented housing.	No	Yes	Yes
BV176	The number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority.	0	0	0
BV183a	The average length of stay of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need in: Bed and Breakfast accommodation (weeks).	3	4	8
BV183b	The average length of stay as above in Hostel accommodation (weeks).	10	0	1

## Local Performance Indicators

Local Indicator	Actual 2004/5	Target 2005/6	Estimate 2005/6
Number RTB applications completed and properties sold.	No Data	No Data	No Data
Average time (upon receipt of all relevant info) in days to advise new applications of positions on waiting list.	No Data	No Data	No Data
Number of homeless persons accepted as priority need and unintentionally homeless.	No Data	No Data	No Data
% Emergency Repairs completed in target time (1 - 3 days).	88	95	99
% non-urgent Responsive Repairs completed in target time (9 - 56 days).	42	85	96
% SH tenants receiving 5 visits (where agreed) every 10 days.	100	100	100
% SH Scheme fire alarms tested once a week.	100	100	100
% of calls to CCU answered within 30 seconds.	94.60	100	96.10
% of calls to CCU answered within 60 seconds.	100	100	100
% tenants involved with Tenant Participation who are over 65.	90%	None set	41%
% tenants involved with Tenant Participation who are under 25.	0	None set	0
Number of tenants attending training/consultation meetings.	0	None set	39
The average weekly cost per local authority dwelling of management.	No Data	No Data	No Data
The average weekly cost per local authority dwelling of repairs.	No Data	No Data	No Data
Average re-let times for local authority dwellings let in the financial year (days).	54	31	45
% of rent lost through local authority dwellings becoming vacant.	No Data	No Data	No Data

## Emerging Issues

The housing service is going through a re structure later this year, to ensure the service is cost effective and we are delivering our tenants expectations and exceeding them. Tenant Participation was an area criticised in the Audit Commission's inspection report and an area where we have action plans to improve.

VTS 10.04.06

# LEISURE AND COMMUNITY DEVELOPMENT SERVICE PLAN 2005/2008

## FINAL REPORT (2005/06)

### SERVICE DESCRIPTION

The Leisure and Community Development Service seeks to improve the social, economic and recreational quality of peoples' lives by supporting the development of a healthier, safer and socially inclusive community. The Service covers the following areas:

Grounds Maintenance	Parks, Cemeteries, Open Space	Leisure Facilities
Community Safety	Sports Development	Land Drainage
Cultural Regeneration	Environmental Education	Health Development
Community & Voluntary Sector Support		

### THE YEAR IN CONTEXT

The past year has have seen the Division make a significant contribution to the work of the Council and its partners in improving the quality of life of local people.

The Grounds Maintenance Service has been restructured and significant work has been undertaken in the Parks, particularly Maurice Lea Memorial Park refurbishment. We also received the excellent news that our partners and ourselves have been successful with two very significant funding bids to the Football Foundation

The Safer South Derbyshire Partnership has been delivering its new strategy and to date violent crime and auto crime continue to fall compared with the previous year. Significant work has been undertaken in the area of antisocial behaviour, with the use of enforcement and prevention being common place.

Youth Engagement has progressed significantly with the completion of the Junior Needs Survey and the increased provision of activities during school holidays.

Rosliston Forestry Centre has seen the provision of 3 new multi berth timber cabin, a new visitor centre, new trails, play area and equipment and physical activity opportunities.

Sports Development has progressed with the establishment of the Strategic Sports Group and the South Derbyshire Community Sports Network.

In terms of challenges, the Division always has to balance the requests for assistance and new projects that it receives against the staffing and resources which it has at its disposal. The Department now has eight officers who are funded on short term contracts. This means that much of the Department's work is directed at securing future funding for these key posts when it could be directed at more important service provision. In particular this means that capacity has not been available to support cultural and community activity such as arts development, production of a funding guide, promotion of the Divisions services on the Council website or further aspects of crime and disorder work such as the implementation of Section 17.

Support has been given to the Local Strategic Partnership with specific work going into the development of the Partnerships Business Plan which is funding a number of local projects up to a total of £150,000

**ACHIEVEMENTS**

i.e. completed tasks

ACTION	OUTCOMES
<p><b>Crime and Disorder (Section 17)</b></p> <ul style="list-style-type: none"> <li>• Present Action Plan to CMT</li> </ul> <p><b>Public Open Space and Leisure Facilities</b></p> <ul style="list-style-type: none"> <li>• Contract completed delivering £720k worth capital improvement at Maurice Lea Memorial Park.</li> <li>• Leisure Centre project continues to be discussed with John Port School and DCC.</li> <li>• Multi Use Games Area provided at Maurice Lea Memorial Park and Eureka Park</li> <li>• Funding confirmed for the installation of a full size, floodlit Artificial Turf Pitch at Pingle School</li> <li>• 3 additional multi berth cabins built, new Visitor Centre, wood fuel heating installed, trails and play equipment provided as part of the Get Active In The Forest Project At Rosliston Forestry Centre.</li> <li>• New play equipment installed at Linton, Hartshorne &amp; Eureka Park</li> <li>• Village Plan for Hilton completed and Football Foundation money secured for ex MOD site</li> <li>• Drainage system installed on junior football pitch at Oversetts Road, Newhall</li> <li>• Flood alleviation works costing £430k completed at Hatton.</li> <li>• PPG17 Study completed</li> </ul> <p><b>Safer South Derbyshire Partnership</b></p> <ul style="list-style-type: none"> <li>• Action Plan projects delivered</li> </ul>	<p>Action Plan agreed and to be rolled out</p> <p>Refurbished park</p> <p>Negotiations continue with the School and the County Council</p> <p>Increased youth facility provision in order to reduce anti-social behaviour.</p> <p>Significant contribution to the development of sport, particularly for juniors, in the area</p> <p>Increased use of the Centre and development of tourism in the area.</p> <p>Upgrade the quality of formal play provision in the District</p> <p>Provide a proper objective basis for the delivery of new community facilities in Hilton</p> <p>Improve quality of sports pitch provision in the urban area</p> <p>Reduce risk of flooding in Hatton</p> <p>Policy in place that will, amongst other things, provide an objective basis for securing Section 106 funds</p> <p>Reduced incidence of crime and anti social behaviour.</p>

<p>including, Liberation Day, School Safety Days, Park Security Project, Substance Misuse Leaflet, purchase of CCTV vans.</p> <ul style="list-style-type: none"> <li>• Youth Engagement Through Sport project increased diversionary activities for young people. Funding for mobile climbing wall secured</li> <li>• Contribute to the establishment of a Prolific and Priority Offender Scheme</li> <li>• Supported the establishment of an increased uniform presence in the District</li> </ul> <p><b>Sports Development</b></p> <ul style="list-style-type: none"> <li>• Community Sports Coach Scheme delivered across the District with significant increase in school holiday activity provision.</li> <li>• Completed a Junior Needs Survey (to build on the existing Youth Needs Survey)</li> </ul> <p><b>Towards An Excellent Service (TAES)</b></p> <ul style="list-style-type: none"> <li>• Self Assessment undertaken using the pilot TAES model</li> <li>• Improvement Plan produced.</li> </ul>	<p>Reduced incidence of youth nuisance</p> <p>Reduction in persistent and prolific crime.</p> <p>Reduced anti social behaviour and environmental crime</p> <p>Increased physical activity and improved health.</p> <p>Improved planning for childrens services.</p> <p>Improved service quality and delivery</p> <p>Improved service quality and delivery</p>
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### TASKS AT RISK OF NON DELIVERY DURING THE YEAR

ACTION	EXPLANATION
<p>Seek specialist partner to work with the Council on the management and further development of Swadlincote woodlands</p>	<p>Other priorities have taken precedence over this project. Rescheduled</p>
<p>To support the development of a local Compact between the voluntary sector and local authorities.</p>	<p>Capacity of CVS and SDDC not enough to complete process. DCC providing CVS with support to complete</p>
<p>To review the provision of capital and revenue partnership funding to community groups and projects</p>	<p>Review ongoing</p>



## 2005/2006 PERFORMANCE INDICATORS

INDICATOR	2004/05 (actual)	2005/06 (target)	2005/06 (actual)
<b>BV 126</b> Burglaries per 1,000 h'holds	7.1	7.1	7.4 (est)
<b>BV 127a</b> Violent Crime per 1,000 pop'	12.9	12.0	11.3 (est)
<b>BV 127b</b> Robbery per 1,000 pop'	0.38	0.38	0.36 (est)
<b>BV 128</b> Auto Crime per 1,000 pop'	8.15	8.05	8.0 (est)
<b>BV 225</b> Actions Against Domestic Violence*	N/A	27%	27%
<b>BV 226a</b> Total amount spent on advice provided by external orgs	£43160	£43160 (plus inflation)	£43160
<b>BV 226b</b> %age money spent on advice provision given to organisations holding CLS Quality Mark at 'General Help' level	100%	100%	100%
<b>Local Indicator</b>	<b>Actual 2004/05</b>	<b>Target 2005/06</b>	<b>Estimate 2005/6</b>
Criminal Damage per 1,000 population	12.8	12.8	13.1
Reduce No. residents feeling unsafe when alone in their home at night	11%	10%	6%
Reduce No. residents feeling unsafe when travelling alone on public transport	33%	30%	17%
Total No. of Police calls to service	4293	4220	4868
Reduce No. drugs offences in District	61	58	Not available
No. of groups/participants receiving Environmental Education	115/6168	75/3500	105/5597
No. Environmental Education events / activities	15/14	12/12	13/19
The %age of respondents satisfied with the Environmental Education activity they had received	100%	100%	100%

## LESSONS LEARNT

Public awareness of the role of Community Safety Partnerships and Councils in dealing with anti social behaviour has resulted in a significant demand for action on community issues and requires further investment by partners to ensure an effective and co-ordinated response to these problems.

Frequent requests are being submitted from voluntary sector organisations to the Department for new or increased grants to support their work. The intended review of the Councils funding of external bodies will propose a way forward on this issue but will need to be managed carefully to avoid raising expectations or fears from the groups concerned.

The Division has been successful in attracting capital funds for projects but has been very pressed to deliver those projects within timescale. In future project management cost will become an integral part of the bids for these capital monies to allow capacity for the projects to be delivered.

# ENVIRONMENTAL SERVICES SERVICE PLAN 2005/6

## FINAL REPORT (APRIL 2006)

### SERVICE DESCRIPTION

The Service includes Waste, Cleansing, Environmental Health and Housing Strategy.

The Waste and Cleansing Unit's main responsibilities are the collection of domestic and commercial waste, waste minimisation and recycling, the cleansing of roads and public areas. The Unit also removes fly tipping and waste from public land via the highly successful 'Clean Team'.

Environmental Health and Housing side of the service includes the enforcement of Food Hygiene and Health and Safety at Work, Licensing, Environmental Protection, Private Sector Housing and Housing Strategy functions.

### THE YEAR IN CONTEXT

The main challenges faced by the Department were:-

- Processing 900 new liquor licences following the transfer of the function from the Magistrates.
- Produce a new Private Sector Housing Renewal Strategy in the light of the House Condition and Energy Survey, and produce an Affordable Warmth Strategy.
- Making improvements in the speed of the provision of Disabled Facilities Grants.
- The introduction of equity release schemes to help homeowners help themselves.
- Implementation of new High Hedges provisions of the Anti Social Behaviour Act 2003.
- Making improvements in the standards of Street Cleaning.
- Increase promotional activity to arrest the growth in household waste produced.
- Make arrangements to allow increased enforcement against littering fly-tipping etc.

### ACHIEVEMENTS

ACTION	OUTCOMES
EH1 Full implementation of the Liquor Licensing Legislation	Completed to schedule.
EH2 Create further e.government efficiencies	e.government targets met, mobile working commenced but more work needed to realise the full potential efficiencies.
EH3 Higher profile for Health & Safety at Work in response to Health & Safety Commission	Worked effectively with HSE as per requests.
EH5 i) Review Private Sector Housing Renewal Strategy	Strategy adopted.
EH6 Promote Landlord Accreditation and Rent deposit scheme.	Scheme launched.
EH7 Tackle fuel poverty and reduce CO <sub>2</sub> emissions	Prevented fuel poverty in over 1100 homes. Reduced CO <sub>2</sub> emissions by 276 Tonnes p/a
EH8 Seek faster provision of Disabled Facility Grants	Faster processes in place, for public sector by May. Improvements in architectural services for private sector grants were not forthcoming so these were brought in house in February 06.
EH9 Implement Risk based, Housing Fitness Standard, required by the Housing Act 2004.	Training complete, all ready to start new regime on the revised commencement date of 03 April 2006.

EH10 Improve the Council's environmental performance through EMAS	On schedule. However some staffing commitment is needed and a bid for this was not approved. This project will not proceed in the absence of this commitment.
EH11 Implement the "Fit for Purpose" Housing Strategy.	95% of objectives met with work still ongoing on the remainder. Full report to be provided to Core Strategic Housing Group.
EH12 Contaminated Land <ul style="list-style-type: none"> <li>Complete initial site prioritisation work</li> <li>Undertake site investigation work Determine any contaminated land sites</li> </ul>	Progress in addressing land prior to new development but staffing level allows no progress on proactive investigation of suspect sites.
EH13 Integrated Pollution Prevention & Control	Controls in place.
EH16 High Hedges <ul style="list-style-type: none"> <li>Implement new regulations relating to high hedges and loss of light</li> </ul>	Complaints now being dealt with. Pollution Team is under pressure due to unfilled vacancy and taking on this new work without additional resources.
EH17 Solvent Emissions Directive	New legal controls in place.
EH18 Raise the profile of anti dog fouling	New Safer Neighbourhood Wardens recruitment commenced. Will have three staff actively focussed on enforcement.
WU1 Implement Waste Minimisation Plan.	Promotions vigorously pursued on waste minimisation, re-usable nappies, reducing junk mail, home composting etc more effective publicity still required.
WU2 Implement Fly Tipping Action Plan	In-house protocol established to investigate incidents as a precursor to enforcement action. Pilot initiative to reduce fly tipping to be extended in April 2006.
WU3 Develop & implement a Street Cleansing Action Plan.	Programme of work revised to increase litter picking of known "hot spot" areas from an average of four times a year to twelve times.
WU4 Meet statutory recycling targets.	Targets met a year in advance.
WU5 Improve Public communication	Plan produced and adhered to, but further improvements in securing publicity desirable
WU6 Review costs of the service.	Completed – costs found to be reasonable and competitive.
ES1 Crime and disorder - Section 17:	Corporate Timetable deferred until next year
ES2 Equal Opportunities and Diversity	Assisting Corporate Efforts

## PLANNED TASKS NOT DELIVERED

ACTION	EXPLANATION
<b>EH4 Revise Private Hire Licensing Conditions</b> modernisation of operators, vehicles and drivers licenses, to include new requirements	This project was deferred due to the extent of the licensing work. It was viewed as the lowest priority item on the team's workload.
<b>EH14 Gypsy / Traveller Policy</b> Complete review of traveller toleration policy and Progress joint working arrangements with Police, Environment Agency, Derbyshire County Council etc	Currently involved in County-wide negotiations over a policy but progress via this joint forum is slow.

<p><b>EH15 Noise Policy</b></p> <ul style="list-style-type: none"> <li>• Complete review and update as necessary the noise complaints policy in line with Chartered Institute of Environmental Health and DEFRA guidance.</li> <li>• Implement improvements resulting from the review.</li> </ul>	<p>The Pollution team have been operating with between 1 and 2 out of four posts vacant for 18 months. This review has been considered the lowest priority action planned and has therefore been deferred for the time being.</p>
<p><b>ES3 Quality Standard For Environmental Services</b></p> <ul style="list-style-type: none"> <li>• Implement improvements needed to meet the Chartermark Standard.</li> <li>• Obtain Accreditation</li> </ul>	<p>Originally planned for systems to be in place by the end of the financial year. Following research into the detail and extension of the project to incorporate Customer First the project plan has been revised to achieve accreditation by March 2007.</p>

## LESSONS LEARNED

Contractor for Kerbside Recycling services is proposing a 50% rise in prices, over 2 years. This prompted the question as to whether we should have bound the contractor in to fixed prices with a contract over a longer term. However, even with hindsight the two year contracts agreed to seem appropriate for developing a service which was such a departure from previous services offered in the district. The sudden increase must be viewed as a consequence of exposing the organisation to market forces.

Much effort has been put into improving the management of Disabled Facilities Grants. The importance of having permanently available, meaningful, management information available to managers and members emerged clearly during the year. During the year a backlog of cases that had been awaiting attention for up to 9 months was tackled and removed. Many grants some of which had been in progress for periods of up to 3 years were completed. These long running cases skew the average waiting times for grants and mask the dramatic improvements that have been made over the year. This effect will continue to affect figures into 06/07, nevertheless, even with a number of long term cases, the average waiting time for Council Tenants, from first contact to completion is down to 62 weeks by the end of the year, 25 weeks less than compared with the worst situation during the year. The need to continue work with our Social Services partners and achieve further improvements in their recording of data and the speed of needs assessments has also emerged clearly.

The smooth transfer of the Liquor Licensing function from the magistrates including the implementation of a new legislative regime is a major success for the Council, illustrating its ability to take on and excel in a function previously entrusted only to the judicial system.

The difficulty in recruiting EHO's has continued throughout the year and this has been recognised as one of the most significant skills shortages nationally. Carrying long term vacancies has led to shortfalls in delivering the service within the Food and Pollution functions (including failure to meet inspection targets). Action is needed to address this situation if services are to continue to meet the high standards normally expected from Environmental Health.

The flexibility and skill level of the Clean Team proved itself yet again during the asbestos debris emergency following the B&Q fire in February.

## 7. PERFORMANCE INDICATORS AND TARGETS

### Best Value Performance Indicators

Best Value Indicators	Actual 2004/05	Target 2005/06	Actual 2005/6
<b>BV62</b> The proportion of unfit private sector dwellings made fit or demolished due to the local authority	0.9%	Discontinued	Discontinued
<b>BV64</b> Vacant private sector dwellings returned to occupation or demolished due to action by the local authority	4	10	12
<b>BV166</b> measure of enforcement policies and activities, consultation and satisfaction levels.	100%	100%	100%
<b>BVPI 82a</b> – Total tonnage of household waste arisings – percentage recycled.	11.34 %	11.5 %	12.0%
<b>BVPI 82b</b> – Total tonnage of household waste arisings – percentage composted.	12.9%	13 %	12.0%
<b>BVPI 84</b> – Kg of household waste collected per head.	475	487	490
<b>BVPI 86</b> – Cost of waste collection per household	£42.04	£48.64	Not yet available
<b>BVPI 91</b> – Percentage of population served by a kerbside collection of recyclables.	98%	98%	98%
<b>BVPI 199</b> – Percentage of relevant land falling below accepted levels of cleanliness as defined under EPA 1999.	27%	25%	16%

## Local Performance Indicators

Local Indicator	Actual 2004/05	Target 2005/06	Actual 2005/6
Number of complaints dealt with within 5 working days as a percentage *	98%	95%	99%
Number of requests for pest control treatments dealt with within 3 working days.*	96%	96%	99.5%
Percentage High Risk Food premises inspected when due	100%	100%	99.6%
Percentage High Risk Health & Safety premises inspected when due	100%	100%	100%
To achieve a rating of 'Good' or better from customer satisfaction surveys undertaken.	80%	85%	89%
Number of inspections undertaken for IPPC installations in accordance with risk based inspection targets.	100%	100%	75%
Achieve a minimum of 95% grant budget spend	95%	95%	100% except DFG's = 81%
Annual contribution towards HECA target	2%	2%	2.07 %
Number of collections missed per 100,000 collections of household waste.	12	12	15
Percentage of missed household waste collections put right by the end of the relevant period.	90%	93%	98%
Percentage of other public complaints put right by the end of the relevant period.	90%	93%	98%
Percentage compliance with the requirements set for the refuse and recycling services.	93%	93%	98%
Percentage compliance with the requirements of the street cleansing service.	93%	93%	95%
Percentage of litter bins correctly emptied on the prescribed day.	93%	93%	92%
The average time taken to remove fly tips.	1	1	1
Public complaints about the refuse service (per month).	35	35	33