

Report of	Meeting	Date
Director of Policy and Performance (Assistant Chief Executive)	Annual Council	15 th May, 2007

ANNUAL REPORT 2006/07 (Best Value Performance Plan)

PURPOSE OF REPORT

- The purpose of the report is to seek council approval to the latest draft of the Annual Report 2006/07 (the Council's Best Value Performance Plan) and request that the Council give delegated Authority to the Leader of the Council to sign-off the final document for publication by 30th June 2007.

CORPORATE PRIORITIES

- The Annual Report 2006/07 sets out our achievements over the last twelve months and our commitments for the 2007/08.

RISK ISSUES

- The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy	✓	Information	✓
Reputation	✓	Regulatory/Legal	✓
Financial		Operational	
People		Other	

- The Annual Report articulates our achievements against the Corporate Strategy and in delivering for our Customers and Community. It is a clear statement of our priorities and we will be judged by how we perform against these. Any failure could damage our reputation amongst the community, our partners and our peers.
- The report provides an overview of our delivery of Best Value Performance Indicators and our targets for the next three years.
- Within the Local Government Act 1999, there is a requirement placed upon Councils to publish an annual Best Value Performance Plan (BVPP). The Annual Report is our BVPP for 2007/08.

BACKGROUND

- The Local Government Act 1999, as amended, required Councils, as part of the Best Value regime, to publish an annual BVPP by 30 June each year. This requirement has been satisfied each year to date, and the Council has been given an unqualified opinion by District Audit in each instance.
- The production of the Annual Report presents us with an opportunity to outline our impressive record of improvement and delivery and to clearly set out our approach to



community leadership and place shaping. The document is also a medium through which we are profiling the 'you said we did' message, using examples of real people across the borough showing the impact that the outcomes we have delivered has had upon their lives.

ANNUAL REPORT 2006/07

12. Work is ongoing to develop case studies to illustrate and support our achievements in 2006/07 and the areas of focus for 2007/08, and we are currently finalising our targets for Best Value Performance indicators for the next three years. This information will be included in the document prior to publication on 30 June 2007. As there is no Council meeting in June it will not be possible to bring these changes before full Council prior to publishing the document to meet the statutory deadline.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

13. Human Resources supports the principles of this report through the Human Resources Strategy to ensure that we have the right people, in the right place at the right time to deliver our corporate priorities. Human Resources will assist all Units in the delivery of their individual business plans as well as supporting the corporate objectives.

COMMENTS OF THE DIRECTOR OF FINANCE

14. The financial impact of delivering the targets and actions in the Annual Report has been considered during the 2007/08 budget setting process. Therefore, the costs of delivering the agreement are covered within the current budget process.

RECOMMENDATION

15. That the Council agrees that the final version of the Annual Report be approved by the Leader of the Council under delegated powers.

REASONS FOR RECOMMENDATION(S) (If the recommendations are accepted)

16. The BVPP is a statutory document, to comply with the Local Government Act 1999. The use of delegated authority will ensure that we meet our statutory target to publish the document by 30 June 2007.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

17. None.

Lesley-Ann Fenton

Director of Policy and Performance (Assistant Chief Executive)

Report Author	Ext	Date	Doc ID
Lesley-Ann Fenton	5323	11 th May 2007	Annual Report 2006/07 Report to Council

CHORLEY COUNCIL'S

ANNUAL REPORT

2006/7

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(1) MESSAGE FROM THE LEADER AND CHIEF EXECUTIVE OF CHORLEY COUNCIL

Welcome to Chorley Council's Second Annual Report for the year 2006/7.

We hope you find the Report a useful summary of where Chorley is heading, what has been achieved in 2006/7 and the big issues facing Chorley in the future.

2006/7 has been a year of major change in Chorley. Much has been delivered and we still have much to do. We are strongly committed to listening to your views about our services, our priorities and our wider achievements. It helps us to continually get better:

As part of this commitment we will be holding "Big Issues" debates throughout the year 2007/8 with local people on key issues.

We want to present you with as wide a range of information as possible in a clear and understandable format in the following pages. If you would like to comment on this Annual Report please complete the tear-off page on the back page of the Report.



Leader of the Council



Chief Executive

(2) OUR VISION, PRIORITIES AND STRATEGIC OBJECTIVES

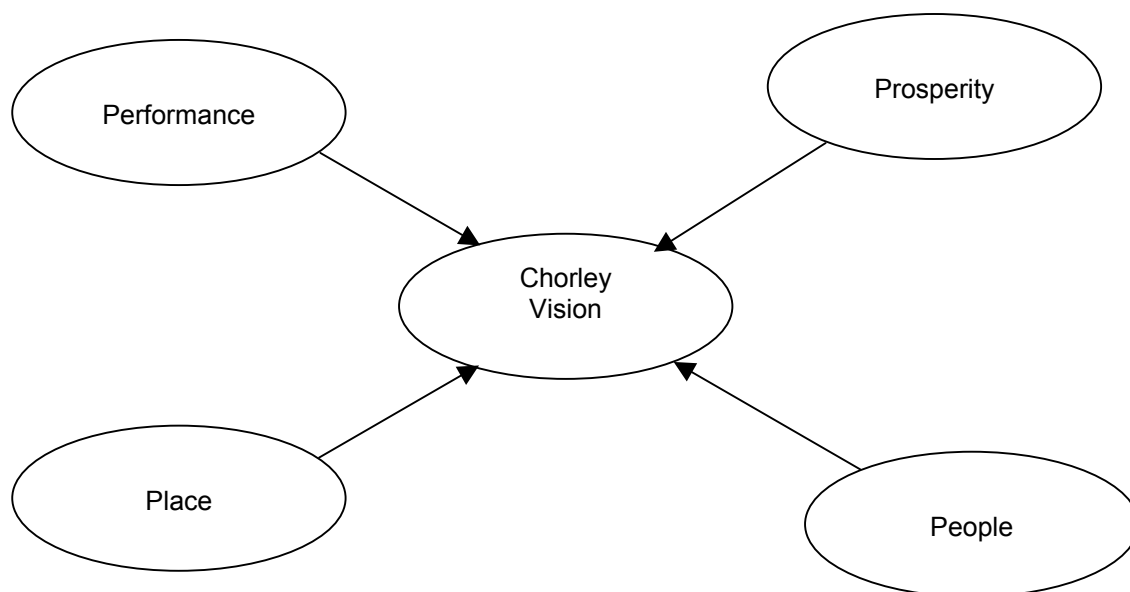
Chorley Council has changed its overall direction to better reflect the priorities of local people and of our Local Strategic Partnership. These priorities were spelled out following an in-depth consultation with local people, leading to the creation of the Community Strategy in 2005.

In 2006 we felt the Council's priorities needed to be changed to make sure all our efforts are focused on the issues that matter most to you. These are set out below:

Vision – Chorley into the Future

"The Council's ambition is for Chorley to become one of the most attractive, caring and vibrant places in the North West to live, to work, to invest and to visit. People can expect safe, clean, sustainable neighbourhoods with equal access to first class, co-ordinated public services which meet their diverse needs. They can expect high quality local job and training opportunities, a decent home and to be valued and respected by all. They will be able to have their say and influence local services in their areas and to insist on good value for public money. The character of our friendly, contemporary market town will be enhanced whilst ensuring Chorley plays a pivotal role in economic development.

Our Priorities:



(Jigsaw diagram on printed document)

Our Strategic Objectives

1. To put Chorley at the heart of regional economic development in the Central Lancashire Sub-Region.
Lead: Executive Member for Development and Regeneration.
2. To improve equality of opportunity and life chances.
Lead: Deputy Leader of the Council.
3. To involve people in their Communities.
Lead: Executive Member for Customer, Democratic and Legal Services.
4. To improve access to public services.
Lead: Executive Member for Customer, Democratic and Legal Services.
5. To develop the character and feel of Chorley as a good place to live.
Lead: Leader of the Council.
6. To ensure Chorley Council is a performing organisation.
Lead: Leader of the of the Council.

(3) THE BIG ISSUES

Much has been achieved however, a number of big issues which we need to anticipate and manage in order to continue our progress to date:

Better Understanding our Customers' Needs

In order to address the different needs of our customers the Council needs to gain a more sophisticated understanding of its customer base.

We are taking part in a national project to help break down our customers into segments based on post-code information and address key issues with each group – eg channel migration to use of the web-site for self-service etc...

In addition, we are developing our Customer Access Strategy. This will ensure Chorley stays ahead of the game on the critically important customer agenda.

Citizen Engagement

The roll out of the Community Forums provides a framework for citizen engagement across the Borough. However, this alone will not be sufficient to ensure the genuine engagement of our residents on an ongoing basis. The Council needs to determine its approach to neighbourhoods and priority groups of customers and determine the best approach to engage them.

A quarterly “Big Issues” debate with 100 members of the public in the town hall on key issues – eg the budget, waste, housing, etc will commence in the summer of 2007.

In addition, an annual repeat of the user satisfaction survey undertaken by MORI at the end of 2006 would ensure we can manage emerging issues.

Improving Front-Line Universal Services

The key to improving customer satisfaction is improving front-line universal services in particular those within Streetscene services. The staff restructure will improve local responsiveness of the Streetscene service.

There is an opportunity at the end of the current waste and recycling contract in 2008 to replace receptacles and re-engineer the approach to collection dependent on the new arrangements.

Local Strategic Partnership/Local Public Service Board

A new LSP structure, new focus, leadership and a small amount of investment have considerably improved the LSP. This progress will need to be intensified if we wish to achieve an amber/green score by March 2009 and make inroads into the delivery of the Community Strategy.

The Public Service Board is also making progress towards integrating public service delivery through practical projects focussing on alcohol and vulnerable families.

Transforming Local Government In Lancashire

Chorley plays a leading role in driving through the Improving Two-Tier bid for Lancashire.

Chorley will be piloting the Locality Plan through Lancashire Locals and we need to re-commence negotiations with LCC as well as leading the other Lancashire districts towards a shared approach.

Regeneration

The Council had dis-invested in its regeneration staffing. The last budget started to address this in the creation of economic development capacity. We face a number of regeneration priorities include the consolidation of the Buckshaw success story and the redevelopment of the town centre. There has not been an overall investment strategy for the town centre and this piecemeal approach needs to change. The LSP theme group is dynamic and is making considerable progress but the process needs resourcing.

Affordable Housing/Housing Stock Transfer

Provision of a supply of affordable housing is a major issue for us. Changes to planning rules will help us with this but we need to plan carefully our approach to strategic housing; including smoothing the transition to CCH, affordable housing provision and building relationships with other landlords.

Use of Resources

The Council has secured a 3 out of 4 for the second year in the Audit Commission's Use of Resources. In most areas the scores have increased and in Value For Money the Council has moved up from a score of 3 to a score of 4 out of 4, which is unusual for a district to achieve.

However, the Council needs to be more strategic in its use of resources – particularly capital investment. Historically schemes have been driven from the bottom up. This needs to be re-focussed and we need to concentrate on the delivery of our top Corporate and Community Strategy priorities.

From 2007/8 the Council will need to demonstrate 3% cashable efficiencies year on year. This will prove a driver for significant further improvement and service transformation.

Job Evaluation/Pay and Reward

The Council is now moving quickly on job evaluation and the development of a pay and reward strategy. We are aiming to contain the costs within the budgeted amount and at the same time improve the flexibility of the council's workforce to meet increasing expectations from our customers.

We have worked with the trade unions to avoid any equal pay equal value claims from the workforce.

The main area of risk is our ability to attract and retain key staff in areas where salaries have stayed the same or reduced.

Attracting and Retaining High Quality Staff

There are key areas of the council where it is difficult to attract and retain high quality experienced staff. The same can be said of many small districts in the North West. If we are to achieve and retain an "Excellent" rating then it is critical we develop ways of securing key people in key roles, eg Directors.

Climate Change

We have not yet co-ordinated our approach to this issue corporately at officer or member level. It will become an increasingly important issue for us.

(4) WHAT HAS BEEN ACHIEVED IN 2006/7?

2006/7 has been an exciting year for Chorley. Here are a few examples to illustrate the progress towards our ambitious vision for the Borough.

YOU SAID	WE DID
"We already pay enough for Council services and don't want further increases"	Froze the Council Tax until April 2008 with no reductions in front line services.
"We need to know that your services represented excellent value for public money"	Achieved a top score of 4 from the Audit Commission for 'Value for Money Services' – one of only 3 Council's in England to score 4.
"Chorley needs more quality job opportunities"	Attracted more new employers to the Borough and launched "the Buckshaw Village Revolution" in partnership with the private sector.
"Chorley Town Centre needs to offer us more"	Worked in partnership to produce a new Town Centre Strategy; including enabling Phase 2 of Market Walk by 2008 with exciting retail and leisure plans.
"Council housing needs more investment if it is to stand the test of time"	Created a new housing company with more resources to invest in Council housing and transferred the houses to Chorley Community Housing.
"You need to listen harder to the needs of local neighbourhoods and communities"	Set up Community Forums across Chorley to listen harder and respond to your different needs.
"The Council needs to work more closely with other organisations so that we feel the benefit directly"	Revamped and refocused Chorley's Local Strategic Partnership, the Chorley Partnership to ensure it makes a difference. The Partnership now has its own budget for new projects.
"Crime, vandalism and anti-social behaviour are making our lives a misery"	Brought in 22 new Police Community Support Officers to work across Chorley and support the local Police.
"Too much of our money is spent on council managers. It should be put into front-line services like keeping our streets clean"	Saved £1 million in management costs by streamlining the organisation. This resource was used to improve front-line services. The Council was a finalist for 'Effective Top Team Leadership' in the national MJ Awards

YOU SAID	WE DID
<p>“Our Council leisure facilities need major investment to keep up with those the private sector have to offer”</p>	<p>Invested £1.2 million in All Seasons Leisure Centre in the town centre to create a new state of the art gym and leisure facilities. Brought in a specialist company to invest in Duxbury golf course and make dramatic improvements and plan to revamp Brinscall Baths.</p>
<p>“Our streets are dirty. The Council needs to do more to clean them up”</p>	<p>Put more money into clean-up teams and took a hard line on punishing people caught dropping litter or dumping rubbish. Our streets have now been deemed “the cleanest in Lancashire” by the independent Audit Commission.</p>
<p>“Recycling is important for the future of our planet. The Council should be doing more to encourage people to recycle more of their waste”</p>	<p>Replaced our recycling sacks to encourage more people to use them and rolled out recycling collections to more households. Our recycling rate for last year was 44% - one of the best in Lancashire – but we still need your help to do more.</p>
<p>“There is nothing for young people to do and that’s where the anti-social behaviour starts”</p>	<p>Expanded our popular “Get Up and Go” programme to include more activities for children and young people. Chorley was a finalist in the MJ Awards for ‘Active Communities’.</p>
<p>“The Council should do more to help people from different backgrounds understand each other and live together in harmony”</p>	<p>Launched a Community Charter for Chorley through our Local Strategic Partnership and encouraged people from different faiths and backgrounds to abide by its principles.</p>
<p>“Chorley doesn’t let the outside world know what it has to offer”</p>	<p>Marketed the benefits of Chorley through attractive publicity to encourage shoppers, visitors and potential business re-locations.</p>
<p>“Chorley is scruffy. Our environment needs making more attractive”</p>	<p>Tidied up the Borough, planted 40,000 bulbs, entered North West in Bloom and won “Best Council Environment” award!</p>
<p>“We want to be able to access more council services on the web-site. It is not very user-friendly at the moment”</p>	<p>Launched a new, easy to use web-site with more services on line to fit in with when you want to do business with us.</p>
<p>“We don’t understand the difference between what Chorley Council does and what Lancashire County Council does – why don’t you get your act together”</p>	<p>Led the way on proposals to improve the way councils work together across Lancashire.</p>

(5) HOW WE WILL DELIVER OUR PRIORITIES

- By improving two-tier working in Chorley with Lancashire County Council and our Parish Council partners to deliver 'seamless services' to local communities in areas such as integrated childrens services, streetscene, highways, health and social care.
- By focusing our limited resources on our priorities for the future – ie the issues you told us are most important to you.
- By listening hard to what you tell us via your local Ward Councillors in Community Forums, 'Big Issue' debates and through detailed customer feedback on our services. Only by listening and improving will we move forward and not become complacent.
- By monitoring and reviewing our performance through our business planning and performance management framework.
- By continually striving to become more efficient by delivering better services for less money.
- By securing the firm commitment of all our partners on the Local Partnership, eg the Police, Health Agencies, County Council, community, voluntary and faith sectors to shaping Chorley for the future.

(6) LOOKING BACK – LOOKING AHEAD

Looking Back Our Achievements in 2006/7	Looking Ahead Our Plans for 2007/8
<p>Strategic Objective 1 Putting Chorley at the heart of regional economic development in the Central Lancashire sub-region</p> <p><u>Case Study</u></p>	<p>Consolidation of the Buckshaw Revolution</p> <p><u>Case Study</u></p>
<p>Strategic Objective 2 Improve equality of opportunity and life chances</p> <p><u>Case Study</u></p>	<p><u>Case Study</u></p>
<p>Strategic Objective 3 Involve people in their communities</p> <p><u>Case Study</u></p>	<p><u>Case Study</u></p>
<p>Strategic Objective 4 Improve access to public services</p> <p><u>Case Study</u></p>	<p><u>Case Study</u></p>

<p style="text-align: center;">Looking Back Our Achievements in 2006/7</p>	<p style="text-align: center;">Looking Ahead Our Plans for 2007/8</p>
<p>Strategic Objective 5 Develop the character and feel of Chorley as a good place to live</p> <p><u>Case Study</u></p>	<p><u>Case Study</u></p>
<p>Strategic Objective 6 Ensure Chorley Council is a performing organisation</p> <p><u>Case Study</u></p>	<p><u>Case Study</u></p>

Performance Information

This section sets out the Council's performance against a range of performance indicators for 2006/07, The 2006/07 outturn figures are currently un-audited.

Legend:

N/A: No data is available because there is no data for previous years or the data is not directly comparable.

Performance Trend (comparing 05/06 outturn with 06/07 outturn).

These symbols give an indication of the performance trend for individual indicators, looking at the change in value (whether the figure went up or down) and the polarity (whether this is a good or bad thing in terms of performance).



Value and performance remained the same



Value down, meaning performance improved



Value down, meaning performance worsened











Value up, meaning performance improved



Value up, meaning performance worsened

Corporate Health					
	06/07 Outturn	06/07 Target	Performance Trend	All Eng Best Quartile	All Eng Av
BV002a.02 Equality Standard Level	1.00	1.00	➡	NA	NA
BV002b The duty to promote race equality	89.00	100.00	➡	79.00	63.00
BV008 % Invoices paid within 30 days	91.92	96.50	↕	96.71	92.05
BV009 % Council Tax collected	98.74	98.60	➡	98.40	97.15
BV010 % NNDR collected	99.07	99.00	↕	99.26	98.57
BV011a.02 Women in top 5% earners	34.78	32.00	↕	42.58	31.81
BV011b.02 Black/ethnic in top 5%	0.00	0.75	↕	4.33	3.33
BV011c.05 Top 5%: with a disability	8.70	6.00	➡	NA	NA
BV012 Days / shifts lost to sickness	10.24	9.00	✖	8.34	9.60
BV014 % Early retirements	1.52	0.17	➡	0.17	0.57
BV015 % Ill health retirements	0.22	0.17	➡	0.10	0.28
BV016a % Disabled employees	3.38	3.65	↕	3.86	3.22
BV016b % Eco. active disabled in area	15.09	15.09	n/a	NA	NA
BV017a % Ethnic minorities employees	1.69	1.60	↕	4.80	4.90
BV017b % Eco. active ethnic in area	1.95	1.95	n/a	NA	NA
BV156 % LA public buildings - disabled	83.00	88.00	➡	84.70	63.11

Community Safety					
	06/07 Outturn	06/07 Target	Performance Trend	All Eng Best Quartile	All Eng Av
BV126a Domestic Burglaries/1000 h'holds	7.41	8.45		6.40	10.80
BV127a.05 Violent Crime / 1,000 pop	15.94	14.67		12.40	19.20
BV127b.05 Robberies / 1,000 pop	0.30	1.57		0.30	1.40
BV128a Vehicle Crimes per 1000 pop	6.44	7.14		7.30	11.50
BV174 Racial incidents per 1000 pop	8.00	18.00		NA	NA
BV175 Racial incidents - further action	100.00	100.00		NA	NA
BV225.05 Actions against Domestic Violence	63.64	50.00		NA	NA
BV226a.05 Adv. & Guid.: Expenditure	142331.00	142331.00	n/a	NA	NA
BV226b.05 Adv. & Guid.: CLS Quality Mark	100.00	100.00		NA	NA
BV226c.05 Adv. & Guid.: Direct Provision	232140.00	232140.00	n/a	NA	NA

Environment and Environmental Health					
	06/07 Outturn	06/07 Target	Performance Trend	All Eng Best Quartile	All Eng Av
BV166a Checklist - EH	100.00	100.00	➡	100.00	89.60
BV216a.05 Identifying contaminated land	688.00	688.00	n/a	1428.00	1495.00
BV216b.05 Info. on contaminated land	1.00	1.00	➡	9.00	11.00
BV217.05 Pollution control improvements	23.00	100.00	✖	100.00	85.00
BV218a.05 Abandoned vehicles- investigate	96.00	100.00	✔	96.64	81.54
BV218b.05 Abandoned vehicles - removal	90.67	85.00	✔	95.00	74.39

Homelessness					
	06/07 Outturn	06/07 Target	Performance Trend	All Eng Best Quartile	All Eng Av
BV183a Length of stay in B&B accom'n	2.00	0.00	✗	1.00	2.99
BV183b Length of stay in hostel accom'n	7.00	12.00	✓	0.00	10.89
BV202 People sleeping rough	2.00	0.00	✓	0.00	4.00
BV203 % Change families in temp accom	-12.66	2.00	✗	-15.84	6.71
BV213.05 HAS: Preventing Homelessness	2.00	2.00	✗	5.00	N/A
BV214.05 Repeat homelessness	0.00	1.00	✓	0.32	3.04

Housing					
	06/07 Outturn	06/07 Target	Performance Trend	All Eng Best Quartile	All Eng Av
BV063 Average SAP rating of LA dwellings	72.19	72.00	✓	69.00	66.00
BV064.02 Priv sec dwellings returned to occupation	13.00	13.00	■	77.00	74.00
BV066a.05 % Rent Collected / Rent Owed	96.00	98.90	✗	98.59	97.16
BV066b.05 % Tenants > 7wks Gross Arrears	1.74	1.90	✓	4.12	7.11
BV066c.05 % Possession Notices Served	48.98	56.50	✓	17.06	28.06
BV066d.05 % Tenants Evicted for Arrears	0.17	0.40	✓	N/A	N/A
BV074a Sat'n - tenants overall	86.10	85.00	✓	84.00	78.09
BV074b % Black and ethnic - Tenant sat'n	100.00	80.00	✓	82.00	70.52
BV074c % Non-black and ethnic - Tenant	86.60	85.00	✓	84.00	78.08
BV075 Satisfaction - participation	77.80	75.00	✓	69.00	62.99
BV075(i) Satn - Participation BEM	0.00	73.00	✗	71.00	59.08
BV075(ii) Satn Participation non-BEM	78.00	75.00	✓	70.00	63.12
BV164.02 CRE CoP / GPS	100.00	100.00	■	N/A	N/A
BV184a P'pn LA homes which were non-dece	17.00	17.00	✗	16.00	32.00
BV184b Change non-decent LA homes	-194.00	30.00	✓	28.30	20.90
BV212.05 Average Time to Re-let	26.00	35.00	✓	29.00	44.00










Housing Benefit and Council Tax Benefit					
	06/07 Outturn	06/07 Target	Performance Trend	All Eng Best Quartile	All Eng Av
BV076a Number of claimants visited	261.35	200.00	✓	N/A	N/A
BV076b Number of fraud investigators	0.28	0.30	n/a	N/A	N/A
BV076c Number of fraud investigations	56.44	40.00	✗	N/A	N/A
BV076d Number prosecutions & sanctions	12.56	9.00	✗	N/A	N/A
BV078a Ave time new claims (Cal days)	18.72	25.00	✓	26.40	34.50
BV078b Ave time for changes (Cal days)	6.45	8.00	✓	9.10	15.20
BV079a % Benefit calculations correct	99.40	99.00	✓	99.00	97.47
BV079bi.05 % HB Recovered: Overpayment	93.21	62.50	✓	79.39	69.53
BV079bii.05 % HB Recovered: Outstanding	26.95	20.00	✓	39.69	33.66
BV079biii.05 & HB O'Pay: Written Off	1.59	1.55	n/a	N/A	N/A








Leisure and Culture

	06/07 Outturn	06/07 Target	Performance Trend	All Eng Best Quartile	All Eng Av
BV170a Visits to / usage of museums	272.16	185.00	↑✓	952.00	839.00
BV170b Visits to museums in person	161.99	154.00	↑✓	523.00	632.00
BV170c Pupils visiting museums and galle	1489.00	1500.00	↑✓	8156.00	7153.00
BV219a.05 Conservation areas - number	9.00	9.00	n/a	N/A	N/A
BV219b.05 Cons. Areas - Char. Appr	0.00	20.00	→	31.81	23.00
BV219c.05 Cons. Areas - Mngmt Plans	0.00	0.00	→	7.70	9.00

Planning					
	06/07 Outturn	06/07 Target	Performance Trend	All Eng Best Quartile	All Eng Av
BV106 % New homes built on 'brownfield'	70.00	50.00	✓	96.47	77.01
BV109a.02 % Planning apps - major	73.00	60.00	➡	74.90	64.93
BV109b.02 % Planning apps - minor	77.00	65.00	✓	81.07	74.23
BV109c.02 % Planning apps - other	88.00	80.00	✓	91.39	86.49
BV200a.05 Plan making - development plan	100.00	100.00	➡	N/A	N/A
BV200b.05 Plan making - milestones	0.00	100.00	✗	N/A	N/A
BV200c.05 Plan making - monitor report	100.00	100.00	➡	N/A	N/A
BV204 % Planning appeals allowed	31.00	40.00	✓	N/A	N/A
BV205 Quality of Service checklist	94.00	94.00	✓	94.50	89.80

Waste and Cleanliness					
	06/07 Outturn	06/07 Target	Performance Trend	All Eng Best Quartile	All Eng Av
BV082ai.05 % H'hold Waste Recycled	43.95	18.00	✓	20.87	17.62
BV082aii.05 Tonnes H'hold Waste Recycled	9781.06	7560.00	✓	15126.10	16736.77
BV082bi.05 % H'hold Waste Compost	20.16	21.00	✗	13.05	8.95
BV082bii.05 Tonnes H'hold Waste Compost	8668.40	7913.00	✓	8770.30	9187.50
BV084a.05 Household Waste Collection	409.96	400.00	✗	393.60	438.40
BV084b.05 H'hold Waste % change	3.70	6.60	✗	-3.74	-0.99
BV086 Cost of waste collection / house	47.59	43.50	→	39.48	47.71
BV091a.05 % res's kerbside recyclables	97.00	97.00	✓	100.00	94.60
BV091b.05 % res's 2+ k'side recyclables	97.00	97.00	✓	100.00	90.80
BV199a.05 Street Dirtiness	7.12	12.00	✗	8.80	15.30
BV199b.05 Env. Cleanliness - Graffiti	1.88	2.00	✗	1.00	4.00
BV199c.05 Env. Cleanliness - Fly-Posting	0.52	2.00	✗	0.00	1.00
BV199d.05 Env. Cleanliness - Fly-Tipping	Not currently available	Not currently available	Not currently available	Not currently available	Not currently available

BV Satisfaction Survey			
	06/07 Outturn	06/07 Target	Performance Trend
BV003 % Satisfaction - council overall	50.00	72	
BV004 % Satisfaction -complaint handling	40.00	50.00	
BV089 % Satisfaction - Litter and Refuse	60.00	72.00	
BV090a Satisfaction - Refuse	66.00	92.00	
BV090b Satisfaction - Recycling	77.00	80.00	
BV119a.02 Satisfaction Sport users	60.00	67.00	
BV119c.02 Satisfaction Museum users	25.00	65.00	
BV119d.02 Satisfaction Theatre users	22.00	60.00	
BV119e.02 Satisfaction Park/Open Spc	75.00	78.00	

Benefits Satisfaction			
	06/07 Outturn	06/07 Target	Performance Trend
BV080a Benefit Svc Satisfaction: Contact	85.00	85.00	
BV080b Benefit Svc Satisfaction: Office	87.00	78.00	
BV080c Benefit Svc Satisfaction: Tel Svc	83.00	77.00	
BV080d Benefit Svc Satisfaction: Staff	89.00	87.00	
BV080e Benefit Svc Satisfaction: Forms	67.00	70.50	
BV080f Benefit Svc Satisfaction: Speed	83.00	80.00	
BV080g Benefit Svc Satisfaction: Overall	87.00	87.00	

Housing Satisfaction					
	06/07 Outturn	06/07 Target	Performance Trend	All Eng Best Quartile	All Eng Av
BV074a Sat'n - tenants overall	86.10	85.00	✓	84.00	78.09
BV074b % Black and ethnic - Tenant sat'n	100.00	80.00	✓	82.00	70.52
BV074c % Non-black and ethnic - Tenant	86.60	85.00	✓	84.00	78.08
BV075 Satisfaction - participation	77.80	75.00	✓	69.00	62.99
BV075(j) Satn - Participation BEM	0.00	73.00	✗	71.00	59.08
BV075(ii) Satn Participation non-BEM	78.00	75.00	✓	70.00	63.12

