



DERBY CITY COUNCIL

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# **PERFORMANCE PLAN 2005-06**

**June 2005**

Draft 4

## How to contact us

### About this plan...

Please tell us what you think about this plan as it will help us to develop our future performance plans and improve our services.

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Please tell us if you need this information making accessible for you if you are a disabled person.

Contact us on 256297

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### Hindi

यदि आपको इस दस्तावेज़ को पढ़ने या इसके किसी भाग का अनुवाद कराने के लिए सहायता चाहिए तो हम से सम्पर्क करें 01332 258422

### Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਪੜ੍ਹਨ ਲਈ ਜਾਂ ਇਸਦੇ ਕਿਸੇ ਭਾਗ ਦੇ ਅਨੁਵਾਦ ਕਰਾਨ ਲਈ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ 01332 258422

### Urdu

اگر آپ کو اس دستاویز پڑھنے میں مدد یا کسی حصہ کا ترجمہ کرانے کی ضرورت ہو،  
تو ہم سے رابطہ کریں، 01332 258422

## Introduction

Welcome to Derby City Council's Best Value Performance Plan, BVPP, for 2005-06.

In this plan, we report on our performance against the targets that we set in our 2004-05 BVPP.

In December 2004, the Audit Commission assessed the Council as 'excellent' in the latest round of the Comprehensive Performance Assessment, CPA. We hope this BVPP will show you some of the reasons why we received this rating. We have a number of very strong services and have thought about what our improvement priorities should be, both in terms of the services we deliver and how we will build our capacity to continue improvement through better management, systems and processes. We are also developing our approach to performance management further and this Plan is a key part of this.

Most importantly, the BVPP identifies those parts of our services we will improve and the targets that we will use to check the progress we are making. In this way, the Plan is at the heart of our performance management system. The targets it includes come from:

- the Council's Corporate Plan 2005-08 – see Part 3
- our Local Public Service Agreement, LPSA, 1 and 2 – see Part 3
- our Local Area Agreement, LAA – see Part 3
- the Best Value Performance Indicators – BVPIs. The Government has set a total of 92 BVPIs for unitary councils to help give a reasonably comprehensive picture of our performance and to promote accountability. The indicators also show trends in performance and provide comparisons with other councils, although local context and priorities should be taken into account.

### **Performance – some key messages**

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- Local Public Service Agreement 1, LPSA 1
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- Overview of our performance
- Reporting Performance – Best Value Performance Indicators, BVPIs
- 2005 - 08 Corporate Plan Priorities
  - o No schools in 'causing concern' categories
  - o A more sustainable Derby through increased recycling
  - o Raising educational achievement
  - o Modernising social care, including adult home care and the fostering service
  - o Improving customer service, in the city centre and locally
  - o Minimise increases in Council Tax and increase value for money from our services
- 2005 – 08 Corporate Plan Objectives
  - o To provide a stimulating and high quality learning environment
  - o Healthy, safe and independent communities
  - o A lively and energetic cultural life
  - o A diverse attractive and healthy environment
  - o A prosperous, vibrant and successful economy
  - o A shared commitment to regenerating our communities
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## **Part 1 – Vision and priorities**

# Vision and priorities



## Our vision, objectives, values and priorities for 2005-2006

### Our vision

To make Derby a modern, attractive city where people live safely, harmoniously and achieve their potential.

### Our objectives

Through our services and in partnership with others, we will provide:

- a stimulating and high quality learning environment
- healthy, safe and independent communities
- a lively and energetic cultural life
- a diverse, attractive and healthy environment
- a prosperous, vibrant and successful economy
- a shared commitment to regenerating our communities.



### Our priorities

Our top priorities for 2005-2006 are to work towards:

- no schools in 'causing concern' categories
- a more sustainable Derby through increased recycling
- raising educational achievement
- modernising social care
- improving customer service, in the city centre and locally
- minimise increases in Council Tax and increase value for money from our services.



### Our values

We will:

- be open, transparent and honest in everything we do
- value our employees in delivering services
- develop effective partnerships with all stakeholders, especially Derby's residents
- adopt new ways of working wherever these will help us do things better and provide value for money, customer focused services.



For more information about the Council's priorities and performance, contact the Strategic Planning and Performance Unit in the Chief Executive's Finance Directorate on 25 6297 or minicom only 25 8427

## **How we will deliver our vision and priorities**

Our vision describes the kind of city we want Derby to be. We will help the city to build on its strengths and take advantage of new opportunities to be a major player in the East Midlands. We already work with many partners to achieve this, and we will continue to do so. In particular, we will work closely with Derby City Partnership, DCP, - a voluntary alliance that involves organisations and communities in creating a better Derby - to deliver Derby's Community Strategy, the 2020 Vision.

Our vision is underpinned by seven objectives that will guide the services we provide over the medium term. These objectives describe how our services will contribute to improving the quality of life in Derby. Our services will work together across departments, and with different organisations and local people, to make Derby the pride of the East Midlands.

We have five priorities for 2005-06, in addition to our on-going commitment to provide value for money services and to minimise increases in Council Tax needed to provide the services that local people want. These are the specific services we most want to improve over the next year and where we expect people to see a difference as a result. They are related to issues of importance to local people and the need to provide more modern and effective services. We will continue to improve all our services but, to make major changes, we need to focus on a few key issues. We will look at our progress in tackling these priorities and move on to other issues when we have made and sustained the improvements we want to bring about. We have identified further priorities for the next two years so that we can prepare to deliver these too.



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## **Part 2 – Improvement planning**

## **Building for Excellence**

In 2003, we started a three year programme of improvement called 'Building for Excellence'. We established a programme to help the Council achieve an 'excellent' rating and to tackle any improvement areas the Audit Commission had identified. In December 2004, the Audit Commission judged the Council to be 'excellent', putting it among the top 41 unitary, metropolitan and county councils that have achieved an excellent rating.

The Audit Commission's inspectors saw the Building for Excellence programme as a key part of the Council's commitment to improve. The programme is a series of inter-related strategies through which we intend to deliver real improvements and change the way we deal with our customers and how we work.

While we have achieved an 'excellent' rating, it is important that we continue to manage our change and improvement in an organised way. We have therefore developed the programme – now called 'Building on Excellence' - to help us deliver excellent services to the citizens of Derby. We recognise continuous improvement is a feature of excellent councils.

Building on Excellence has three main aims, which are:

- creating a modern, high quality interface
- implementing business change, using new technology and modern approaches to work
- continuing to modernise the Council's structure to improve service quality, performance and accountability.

Building on Excellence is made up of five strategies. Each strategy has a series of projects under the overall Building on Excellence banner. We outline our progress on each of the strategy areas below.

### **For Customer Service we:**

- appointed a Corporate Customer Service Manager
- developed a Customer Service Strategy
- launched our Customer Service Standards
- reduced the number of Council Hotlines from 90 to 45
- started a programme of improvements to city centre reception areas
- have begun work on the development of a Contact Centre.

### **Under Procurement we:**

- developed a Procurement Guide
- implemented an e-Tendering solution
- appointed a Head of Procurement.

### **On Accommodation we:**

- developed a detailed feasibility study for new office accommodation on one site in the city centre including preliminary site layouts, construction and acquisition.

### **Under e-Derby and Business Improvement we:**

- implemented Internet payments
- developed and implemented e-Forms
- produced an A-Z and Frequently Asked Questions
- introduced 24 hour multi-language, touch-tone, telephone payments so people can make payments from home
- implemented electronic management of school admissions so we can manage and control all school admissions centrally
- installed a tourism destination management system providing information on facilities, what is happening in Derby and how to make bookings through a kiosk or the internet
- introduced a decision management system so the public can access meetings, agendas and minutes electronically.

### **Under People and Performance we:**

- developed and implemented a performance management system – ‘Performance Eye’
- established an Occupational Health Unit
- continued to reduce sickness absence.

## **Our Improvement Programme 2005/2006**

Even as an ‘excellent’ council, we are committed to ongoing improvement, and we have identified a number of areas for improvement in the coming year. We have grouped these areas of improvement under four main headings. These are:

- Change Management Reviews – using Business Process Re-engineering
- Gershon Efficiency Reviews
- Strategic Change Initiatives
- Performance Improvement Reviews.

Our programme for 2005/2006 aims to target our resources in areas with the most need of improvement or where we can achieve significant benefits by reviewing the areas.

The revised programme of reviews is summarised in the following table.

<b>Title</b>	<b>Type of Review</b>	<b>Start Date</b>
<b>Change Management Reviews</b>		
<b>Street care –</b>	Business Process Re-engineering	July 2005
<b>Environmental Health Services</b>	Business Process Re-engineering	Already started
<b>Parking Services</b>	Business Process Re-engineering	To be agreed
<b>Parks Services / Tree Advice</b>	Business Process Re-engineering	January 2006

## **Statement on contracts**

The government's review of Best Value reaffirmed the link between quality services under Best Value and good employment practices in service contracts. Councils should make sure that these good employment practices address the position of transferred staff and new employers that are taken on. This was formalised in a Code of Practice, annexed to ODPM Circular 03/2003, which councils should include in service contracts that involve the transfer of employees. The Code of Practice took statutory effect from March 2003.

The only council contract let during 2004-05 that involved the transfer of employees was the schools PFI contract. This incorporated into it the codes' requirement.

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## **Part 3 – Performance results and targets**

## **Performance – results and target**

In this BVPP, the performance we report includes:

- our performance in the Comprehensive Performance Assessment, CPA, in 2004
- our progress in achieving the actions identified in the Council's 2004-07 Corporate Plan
- the 12 targets in our Local Public Service Agreement, LPSA, which we are using to bring about improvements in 12 key areas.
- the targets for our Local Area Agreement, LAA.
- the actions needed to achieve the Council's priorities for 2005-06 and how progress against these actions will be measured.
- our performance across a range of services, as measured by the 2004-05 BVPIs and local performance indicators, and the targets we have set for continuing improvement.

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# Comprehensive Performance Assessment 2004

## Comprehensive Performance Assessment 2004



### How is Derby City Council performing?

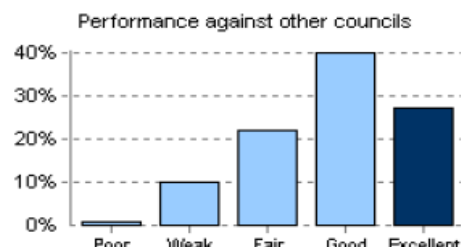
#### Overall Performance

excellent

**Derby City Council** has been measured as **excellent** in the way that it serves its local people. The chart opposite shows what share of councils also received this rating.

We reached this overall rating by looking at:

1. How **Derby City Council** is run; and
2. How **Derby City Council's** main services perform.



#### 1. How is Derby City Council run and what progress has the council made in the last year?

Derby City Council has changed from being good to excellent.

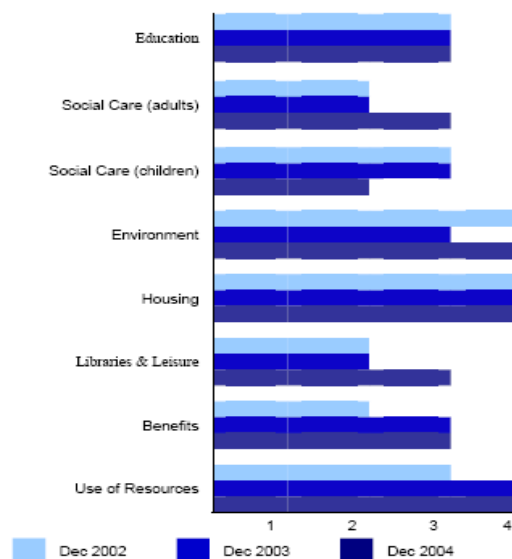
It has made improvements in libraries and leisure services and also in environment services. Education and social care services performance is generally positive but there are some areas of weaker performance. The council has maintained good performance in housing services. The council continues to invest to deliver its priorities and this has resulted in improved performance in areas such as planning and e-government. Capacity has been enhanced in relation to service access and the use of new technology. Despite recent improvements there remain some areas, such as recycling and benefits where performance indicators are still below the national average, in which the council needs to demonstrate further improvement. The inadequacy of buildings currently limits the council's ability to deliver its ambitions and future plans, although the accommodation strategy is making some progress. Partnership working is a strength both at a corporate and service level. The council is also improving its performance management systems. Based on current plans, the council is well placed to continue to improve the way it works and the services it provides to local people.

In December 2004 **Derby City Council** received a measurement of 3 out of 4 for the way it is run.

#### 2. How do Derby City Council's main services perform?

We have assessed core service performance in the service areas shown alongside. Each service is scored on a scale from 1 to 4, with 1 being the lowest and 4 being the highest. Education and social care are given more importance in reaching the overall service score than other areas.

Overall service performance **4** out of 4



## Review of the 2004-07 Corporate Plan

Last year's Corporate Plan included a range of actions we were taking to achieve the priorities we had set in that plan. The tables on the following pages show all the Corporate Plan actions. We have been monitoring our progress in achieving these actions quarterly over the last year.

Actions are grouped under the Council's priorities and corporate improvements at the time of the 2004-07 Corporate Plan. The tables describe what we said we would achieve and the indicators we have been using to measure our progress. Some of these indicators relate to existing performance measures, that is, BVPIs or LPSA targets whereas some were created specifically to monitor an action in the 2004-07 Corporate Plan.

The 'Commentary' column provides a summary of our performance, giving an account of the actions we have taken.

The 'How did we do' column provides an overall rating of our progress in achieving each of the actions up to 31 March 2005. The ratings are explained below.

- A** We have achieved more than we expected to achieve.
- B** We have achieved what we expected to achieve.
- C** We have achieved less than we expected to achieve.

This table presents a summary of performance.

	<b>A</b>	<b>B</b>	<b>C</b>	<b>N/a</b>	<b>Total</b>
<b>Number</b>	0	26	8	1	34
<b>Percentage</b>	0%	76%	24%	-	100%

\*N/A figure is not included in the percentage calculations

Priority 1	Minimise increases in Council Tax and increase value for money from our services			
Ref	Actions undertaken	Measure	How did we do	Commentary
1.1a	Prepare Council budgets working to guideline cash limits	Set Council Tax for 2004-05 which is: <ul style="list-style-type: none"> <li>• consistent with consultation limit of 5% increase</li> <li>• supported by budgets with evidence of efficiency savings</li> </ul> Deliver actual net 2004-05 spending no greater than budget requirement.	B	Council Tax was set at below 5% for 2004-05.  Overall spending is within target.  Planning for 2005-06 to 2007-08 budgets has enabled Council to deliver a budget based on 4.4% Council Tax increase for 2005-06. Efficiency approach has latterly enabled Council to submit a Gershon efficiency statement detailing 2.5% efficiencies for 2005-06
1.1b	Scrutinise budget proposals including peer review process			
1.1c	Corporate budget reviews extending beyond budget process			

<b>Priority 2</b>	Tackle under-achievement in schools, in particular by helping schools come out of special measures or serious weakness and preventing other schools entering these categories			
<b>Ref</b>	<b>Actions undertaken</b>	<b>Measure</b>	<b>How did we do</b>	<b>Commentary</b>
2.1	Work with schools to monitor and identify strengths and weaknesses.	Number of schools in Ofsted special measures	B	Two schools are in special measures. Two have serious weaknesses.
2.2	Compile, implement and monitor action plans which address school needs.	Number of schools in serious weakness		Three schools have been removed from special measures. Termly action plans and reports/reviews have taken place.
2.3	Target staff and other resources at identified needs	<p>Frequency of reporting on action plans for schools causing concern</p> <p>Percentage of inspections/visits that were satisfactory or better</p> <p>Percentage of HMI visits to schools in special measures or serious weakness where progress is satisfactory or better</p> <p>Number of schools identified by the LEA as priority schools</p>		<p>Progress in schools is reviewed each term.</p> <p>90% of inspections were satisfactory or better</p> <p>70% of schools were found to be satisfactory or better during HMI visits</p> <p>13 schools have been identified by the LEA as priority schools</p>

Ref	Actions undertaken	Measure	How did we do	Commentary
2.4	Disseminate identified good practice	<p>Updating of good practice publication 'It Works For Us'</p> <p>Attendances at Education Service course and conference programme events</p> <p>Maintenance of curriculum and leadership networks for school staff</p> <p>Support and deployment of Advanced Skills and Leading Teachers</p>	B	<p>We identified areas of good practice have been and circulated these to all schools. We launched a good practice website.</p> <p>We sustained high levels of attendance at Education Action Zones, EAZ, and Excellent Cluster, EC, conferences throughout the academic year 2003/04 with further opportunities being developed for the current year.</p> <p>Curriculum and leadership networks for school staff have been maintained over the year and new networks added for coaching and senior leadership.</p> <p>22 Advanced Skills and Leading Teachers have been appropriately deployed over the year and termly impact reports have been produced indicating positive results.</p>

<b>Priority 3</b>	Promote the city as a major force for industry, commerce, culture and tourism throughout the country and as an equal participant within the East Midlands region			
<b>Ref</b>	<b>Actions undertaken</b>	<b>Measure</b>	<b>How did we do</b>	<b>Commentary</b>
3.1	Publish 3 Cities development strategy	Secure grant Publish strategy		The ERDF INTERREG IIIB grant was secured. The funding enabled the 3 Cities Town Net Project to produce the Investment Promotion Strategy, which was published in October 2004.
3.2	Implement key development projects	Riverlights reserved matters approval Riverlights start on site  Westfield reserved matters approval Westfield start on site	B	Planning Control Committee gave 'reserved matter' approval for the Riverlights development – October 2004 Development is expected to start October 2005  Planning Control Committee gave 'reserved matter' approval for the Westfield Development – July 2004 Development started February 2005
3.3	Assist delivery of Cityscape development programme	Complete EDAW master plan	B	Derby Cityscape master plan was launched in January 2005
3.4	Design, build and commission Quad, Derby's Visual Arts and Media Centre	Publication of detailed design  Building built Building in use	C	The funding package is now being prepared. The detailed design will be published as part of the planning permission process in July 2005. Construction will be complete in 2007. Doors will be open in January 2008.
3.5	Contribute to DCP Marketing Strategy	Establish structure and funding plan Produce Marketing Strategy	C	Delays due to external funding constraints have led to a change in direction for the project. Therefore the DCP Marketing Strategy will now be prepared in December 2005.

<b>Priority 4</b>	Continue plans to remove traffic from city centre streets, where this helps people make better use of the city centre, and improve transport choice by completing Connecting Derby – the city centre transport plan			
<b>Ref</b>	<b>Actions undertaken</b>	<b>Measure</b>	<b>How did we do</b>	<b>Commentary</b>
4.1	Completing Connecting Derby	Complete works in Victoria, Albert Street, Strand, Bold Lane Submit planning application for remainder Complete design Substantial project completion	B	Work on Victoria Street and Albert Street was completed in November 2004. A planning application for the remainder of the works was accepted February 2005.
4.2	Build new bus station	Start on site Operational	C	Work on the new bus station has been delayed. It is due to be operational in Autumn/Winter 2007.
4.3	Prepare next Local Transport Plan, LTP	Draft LTP Policy Framework Submit LTP	B	A draft Local Transport Plan Policy Framework was draft and is on track for submission in July 2005.

<b>Priority 5</b>	Develop an integrated management system for the city and district centres to improve their attractiveness and viability			
<b>Ref</b>	<b>Actions undertaken</b>	<b>Measure</b>	<b>How did we do</b>	<b>Commentary</b>
5.1	Progress Allenton District Centre and Alvaston District Centre Improvement projects	Allenton environmental works complete Complete options appraisal on Allenton neighbourhood base and library Alvaston proposals	B	The first improvement works at Allenton were completed in July 2004. Options for a new Allenton Library are now being pursued through the libraries PFI bid. The results are expected at by the end of June.
5.2	Plan for the improvement neighbourhood libraries	Complete options appraisal for Mickleover Develop proposal for Derwent.	B	Mickleover library will be the first library to be replaced under the neighbourhood library renewal programme. The target opening date is Spring 2007.  The Derwent project was delayed by six months to enable the Primary Care Trust, PCT, to raise the necessary capital finance. The project is now going ahead and the library is expected to open together with the Healthy Living Centre in August 2006.
5.3	Identify and bid for sources of funds, such as PFI, to invest in a replacement Central Library	Preparation of outline business case	B	Expression of interest submitted, awaiting Government decision at the end of June 2005 to proceed to Outline Business Case.
5.4	Review and re-establish arrangements for City Centre Management	Develop new CCMT proposal Establish structure Recruit relevant staff	C	CCMT is to be re-launched under a service level agreement between the Council and the Chamber of Trade. This will include development and implementation of our Business Improvement District proposal, and integration of CCM functions with the BID company. Completion by June 2006.
5.5	Deliver street lighting PFI contract	Approved outline Business Case Contract starts in 2005-06	B	The street lighting PFI was approved in November 2004.



<b>Priority 6</b>	Continue to expand doorstep recycling and other recycling activities			
<b>Ref</b>	<b>Actions undertaken</b>	<b>Measure</b>	<b>How did we do</b>	<b>Commentary</b>
6.1	Introduce four new rounds of recycling	Rounds introduced	B	Scheme rolled out to a further four areas.  Scheme will continue to expand in 2005-06.
6.2	Secure a new composting contract	Let contract  Operational	B	Contract let, contractor awaiting planning approval for new site. Subject to approval, site development will start at the end of 2005 and collections of green waste from spring 2006.
6.3	Start a long-term waste treatment and disposal contract	Seek expressions of interest Start contract	B	Long-term PFI contract for waste treatment and disposal is being developed with Derbyshire County Council.

<b>Priority 7</b>	Develop plans to modernise the fostering service and residential and community care for adults to meet the level of demand and the requirement of the National Care Standards Commission			
<b>Ref</b>	<b>Actions undertaken</b>	<b>Measure</b>	<b>How did we do</b>	<b>Commentary</b>
7.1	Develop and implement a new strategy to recruit and retain foster carers, manage through a five-year plan	<p>Numbers of foster carers - 100.</p> <p>Reduction in use of Independent Foster Agencies – 40.</p> <p>Reduce proportion of children looked after with three or more placements a year;</p> <p>PAF A1/BV49 –10%.</p> <p>Reduction in number of Children Looked After – 383.</p> <p>Reduction in social work vacancies – 14%.</p>	B	<p>In 2004-05: Numbers of foster carers - 118.</p> <p>Reduction in use of Independent Foster Agencies – 41.</p> <p>Reduce proportion of children looked after with three or more placements a year; PAF A1/BV49 – 8.40%.</p> <p>Reduction in number of Children Looked After – 368.</p> <p>Reduction in social work vacancies – 13.58%.</p>
7.2	Implement a change programme for home care to make best use of the skills and resources of the service, in line with national and local priorities managed through a five year plan	<p>Increase intensive home care; PAF C28 / BV53 – 10.</p> <p>Increase direct payments; PAF C51 – 80.</p> <p>Reduce low level care; PAF C32 / BV54 – 110.</p> <p>Out of hours management cover in place.</p> <p>Prevention Strategy in place.</p>	B	<p>In 2004-05: Increase intensive home care; PAF C28 / BV53 – 10.40.</p> <p>Increase direct payments; PAF C51 – 87.5.</p> <p>Reduce low level care; PAF C32 / BV54 – 107.80.</p> <p>An action plan is in place to meet the out of hours management cover by 30 June 2005.</p> <p>A Best Value Review of Home Care for Older People is considering options for putting on place a Prevention Strategy.</p>

<b>Priority 8</b>	Enhance our community leadership role both at strategic and neighbourhood level, through partnership working and listening to, and communicating with, the public			
<b>Ref</b>	<b>Actions undertaken</b>	<b>Measure</b>	<b>How did we do</b>	<b>Commentary</b>
8.1	We will develop an area planning process to put in place profiles and plans with measured input from key partners and from local residents. Plans will be used as planning documents across the partner organisation	Area profiles in place Area and neighbourhood plans in place – phase 1 Area and neighbourhood plans in place – phase 2	C	Neighbourhood profiles will be published in 2005-06.
8.2	Develop area panels and the good practice guide	Implement new area panel procedures. First resident networks in place. Review / renew procedures. Five resident networks in place. Review / renew procedures.	B	In 2004-05 we reviewed the way area panels operate and produced a good practice guide outlining area panel procedures.
8.3	Implement a central support service to promote good practice in consultation	Increase in volume and breadth of demand on Consultation Support Team and its products – number of calls for assistance; target 60 calls	B	Requests for assistance from council services and partners have been increasing and training is provided. 72 calls for assistance were received in 2004-05, which was greater than the target set.
8.4	Achieve a co-operative approach with partners to develop and uphold good practice	Increase in volume of work from DCP partners using guidelines and quality framework		
8.5	Achieve a quality framework which guides consultation projects	Establish assessment process % of assessed projects meeting guidelines	C	Training and good practice guides are used to support quality, but an assessment framework has not yet been developed.
8.6	Show effectiveness of consultation on influencing policy and service	Log and monitor the changes brought about as a result of consultation Roll out to all the Derby Consultation Finder projects	C	This has not yet been achieved because of insufficient resources available.

<b>Priority 9</b>	Make sure we respond to people's needs appropriately, on time and first time, by developing a customer focused culture, using new technology and investing in our buildings to provide modern working environments for service delivery and employees			
<b>Ref</b>	<b>Actions undertaken</b>	<b>Measure</b>	<b>How did we do</b>	<b>Commentary</b>
9.1	Develop and launch a Corporate Customer Service Strategy	Report to Cabinet Launch event	B	Customer Service Strategy and Standards have been developed and launched.
9.2	Appoint a Customer Services Manager to implement the Corporate Customer Service Strategy and introduce a customer care culture	Appointment made	B	A Corporate Customer Service Manager has been appointed.
9.3	Develop the Accommodation Strategy to provide for a contract centre and new office accommodation	Report to Cabinet	B	A feasibility study for the new office accommodation has been developed.
9.4	Restructure and redevelop telephone handling systems	Rationalise hotlines Develop mini telephone centres Corporate customer contact centre introduced	B	Hotlines have been reduced from 90 to 45.
9.5	Develop customer service training programmes for all employees	Training courses delivered		
9.6	Continue to develop the Sinfin Neighbourhood base through the provision of an ICT project, enabling access and information through satellite links	ICT kiosk in place	B	A kiosk is about to be launched in Sinfn.
9.7	Set up ICT based access kiosks in Osmaston/Allenton	ICT kiosk in place	C	This has been deferred pending evaluation of the success of the Sinfin kiosk pilot initiative.

<b>Priority 10</b>	Decide planning applications more quickly, while maintaining the quality of decision-making within a framework for the sustainable economic, environmental and social development of Derby			
<b>Ref</b>	<b>Actions undertaken</b>	<b>Measure</b>	<b>How did we do</b>	<b>Commentary</b>
10.1	Implement Development Control/Planning Delivery Action Plan	Web access to Development Control Service  Development Control performance targets	B	We can now receive applications and fees through the Planning Portal. The website has been improved by the addition of an appeals register, a monthly list of decisions and the list of Committee items with reports and site plans.  The performance in 2004-05 for processing of major applications has improved since 2003-04 although the target was not met. Performance on minor applications was slightly under target but we were on target for the 'other' category of applications.
10.2	Implement first stages of Local Development Framework	Publish and consult on Local Development Scheme	B	The draft Local Development Scheme was approved November 2004 with the final Strategy submitted to Government in March 2005.
10.3	Complete Best Value review for Development and Building Control	Final Best Value review report Monitor Improvement Plan	B	Review was completed in June 2004 and findings have been reported to Cabinet. The action in the improvement plan will continue to be monitored and a further report will go to Cabinet shortly.

**DRAFT**

# LPSA 1

## Local Public Service Agreement - LPSA

A Local Public Service Agreement – LPSA - was signed between the Council and the Government to run from 1 April 2002 until 31 March 2005.

The LPSA included twelve targets covering agreed national and local priorities covering education, transport, crime reduction, health and social services where the council and its partners agreed to try and improve upon planned performance during the period of the LPSA by delivering enhanced outcomes, known as stretch targets. In return the council received a sum of pump-priming money, intended to help deliver service improvements to achieve the targets, and the offer of a reward grant payable at the end of the Agreement based upon the level of performance in achieving the stretch targets. The maximum reward grant available to Derby is £5,439,425. It is divided equally among the targets meaning each can earn up to £453,285 in reward grant. Where a target has sub-targets, the amount for the target is sub-divided equally amongst the sub-targets, unless otherwise stated.

Overall Derby has been successful in achieving in full the following targets, each earning 100 percent of the potential reward grant available for that target:

- **Target 3** Improving access to libraries in Neighbourhood Renewal Areas
- **Target 5** Increase Carelink service to help the elderly and vulnerable live at home.
- **Target 6** Improving skills of care leavers by increasing numbers entering education, training and employment
- **Target 7** Secure brownfield housing development
- **Target 9** Increase access to benefit s
- **Target 10** Increase household waste recycling and composting
- **Target 11** Reduce the time taken to Remove abandoned vehicles
- **Target 12** Cost Effectiveness

A number of targets delivered improved performance, above what would otherwise have been achieved without the LPSA, in part but not all of the targeted areas, earning a proportion, but not all of the reward grant for that target. These include:

- **Target 1:** Tackling under achievement in 20 target schools achieved 2 out of 7 sub-targets

No reward grant was achieved on the following targets:

- **Target 4** Increase our use of adoption for children in need of permanency
- **Target 8:** Number of people killed and seriously injured

## LPSA 1

The final position for target 2 – Increase attendance in Derby schools – depends on performance in the 2004-05 academic year and will not be known until July 2005.

It is expected that this performance will qualify us for around 70% of the performance reward grant available, equivalent to about £3.8 million – this may be increased depending on our achievement against target 2. However both our performance and grant entitlement remain subject to audit verification. The overall summary of performance for each headline target and the sub target performance indicators is shown in table form below:

Description	Ref	Indicator	Target	Actual	Qualifies for PRG		Page #
Tackling under achievement	1.1.1	Percentage of pupils attaining at least Level 4 in English at Key Stage 2	80.00	56.00	X	0.00	
	1.1.2	Percentage of pupils attaining at least Level 4 in Mathematics at Key Stage 2	80.00	53.00	X	0.00	
	1.2.1	Percentage of pupils attaining level 5 in each of English at Key Stage 2	25.00	12.00	X	0.00	
	1.2.2	Percentage of pupils attaining level 5 in each of Mathematics at Key Stage 2	30.00	15.00	X	0.00	
	1.3.1	Percentage of pupils attaining at least level 5 A*-G at GCSE including English and Mathematics at KS4	35.00	77.00	√	100.00	
	2.1.1	Percentage of pupils attaining at least level 5 in Mathematics at Key Stage 3	59.00	54.00	X	0.00	
	2.1.2	Percentage of pupils attaining at least level 5 in English at Key Stage 3	47.00	54.00	√	100.00	
Increase attendance	2/12.4	Percentage attendance of Derby secondary schools as defined by DfES	92.20	Available July 2005	N/K	N/K	
Improving access to libraries	3.1	The number of physical visits to public library premises in NRF Zones	250,000	369,594	√	100.00	
	3.2	Visits by children to libraries in NRF Zones	91,000	151,450	√	100.00	
Increase our use of adoption	4.1	Adoptions of children looked after cumulatively	133	123??	X	0.00	
	4.2	Number of adopted applicants approved cumulatively	93	66	X	0.00	



## LPSA 1

Description	Ref	Indicator	Target	Actual	Qualifies for PRG		Page #
Increase Carelink service	5.1	Number of lifelines used by people aged 65 and over	1,170	1,287	√	100.00	
	5.2 (BV53)	Number of households receiving intensive homecare per 1,000 population aged 65 and over	10.0	10.4	√	100.00	
	5.3	Incidence of hypothermia and falls per 1,000 people aged 75 and over	19.9	20.6	√	100.00	
Improving skills of care leavers	6 (BV161)	Percentage of looked after children engaged in employment, education or training at age 19	75.00	89.50	√	100.00	
Secure brownfield development	7.1	Percentage of new homes built on previously developed land, average over period of LPSA	46.00	55.20	√	100.00	
	7.2 (BV106)	Percentage of new homes built on previously developed land	53.00	53.43	√	100.00	
Reduce road casualties	8	Number of people killed and seriously injured	111	118		0.00	
Increase access to benefit	9.1	Number of people receiving benefits advice	2,580	3,410	√	100.00	
	9.2	Number for new or corrected out of work benefits entitlements awarded	229	298	√	100.00	
	9.3	Number for new or corrected work benefits entitlements awarded	40	47	√	100.00	
Increase recycling and composting	10	Percentage of waste composted or recycled	30.00	37.58	√	100.00	
Removal of abandoned vehicles	11	Time taken to remove vehicles classed as being abandoned	95.00	95.00	√	100.00	
Cost effectiveness	12	Overall annual improvement in cost-effectiveness of 2% or more	108	> 108 <sup>1</sup>	√	100.00	

# Additional data is available for indicators at the page listed.

1 Awaiting confirmation of final cost index to calculate overall performance but indications are that 100% reward grant will be achieved for this target.

## LPSA 1

Notes: Conditions apply on the following targets \*:

**Target 4\*:** No performance reward grant will be payable on this target if the average proportion of placements disrupted over the period of the LPSA, 2002-03 to 2004-05, exceeds 7%. Social Services have confirmed that 7.3% of placements were disrupted which is 9 out of a total of 123 placements.

**Target 6\* :** Performance Reward Grant for this target is dependent on Derby maintaining contact, as defined by Department of Health statistical collection OC3 2004-05, with no less than 85% of those recorded on the return. If this condition is not met, no reward grant is payable in respect of this target. Social Services have confirmed that we have maintained 100% contact.

**Target 9\*:** performance reward grant for this target will be split amongst the indicators as follows:

People receiving benefits	=	40%
New or corrected entitlements to out of work benefits	=	40%
New or corrected entitlements to in work benefits	=	20%

**Target 12\*:** Performance reward grant is payable for scores exceeding 106 on the measure for cost effectiveness for the third year of the agreement, equivalent to a 2% improvement each year. Maximum grant is available for a value of 108 or better, with no minimum threshold to qualify for reward grant.

## LPSA 2

The Council, with the support of partner organisations through the Derby City Partnership, is negotiating a second generation LPSA – LPSA2 – with the Government. This should cover the three years up to March 2008. LPSA2 will help to take forward the Council's priorities and those of the City Partnership, as given in the Community Strategy and our Local Area Agreement, LAA. We are now developing targets that will improve outcomes across a range of areas, including educational attainment, more independent living for vulnerable younger and older people, less crime and anti-social behaviour, healthier lifestyles, and a more attractive environment.

When agreement is reached on LPSA2 targets, these will be included in our performance reporting and management framework and integrated into the LAA and revised Community Strategy for 2006-09.

# Local Area Agreement - LAA

## What our LAA is about

Derby's Local Area Agreement – LAA – was signed with the Government on 22 March 2005. We are one of just 21 areas to pilot the Government's new concept of Local Area Agreements – LAAs from 2005-06. Although LAAs are very much a multi-agency and a partnership approach, developed here through Derby City Partnership, DCP, the Council is the 'accountable body' for the agreement. The LAA will play an important part in our performance management framework.

LAAs are intended to allow local areas, such as Derby City, to use Government funding more flexibly, with fewer conditions, within and across agencies in pursuit of agreed outcomes. They represent an agreement on priorities for the local area. LAAs should also lead to less monitoring and reporting of outcomes to Government. The LAA will last for three years, in the first place, but with a yearly review.

## What we want to achieve

Derby's LAA is based on the three core blocks the Government expects to see in all LAA:

- Children and Young People
- Safer and Stronger Communities
- Healthier Communities and Older People.

For each block, we have agreed outcomes, indicators and targets and have identified the funding streams that we need to achieve those outcomes, most of which will be 'pooled' through the LAA. We have drawn these outcomes from the priorities of the Community Plan – Derby's 2020 Vision.

Table 'XX' shows some of the outcomes we hope to take forward through our LAA. We have adopted the five, high-level outcomes from the Children Act across all three blocks of our LAA, to draw out cross-cutting issues better. We will use our LAA to narrow the gap between Derby's communities and will use neighbourhood renewal funding to do this. We expect to finalise the floor targets we will include in the LAA to measure our success in 'narrowing the gap' by September 2005.

You can find a full copy of the agreement can be found on Derby City Partnership's website at: [www.derbyes.co.uk](http://www.derbyes.co.uk).

## Performance management of the LAA

We have listed each outcome and indicator and show the lead agency from the partnership that is responsible for monitoring and managing performance, table 'YY'. In most cases the LAA uses existing indicators. Where the Council is the lead agency, we have cross-referenced this to where you can find more information about performance against that BVPI or local indicator.

Effective performance management has an important role to play in delivering and further developing our LAA - and in achieving reductions in the extent of reporting to central

government. The basic elements will be a six monthly report to Government Office for the East Midlands – GOEM – and exceptions reports on a quarterly basis to Council Cabinet, partners and DCP. We have developed a protocol with DCP to enable us to manage performance in partnership.

### **Further developing our LAA**

In the first year of the LAA, change will be evolutionary. As a pilot, both the Government and the Council will want to learn:

- how effective LAAs are in practice
- what further work the Government needs to do cut bureaucracy and unnecessary constraints on local action, and
- how we and our partners can make best use of the freedom and flexibilities available through the LAA.

We will review the LAA for 2006-07 onwards, taking account of the review of the Community Strategy that DCP and the Council will carry out during 2005. Progress in achieving better outcomes in 2005-06 will be an important part of this.

## The main outcomes flowing from Derby's Local Area Agreement

The five high-level outcomes:	Children and Young People	Safer and Stronger Communities	Healthier Communities and Older People
<b>STAY SAFE</b>	<p>Better support to families with young children in disadvantaged areas</p> <p>Safer roads for young people</p> <p>Safe environments for vulnerable children and young people</p>	<p>Reduce crime</p> <p>Reassure the public by reducing the fear of crime and anti-social behaviour</p> <p>Reduce the harm caused by illegal drugs</p>	<p>People are helped to stay out of hospital where admission is avoidable</p> <p>People with chronic health problems are able to leave hospital earlier when medically safe to do so</p>
<b>BE HEALTHY</b>	<p>Improving the health of young children</p> <p>Fewer teenage pregnancies, reduced conceptions and better support for teenage parents</p>	<p>Cleaner, greener and safer public places</p>	<p>Increased life expectancy at birth</p> <p>Reduction in health inequalities gap between neighbourhood renewal areas and overall population</p>
<b>ENJOY AND ACHIEVE</b>	<p>A good start to children's education and development</p> <p>Improved attainment at KS 1-3, in particular children in the bottom quartile</p> <p>Improvement in school attendance</p> <p>Reduced obesity in children under 11</p>	<p>Improved quality of life for people in disadvantaged neighbourhoods, narrowing the gap with other areas of the city</p>	<p>Older people are helped to live at home longer</p> <p>Increased independence and social inclusion of people with learning disabilities and other complex needs</p>
<b>ECONOMIC WELL BEING</b>	<p>Better opportunities for young children in 14-19 phase of education</p> <p>Increased childcare facilities</p>	<p>Increased entrepreneurial activity in deprived areas</p> <p>Increased opportunities for people in deprived areas to benefit from economic growth</p> <p>Strengthened competitiveness through support and development for business</p> <p>More inclusion of communities within their neighbourhoods</p>	<p>Reduction in worklessness among target groups</p>
<b>MAKE A POSITIVE CONTRIBUTION</b>	<p>Better behaviour in mainstream school environments</p>	<p>Local people are more involved in decision making</p>	<p>Increased volunteering around older people</p>

# LAA

## Children and Young People

Ref	High Level Outcome	Indicator	Target	Timescale	Page No. #
1.	<b>Stay Safe</b>	Number of families with up to date information about services in Sure Start areas	100% of families with new babies visited in first two weeks of babies life and given information	2005-06	
2.	<b>Stay Safe</b>	Number / proportion of mothers continuing to smoke during pregnancy in Sure Start areas	2% reduction compared to the previous year	2005-06	
3.	<b>Stay Safe</b>	Proportion of re-registrations on the child protection register	17% of total registrations	2005-06	
4.	<b>Be healthy</b>	Proportion of mothers breastfeeding at birth and six weeks in Sure Start areas	2% increase compared to baseline (2004-05 where available)	2005-06	
5.	<b>Be healthy</b>	Under 18 conception rate (BV 197 – Community Strategy 2003-06)	28.2% reduction compared to 1998 baseline	2005-06	
6.	<b>Enjoy and achieve</b>	Level of development at Foundation Stage: <ul style="list-style-type: none"> <li>• City wide</li> <li>• 20% most disadvantaged</li> </ul>	<ul style="list-style-type: none"> <li>• Average score 5.7</li> <li>• Average score 3.0</li> </ul>	2005-06 (academic year)	
7.	<b>Enjoy and achieve</b>	Percentage of children who achieve L2B+ at KS1 (LPSA2 T1)	<ul style="list-style-type: none"> <li>• Reading 74%</li> <li>• Writing 68%</li> <li>• Maths 79*</li> </ul>	2005-06 (academic year)	
8.	<b>Enjoy and achieve</b>	Proportion of pupils in 20 lowest performing schools who attain L4+ at KS2 (LPSA2 T1)	<ul style="list-style-type: none"> <li>• English 60%</li> <li>• Maths 56%</li> </ul>	2005-06 (academic year)	
9.	<b>Enjoy and achieve</b>	Conversion rate from L3 to L5 at KS2 (LPSA2 T2)	<ul style="list-style-type: none"> <li>• English 34%</li> <li>• Maths 38%</li> <li>• Science 14%</li> <li>• Overall 29%</li> </ul>	2005-06 (academic year)	

# Additional data is available for indicators at the page listed

# LAA

Ref	High Level Outcome	Indicator	Target	Timescale	Page No. #
10.	<b>Enjoy and achieve</b>	Percentage of pupils attaining L4 or above in KS2	<ul style="list-style-type: none"> <li>English 78%</li> <li>Maths 78%</li> </ul>	2005-06 (academic year)	
11.	<b>Enjoy and achieve</b>	Percentage of 14 year old pupils attaining L5 or above at KS3 (BV 181 a/b)	<ul style="list-style-type: none"> <li>English 76%</li> <li>Maths 75%</li> </ul>	2005-06 (academic year)	
12.	<b>Enjoy and achieve</b>	Percentage of half days missed due to total absence (LPSA T2 – defined ‘as per DfES returns’. Targets quoted from 2003-06 Community Strategy)	<ul style="list-style-type: none"> <li>Secondary 8.10%</li> <li>Primary 5.23%</li> </ul>	2005-06 (academic year)	
13.	<b>Enjoy and achieve</b>	Percentage of five to fifteen year olds spending 2 hours each week on high quality PE and school sport, within and beyond the curriculum (LPSA2 T7 – PESSCL survey)	<ul style="list-style-type: none"> <li>75%</li> </ul>	2005-06 (academic year)	
14.	<b>Enjoy and achieve</b>	Percentage of 5 to 15 year olds participating in 7 hours or more physical activity per week	<ul style="list-style-type: none"> <li>Baseline to be established</li> </ul>	2005-06 (academic year)	
15.	<b>Achieve economic well-being</b>	Percentage of 16 to 18 year olds not in employment, education or training (Community Strategy 2005-06)	<ul style="list-style-type: none"> <li>9%</li> </ul>	2005-06	
16.	<b>Achieve economic well-being</b>	Teenage mothers benefiting from employment, education or training	<ul style="list-style-type: none"> <li>33%</li> </ul>	2005-06	
17.	<b>Achieve economic well-being</b>	Stock of high quality childcare places for 0 to 14 year olds	<ul style="list-style-type: none"> <li>517 new places</li> </ul>	2005-06	
18.	<b>Achieve economic well-being</b>	Annual turnover of childcare providers compared to the previous year	<ul style="list-style-type: none"> <li>25% reduction in childminding turnover</li> <li>20% reduction in day care turnover</li> </ul>	2005-06	
19.	<b>Achieve economic well-being</b>	Stock of childcare places - childminding	<ul style="list-style-type: none"> <li>Disadvantaged areas – 450</li> <li>Other areas – 769</li> <li>Total - 1219</li> </ul>	2005-06	

# LAA

Ref	High Level Outcome	Indicator	Target	Timescale	Page No. #
20.	<b>Achieve economic well-being</b>	Stock of childcare places - daycare	<ul style="list-style-type: none"> <li>Disadvantaged - 1621</li> <li>Other – 1382</li> <li>Total - 3003</li> </ul>	2005-06	
21.	<b>Achieve economic well-being</b>	Number of children reached by children's centres	<ul style="list-style-type: none"> <li>6192</li> </ul>	2005-06	
22.	<b>Achieve economic well-being</b>	Number of full daycare places in Children's Centres	<ul style="list-style-type: none"> <li>293</li> </ul>	2005-06	
23.	<b>Achieve economic well-being</b>	Childcare places for children under 4	<ul style="list-style-type: none"> <li>70</li> </ul>	2005-06	
24.	<b>Achieve economic well-being</b>	L4 qualifications for childcare workers	<ul style="list-style-type: none"> <li>12</li> </ul>	2005-06	
25.	<b>Achieve economic well-being</b>	Percentage of 3 and 4 year olds with SEN in early years settings (referred and supported)	<ul style="list-style-type: none"> <li>2.5% increase compared to 2004-05 baseline</li> </ul>	2005-06	
26.	<b>Make a positive contribution</b>	Number of permanent exclusions (LPSA T2 – defined 'as per DfES returns)	<ul style="list-style-type: none"> <li>79</li> </ul>	2005-06 (academic year)	
27.	<b>Make a positive contribution</b>	Number of bullying incidents recorded by schools	<ul style="list-style-type: none"> <li>10% increased to baseline (<i>clarify baseline – 2004-05?</i>)</li> </ul>	2007-08 academic year)	
28.	<b>Make a positive contribution</b>	Number of schools accredited to Healthy Schools standard	<ul style="list-style-type: none"> <li>13 more compared to 2004-05 (<i>check baseline</i>)</li> </ul>	2005-06 (academic year)	



# LAA

## Safer and Strong Communities

Ref	High Level Outcome	Indicator	Target	Timescale	Page No. #
29.	<b>Stay safe</b>	British Crime Survey – BCS – overall comparator crime figures	Achieve a 20% reduction compared in 2003-04 baseline – 17,165 crimes	2007-08	
30.	<b>Stay safe</b>	BCS comparator crimes by category	<ul style="list-style-type: none"> <li>• Common assault – 595</li> <li>• Wounding – 3627</li> <li>• Robbery – 504</li> <li>• Criminal damage – 5111</li> <li>• Interference with vehicle – 427</li> <li>• Theft from vehicle – 2592</li> <li>• Theft of vehicle – 916</li> <li>• Theft from person – 994</li> <li>• Domestic burglary – 1831</li> <li>• Theft of pedal cycle - 568</li> </ul>	2007-08	
31.	<b>Stay safe</b>	Problematic drug users receiving treatment	1,238	March 2008	
32.	<b>Stay safe</b>	Youth crime re-offending rates (based on Criminal Justice Board cohort methodology)	5% annual reduction	2005-06 and on-going	
	<b>Stay safe</b>	Number of new entrants to criminal justice system	5% reduction	By March 2008	
33.	<b>Stay safe</b>	Incidents of anti-social behaviour	18% reduction – categories to be defines	2007-08?	
34.	<b>Stay safe</b>	Fear of crime / anti-social behaviour in neighbourhoods – to be defined as per LPSA2 T9	To be agreed as part of LPSA2	2007-08	
35.	<b>Be healthy (cleaner, greener, safer public places)</b>	Incidence of fly tipping, fly posting and graffiti – LPSA T12	To be agreed as part of LPSA2	2007-08	

# Additional data is available for indicators at the page listed

# LAA

Ref	High Level Outcome	Indicator	Target	Timescale	Page No. #
36.	<b>Be healthy (cleaner, greener, safer public places)</b>	Satisfaction with cleanliness of neighbourhoods – BV89	70% satisfied – to be confirmed in 2006-07 BVPP	2006-07	
37.	<b>Be healthy (cleaner, greener, safer public places)</b>	Satisfaction with local parks and public spaces – BV119e	70% satisfied – to be confirmed in 2006-07 BVPP	2006-07	
38.	<b>Enjoy and achieve</b>	Floor targets to measure success of Neighbourhood Renewal Strategy	Targets on the basis of revised baselines to be agreed by September 2005	annual targets to 2007-08?	
39.	<b>Achieve economic well-being</b>	New jobs created in the city	88 new jobs created	2005-06	
40.	<b>Achieve economic well-being</b>	Number of people gaining recognised vocational qualifications after formal training	40 people gaining qualifications – 76 from ethnic minorities		
41.	<b>Achieve economic well-being</b>	Number of people receiving skills training to meet local demand	5 people entering employment from disadvantaged groups	2005-06?	
42.	<b>Achieve economic well-being</b>	Number of businesses receiving grant support	40 businesses receiving support	2005-06	
43.	<b>Make a positive contribution</b>	Percentage of people working in a voluntary capacity (Audit Comm QoL indicator 23?)	250 people, including 68 from minority ethnic communities	2005-06?	
44.	<b>Make a positive contribution</b>	Percentage of residents who think they can influence decisions in their area ( Audit Comm QoL indicator 24 / Community Strategy 2003-6)			

# LAA

## Healthier Communities and Older People

Ref	High Level Outcome	Indicator	Target	Timescale	Page No. #
45.	<b>Stay safe</b>	Older people / adults with chronic health problems admitted to hospital as a result of falls or hypothermia	19%	2005-06	
46.	<b>Stay safe</b>	Older people / adults with chronic health problems <ul style="list-style-type: none"> <li>• Emergency bed days</li> <li>• Admissions to long term care</li> </ul>	Reduce emergency bed days by 4.4% from 2003-04 baseline	?	
47.	<b>Be healthy</b>	Premature mortality rates from cardio-vascular disease	<ul style="list-style-type: none"> <li>• Incidence rate of 86 per 100,000 population</li> <li>• Reduce gap between best and worst area panel area to 56 per 100,000</li> </ul>	2007-08	
48.	<b>Be healthy</b>	Adult smoking prevalence	<ul style="list-style-type: none"> <li>• Prevalence rate of 25.5%</li> <li>• Measure of equity of access to cessation services – to be developed</li> </ul>	2007-08	
49.	<b>Be healthy</b>	Number of women smoking during pregnancy	Reduce number smoking by 1% per year	2005-06 and on-going	
50.	<b>Be healthy</b>	Smoke free premises	<ul style="list-style-type: none"> <li>• All City Council premises smoke free</li> <li>• All PCT premises smoke free</li> </ul>	2005-06 2006-07	
51.	<b>Be healthy</b>	Mean body mass index – BMI - of the population	26% or less of population to have a BMI of 26 or less	2007-08	
52.	<b>Be healthy</b>	Percentage of people taking 30 mins or more moderate physical activity on five or more days per week	Increase of 1% per year on baseline to be established for 2005-06	2006-07 and on-going	
53.	<b>Enjoy and achieve</b>	Older people helped to live at home (BV 54)	110 per 1,000 population	2005-06 and on-going	

# Additional data is available for indicators at the page listed

## LAA

Ref	High Level Outcome	Indicator	Target	Timescale	Page No. #
54.	<b>Enjoy and achieve</b>	Young people with disabilities receiving mainstream, socially inclusive care (as per LPSA2 T6)	LPSA2 target to be agreed	2007-08	
55.	<b>Achieve economic well-being</b>	To be defined, concerning <ul style="list-style-type: none"> <li>• 'Pathways to work'</li> <li>• Incapacity benefit</li> </ul>	To be agreed	?	
56.	<b>Achieve economic well-being</b>	<ul style="list-style-type: none"> <li>• People in disadvantaged wards entering employment</li> <li>• People in disadvantaged wards having income increased</li> </ul> (LPSA2 T11)	LPSA2 target to be agreed	2007-08	
57.	<b>Make a positive contribution</b>	Volunteer hours secured to work for older people	To be agreed	?	

## **2005-08 Corporate Plan priorities for change**

1. No schools in 'causing concern' categories
2. A more sustainable Derby through increased recycling
3. Raising educational achievements
4. Modernising social care, including adult home care and the fostering service
5. Improving customer service, in the city centre and locally
6. Minimise increases in Council Tax and increase value for money from our services

The following tables outline the actions we are taking to achieve the priorities we have set, together with how we will measure these actions. Further details for each action are described in our 2005-08 Corporate Plan. Current performance is 2004-05 outturn, unless show otherwise.

Priority 1 – No schools in ‘causing concern’ categories				
Key outcomes		No schools in ‘causing concern’ categories - as defined in a) an Ofsted category and b) as a priority school which has had a letter from the Education Service stating so		
Ref	How we will achieve it	Measure		Page No. #
CPD1.1	Provide timely early intervention/support where schools are facing difficulties	CPD1g (BV48)	Percentage of schools maintained by the LEA subject to special measures	
CPD1.2	Arrange and monitor appropriate intervention in schools causing concern	CPD1a	Number of schools in special measures category	
CPD1.3	Support to schools which have come out of a category until next Ofsted inspection	CPD1b	Number of schools in Ofsted serious weakness category	
		CPD1c	Frequency of reporting on action plans for schools causing concern	
		CPD1d	Percentage of inspection/visits that were satisfactory or better	
		CPD1e	Percentage of HMI visits to schools in special measure/serious weakness where progress is satisfactory or better	
		CPD1f	Number of schools identified by the LEA as priority schools	

# Additional data is available for indicators at the page listed  
All measure do not align to actions

Priority 2 – A more sustainable Derby through increased recycling				
Key outcomes		Achieve recycling rate in excess of 30%		
Ref	How we will achieve it	Measure		Page No. #
CPD2.1	Introduce Rethink Rubbish scheme to Round N – Derwent, Chester Green and Darley Abbey	CPD2a (BV82a)	Percentage of household waste that has been recycled	
CPD2.2	Introduce Rethink Rubbish scheme to Round E – Spondon	CPD2b (BV82b)	Percentage of household waste that has been composted	
CPD2.3	Introduce Rethink Rubbish scheme to Round D – Alvaston			
CPD2.4	Introduce Rethink Rubbish scheme to Round J - Sinfin			
CPD2.5	Conclude contract arrangements for commingled collection			
CPD2.6	Plan and introduce commingled collections			
CPD2.7	Conclude contract arrangements for food waste composting			
CPD2.8	Plan and introduce food waste composting collections			

# Additional data is available for indicators at the page listed

Priority 3 – Raising educational achievement				
Key outcomes		Increase attainment of Key Stage 2 – Level 4+, Key Stage 3 – Level 5+ and GCSEs A* - C and A* - G		
Ref	How we will achieve it	Measure		Page No. #
CPD3.1	Improve attainment at KS3 through support, intervention and targeted strategies	CPD3a (BV181a)	Key Stage 3 results - Level 5 or above in; English	
CPD3.2	Improve attainment of pupils at KS3 through secondary strategy and other targeted support	CPD3b (BV181b)	Key Stage 3 results - Level 5 or above in; Mathematics	
CPD3.3	Improve pupil attainment at GCSE A* - C and A* – G grades	CPD3c (BV181c)	Key Stage 3 results - Level 5 or above in; Science	
CPD3.4	Improve progression and achievement through the city 14-19 strategy	CPD3d (BV181d)	Key Stage 3 results - Level 5 or above in; ICT	
		CPD3e (BV38)	Five or more GCSEs at grades A*-C or equivalent	

# Additional data is available for indicators at the page listed  
All measure do not align to actions



<b>Priority 4 – Modernising social care, including adult home care and the fostering service</b>				
<b>Key outcomes</b>		To modernise the social care service		
<b>Ref</b>	<b>How we will achieve it</b>	<b>Measure</b>		<b>Page No. #</b>
CPD4.1	Review the structure of foster care payments and develop and implement further improvements	CPD4a	Number of foster carers	
		CD4c (BV 49, CF/A1)	Proportion of children looked after with three or more placements a year	
CPD4.2	Consider the possibilities, with regional partners, for joint commissioning of placement for children with special needs away from home with the intention to improve management of market costs	CPD4b	Use of independent foster carers	
CPD4.3	Develop alternative approaches to prevent the need for children to become looked after and improve the opportunity for children to return home	CDP4d (CF/L1)	Number of children looked after per 1,000 population	
CPD4.4	Improve practice in the direct participation of children looked after in their own planning and reviewing process	CPD4j (CF/C63)	Participation of looked after children in reviews	
CPD4.5	Implement action plans relating to workforce planning, commissioning, standards, prevention and communication from the Best Value Review of Services for Older People	CPD4e (BV54, AO/C32)	Number of older people helped to live at home per 1000 population aged 65+	

# Additional data is available for indicators at the page listed

Ref	How we will achieve it	Measure		Page No. #
CPD4.6	Implement 24- hour management cover, increasing intensive-level packages, and reconfiguring low-level support towards prevention to help more adults and older people to live at home	CPD4f (BV53, AO/C28)	Number of households receiving intensive home care per 1000 population aged 65+	
CPD4.7	Further improve take-up of Direct Payments through the setting of service area targets and improving infrastructure	CPD4g (BV201, AO/C51)	Number of adults and older people receiving direct payments	
CPD4.8	Progress Modelling Cost of Care work to ensure a stable base for commissioning with the independent sector	CPD4i	Achieving an agreement, which is fair to Care Home providers and affordable for the Council	
CPD4.9	Complete the review of procurement process, consistent with corporate or national best practice	CPD4j	Review completed by March 2006	
CPD4.10	Maintain our recruitment and retention of qualified social workers strategy	CPD4h	Percentage of vacant social work posts	

# Additional data is available for indicators at the page listed

Priority 5 – Improving customer service, in the city centre and locally				
Key outcomes		A customer focused culture where we respond to people's needs appropriately on time and first time		
Ref	How we will achieve it	Measure		Page No. #
CPD5.1	Standardise city centre reception areas to provide a consistent environment for customers	CPD5a	Percentage of Emergency Lines and Service Lines answered within six rings	
CPD5.2	Implement the Corporate Customer Service Standards and introduce appropriate performance monitoring and reporting arrangements	CPD5b	Percentage of letters responded to within five working days	
CPD5.3	Develop customer service training programme for employees	CPD5c	Percentage of customers 'greeted' within three minutes of arriving at a reception area	
CPD5.4	Develop council-wide proposals for listening and communicating with customers	CPD5d	Number of employees completing customer service training	
CPD5.5	Develop a customer service information system to enable joined-up council-wide customer service			

# Additional data is available for indicators at the page listed  
All measure do not align to actions

Priority 6 – Minimise increases in Council Tax and increase value for money from our services				
Key outcomes		Provision of value for money services to meet local priorities, funded by reasonable levels of Council Tax and underpinned by careful management of resources and efficiency gains		
Ref	How we will achieve it	Measure		Page No.##
CPD6.1	Prepare council budgets to established guidelines	CPD6a	Percentage of Council Tax increase for Derby City Council services	
CPD6.2	Prepare and deliver annual efficiency statement in response to 'Gershon' requirement	CPD6b	Actual net spending compared to budget requirement	
CPD6.3	Budget scrutiny and ongoing efficiency reviews	CPD6c	Percentage of cashable and non cashable efficiency gains achieved	
CPD6.4	Develop a methodology for approaching Gershon efficiency reviews and monitoring efficiency gains			

# Additional data is available for indicators at the page listed  
All measure do not align to actions

## Reporting performance and setting targets by Council priorities and objectives

On the following pages, we have included a number of performance indicators under each priority and objective that are used to measure aspects of our performance. We have set targets and made comparisons with other councils similar to us.

Our 2003-04 performance is based on audited figures and it is these that we use for comparisons against all unitary councils.

Our performance for 2004-05 is based on the actual financial year end figures as at 31 March 2005. Where this has not been possible, we have used the best estimate of the year-end figure.

We have set targets against each indicator for one year, two and three years ahead. Targets demonstrate our intentions, provide an incentive to improve performance and make sure we are accountable. There are some indicators where targets have been developed to meet a nationally required level of performance. For these indicators we include a note in the tables. All future targets are based on the 2005-06 definition for each indicator.

Most of these indicators are national Best Value Performance Indicators, BVPIs, specified by the government. We have also set some local indicators to help us measure our progress towards our priorities and objectives and we will continue to develop these. The Local Area Agreement, LAA and Local Public Service Agreement, LPSA, indicators are also detailed. A reference in the table for each indicator shows whether it is a BVPI, local, LAA or LPSA indicator. The tables show where indicators relate to Corporate Plan 2005-08 priorities, our LPSA, LAA and business and other plans.

The first row of the table in respect of each indicator shows the 2005-06 status of the indicator – whether the definition remains the same or has been amended, or if the indicator is new or has been deleted, compared to the position in 2004-05.

The performance and targets of the educational attainment BVPIs refer to exams taken in the previous summer term. The actual 2004-05 performance refers to exams taken in the summer 2004.

The target status column provides a rating for each of the indicators, based on our actual 2004-05 performance compared to the 2004-05 targets we set.

Here are the status ratings.

- A** Where our actual performance has improved by more than 5% than the target for 2004-05.
- B** Where our actual performance is within a 5% range above or below the target for 2004-05.
- C** Where our actual performance is worse by more than 5% than the target for 2004-05.

Using the key below, the 'Trend' column shows whether our actual performance for 2004-05 is better, worse or remains the same compared to our actual performance for 2003-04.

- ↑ We use this to show where our actual performance for 2004-05 is better than our actual performance for 2003-04.
- ↓ We use this to show where our actual performance for 2004-05 is worse than our actual performance for 2003-04.
- ➔ We use this to show where our actual performance for 2004-05 is the same as our actual performance for 2003-04.
- N/A** This means not available – where the performance indicator is new or significantly amended for 2004-05, which means we cannot make a comparison with 2003-04.

Tables with financial performance indicators do not include any comparative data. The Audit Commission advise that comparing financial performance against other unitary councils can be misleading as the level of spending may be based on local policy and may vary from council to council.

Estimated quartile position compares our 2004-05 performance to the national 2003-04 quartile values for unitary councils. The Audit Commission will update these quartile values late in 2005, which may mean that the quartile position quoted in the Plan may change. Our quartile position is determined by the performance of all unitary councils. If all other unitary councils performance were to improve but our performance stayed the same it is likely that our position in the quartiles would fall.

## Overview of our performance

You can measure our performance in a number of ways. Using other, similar councils' performance as a comparison, you can rate our performance against:

- what we achieved last year
- the targets we set, and
- what you expect of the services we provide.

We highlight where our performance is above, on or below target.

We need to use the information we collect in a consistent way so that we can compare our performance with others. The most full and up-to-date information available are the actual audited figures, which are based on the national indicators for 2004-05. These help us compare our performance - although other councils have to take account of their own local situation and, as a result will have different priorities.

### Councils similar to Derby

In this Plan, you will find comparative information against all 47 of the UK's unitary councils. These are the councils that are most similar to Derby. The Government and Best Value inspectors normally judge our performance against all unitary councils and set national targets on this basis – if not on data from all councils, which is the approach being taken in the CPA.

## Overall performance 2004-05

The table shows the performance for Derby City Council's national and local performance indicators. The quartile positions relate to national indicators only and are based on 2003-04 quartile positions given by the Audit Commission. Some national indicators have not been included in the quartile analysis for example because they are financial measures or are indicators measured from 2004-05 onwards. Both the target and trend analysis include local indicators and BVPIs. Not all indicators had targets set for 2004-05 therefore the number of indicators differs when analysing target and trend positions for the year. The summary performance figures outlined in the tables on pages 55 – 58 do not detail performance across the Best Value Satisfaction Indicators, some of which are used to show performance in the Council's, Improving Customer Service priority on page. This is because the performance data relates to the previous year 2003-04.

	Total PIs	
	Number	%
<b>Quartile position</b>		
Top	33	31%
Upper middle	34	32%
Lower middle	26	25%
Bottom	13	12%
N/A*	56	-
Total	106	100%
<b>Target status</b>		
A – above target	33	26%
B – on target	62	48%
C – below target	34	26%
N/A*	33	-
Total	129	100%
<b>Trend</b>		
↑ Better	86	64%
→ Same	17	13%
↓ Worse	31	23%
N/A*	28	-
Total	134	100%

\*N/A figures are not included in the percentage calculations



In the next tables, we include comparisons of the 2004-05 performance indicator data with what we had for 2003-04.

### Actual to unitary comparison

The table shows the number of national performance indicators in each quartile for Derby City Council, when compared to all unitary councils. The comparisons use the actual figures for 2003-04 and 2004-05. The percentages do not include performance indicators where we do not have the information for the quartile position data is not available or it does not apply.

Quartile position*	2003-04		2004-05	
	Number	%	Number	%
<b>Top</b>	29	29%	33	31%
<b>Upper middle</b>	26	26%	34	32%
<b>Lower middle</b>	32	32%	26	25%
<b>Bottom</b>	13	13%	13	12%
<b>Total</b>	100	100%	106	100%

\*based on 2003-04 quartile positions given by the Audit Commission

### Actual to target comparison

The table shows the 'Target status' rating for each performance indicator that has a 2004-05 actual and 2004-05 target figure. For comparison, we give the same information for the 2003-04 figures. Percentages do not include indicators where figures are available but we cannot compare them with the previous year. This could be, for example, because of a change in the way the figures are calculated between setting a target and calculating the actual.

Target status	2003-04		2004-05	
	Number	%	Number	%
<b>A – above target</b>	33	27%	33	26%
<b>B – on target</b>	52	42%	62	48%
<b>C – below target</b>	38	31%	34	26%
<b>Total</b>	123	100%	129	100%

### 2003-04 actual to 2004-05 actual comparison

This table shows the 'Trend status' for each performance indicator that has a 2003-04 actual and 2004-05 actual figure. To allow us to make a comparison, we give the same information for the 2002-03 and 2003-04 actual figures. The percentages do not include indicators where we could not make comparisons. This could be because of a change in the way we calculated the percentages between the two years.

	2002-03 to 2003-04		2003-04 to 2004-05	
	Number	%	Number	%
<b>↑ Better</b>	70	68%	86	64%
<b>→ Same</b>	9	8%	17	13%
<b>↓ Worse</b>	27	25%	31	23%
<b>Total</b>	106	100%	134	100%

During 2005-06, we will want to continue to increase the proportion of PIs where performance is improving compared to last year.

## Performance indicator table example

Indicator reference	Indicator description											
	The actual performance for 2003-04	This shows the target for 2004-05 that was set in the 2004-05 BVPP			The actual performance for 2004-05	Targets are set for the next three years to show how we plan to improve our performance			This shows whether the indicator figure should be increasing, decreasing or staying the same during 2005-06			
BVPI 170a	The number of visits to/usages of museums per 1,000 population										Max	Same
Actual 2003-04	Unitary Top 25% 2003-04	Quartile Position 2003-04	Target 2004-05	Actual 2004-05	Target Status	Trend	Target 2005-06	Target 2006-07	Target 2007-08			
543	1,490	543	538	Lower middle	B	↓	568	585	600			
Department	DCS	Responsible Officer	Museums				Links	Corporate Plan				
The top quartile performance for all unitary councils based on 2003-04 actual performance												
The officer responsible for the timely reporting of the indicator												
This shows how the 2004-05 performance relates to the 2003-04 quartile positions												
This shows if our 2004-05 performance is above, on or below the targets we set for 2003-04												
This shows if the 2004-05 performance is better, worse or the same as the performance for 2003-04												
Other areas where the indicator is used as a measure												
Department / directorate responsible for the indicator												

## No schools in ‘causing concern’ categories

*No schools in ‘causing concern’ categories – as defined in a) an Ofsted category and b) as a priority school which has had a letter from the Education Service stating so.*

### Our performance in achieving this priority

	Total PIs	
	Number	%
<b>Quartile position</b>		
Top	0	0%
Upper middle	0	0%
Lower middle	0	0%
Bottom	1	100%
N/A*	-	-
Total	1	100%
<b>Target status</b>		
A – above target	0	0%
B – on target	0	0%
C – below target	1	100%
N/A*	-	-
Total	1	100%
<b>Trend</b>		
↑ Better	1	100%
→ Same	0	0%
↓ Worse	0	0%
N/A*	-	-
Total	1	100%

\*N/A figures are not included in the percentage calculations

## No schools in 'causing concern' categories

BVPI 48	Percentage of schools maintained by the Local Education Authority subject to special measures							Minimise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
5.00	0.00	Bottom	0.00	2.00	C	↑	0.00 *	0.00 *	0.00 *
Department	Education	Responsible Officer		Acting Assistant Director of School Improvement and Inclusion			Links	Corporate Plan, LAA, ESSP, SIPs: Monitoring and Intervention, Curriculum and School Management	
CPD1a	Number of schools in special measures category							Minimise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
N/A	N/A	N/A	N/A	2	N/A	N/A	0	0	0
Department	Education	Responsible Officer		Assistant Director of School Improvement			Links	Corporate Plan, LAA	

\* The BVPI has been deleted from 2005-06 however targets have been set as the indicator will still be monitored to assess the Councils performance in achieving Priority 1 of the 2005-08 Corporate Plan

## No schools in 'causing concern' categories

CPD1b	Number of schools in Ofsted serious weakness category							Minimise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
N/A	N/A	N/A	N/A	2	N/A	N/A	0	0	0
Department	Education	Responsible Officer		Assistant Director of School Improvement			Links	Corporate Plan, LAA	
CPD1c	Frequency of reporting on action plans for schools causing concern							Stabilise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
N/A	N/A	N/A	N/A	Termly	N/A	N/A	Termly	Termly	Termly
Department	Education	Responsible Officer		Assistant Director of School Improvement			Links	Corporate Plan, LAA	
CPD1d	Percentage of inspection/visits that were satisfactory or better							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
N/A	N/A	N/A	N/A	90.00%	N/A	N/A	95.00%	100.00%	100.00%
Department	Education	Responsible Officer		Assistant Director of School Improvement			Links	Corporate Plan, LAA	

## No schools in 'causing concern' categories

CPD1e	Percentage of HMI visits to schools in special measure/serious weakness where progress is satisfactory or better							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
N/A	N/A	N/A	70.00%	N/A	N/A	N/A	100.00%	100.00%	100.00%
Department	Education		Responsible Officer		Assistant Director of School Improvement		Links	Corporate Plan, LAA	
CPD1f	Number of schools identified by the Local Education Authority as priority schools							Minimise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
N/A	N/A	N/A	N/A	13.00	N/A	N/A	10.00	9.00	8.00
Department	Education		Responsible Officer		Assistant Director of School Improvement		Links	Corporate Plan, LAA	

# A more sustainable Derby through increased recycling

Achieve a recycling rate in excess of 30%

## Our performance in achieving this priority

	Total Pls	
	Number	%
<b>Quartile position</b>		
Top	3	75%
Upper middle	1	25%
Lower middle	0	0%
Bottom	0	0%
N/A*	-	-
Total	4	100%
<b>Target status</b>		
A – above target	2	50%
B – on target	2	50%
C – below target	0	0%
N/A*	-	-
Total	4	100%
<b>Trend</b>		
↑ Better	2	50%
→ Same	2	50%
↓ Worse	0	0%
N/A*	-	-
Total	4	100%

\*N/A figures are not included in the percentage calculations

## A more sustainable Derby through increased recycling

BVPI 82a	04-05: Percentage of the total tonnage of household waste arisings which have been recycled 05-06: 82a(i) Percentage of the household waste arisings which have been sent for recycling by the authority							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
12.12%	13.52%	Top	13.50%	14.95%	A	↑	16.50%	19.00%	20.50%
Department	Development and Cultural Services	Responsible Officer		Head of Street Care and Waste Management			Links	Corporate Strategy, Community Plan, Development and Cultural Services BP	
BVPI 82a(ii)	05-06: The total tonnage of household waste arisings which have been sent by the authority for recycling							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							20332.00	23997.00	26280.00
Department	Development and Cultural Services	Responsible Officer		Head of Street Care and Waste Management			Links	Development and Cultural Services BP	



## A more sustainable Derby through increased recycling

BVPI 82b	04-05: Percentage of the total tonnage of household waste arisings which have been sent for composting 05-06: 82b(i) Percentage of the household waste arisings which has been sent by the authority for composting or anaerobic digestion							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
2.83%	6.53%	Upper Middle	6.40%	6.48%	A	↑	8.00%	13.00%	17.00%
Department	Development and Cultural Services	Responsible Officer		Head of Street Care and Waste Management			Links	Corporate Plan, Community Strategy, Development and Cultural Services BP	
BVPI 82b(ii)	05-06: The total tonnage of household waste sent by the authority for composting or anaerobic digestion							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							9857.00	16419.00	21793.00
Department	Development and Cultural Services	Responsible Officer		Head of Street Care and Waste Management			Links	Development and Cultural Services BP	

## A more sustainable Derby through increased recycling

BVPI 82c	04-05: Percentage of the total tonnage of household waste arisings, which have been used to recover heat, power and other energy sources 05-06: 82c(i) Percentage of the total tonnage of household waste arisings which have been used to recover heat, power and other energy sources							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
0.00%	0.00%	Top	0.00%	0.00%	B	→	0.00%	0.00%	0.00%
Department	Development and Cultural Services	Responsible Officer		Head of Street Care and Waste Management			Links	Community Strategy, Development and Cultural Services BP	
BVPI 82c(ii)	05-06: Tonnage of household waste arisings which have been used to recover heat, power and other energy sources							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							0.00	0.00	0.00
Department	Development and Cultural Services	Responsible Officer		Head of Street Care and Waste Management			Links	Development and Cultural Services BP	

## A more sustainable Derby through increased recycling

BVPI 91	04-05: Percentage of population resident in the authority's area served by a kerbside collection of recyclables 05-06: 91a Percentage of households served by kerbside collection of recyclables							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
100.00%	100.00%	Top	100.00%	100.00%	B	➔	100.00%	100.00%	100.00%
Department	Development and Cultural Services	Responsible Officer		Waste Management Officer Operations			Links	Development and Cultural Services BP	
BVPI 91b	05-06: 91b Percentage of households served by kerbside collection of at least two recyclables							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Development and Cultural Services	Responsible Officer		Waste Management Officer Operations			Links	Development and Cultural Services BP	

# Raising educational achievement

Increase attainment of Key Stage 2 – Level 4+, Key Stage 3 – Level 5+ and GCSEs A\* - C

## Our performance in achieving this priority

	Total PIs	
	Number	%
<b>Quartile position</b>		
Top	0	0%
Upper middle	6	55%
Lower middle	5	45%
Bottom	0	0%
N/A*	-	-
Total	11	100%
<b>Target status</b>		
A – above target	1	10%
B – on target	5	45%
C – below target	5	45%
N/A*	-	-
Total	11	100%
<b>Trend</b>		
↑ Better	7	63%
→ Same	1	10%
↓ Worse	3	27%
N/A*	-	-
Total	11	100%

\*N/A figures are not included in the percentage calculations

## Raising educational achievement

BVPI 38	Percentage of pupils achieving five or more GCSEs at grades A* - C or equivalent							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
49.00%	54.6%	Lower Middle	49.00%	48.80%	B	↓	54.00%	56.10%	57.50%
Department	Education	Responsible Officer		Acting Assistant Director of School Improvement and Inclusion			Links	Corporate Plan, Community Strategy, ESSP	
BVPI 39	Percentage of pupils achieving five or more GCSEs at grades A* - G including English and Mathematics							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
87.00%	90.20%	Upper Middle	91.00%	87.30%	B	↑	91.00%	91.50%	92.00%
Department	Education	Responsible Officer		Acting Assistant Director of School Improvement and Inclusion			Links	ESSP	
BVPI 40	Percentage of pupils achieving Level 4 or above in Key Stage 2 Mathematics							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
71.00%	73.90%	Lower Middle	85.00%	70.00%	C	↓	85.00%	78.00%	79.00%
Department	Education	Responsible Officer		Acting Assistant Director of School Improvement and Inclusion			Links	ESSP , LAA	

## Raising educational achievement

BVPI 41	Percentage of pupils achieving Level 4 or above in Key Stage 2 English							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
74.00%	76.10%	Lower Middle	85.00%	73.00%	C	↓	85.00%	78.00%	79.00%
Department	Education	Responsible Officer		Acting Assistant Director of School Improvement and Inclusion			Links	ESSP	
BVPI 50	Percentage of people leaving care aged 16 or above with at least 1 GCSE at grades A* - G or GNVQ							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
55.60%	62.00%	Upper Middle	44.00%	58.80%	A	↑	52.00%	65.00%	65.00%
Department	Social Services	Responsible Officer		Principal Officer Gatsby Project			Links	Social Services BP	
BVPI 181a	Percentage of pupils achieving Level 5 or above in Key Stage 3 English							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
64.00%	73.50%	Upper Middle	71.00%	68.00%	B	↑	74.00%	76.00%	77.00%
Department	Education	Responsible Officer		Acting Assistant Director of School Improvement and Inclusion			Links	Corporate Plan, ESSP, LAA	

## Raising educational achievement

BVPI 181b	Percentage of pupils achieving Level 5 or above in Key Stage 3 Mathematics							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
66.00%	74.75%	Upper Middle	72.00%	71.00%	B	↑	73.00%	75.00%	76.00%
Department	Education	Responsible Officer		Acting Assistant Director of School Improvement and Inclusion			Links	Corporate Plan, ESSP, LAA	
BVPI 181c	Percentage of pupils achieving Level 5 or above in Key Stage 3 Science							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
60.00%	73.00%	Lower Middle	67.00%	62.00%	C	↑	71.00%	74.00%	75.00%
Department	Education	Responsible Officer		Acting Assistant Director of School Improvement and Inclusion			Links	Corporate Plan, ESSP	
BVPI 181d	Percentage of pupils achieving Level 5 or above in Key Stage 3 ICT							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
56.00%	72.00%	Lower Middle	60.00%	61.30%	B	↑	71.00%	74.00%	75.00%
Department	Education	Responsible Officer		Acting Assistant Director of School Improvement and Inclusion			Links	Corporate Plan, ESSP	

## Raising educational achievement

BVPI 194a	Percentage of pupils achieving Level 5 or above in Key Stage 2 English							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
25.00%	27.00%	Upper Middle	35.00%	26.00%	C	↑	35.00%	35.00%	35.00%
Department	Education		Responsible Officer		Acting Assistant Director of School Improvement and Inclusion		Links	ESSP	
BVPI 194b	Percentage of pupils achieving Level 5 or above in Key Stage 2 Mathematics							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
27.00%	30.00%	Upper Middle	35.00%	27.00%	C	→	35.00%	35.00%	35.00%
Department	Education		Responsible Officer		Acting Assistant Director of School Improvement and Inclusion		Links	ESSP	



# Modernising social care, including adult home care and the fostering service

To modernise the social care service

## Our performance in achieving this priority

	Total Pls	
	Number	%
<b>Quartile position</b>		
Top	4	45%
Upper middle	2	22%
Lower middle	3	33%
Bottom	0	0%
N/A*	9	-
Total	9	100%
<b>Target status</b>		
A – above target	3	18%
B – on target	12	71%
C – below target	2	12%
N/A*	1	-
Total	17	100%
<b>Trend</b>		
↑ Better	11	79%
→ Same	0	0%
↓ Worse	3	21%
N/A*	4	-
Total	14	100%

\*N/A figures are not included in the percentage calculations

## Modernising social care, including adult home care and the fostering service

BVPI 49	Percentage of children looked after with three or more placements in the year							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
9.50%	10.80%	Top	9.00%	8.40%	A	↑	9.00%	9.00%	9.00%
Department	Social Services	Responsible Officer		Head of Assessment Care Planning Services			Links	Corporate Plan, Social Services BP	
BVPI 51	Cost of services for children looked after							Stabilise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
£530.00	N/A	N/A	£575.00	£584.00	B	N/A	PI deleted		
Department	Social Services	Responsible Officer		Assistant Director Resources and Projects Children and Families			Links	Social Services BP	
BVPI 52	Cost of intensive social care for adults							Stabilise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
£416.00	N/A	N/A	£433.00	£419.00	B	N/A	PI deleted		
Department	Social Services	Responsible Officer		Assistant Director community Care			Links	Social Services BP	

## Modernising social care, including adult home care and the fostering service

BVPI 53	Number of households receiving intensive homecare per 1,000 population aged 65 or over							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
8.43	11.90	Upper Middle	10.00	10.40	B	↑	11	12	13
Department	Social Services	Responsible Officer		Head of Direct Services for Older People			Links	Corporate Plan, Community Plan, Social Services BP	
BVPI 54	Number of older people helped to live at home per 1,000 population aged 65 or over							Stabilise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
112.60	94.76	Top	110.00	107.80	B	N/A	110.00	110.00	110.00
Department	Social Services	Responsible Officer		Head of Direct Services for Older People			Links	Corporate Plan, LAA, Social Services BP	
BVPI 56	Percentage of items of equipment delivered within seven working days							Maximise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
61.00%	85.00%	Lower Middle	70.00%	72.20%	B	↑	76.00%	85.00%	90.00%
Department	Social Services	Responsible Officer		Head of Disability and Sensory Services			Links	Social Services BP	

## Modernising social care, including adult home care and the fostering service

BVPI 58	Percentage of people receiving a statement of their needs and how they will be met							Maximise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
92.26%	95.20%	Upper Middle	96.00%	92.7%	B	↑	96.00%	97.00%	98.00%
Department	Social Services	Responsible Officer		Head of Direct Services for Older People			Links	Social Services BP	
BVPI 162	Percentage of child protection cases reviewed							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
84.10%	100.00%	Lower Middle	100.00%	96.50%	B	↑	100.00%	100.00%	100.00%
Department	Social Services	Responsible Officer		Head of Children's Quality Assurance			Links	Social Services BP	
BVPI 163	Percentage of children looked after adopted during the year							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
7.9%	9.70%	Lower Middle	9.00%	6.40%	C	↓	7.00%	9.00%	10.00%
Department	Social Services	Responsible Officer		Head of Service Fostering and Adoption			Links	Social Services BP	

## Modernising social care, including adult home care and the fostering service

BVPI 195	Acceptable waiting time for care assessments							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
74.10%	75.50%	Top	80.00%	76.30%	B	↑	80.00%	90.00%	95.00%
Department	Social Services	Responsible Officer		Head of Assessment and Care Management			Links	Social Services BP	
BVPI 196	Acceptable waiting time for care packages							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
92.10%	85.80%	Top	95.00%	88.30%	C	↓	90.00%	95.00%	95.00%
Department	Social Services	Responsible Officer		Head of Assessment and Care Management			Links	Social Services BP	
BVPI 201	Number of adults and older people receiving direct payments per 100,000							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
67.76	N/A	N/A	80.00	87.50	A	↑	110.00	130.00	150.00
Department	Social Services	Responsible Officer		Head of Disability and Sensory Services			Links	Corporate Plan, Social Services BP	

## Modernising social care, including adult home care and the fostering service

AO/C26	Number of admissions of supported residents to residential care							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
128.71	N/A	N/A	120.00	118.80	B	↑	110.00	105.00	99.00
Department	Social Services	Responsible Officer		Head of Direct Services for Older People			Links	Social Services BP	
CPD4a	Number of foster carers							Maximise	CP 2004-07
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
104.00	N/A	N/A	100.00	118.00	A	↑	123.00	128.00	133.00
Department	Social Services	Responsible Officer		Assistant Director Resources and Projects Children and Families			Links	Corporate Plan, Social Services BP	
CPD4b	Use of independent foster carers							Minimise	CP 2004-07
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
33.00	N/A	N/A	40.00	41.00	B	↓	36.00	25.00	17.00
Department	Social Services	Responsible Officer		Assistant Director Resources and Projects Children and Families			Links	Corporate Plan, Social Services BP	

## Modernising social care, including adult home care and the fostering service

CPD4d	Number of children looked after							Minimise	CP 2004-07
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
389.00	N/A	N/A	383.00	368.00	B	↑	362.00	355.00	349.00
Department	Social Services	Responsible Officer		Assistant Director Resources and Projects Children and Families			Links	Corporate Plan, Social Services BP	
CPD4h	Percentage of vacant social work posts							Minimise	CP 2004-07
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
13.70%	N/A	N/A	14.00%	13.58%	B	↑	10.00%	8.00%	5.00%
Department	Social Services	Responsible Officer		Assistant Director Resources and Projects Children and Families			Links	Corporate Plan, Social Services BP	
CPD4j	Participation of looked after children in reviews							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
N/A	N/A	N/A	N/A	78.20%	N/A	N/A	85.00%	85.00%	85.00%
Department	Social Services	Responsible Officer		Head of Children’s Quality Assurance			Links	Social Services BP	

# Improving customer service, in the city centre and locally

A customer focused culture where we respond to people's needs appropriately on time and first time.

## Our performance in achieving this priority

The priority is measured through several new indicators, which do not have any past performance records. Several satisfaction survey indicators are also used as measures but the indicators are only measured every three years. The last satisfaction surveys were undertaken in 2003-04 and are due to be undertaken again in 2006-07. Detailed below are the results from the satisfaction surveys in 2003-04. The performance breakdown figures are not included in the summary performance section on pages 55 – 58.

	Satisfaction PIs	
	Number	%
<b>Quartile position</b>		
Top	1	11%
Upper middle	1	11%
Lower middle	4	45%
Bottom	3	33%
N/A*	4	-
Total	9	100%
<b>Target status</b>		
A – above target	0	0%
B – on target	1	13%
C – below target	7	87%
N/A*	5	-
Total	8	100%
<b>Trend</b>		
↑ Better	2	25%
→ Same	0	0%
↓ Worse	6	75%
N/A*	5	-
Total	8	100%

\*N/A figures are not included in the percentage calculations



## Improving customer service, in the city centre and locally

BVPI 3	Percentage of citizens satisfied with the overall service provided							Maximise	Not required	
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08	
54% weighted 57% unweighted	55.75%	N/A	Survey not required		N/A	N/A	Survey not required	57.00%	Survey not required	
Department	Finance		Responsible Officer		Head of Strategic Planning and Performance		Links	Finance BP		
BVPI 4	Percentage of complainants satisfied with the handling of their complaint								Maximise	Not required
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08	
37.00%	35.75%	N/A	Survey not required		N/A	N/A	Survey not required	38.00%	Survey not required	
Department	Finance		Responsible Officer		Corporate Customer Service Manager		Links	Finance BP		
BVPI 80a	Benefits Service – Percentage of all users very/fairly satisfied with office contact							Maximise	Not required	
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08	
66.30%	81.00%	N/A	Survey not required		N/A	N/A	Survey not required	70.00%	Survey not required	
Department	Finance		Responsible Officer		Policy and Development Manager		Links	Finance BP		

## Improving customer service, in the city centre and locally

BVPI 80b	Benefits Service – Percentage of all users very/fairly satisfied with service in the office							Maximise	Not required
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
70.70%	81.00%	N/A	Survey not required		N/A	N/A	Survey not required	75.00%	Survey not required
Department	Finance		Responsible Officer		Policy and Development Manager		Links	Finance BP	
BVPI 80c	Benefits Service – Percentage of all users very/fairly satisfied with the telephone service							Maximise	Not required
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
45.60%	70.00%	N/A	Survey not required		N/A	N/A	Survey not required	70.00%	Survey not required
Department	Finance		Responsible Officer		Policy and Development Manager		Links	Finance BP	
BVPI 80d	Benefits Service – Percentage of all users very/fairly satisfied with staff in the office							Maximise	Not required
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
75.70%	83.50%	N/A	Survey not required		N/A	N/A	Survey not required	80.00%	Survey not required
Department	Finance		Responsible Officer		Policy and Development Manager		Links	Finance BP	

## Improving customer service, in the city centre and locally

BVPI 80e	Benefits Service – Percentage of all users very/fairly satisfied with forms							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
53.60%	66.00%	N/A	Survey not required		N/A	N/A	Survey not required	55.00%	Survey not required
Department	Finance		Responsible Officer		Policy and Development Manager		Links	Finance BP	
BVPI 80f	Benefits Service – Percentage of all users very/fairly satisfied with the speed of service							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
61.60%	74.00%	N/A	Survey not required		N/A	N/A	Survey not required	70.00%	Survey not required
Department	Finance		Responsible Officer		Policy and Development Manager		Links	Finance BP	
BVPI 80g	Benefits Service – Percentage of all users very/fairly satisfied with the overall service							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
72.30%	81.50%	N/A	Survey not required		N/A	N/A	Survey not required	75.00%	Survey not required
Department	Finance		Responsible Officer		Policy and Development Manager		Links	Finance BP	

## Improving customer service, in the city centre and locally

CPD5a	Percentage of Emergency Lines and Service Lines answered within six rings							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
N/A	N/A	N/A	N/A	N/A	N/A	N/A	85	90	95
Department	Finance		Responsible Officer	Corporate Customer Service Manager			Links	Corporate Plan, Customer Service Strategy	
CPD5b	Percentage of letters responded to within five working days							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
N/A	N/A	N/A	N/A	N/A	N/A	N/A	80	85	90
Department	Finance		Responsible Officer	Corporate Customer Service Manager			Links	Corporate Plan, Customer Service Strategy	
CPD5c	Percentage of customers 'greeted' within three minutes of arriving at a reception area							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
N/A	N/A	N/A	N/A	N/A	N/A	N/A	85	90	95
Department	Finance		Responsible Officer	Corporate Customer Service Manager			Links	Corporate Plan, Customer Service Strategy	

## Improving customer service, in the city centre and locally

CPD5d	Number of employees completing customer service training							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
N/A	N/A	N/A	N/A	N/A	N/A	N/A	1000	1000	1000
Department	Finance		Responsible Officer	Corporate Customer Service Manager			Links	Corporate Plan, Customer Service Strategy	

**DRAFT**

# Minimise increases in Council Tax and increase value for money from our services

Provision of value for money services to meet local priorities, funded by reasonable levels of Council Tax underpinned by careful management of resources and efficiency gains.

## Our performance in achieving this priority

	Total PIs	
	Number	%
<b>Quartile position</b>		
Top	3	21%
Upper middle	6	43%
Lower middle	2	15%
Bottom	3	21%
N/A*	5	-
Total	14	100%
<b>Target status</b>		
A – above target	4	22%
B – on target	12	67%
C – below target	2	11%
N/A*	1	-
Total	18	100%
<b>Trend</b>		
↑ Better	12	67%
→ Same	2	11%
↓ Worse	4	22%
N/A*	1	-
Total	18	100%

\*N/A figures are not included in the percentage calculations

## Minimise increases in Council Tax and increase value for money from our services

BVPI 9	Percentage of Council Tax collected							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
93.55%	97.28%	Bottom	94.20%	93.94%	B	↑	94.50%	94.50%	95.00%
Department	Finance	Responsible Officer		Revenues Manager			Links	Finance BP	
BVPI 10	Percentage of non-domestic rates collected							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
98.33%	98.90%	Upper Middle	99.10%	97.92%	B	↓	99.0%	99.10%	99.20%
Department	Finance	Responsible Officer		Revenues Manager			Links	Finance BP	
BVPI 12	Number of working days/shifts lost due to sickness absence							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
9.88	9.48	Top	9.50	9.49	B	↑	9.00	8.50	8.00
Department	Finance	Responsible Officer		Attendance Management Consultant			Links	Personnel Services BP	
BVPI 66a	Local authority rent collection and arrears: proportion of rent collected							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
97.35	97.51	Top	97.50	97.79	B	↑	98.27%	98.50%	98.75%
Department	Policy	Responsible Officer		Housing Strategy and Performance Manager			Links		

## Minimise increases in Council Tax and increase value for money from our services

BVPI 66b	Percentage of tenants with seven weeks rent arrears							Minimise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06								No targets set	
Department	Policy	Responsible Officer		Housing Strategy and Performance Manager			Links		
BVPI 66c	Percentage of tenants with arrears who have had Notices Seeking Possession served							Minimise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06								No targets set	
Department	Policy	Responsible Officer		Housing Strategy and Performance Manager			Links		
BVPI 66d	Percentage of tenants evicted as a result of rent arrears							Minimise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06								No targets set	
Department	Policy	Responsible Officer		Housing Strategy and Performance Manager			Links		



## Minimise increases in Council Tax and increase value for money from our services

BVPI 76a	Number of claimants visited per 1,000 caseload							Stabilise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
28.57	331.06	Lower Middle	177.00	212.20	A	↑	180.00	185.00	185.00
Department	Finance	Responsible Officer		Policy and Development Manager			Links	Finance BP	
BVPI 76b	Number of fraud investigators per 1,000 caseload							Stabilise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
0.23	0.38	Lower Middle	0.23	0.23	B	→	0.23	0.23	0.23
Department	Finance	Responsible Officer		Policy and Development Manager			Links	Finance BP	
BVPI 76c	Number of fraud investigations per 1,000 caseload							Stabilise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
39.96	43.89	Upper Middle	37.50	40.00	A	↑	40.00	42.50	42.50
Department	Finance	Responsible Officer		Policy and Development Manager			Links	Finance BP	

## Minimise increases in Council Tax and increase value for money from our services

BVPI 76d	Number of prosecutions and sanctions per 1,000 caseload							Stabilise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
2.05	4.35	Upper Middle	2.18	4.00	A	↑	2.50	2.75	3.00
Department	Finance	Responsible Officer		Policy and Development Manager			Links	Finance BP	
BVPI 78a	Average time processing new Housing Benefit claims							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
54.52	35.80	Upper Middle	46.00	48.56	C	↑	36.00	36.00	36.00
Department	Finance	Responsible Officer		Policy and Development Manager			Links	Finance BP	
BVPI 78b	Average time for processing notifications of change of circumstances							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
14.12	8.60	Upper Middle	13.00	10.20	A	↑	13.00	13.00	13.00
Department	Finance	Responsible Officer		Policy and Development Manager			Links	Finance BP	

## Minimise increases in Council Tax and increase value for money from our services

BVPI 79a	Percentage of cases for which the calculation of the amount of benefit due was correct							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
96.40%	98.30%	Bottom	97.50%	94.00%	B	↓	98.00%	98.10%	98.20%
Department	Finance	Responsible Officer		Policy and Development Manager			Links	Finance BP	
BVPI 79b	04-05: Percentage of recoverable overpayments (excluding Council Tax Benefit) recovered 05-06: 79b(i) Percentage of recoverable overpayments (excluding Council Tax Benefit) recovered							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
40.77%	61.50%	Bottom	51.00%	37.74%	C	↓	85.00%	85.00%	85.00%
Department	Finance	Responsible Officer		Benefits Manager			Links	Finance BP	
BVPI 79b(ii)	05-06: Percentage of overpayments recovered during the period plus Housing Benefit overpayments identified							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							36.00%	36.00%	36.00%
Department	Finance	Responsible Officer		Benefits Manager			Links	Finance BP	

## Minimise increases in Council Tax and increase value for money from our services

BVPI 79b(iii)	05-06: Percentage of recoverable overpayments (excluding Council Tax Benefit) recovered							Stabilise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							15.00%	15.00%	15.00%
Department	Finance	Responsible Officer		Benefits Manager			Links	Finance BP	
BVPI 86	Cost of waste collection per household							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
£31.38	N/A	N/A	£37.56	£37.20	B	↓	£51.15	£57.39	£60.62
Department	Development and Cultural Services	Responsible Officer		Principal Accountant			Links	Development and Cultural Services BP	
BVPI 87	Cost of waste disposal per tonne of municipal waste							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
£38.40	N/A	N/A	£39.25	£37.42	B	↑	£35.96	£34.63	£34.41
Department	Development and Cultural Services	Responsible Officer		Principal Accountant			Links	Development and Cultural Services BP	

## Minimise increases in Council Tax and increase value for money from our services

BVPI 177	04-05: Percentage of Council expenditure on legal and advice services which have the Quality Mark 05-06: 226a – Total amount spent by the authority on Advice and Guidance services provided by external organisations							Stabilise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
98.00%	92.00%	Top	100.00%	100.00%	B	↑	xx	xx	xx
Department	Policy	Responsible Officer		Assistant Director Community Policy			Links		
BVPI 177	05-06: 226b – Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							xx	xx	xx
Department	Policy	Responsible Officer		Assistant Director Community Policy			Links		
BVPI 177	05-06: 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							Stabilise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							xx	xx	xx
Department	Policy	Responsible Officer		Assistant Director Community Policy			Links		

## Minimise increases in Council Tax and increase value for money from our services

BVPI 179	Percentage of standard searches carried out in 10 working days							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
99.62%	100.00%	Upper Middle	100.00%	99.88%	B	↑	100.00%	100.00%	100.00%
Department	Corporate Services	Responsible Officer		Business Support Manager			Links		
CPD6a	Percentage of Council Tax increase for Derby City Council services							Minimise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
8.00%	N/A	N/A	Below 5%	4.90%	B	↑	Below 5%	Below 5%	Below 5%
Department	Finance	Responsible Officer		Assistant Director of Corporate Finance			Links	Corporate Plan	
CPD6b	Actual net spending compared to budget requirement							Minimise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
-0.9% of budget	N/A	N/A	Between 0% and – 1% of budget	-£2.283m underspent or –0.91% of budget	B	➡	Between 0% and –1% of budget	Between 0% and – 1% of budget	Between 0% and –1% of budget
Department	Finance	Responsible Officer		Assistant Director of Corporate Finance			Links	Corporate Plan	

## Minimise increases in Council Tax and increase value for money from our services

CPD6c	Percentage of cashable and non cashable efficiency gains achieved							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004- 05	Actual 2004-05	Target Status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
N/A	N/A	N/A	N/A	Cash £3.772m Non-cash £0.508m	N/A	N/A	Cash 1.25% Non-cash 1.25%	Cash 1.25% Non-cash 1.25%	Cash 1.25% Non-cash 1.25%
Department	Finance		Responsible Officer	Assistant Director of Corporate Finance			Links	Corporate Plan	

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# To provide a stimulating and high quality learning environment

## Our performance in achieving this objective

	Total PIs	
	Number	%
<b>Quartile position</b>		
Top	1	11%
Upper middle	3	33%
Lower middle	3	33%
Bottom	2	23%
N/A*	6	-
Total	9	100%
<b>Target status</b>		
A – above target	3	25%
B – on target	5	42%
C – below target	4	33%
N/A*	3	-
Total	12	100%
<b>Trend</b>		
↑ Better	6	50%
→ Same	2	17%
↓ Worse	4	33%
N/A*	3	-
Total	12	100%

\*N/A figures are not included in the percentage calculations



## To provide a stimulating and high quality learning environment

BVPI 33	04-05: Youth Service expenditure per head of population in the Youth Service target age 05-06: BV221a - Percentage of young people gaining a recorded outcome							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
£100.67	N/A	N/A	£101.68	£107.72	A	↑	No targets set		
Department	Education	Responsible Officer		Head of Youth Services			Links	ESSP	
BVPI 221b	04-05: Youth Service expenditure per head of population in the Youth Service target age 05-06: BV221b - Percentage of young people gaining an accredited outcome							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
Definition change for 2005-06							No targets set		
Department	Education	Responsible Officer		Head of Youth Services			Links		
BVPI 34a	Percentage of primary schools with 25% or more of their places unfilled							Minimise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
13.80%	7.63%	Lower Middle	13.00%	17.00%	C	↓	Deleted PI		
Department	Education	Responsible Officer		Head of Asset Planning and Management			Links	ESSP	
BVPI 34b	Percentage of secondary schools with 25% or more of their places unfilled							Minimise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
7.69%	0.00%	Lower Middle	7.70%	15.00%	C	↓	Deleted PI		
Department	Education	Responsible Officer		Head of Asset Planning and Management			Links	ESSP	

## To provide a stimulating and high quality learning environment

BVPI 43a	Statement of special educational needs prepared within 18 weeks excluding exceptions							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
79.35	100.00	Bottom	79.53	85.94	A	↑	89.33%	92.72%	96.11%
Department	Education	Responsible Officer		Education Officer – Pupil Services and Special Educational Needs			Links	ESSP	
BVPI 43b	Statement of special educational needs prepared within 18 weeks including exceptions							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
66.97	89.40	Lower Middle	65.09	67.44	B	↑	68.38%	69.79%	69.79%
Department	Education	Responsible Officer		Education Officer – Pupil Services and Special Educational Needs			Links	ESSP	
BVPI 44	Number of pupils permanently excluded during the year from all schools per 1,000 pupils							Minimise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
3.02	0.74	Bottom	2.50	2.63	C	↑	N/A	N/A	N/A
Department	Education	Responsible Officer		Acting Assistant Director of School Inclusion			Links	ESSP	

## To provide a stimulating and high quality learning environment

BVPI 45	Percentage of half days missed due to total absence in secondary schools							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
8.81%	7.84%	Upper Middle	7.80%	8.26%	C	↑	8.10%	8.00%	7.90%
Department	Education	Responsible Officer		Principal Education Welfare Officer			Links	ESSP, LAA	
BVPI 46	Percentage of half days missed due to total absence in primary schools							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
6.18%	5.43%	Top	6.00%	5.43%	A	↑	5.23%	5.10%	5.00%
Department	Education	Responsible Officer		Principal Education Welfare Officer			Links	ESSP	
BVPI 118a	Percentage of libraries users who found a book to borrow and were satisfied with that outcome							Maximise	Not required
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
70.00%	75.75%	N/A	Survey not required		N/A	N/A	Survey not required	71.00%	Survey not required
Department	Development and Cultural Services	Responsible Officer		Head of Library Services			Links	Development and Cultural Services BP	

## To provide a stimulating and high quality learning environment

BVPI 118b	Percentage of libraries users who found the information they were looking for and were satisfied with that outcome							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
63.00%	71.00%	N/A	Survey not required		N/A	N/A	Survey not required	64.00%	Survey not required
Department	Development and Cultural Services		Responsible Officer		Head of Library Services		Links	Development and Cultural Services BP	
BVPI 118c	Percentage of library users who were satisfied with the library service overall							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
85.00%	94.00%	N/A	Survey not required		N/A	N/A	Survey not required	86.00%	Survey not required
Department	Development and Cultural Services		Responsible Officer		Head of Library Services		Links	Development and Cultural Services BP	
BVPI 192a	04-05: Average days access to relevant training and development per practitioner 05-06: 222a – Percentage of leaders of childcare with a qualification at Level 4 of above							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
5.02	4.80	Upper Middle	4.00	4.08	B	↓	No targets set		
Department	Education		Responsible Officer		Head of Early Years and Childcare		Links	ESSP	

## To provide a stimulating and high quality learning environment

BVPI 192b	04-05: Average number of QTS teachers per 10 non-maintained settings 05-06: 222b - Percentage of leaders of childcare with input from graduate training							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
1:14.29	1:10.40	Upper Middle	1:10	1:10	B	↓	No targets set		
Department	Education		Responsible Officer		Head of Early Years and Childcare		Links	ESSP	
BVPI 193a	Schools budget as a percentage of the Schools Funding Assessment, SFA							Maximise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
102.00%	N/A	N/A	100.90%	100.90%	B	→	Deleted PI		
Department	Education		Responsible Officer		Head of Finance and Contracts		Links	ESSP	
BVPI193b	Increase in school budget on previous year as percentage of increase in SFA							Maximise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
100.00%	N/A	N/A	100.00%	100.00%	B	→	Deleted PI		
Department	Education		Responsible Officer		Head of Finance and Contracts		Links	ESSP	

To provide a stimulating and high quality learning environment

<b>BVPI 220</b>	Compliance against the Public Library Service Standards							<b>Maximise</b>	<b>New</b>
<b>Actual 2003-04</b>	<b>Unitary Top 25% 2003-04</b>	<b>Estimated Quartile Position</b>	<b>Target 2004-05</b>	<b>Actual 2004-05</b>	<b>Target status</b>	<b>Trend since 2003-04</b>	<b>Target 2005-06</b>	<b>Target 2006-07</b>	<b>Target 2007-08</b>
New indicator for 2005-06							No targets set		
<b>Department</b>	Development and Cultural Services	<b>Responsible Officer</b>	Head of Library Services				<b>Links</b>	Development and Cultural Services BP	

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# Healthy, safe and independent communities

## Our performance in achieving this objective

	Total Pls	
	Number	%
<b>Quartile position</b>		
Top	5	36%
Upper middle	2	14%
Lower middle	1	7%
Bottom	6	43%
N/A*	17	-
Total	14	100%
<b>Target status</b>		
A – above target	8	36%
B – on target	7	32%
C – below target	7	32%
N/A*	9	-
Total	22	100%
<b>Trend</b>		
↑ Better	17	71%
→ Same	2	8%
↓ Worse	5	21%
N/A*	7	-
Total	24	100%

\*N/A figures are not included in the percentage calculations

## Healthy, safe and independent communities

BVPI 99x/ai	Number of road accident casualties – all killed/seriously injured							Minimise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
126.00	N/A	N/A	116.00	100.00	A	↑	118.00	113.00	108.00
Department	Development and Cultural Services	Responsible Officer		Traffic Control Engineer			Links	Development and Cultural Services BP	
BVPI 99xc/bi	Number of road accident casualties – children killed/seriously injured							Minimise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
18.00	N/A	N/A	24.00	16.00	A	↑	23.00	22.00	20.00
Department	Development and Cultural Services	Responsible Officer		Traffic Control Engineer			Links	Development and Cultural Services BP	
BVPI 99xsi/ci	Number of road accident casualties – all slight injuries							Minimise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
1001.00	N/A	N/A	961.40	960.00	B	↑	907.00	907.00	907.00
Department	Development and Cultural Services	Responsible Officer		Traffic Control Engineer			Links	Development and Cultural Services BP	



## Healthy, safe and independent communities

BVPI 99y/aii	Percentage change in number of casualties from previous year – all killed/seriously injured							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
-5.26%	N/A	N/A	N/A	-20.63%	N/A	↑	-4.02%	-4.45%	-4.66%
Department	Development and Cultural Services	Responsible Officer		Traffic Control Engineer			Links	Development and Cultural Services BP	
BVPI 99yc/bii	Percentage change in number of casualties from previous year – children killed/seriously injured							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
5.88%	N/A	N/A	N/A	-11.11%	N/A	↑	-5.05%	-5.32%	-5.62%
Department	Development and Cultural Services	Responsible Officer		Traffic Control Engineer			Links	Development and Cultural Services BP	
BVPI ysi/cii	Percentage change in number of casualties from previous year – all slight injuries							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
5.04%	N/A	N/A	N/A	-4.10%	N/A	↑	0.00%	0.00%	0.00%
Department	Development and Cultural Services	Responsible Officer		Traffic Control Engineer			Links	Development and Cultural Services BP	

## Healthy, safe and independent communities

BVPI 99z/a	Percentage change in number of casualties between 1994 and 1998 – all killed/seriously injured							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
-19.75%	N/A	N/A	-16.72%	-36.31%	A	↑	-24.84%	-28.18%	-31.53%
Department	Development and Cultural Services	Responsible Officer		Traffic Control Engineer			Links	Development and Cultural Services BP	
BVPI 99zc /b	Percentage change in number of casualties between 1994 and 1998 – children killed/seriously injured							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
-41.94%	N/A	N/A	-20.16%	-48.39%	A	↑	-24.19%	-28.23%	-32.26%
Department	Development and Cultural Services	Responsible Officer		Traffic Control Engineer			Links	Development and Cultural Services BP	
BVPI 99zsi /c	Percentage change in number of casualties between 1994 and 1998 – all slight injuries							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
10.36%	N/A	N/A	0.00%	5.84%	A	↑	0.00%	0.00%	0.00%
Department	Development and Cultural Services	Responsible Officer		Traffic Control Engineer			Links	Development and Cultural Services BP	

## Healthy, safe and independent communities

BVPI 126	Domestic burglaries per 1,000 households							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
29.50	12.50	Lower Middle	26.00	17.85	A	↑	18.13	18.13	18.13
Department	Community Safety Partnership	Responsible Officer		Director of Derby Community Safety Partnership			Links	Community Strategy	
BVPI 127a	04-05: Violent offences committed by a stranger per 1,000 population 05-06: Violent crime per 1,000 population							Minimise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
31.46	3.70	N/A	Not reported		N/A	N/A			
Department	Community Safety Partnership	Responsible Officer		Director of Derby Community Safety Partnership			Links		
BVPI 127b	04-05: Violent offences committed in a public place per 1,000 population 05-06: Robberies per 1,000 population							Minimise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
2.86	6.70	N/A	Not reported		N/A	N/A	2.26	2.26	xx
Department	Community Safety Partnership	Responsible Officer		Director of Derby Community Safety Partnership			Links		

## Healthy, safe and independent communities

BVPI 127c	Violent offences committed in connection with licensed premises per 1,000 population							Minimise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
Not reported									
Department	Community Safety Partnership	Responsible Officer		Director of Derby Community Safety Partnership			Links		
BVPI 127d	Violent offences committed under influence per 1,000 population							Minimise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
Not reported									
Department	Community Safety Partnership	Responsible Officer		Director of Derby Community Safety Partnership			Links		
BVPI 128	Vehicle crime per 1,000 population							Minimise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
20.59	13.50	Upper Middle	19.59	15.21	A	↑	15.15	15.09	15.04
Department	Community Safety Partnership	Responsible Officer		Director of Derby Community Safety Partnership			Links		

## Healthy, safe and independent communities

BVPI 159a	04-05: Percentage of permanently excluded pupils with alternative tuition of five hours or less							Minimise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
2.80%	0.00%	Top	0.00%	0.00%	B	↑	Deleted PI		
Department	Education		Responsible Officer		Acting Head of Pupil Referral Unit		Links	ESSP	
BVPI 159b	04-05: Percentage of permanently excluded pupils with alternative tuition of 6 – 12 hours							Minimise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
21.60%	1.2%	Bottom	15.00%	15.43%	B	↑	Deleted PI		
Department	Education		Responsible Officer		Acting Head of Pupil Referral Unit		Links	ESSP	
BVPI 159c	04-05: Percentage of permanently excluded pupils with alternative tuition of 13 – 19 hours							Minimise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
36.90%	4.00%	Bottom	30.00%	53.70%	C	↓	Deleted PI		
Department	Education		Responsible Officer		Acting Head of Pupil Referral Unit		Links	ESSP	

## Healthy, safe and independent communities

BVPI 159d	04-05: Percentage of permanently excluded pupils with alternative tuition of 20 hours or more 05-06: Percentage of permanently excluded pupils with alternative tuition of 21 hours or more							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
38.60%	90.80%	Bottom	65.00%	30.86%	C	➡	70.00%	80.00%	90.00%
Department	Education	Responsible Officer		Acting Head of Pupil Referral Unit			Links	ESSP	
BVPI 165	Percentage of pedestrian crossings with facilities for disabled people							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
91.37%	96.50%	Upper Middle	93.00%	93.80%	B	⬆	91.50%	91.70%	91.90%
Department	Development and Cultural Services	Responsible Officer		Traffic Control Engineer			Links	Development and Cultural Services BP	
BVPI 174	Racial incidents recorded by the authority per 100,000 population							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
10.00	56.00	Bottom	30.00	143.00	C	⬇	141.00	139.00	137.00
Department	Policy	Responsible Officer		Equality Standard Project Manager			Links		

## Healthy, safe and independent communities

BVPI 175	Percentage of racial incidents that resulted in further action							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
100.00%	100.00%	Bottom	100.00%	97.6%	B	↓	97.60%	97.60%	97.60%
Department	Policy	Responsible Officer		Equality Standard Project Manager			Links		
BVPI 176	04-05: Number of domestic violence refuge places per 10,000 population 05-06: BV225 – Actions and services of the local authority which are designed to help victims of domestic violence							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
2.12	1.08	Top	2.12	2.01	C	↓		No targets set	
Department	Policy	Responsible Officer		Director of Derby Community Safety Partnership			Links		
BVPI 183i	The average length of stay in bed and breakfast accommodation							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
5.00	2.00	Top	4.00	2.80	A	↑	3.00	2.80	2.60
Department	Policy	Responsible Officer		Housing Options Manager			Links		
BVPI 183ii	The average length of stay in hostel accommodation							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
0.00	0.00	Top	0.00	0.00	B	➡	0.00	0.00	0.00
Department	Policy	Responsible Officer		Housing Options Manager			Links		

## Healthy, safe and independent communities

BVPI 185	Percentage of responsive repairs which the authority made and kept an appointment							Maximise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
40.96%	85.60%	Bottom	65.00%	47.70%	C	↑	Deleted PI		
Department	Policy	Responsible Officer		Housing Strategy and Performance Manager			Links		
BVPI 197	Change in the number of conceptions to females aged under 18							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
-38.20%	-16.40%	Top	-23.70%	-22.60%	B	↓	-28.00%	-33.40%	-38.0%
Department	Social Services	Responsible Officer		Head of Planning and Partnership			Links	Community Strategy, LAA, Social Service BP	
BVPI 198	Percentage change in the number of problem drug misusers accessing treatment services							Stabilise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2003-04			7.50%	8.30%	C	N/A	8.80%	10.40%	12.30%
Department	Community Safety Partnership	Responsible Officer		Drug and Alcohol Action Team Co-ordinator			Links		



## Healthy, safe and independent communities

BVPI 202	Number of people sleeping rough on a single night							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2004-05				14.00	N/A	N/A	7.00	4.00	3.00
Department	Policy	Responsible Officer		Housing Options Manager			Links		
BVPI 203	Percentage change in the average number of families placed in temporary accommodation							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2004-05				20.47	N/A	N/A	+20.00%	+15.00%	+10.00%
Department	Policy	Responsible Officer		Housing Options Manager			Links		
BVPI 211a	The proportion of planned repairs and maintenance expenditure							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Policy	Responsible Officer		Housing Strategy and Performance Manager			Links		
BVPI 211b	The proportion of expenditure on emergency and urgent repairs							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Policy	Responsible Officer		Housing Strategy and Performance Manager			Links		

## Healthy, safe and independent communities

BVPI 212	Average time to re-let local authority housing							Minimise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Policy	Responsible Officer		Housing Strategy and Performance Manager			Links		
BVPI 213	Number of households where Council intervention resolved their situation							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Policy	Responsible Officer		Housing Options Manager			Links		
BVPI 214	Proportion of homeless households accepted as homeless by the authority							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Policy	Responsible Officer		Housing Options Manager			Links		
BVPI 215a	Average number of days taken to repair a street lighting fault - DNO							Minimise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Development and Cultural Services	Responsible Officer		Head of Street Care and Waste Management			Links	Development and Cultural Services BP	

## Healthy, safe and independent communities

BVPI 215b	Average time taken to repair a street lighting fault –DNO							Minimise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Development and Cultural Services	Responsible Officer		Head of Street Care and Waste Management			Links	Development and Cultural Services BP	
Local 1	Violent crimes per 1,000 population							Minimise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
33.22	N/A	N/A	12.87	30.28	C	↑		No targets set	
Department	Community Safety Partnership	Responsible Officer		Crime Reduction Strategy Manager			Links		

# A lively and energetic cultural life

## Our performance in achieving this objective

	Total PIs	
	Number	%
<b>Quartile position</b>		
Top	0	0%
Upper middle	1	25%
Lower middle	3	75%
Bottom	0	0%
N/A*	1	-
Total	4	100%
<b>Target status</b>		
A – above target	1	20%
B – on target	1	20%
C – below target	3	60%
N/A*	-	-
Total	5	100%
<b>Trend</b>		
↑ Better	2	40%
→ Same	0	0%
↓ Worse	3	60%
N/A*	-	-
Total	5	100%

\*N/A figures are not included in the percentage calculations

## A lively and energetic cultural life

BVPI 117	The number of physical visits per 1,000 population to public libraries							Maximise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
4,834.00	5,738.00	Upper Middle	4,950.00	5,511.70	A	↑	N/A	N/A	N/A
Department	Development and Cultural Services	Responsible Officer		Head of Library Services			Links	Community Strategy, Development and Cultural Services BP	
BVPI 119a	Percentage of residents satisfied with the local council cultural services – sports and leisure facilities							Maximise	Not required
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
60.00% weighted & unweighted	62.75%	N/A	Survey not required		N/A	N/A	Survey not required	68.00%	Survey not required
Department	Education	Responsible Officer		Head of Sport and Leisure			Links	Community Strategy	
BVPI 119b	Percentage of residents satisfied with the local council cultural services - libraries							Maximise	Not required
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
64.00% weighted 65.00% unweighted	72.25%	N/A	Survey not required		N/A	N/A	Survey not required	65.00%	Survey not required
Department	Development and Cultural Services	Responsible Officer		Assistant Director of Cultural Services			Links	Development and Cultural Services BP	

## A lively and energetic cultural life

BVPI 119c	Percentage of residents satisfied with the local council cultural services – museums and galleries							Maximise	Not required
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
58.00% weighted 59.00% unweighted	55.00%	N/A	Survey not required		N/A	N/A	Survey not required	70.00%	Survey not required
Department	Development and Cultural Services	Responsible Officer		Assistant Director of Cultural Services			Links	Development and Cultural Services BP	
BVPI 119d	Percentage of residents satisfied with the local council cultural services – theatres and concert halls							Maximise	Not required
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
60.00% weighted 61.00% unweighted	65.00%	N/A	Survey not required		N/A	N/A	Survey not required	76.00%	Survey not required
Department	Development and Cultural Services	Responsible Officer		Assistant Director of Cultural Services			Links	Community Strategy, Development and Cultural Services BP	
BVPI 170a	Number of visits to/usage of museums per 1,000 population							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
538.00	1753.00	Lower Middle	568.00	534.00	C	↓	584.00	613.00	643.00
Department	Development and Cultural Services	Responsible Officer		Head of Museums			Links	Development and Cultural Services BP	

## A lively and energetic cultural life

BVPI 170b	Number of those visits to museums that were in person pr 1,000 population							Maximise	Amended	
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08	
504.00	903.00	Lower Middle	534.00	476.00	C	↓	523.00	549.00	577.00	
Department	Development and Cultural Services	Responsible Officer		Head of Museums			Links	Community Strategy, Development and Cultural Services BP		
BVPI 170c	Number of pupils visiting museums and galleries in organised school groups								Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08	
7082.00	16786.00	Lower Middle	10000.00	5,207.00	C	↓	5467.00	5740.00	6027.00	
Department	Development and Cultural Services	Responsible Officer		Head of Museums			Links	Development and Cultural Services BP		
Local 4	Number of Tourist Information Centre users							Maximise	Same	
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08	
107,055.00	N/A	N/A	122,000.00	121,451.00	B	↑	120,000.00	118.000.00	116.000.00	
Department	Development and Cultural Services	Responsible Officer		Head of City Development and Tourism			Links	Development and Cultural Services BP		

# A diverse, attractive and healthy environment

## Our performance in achieving this objective

	Total PIs	
	Number	%
<b>Quartile position</b>		
Top	4	20%
Upper middle	9	45%
Lower middle	6	30%
Bottom	1	5%
N/A*	8	-
Total	20	100%
<b>Target status</b>		
A – above target	4	29%
B – on target	8	57%
C – below target	2	14%
N/A*	14	-
Total	14	100%
<b>Trend</b>		
↑ Better	13	65%
→ Same	3	15%
↓ Worse	4	20%
N/A*	8	-
Total	20	100%

\*N/A figures are not included in the percentage calculations



## A diverse, attractive and healthy environment

BVPI 63	Energy Efficiency – the average Standard Assessment Procedure, SAP, rating of local council owned homes							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
58.50	67.00	Lower Middle	60.00	60.90	B	↑	63.00	64.00	65.00
Department	Policy	Responsible Officer		Housing Strategy and Performance Manager			Links		
BVPI 74a	Satisfaction with overall service provided by landlord							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
74.80%	82.00%	Upper Middle	N/A	76.90%	N/A	↑	83.00%	84.00%	85.00%
Department	Policy	Responsible Officer		Housing Strategy and Performance Manager			Links		
BVPI 74b	Satisfaction with overall service provided by landlord – BME groups							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
60.90%	80.50%	Upper Middle	N/A	72.50%	N/A	↑	83.00%	84.00%	85.00%
Department	Policy	Responsible Officer		Housing Strategy and Performance Manager			Links		

## A diverse, attractive and healthy environment

BVPI 74c	Satisfaction with overall service provided by landlord – non BME groups							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
75.90%	82.00%	Upper Middle	N/A	78.30%	N/A	↑	83.00%	84.00%	85.00%
Department	Policy	Responsible Officer		Housing Strategy and Performance Manager			Links		
BVPI 75a	Satisfaction with participation opportunities in decision making in relation to housing services provided by landlord							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
58.90%	69.75%	Lower Middle	N/A	58.90%	N/A	→	69.00%	70.00%	72.00%
Department	Policy	Responsible Officer		Housing Strategy and Performance Manager			Links		
BVPI 75b	Satisfaction with participation opportunities in decision making in relation to housing services provided by landlord – BME groups							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
41.90%	69.25%	Upper Middle	N/A	61.80%	N/A	↑	69.00%	70.00%	72.00%
Department	Policy	Responsible Officer		Housing Strategy and Performance Manager			Links		

## A diverse, attractive and healthy environment

BVPI 75c	Satisfaction with participation opportunities in decision making in relation to housing services provided by landlord – non BME groups							Maximise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
60.20%	69.75%	Bottom	N/A	58.80%	N/A	↓	69.00%	70.00%	72.00%
Department	Policy	Responsible Officer		Housing Strategy and Performance Manager			Links		
BVPI 82d	04-05: Percentage of total tonnage of household waste arisings which has been landfilled 05-06: 82d(i) Percentage of household waste arisings which has been landfilled							Minimise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
85.00%	76.67%	Upper Middle	80.00%	78.57%	B	↑	75.50%	68.00%	62.50%
Department	Development and Cultural Services	Responsible Officer		Head of Street Care and Waste Management			Links	Development and Cultural Services BP	
BVPI 82d(ii)	04-05: Percentage of total tonnage of household waste arisings which has been landfilled 05-06: 82d(ii) The tonnage of household waste arisings which have been landfilled							Minimise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							93032.00	85886.00	80123.00
Department	Development and Cultural Services	Responsible Officer		Head of Street Care and Waste Management			Links	Development and Cultural Services BP	

## A diverse, attractive and healthy environment

BVPI 84	04-05: Number of kilograms of household waste arisings collected per head 05-06: 84a Number of kilogrames of household waste collected per head of the population							Minimise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
529.00	489.20	Upper Middle	532.00	515.51	B	↑	525.00	535.00	540.00
Department	Development and Cultural Services		Responsible Officer		Head of Street Care and Waste Management		Links	Development and Cultural Services BP	
BVPI 84b	04-05: Number of kilograms of household waste arisings collected per head 05-06: 84b Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population							Minimise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
Definition change for 2005-06							+1.00%	+1.00%	+1.00%
Department	Development and Cultural Services		Responsible Officer		Head of Street Care and Waste Management		Links	Development and Cultural Services BP	
BVPI 89	Percentage of people satisfied with the cleanliness in their area							Maximise	Not required
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
60.00% weighted & unweighted	62.00%	N/A	Survey not required		N/A	N/A	Survey not required	70.00%	Survey not required
Department	Development and Cultural Services		Responsible Officer		Waste Management Officer Operations		Links	LAA, Development and Cultural Services BP	

## A diverse, attractive and healthy environment

BVPI 90a	Percentage of people satisfied with household waste collections							Maximise	Not required
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
84.00% weighted 86.00% unweighted	89.00%	N/A	Survey not required		N/A	N/A	Survey not required	90.00%	Survey not required
Department	Development and Cultural Services	Responsible Officer		Waste Management Officer Operations		Links	Development and Cultural Services BP		
BVPI 90b	Percentage of people satisfied with waste recycling							Maximise	Not required
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
73.00% weighted 74.00% unweighted	73.00%	N/A	Survey not required		N/A	N/A	Survey not required	78.00%	Survey not required
Department	Development and Cultural Services	Responsible Officer		Waste Management Officer Operations		Links	Development and Cultural Services BP		
BVPI 90c	Percentage of people satisfied with waste disposal							Maximise	Not required
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
78.00% weighted & unweighted	84.00%	N/A	Survey not required		N/A	N/A	Survey not required	79.00%	Survey not required
Department	Development and Cultural Services	Responsible Officer		Waste Management Officer Operations		Links	Development and Cultural Services BP		

## A diverse, attractive and healthy environment

BVPI 96	04-05: Conditions of principal roads by the TRACS –mechanised survey technique 05-06: 223 -Percentage of principal roads where maintenance should be considered							Minimise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
0.45	5.14	Top	1.00	0.00	A	↑	No targets set		
Department	Development and Cultural Services		Responsible Officer		Maintenance Manager		Links	Development and Cultural Services BP	
BVPI 97a	04-05: Condition of non-principal roads – classified 05-06: 224a – Percentage of non-principal classified roads where maintenance should be considered							Minimise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
11.91%	11.91%	Upper Middle	11.00%	16.10%	C	↓	No targets set		
Department	Development and Cultural Services		Responsible Officer		Maintenance Manager		Links	Development and Cultural Services BP	
BVPI 97b	04-05: Condition of non-principal roads – unclassified 05-06: 224b – Percentage of non-principal unclassified roads where maintenance should be considered							Minimise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
11.59%	10.47%	Upper Middle	11.00%	14.70%	C	↓	No targets set		
Department	Development and Cultural Services		Responsible Officer		Maintenance Manager		Links	Development and Cultural Services BP	

## A diverse, attractive and healthy environment

BVPI 100	Number of days of temporary traffic controls or road closure on traffic sensitive roads							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
2.50	0.20	Lower Middle	3.00	1.63	A	↑	2.75%	2.50%	2.50%
Department	Development and Cultural Services	Responsible Officer		Waste Management Officer Operations			Links	Development and Cultural Services BP	
BVPI 102	Local bus services – passenger journeys per year							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
15,907,143	11,044,565	Top	16,225,285	16,484,052	B	↑	16,543,427	16,543,427	16,543,427
Department	Development and Cultural Services	Responsible Officer		Transport Policy Manager			Links	Development and Cultural Services BP	
BVPI 103	Satisfaction with transport information							Maximise	Not required
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
65.00% weighted 66.00% unweighted	55.00%	N/A	Survey not required		N/A	N/A	Survey not required	70.00%	Survey not required
Department	Development and Cultural Services	Responsible Officer		Transport Policy Manager			Links	Development and Cultural Services BP	

## A diverse, attractive and healthy environment

BVPI 104	Percentage of all respondents satisfied with the local bus service							Maximise	Not required
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
71.00% weighted 73.00% unweighted	60.75%	N/A	Survey not required		N/A	N/A	Survey not required	74.00%	Survey not required
Department	Development and Cultural Services	Responsible Officer		Transport Policy Manager			Links	Development and Cultural Services BP	
BVPI 111	Percentage of applicants satisfaction with planning service							Maximise	Not required
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
72.00%	77.75%	N/A	Survey not required		N/A	N/A	Survey not required	76.00%	Survey not required
Department	Development and Cultural Services	Responsible Officer		Head of Development Control and Land Searches			Links	Development and Cultural Services BP	
BVPI 119e	Percentage of residents satisfied with local authority cultural services – parks and open spaces							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
74.00% weighted 76.00% unweighted	81.75%	N/A	Survey not required		N/A	N/A	Survey not required	70.00%	Survey not required
Department	Commercial Services	Responsible Officer		Head of Parks Services			Links	Community Strategy, LAA	



## A diverse, attractive and healthy environment

BVPI 164	Does the authority follow the Commission for Racial Equality's Code of practice in rented housing?							N/A	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
Yes	Yes	Top	Yes	Yes	B	➔	Yes	Yes	Yes
Department	Policy	Responsible Officer		Housing Strategy and Performance Manager			Links		
BVPI 166a	Score against a checklist of best practice for environmental health							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
100.00%	90.00%	Top	100.00%	100.00%	B	➔	100.00%	100.00%	100.00%
Department	Corporate Services	Responsible Officer		Assistant Director of Environmental Health and Trading Standards			Links		
BVPI 166b	Score against a checklist of best practice for trading standards							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
80.00%	95.50%	Lower Middle	82.00%	80.00%	B	⬆	80.00%	80.00%	80.00%
Department	Corporate Services	Responsible Officer		Assistant Director of Environmental Health and Trading Standards			Links		

## A diverse, attractive and healthy environment

BVPI 178	Percentage of footpaths and other rights of way which were easy to use							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
70.00%	65.00%	Upper Middle	80.00%	81.49%	B	↑	82.00%	84.00%	85.00%
Department	Development and Cultural Services	Responsible Officer		Assistant Director of Development			Links	Development and Cultural Services BP	
BVPI 178x	Did you use the CSS/CA methodology							N/A	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
N/A	N/A	N/A	Yes	Yes	N/A	N/A	Yes	Yes	Yes
Department	Development and Cultural Services	Responsible Officer		Assistant Director of Development			Links	Development and Cultural Services BP	
BVPI 180a(i)	The energy consumption/m2 of council operational property, compared with comparable buildings in the UK as a whole – electricity							Minimise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
Not available							Deleted PI		
Department	Development and Cultural Services	Responsible Officer		Principal Services Engineer			Links	Development and Cultural Services BP	

## A diverse, attractive and healthy environment

BVPI 180a(ii)		The energy consumption/m2 of council operational property, compared with comparable buildings in the UK as a whole – fossil fuels						Minimise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
Not available							Deleted PI		
Department	Development and Cultural Services		Responsible Officer		Principal Services Engineer		Links	Development and Cultural Services BP	
BVPI 180b		Average lamp circuit energy consumption for street lights, compared with the UK national average						Minimise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
Not available							Deleted PI		
Department	Development and Cultural Services		Responsible Officer		Principal Services Engineer		Links	Development and Cultural Services BP	
BVPI 186a		Roads not needing major repair – principal roads						Maximise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
223.44	105.00	T, M, B	219.94	xx	A, B, C	Arrow	Deleted PI		
Department	Development and Cultural Services		Responsible Officer		Assistant Director of Highways, Transport and Waste		Links	Development and Cultural Services BP	

## A diverse, attractive and healthy environment

BVPI 186b	Roads not needing major repair – non-principal roads							Maximise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
183.72	363.55	T, M, B	150.97	xx	A, B, C	Arrow	Deleted PI		
Department	Development and Cultural Services		Responsible Officer		Assistant Director of Highways, Transport and Waste		Links	Development and Cultural Services BP	
BVPI 187	Percentage of footway network where structural maintenance should be considered							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
29.84%	18.00%	Lower Middle	35.00%	31.67%	A	↓	32.00%	29.00%	26.00%
Department	Development and Cultural Services		Responsible Officer		Assistant Director of Highways, Transport and Waste		Links	Development and Cultural Services BP	
BVPI 199	04-05: The proportion of relevant land and highways having combined deposits of litter and detritus across four categories of cleanliness 05-06: 199a - The proportion of relevant land and highways having combined deposits of litter and detritus that fall below and acceptable level							Minimise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
24.00	12.70	Lower Middle	23.00	19.00	A	↑	20.00	20.00	20.00
Department	Development and Cultural Services		Responsible Officer		Waste Management officer Operations		Links	Development and Cultural Services BP	

## A diverse, attractive and healthy environment

BVPI 199b	05-06: The proportion of relevant land and highways from which unacceptable levels of graffiti are visible							Minimise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Development and Cultural Services	Responsible Officer		Waste Management officer Operations			Links	LAA, Development and Cultural Services BP	
BVPI 199c	05-06: The proportion of relevant land and highways from which unacceptable levels of fly-posting are visible							Minimise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Development and Cultural Services	Responsible Officer		Waste Management officer Operations			Links	LAA, Development and Cultural Services BP	
BVPI 199d	05-06: The yearly reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping							Minimise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Development and Cultural Services	Responsible Officer		Waste Management officer Operations			Links	LAA, Development and Cultural Services BP	

## A diverse, attractive and healthy environment

BVPI 200a	04-05: Do you have a development plan, or alterations to it, that has been adopted in the last 5 years and the end date of which has not expired 05-06: Did the local planning authority submit the Local Development Scheme, LDS, by 28 March 2005 and maintain a three year rolling programme							N/A	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
No	N/A	N/A	No	No	N/A	N/A	No targets set		
Department	Development and Cultural Services	Responsible Officer		Head of Plans and Policies		Links	Development and Cultural Services BP		
BVPI 200b	04-05: Are there any proposals on deposits for an alteration or replacement development plan, with a published timetable for adopting those or the replacement plan within 3 years? 05-06: Has the planning authority met the milestones which the current Local Development Scheme, LDS, sets out							N/A	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
No	N/A	N/A	No	Yes	N/A	N/A	No targets set		
Department	Development and Cultural Services	Responsible Officer		Head of Plans and Policies		Links	Development and Cultural Services BP		
BVPI 200c	Was an annual monitoring report by December of last year?							N/A	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Development and Cultural Services	Responsible Officer		Head of Plans and Policies		Links	Development and Cultural Services BP		

## A diverse, attractive and healthy environment

BVPI 216a	Number of land contamination sites of potential concern within local authority area							Stabilise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Development and Cultural Services	Responsible Officer		Assistant Director of Development			Links	Development and Cultural Services BP	
BVPI 216b	Number of sites where sufficient information is available to decide if remediation of the land is necessary as a percentage of all potential concern sites							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Development and Cultural Services	Responsible Officer		Assistant Director of Development			Links	Development and Cultural Services BP	
BVPI 217	Percentage of pollution control improvements to existing installations completed on time							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Development and Cultural Services	Responsible Officer		Assistant Director of Development			Links	Development and Cultural Services BP	

## A diverse, attractive and healthy environment

BVPI 218a	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Development and Cultural Services	Responsible Officer		Group Leader Public Health			Links	Development and Cultural Services BP	
BVPI 218b	Percentage of abandoned vehicles removed with 24 hours from the point at which the authority is legally entitled							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Development and Cultural Services	Responsible Officer		Group Leader Public Health			Links	Development and Cultural Services BP	
BVPI 219a	Total number of conservation areas in local authority area							Stabilise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Development and Cultural Services	Responsible Officer		Head of Environmental Sustainability			Links	Development and Cultural Services BP	



## A diverse, attractive and healthy environment

BVPI 219b	Percentage of conservation areas in the local authority area with an up to date character appraisal							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Development and Cultural Services	Responsible Officer		Head of Environmental Sustainability			Links	Development and Cultural Services BP	
BVPI 219c	Percentage of conservation areas with published management proposals							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Development and Cultural Services	Responsible Officer		Head of Environmental Sustainability			Links	Development and Cultural Services BP	

# A prosperous, vibrant and successful economy

## Our performance in achieving this objective

	Total PIs	
	Number	%
<b>Quartile position</b>		
Top	1	25%
Upper middle	2	50%
Lower middle	1	25%
Bottom	0	0%
N/A*	5	-
Total	4	100%
<b>Target status</b>		
A – above target	1	20%
B – on target	1	20%
C – below target	3	60%
N/A*	4	-
Total	5	100%
<b>Trend</b>		
↑ Better	3	60%
→ Same	1	20%
↓ Worse	1	20%
N/A*	4	-
Total	5	100%

\*N/A figures are not included in the percentage calculations

## A prosperous, vibrant and successful economy

BVPI 16b	The percentage of economically active disabled people in the council area							Stabilise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
15.69%	N/A	N/A	N/A	15.69%	N/A	➡	15.69%	15.69%	15.69%
Department	Policy	Responsible Officer		Corporate Personnel Adviser - Reviews			Links		
BVPI 17b	The percentage of economically active minority ethnic community population in the council area							Stabilise	Amended
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
12.09%	N/A	N/A	N/A	12.09%	N/A	➡	12.09%	12.09%	12.09%
Department	Policy	Responsible Officer		Corporate Personnel Adviser - Reviews			Links		
BVPI 109a	Percentage of major planning applications determined within 13 weeks							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
36.00%	59.62%	Lower Middle	55.00%	45.00%	C	⬆	57.00%	60.00%	60.00%
Department	Development and Cultural Services	Responsible Officer		Head of Development Control and Land Searches			Links	Development and Cultural Services BP	

## A prosperous, vibrant and successful economy

BVPI 109b	Percentage of minor planning applications determined within 8 weeks							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
67.00%	67.14%	Upper Middle	67.00%	60.00%	C	↓	69.00%	70.00%	70.00%
Department	Development and Cultural Services	Responsible Officer		Head of Development Control and Land Searches			Links	Development and Cultural Services BP	
BVPI 109c	Percentage of all other types of planning applications determined within 8 weeks							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
81.00%	81.31%	Upper Middle	81.00%	81.00%	B	→	83.00%	85.00%	85.00%
Department	Development and Cultural Services	Responsible Officer		Head of Development Control and Land Searches			Links	Development and Cultural Services BP	
BVPI 161	Ratio of former care leavers in employment, education or training at age 19							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
82.36	66.69	Top	75.00	89.50	A	↑	75.00%	75.00%	75.00%
Department	Social Services	Responsible Officer		Service Manager Aspire			Links	Social Services BP	

## A prosperous, vibrant and successful economy

BVPI 204	Percentage of appeals allowed against the authority's decision to refuse planning							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2004-05				26.00%	N/A	N/A	30.00%	30.00%	30.00%
Department	Development and Cultural Services		Responsible Officer		Head of Development Control and Land Searches		Links	Development and Cultural Services BP	
BVPI 205	The local authority's score against a 'quality of planning services' checklist							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2004-05				88.80%	N/A	N/A	94.40%	94.40%	100.00%
Department	Development and Cultural Services		Responsible Officer		Head of Development Control and Land Searches		Links	Development and Cultural Services BP	
Local 6	The number of jobs created and safeguarded by Derby Marketing							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
244.00	N/A	N/A	365.00	251.00	C	↑	275.00	330.00	395.00
Department	Development and Cultural Services		Responsible Officer		Head of City Development and Tourism		Links	Development and Cultural Services BP	

# A shared commitment to regenerating our communities

## Our performance in achieving this objective

	Total Pls	
	Number	%
<b>Quartile position</b>		
Top	3	60%
Upper middle	0	0%
Lower middle	2	40%
Bottom	0	0%
N/A*	4	-
Total	5	100%
<b>Target status</b>		
A – above target	3	38%
B – on target	4	50%
C – below target	1	12%
N/A*	1	-
Total	8	100%
<b>Trend</b>		
↑ Better	4	50%
→ Same	3	38%
↓ Worse	1	12%
N/A*	1	-
Total	8	100%

\*N/A figures are not included in the percentage calculations

## A shared commitment to regenerating our communities

BVPI 1a	Does the authority have a Community Strategy							N/A	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
Yes	N/A	N/A	Yes	Yes	B	➔	Deleted PI		
Department	Policy		Responsible Officer		Assistant Director of Community Policy		Links		
BVPI 1b	By when will a review of the Community Strategy be completed?							N/A	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
March 2006	N/A	N/A	May 2004	May 2004	B	➔	Deleted PI		
Department	Policy		Responsible Officer		Assistant Director of Community Policy		Links		
BVPI 1c	Have we reported progress on implementing the Community Strategy to the community?							N/A	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
Yes	N/A	N/A	Yes	Yes	B	➔	Deleted PI		
Department	Policy		Responsible Officer		Assistant Director of Community Policy		Links		

## A shared commitment to regenerating our communities

BVPI 1d	When does the authority plan to have such a plan in place?							N/A	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
N/A	N/A	N/A	N/A	N/A	N/A	N/A	Deleted PI		
Department	Policy		Responsible Officer		Assistant Director of Community Policy		Links		
BVPI 62	The proportion of unfit private sector dwellings made fit or demolished							Maximise	Deleted
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
3.23	5.26	Lower Middle	3.23	3.46	A	↑	Deleted PI		
Department	Policy		Responsible Officer		Private Sector Housing Manager		Links	Renewal and Grants BP	
BVPI 64	The number of private sector vacant dwellings that are returned into occupation or demolished							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
175.00	82.00	Top	155.00	91.00	C	↓	109.00	115.00	125.00
Department	Policy		Responsible Officer		Private Sector Housing Manager		Links	Renewal and Grants BP	



## A shared commitment to regenerating our communities

BVPI 106	Percentage of new homes built on previously developed land							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
50.00%	94.25%	Lower Middle	53.00%	53.43%	B	↑	56.00%	58.00%	60.00%
Department	Development and Cultural Services	Responsible Officer		Head of Plans and Policies			Links	Community Strategy, Development and Cultural Services BP	
BVPI 184a	The proportion of local authority homes which were non-decent							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
42.30%	26.00%	Top	29.00%	5.66%	A	↑	2.00%	1.80%	1.60%
Department	Policy	Responsible Officer		Housing Strategy Manager			Links		
BVPI 184b	Percentage change in the proportion of non-decent local authority homes							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
44.57%	23.80%	Top	49.00%	81.16%	A	↑	64.66%	10.00%	11.00%
Department	Policy	Responsible Officer		Housing Strategy Manager			Links		

# Additional Performance Information

Our performance in achieving this objective

	Total Pls	
	Number	%
<b>Quartile position</b>		
Top	9	82%
Upper middle	2	18%
Lower middle	0	0%
Bottom	0	0%
N/A*	1	-
Total	11	100%
<b>Target status</b>		
A – above target	3	25%
B – on target	5	42%
C – below target	4	33%
N/A*	-	-
Total	12	100%
<b>Trend</b>		
↑ Better	8	67%
→ Same	1	8%
↓ Worse	3	25%
N/A*	-	-
Total	12	100%

\*N/A figures are not included in the percentage calculations

## Additional Performance Information

BVPI 2a	The level of equality standard for local government to which the authority conforms							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
Level 1	Level 1	Top	Level 2	Level 2	B	➔	Level 2	Level 2	Level 3
Department	Policy		Responsible Officer		Corporate Personnel Adviser - Reviews		Links		
BVPI 2b	The quality of the authority's Race Equality Scheme and the improvements from its application							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
60.00%	69.00%	Top	94.00%	84.00%	C	⬆	100.00%	100.00%	100.00%
Department	Policy		Responsible Officer		Corporate Personnel Adviser - Reviews		Links		
BVPI 8	The percentage of invoices for commercial goods and services which the Council paid within 30 days of such invoices being received							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
91.45%	92.20%	Top	94.00% (100%)*	92.60%	C	⬆	94.00% (100%)*	95.00% (100%)*	95.00% (100%)*
Department	Finance		Responsible Officer		Assistant Director of Financial Services		Links	Finance BP	

\* (100%) this is the national target for BVPI 8

## Additional Performance Information

BVPI 11a	Percentage of top paid 5% of local authority staff who are women							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
47.60%	46.19%	Top	48.50%	48.50%	B	↑	48.50%	49.50%	50.00%
Department	Policy	Responsible Officer		Corporate Personnel Adviser - Reviews			Links	Personnel Services BP	
BVPI 11b	Percentage of top paid 5% of local authority staff who are from an ethnic minority							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
4.10%	3.59%	Top	4.60%	5.60%	A	↑	6.00%	6.50%	7.00%
Department	Policy	Responsible Officer		Corporate Personnel Adviser - Reviews			Links	Personnel Services BP	
BVPI 11c	Percentage of top paid 5% of local authority staff who are disabled							Maximise	New
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
New indicator for 2005-06							No targets set		
Department	Policy	Responsible Officer		Corporate Personnel Adviser - Reviews			Links	Personnel Services BP	

## Additional Performance Information

BVPI 14	Percentage of employees retiring early – excluding ill-health retirements							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
0.08%	0.19%	Top	0.15%	0.15%	B	↓	0.15%	0.15%	0.15%
Department	Policy	Responsible Officer		Corporate Personnel Adviser - Reviews			Links	Personnel Services BP	
BVPI 15	Percentage of employees retiring on grounds of ill health							Minimise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
0.44%	0.21%	Upper Middle	0.41%	0.24%	A	↑	0.20%	0.20%	0.20%
Department	Policy	Responsible Officer		Corporate Personnel Adviser - Reviews			Links	Personnel Services BP	
BVPI 16a	Percentage of local authority employees with a disability							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
2.70%	2.28%	Top	2.80%	2.40%	C	↓	2.85%	2.90%	2.95%
Department	Policy	Responsible Officer		Corporate Personnel Adviser - Reviews			Links	Personnel Services BP	

## Additional Performance Information

BVPI 17a	Percentage of local authority employees from ethnic minority communities							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
8.50%	4.70%	Top	8.70%	10.10%	A	↑	10.25%	10.40%	10.60%
Department	Policy	Responsible Officer		Corporate Personnel Adviser - Reviews			Links	Personnel Services BP	
BVPI 156	Percentage of authorities building open to the public which are accessible to disabled people							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
43.75%	51.63%	Upper Middle	44.00%	43.00%	B	↓	44.00%	45.00%	45.50%
Department	Development and Cultural Services	Responsible Officer		Head of Building Consultancy			Links	Development and Cultural Services BP	
BVPI 157	Number of types of interaction delivered electronically							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
70.43	75.00	Top	93.92	78.00	C	↑	100.00%	100.00%	100.00%
Department	Finance	Responsible Officer		E-Business Manager			Links	Finance BP	

## Additional Performance Information

Local 2	Is the Council IIP accredited for all its services							Maximise	Same
Actual 2003-04	Unitary Top 25% 2003-04	Estimated Quartile Position	Target 2004-05	Actual 2004-05	Target status	Trend since 2003-04	Target 2005-06	Target 2006-07	Target 2007-08
N/A	N/A	N/A	Yes	Yes	B	↑	No review scheduled		Yes
Department	Policy	Responsible Officer		Corporate Personnel Adviser - Reviews			Links		

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**Annex 1**  
**Performance Indicator index –**  
**number order**



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1b	When will a full review of the strategy be completed?	Assistant Director Community Policy	25 6242	
1c	Has progress being reported to the wider community?	Assistant Director Community Policy	25 6242	
1d	When will such a strategy be in place?	Assistant Director Community Policy	25 6242	
2a	The level of the Equality Standard for Local Government to which the authority conforms	Corporate Personnel Adviser - Reviews	25 5485	
2b	The duty to promote race checklist score	Corporate Personnel Adviser - Reviews	25 5485	
3	Percentage of citizens satisfied with overall service provided	Head of Strategic Planning and Performance	25 5560	
4	Percentage of complaints satisfied with the handling of their complaint	Corporate Customer Services Manager	25 5132	
8	Percentage of invoices paid within 30 days	Assistant Director of Financial Services	255343	
9	Percentage of Council Tax collected	Revenues Manager	25 5771	
10	Percentage of non-domestic rates collected	Revenues Manager	25 5771	
11a	Percentage of top 5% earners that are women	Corporate Personnel Adviser - Reviews	25 5485	
11b	Percentage of top 5% earners that are from ethnic minorities	Corporate Personnel Adviser - Reviews	25 5485	
11c	Percentage of top 5% earners who have a disability	Corporate Personnel Adviser - Reviews	25 5485	
12	Number of working days/shifts lost due to sickness	Attendance Management Consultant	25 8506	
14	Percentage of employees retiring early	Corporate Personnel Adviser - Reviews	25 5485	
15	Percentage of employees retiring on ill health grounds	Corporate Personnel Adviser - Reviews	25 5485	
16a	Percentage of employees declaring they meet the Disability Discrimination Act, DDA	Corporate Personnel Adviser - Reviews	25 5485	
16b	Percentage of economically active disabled people in the council area	Corporate Personnel Adviser - Reviews	25 5485	
17a	Percentage of employees from minority ethnic communities	Corporate Personnel Adviser - Reviews	25 5485	
17b	Percentage of economically active minority ethnic community population	Corporate Personnel Adviser - Reviews	25 5485	
33	Youth service expenditure	Head of Youth Services	71 6956	
34a	Percentage of primary schools with 25% or more of their places unfilled	Head of Asset Planning and Management	71 6951	
34b	Percentage of secondary schools with 25% or more of their places unfilled	Head of Asset Planning and Management	71 6951	
38	Five or more GCSEs at grades A*-C or equivalent	Acting Assistant Director of School Improvement and Inclusion	71 6852	
39	Five or more GCSEs or equivalent at grades A*- G including English and Maths	Acting Assistant Director of School Improvement and Inclusion	71 6852	

## PI index – number listing

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40	Key Stage 2 Results – Level 4 or above in Mathematics	Acting Assistant Director of School Improvement and Inclusion	71 6852	
41	Key Stage 2 Results – Level 4 or above in English	Acting Assistant Director of School Improvement and Inclusion	71 6852	
43a	Statement of special educational needs prepared within 18 weeks excluding exceptions	Education Officer – Pupil Services and Special Educational Needs	71 6943	
43b	Statement of special educational needs prepared within 18 weeks including exceptions	Education Officer – Pupil Services and Special Educational Needs	71 6943	
44	Number of pupils permanently excluded during the year from schools per 1,000 pupils	Acting Assistant Director School Inclusion	71 6840	
45	Percentage of half days missed due to total absence in secondary schools	Principal Education Welfare Officer	71 6794	
46	Percentage of half days missed due to total absence in primary schools	Principal Education Welfare Officer	71 6794	
48	Percentage of schools maintained by the Local Education Authority subject to special measures	Acting Assistant Director of School Improvement and Inclusion	71 6852	
49	Percentage of children looked after with 3+ placements in the year	Head of Assessment Care Planning Services	71 7702	
50	Educational qualifications of children looked after	Principal Officer	25 6752	
51	Cost of services for children looked after	Assistant Director Resources and Projects and Children and Families	25 6704	
52	Cost of intensive social care for adults	Assistant Director Community Care	25 6702	
53	Number of homes receiving intensive home care per 1,000 population aged 65+	Head of Direct Services for Older People	71 7200	
54	Older people aged 65+ helped to live at home	Head of Direct Services for Older People	71 7200	
56	Equipments delivered within seven working days	Head of Disability and Sensory Services	71 7367	
58	Percentage of people receiving a statement of their needs and how they will be met	Head of Direct Services for Older People	71 7200	
62	The proportion of unfit private sector dwellings made fit or demolished	Private Sector Housing Manager	25 5236	
63	The average SAP rating of local authority owned dwellings	Housing Strategy and Performance Manager	25 1585	
64	Number of private sector vacant dwellings that are returned into occupation or demolished	Private Sector Housing Manager	25 5236	
66a	Local authority rent collection and arrears: proportion of rent collected	Housing Strategy and Performance Manager	25 1585	

## PI index – number listing

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74a	Satisfaction with overall service provided by landlord	Housing Strategy and Performance Manager	25 1585	
74b	Satisfaction with overall service provided by landlord – BME groups	Housing Strategy and Performance Manager	25 1585	
74c	Satisfaction with overall service provided by landlord – non-BME groups	Housing Strategy and Performance Manager	25 1585	
75a	Satisfaction with participation opportunities in decision making in relation to housing services provided by landlord	Housing Strategy and Performance Manager	25 1585	
75b	Satisfaction with participation opportunities in decision making in relation to housing services provided by landlord – BME groups	Housing Strategy and Performance Manager	25 1585	
75c	Satisfaction with participation opportunities in decision making in relation to housing services provided by landlord – non-BME groups	Housing Strategy and Performance Manager	25 1585	
76a	Number of claimants visited per 1,000 caseload	Benefits Manager	25 4742	
76b	Number of fraud investigators per 1,000 caseload	Benefits Manager	25 4742	
76c	Number of fraud investigations per 1,000 caseload	Benefits Manager	25 4742	
76d	Number of prosecutions and sanctions per 1,000 caseload	Benefits Manager	25 4742	
78a	Average time for processing of new Housing Benefit claims	Benefits Manager	25 4742	
78b	Average time for processing notifications of change of circumstances	Benefits Manager	25 4742	
79a	Percentage of cases processed correctly	Policy and Development Manager	25 5133	
79b	Percentage recovery of overpaid benefit	Benefits Manager	25 4742	
80a	Benefits Service - Satisfaction with office contact	Policy and Development Manager	25 5133	
80b	Benefits Service - Satisfaction with service in the office	Policy and Development Manager	25 5133	
80c	Benefits Service - Satisfaction with telephone service	Policy and Development Manager	25 5133	
80d	Benefits Service - Satisfaction with staff in the office	Policy and Development Manager	25 5133	
80e	Benefits Service - Satisfaction with forms	Policy and Development Manager	25 5133	
80f	Benefits Service - Satisfaction with speed of service	Policy and Development Manager	25 5133	
80g	Benefits Service – Overall satisfaction	Policy and Development Manager	25 5133	
82a	Percentage of the total tonnage of household waste arisings which have been recycled	Head of Street Care and Waste Management	71 5060	
82b	Percentage of the total tonnage of household waste arisings which have been composted	Head of Street Care and Waste Management	71 5060	
82c	Percentage of the total tonnage of household waste arisings which have been used to recover energy	Head of Street Care and Waste Management	71 5060	
82d	Percentage of the total tonnage of household waste arisings which have been landfilled	Head of Street Care and Waste Management	71 5060	

## PI index – number listing

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84	Number of kilograms of household waste collected per head of population	Head of Street Care and Waste Management	71 5060	
86	Cost of waste collection per household	Principal Accountant	71 6599	
87	Cost of waste disposal per tonne for municipal waste	Principal Accountant	71 6599	
89	Satisfaction with cleanliness	Waste Management Officer Operations	71 6358	
90a	Satisfaction with waste collection	Waste Management Officer Operations	71 6358	
90b	Satisfaction with waste recycling	Waste Management Officer Operations	71 6358	
90c	Satisfaction with waste disposal	Waste Management Officer Operations	71 6358	
91	Percentage of the population served by a kerbside collection of recyclables	Waste Management Officer Operations	71 6358	
96	Condition of principal roads	Maintenance Manager	71 5067	
97a	Condition of non-principal roads - classified	Maintenance Manager	71 5067	
97b	Condition of non-principal roads - unclassified	Maintenance Manager	71 5067	
99x	Number of road accident casualties – all killed/seriously injured	Traffic Control Engineer	71 5019	
99xc	Number of road accident casualties – children killed/seriously injured	Traffic Control Engineer	71 5019	
99xsi	Number of road accident casualties – all slight injuries	Traffic Control Engineer	71 5019	
99y	Percentage change in number of casualties from previous year – all killed/seriously injured	Traffic Control Engineer	71 5019	
99yc	Percentage change in number of casualties from previous year – children killed/seriously injured	Traffic Control Engineer	71 5019	
99ysi	Percentage change in number of casualties from previous year – all slight injuries	Traffic Control Engineer	71 5019	
99z	Percentage change in number of casualties between 1994 and 1998 – all killed/seriously injured	Traffic Control Engineer	71 5019	
99zc	Percentage change in number of casualties between 1994 and 1998 – children killed/seriously injured	Traffic Control Engineer	71 5019	
99zsi	Percentage change in number of casualties between 1994 and 1998 – all slight injuries	Traffic Control Engineer	71 5019	
100	Number of days of temporary traffic controls or road closure on traffic sensitive roads	Waste Management Officer Operations	71 6358	
102	Local bus services (passenger journeys per year)	Transport Policy Manager	71 5034	
103	Satisfaction with transport information	Transport Policy Manager	71 5034	
104	Satisfaction with bus service	Transport Policy Manager	71 5034	
106	Percentage of new homes built on previously developed land	Head of Plans and Policies	25 5020	

## PI index – number listing

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<b>109b</b>	Percentage of planning applications – 65% of minor applications in 8 weeks	Head of Development Control and Land Searches	25 5942	
<b>109c</b>	Percentage of planning applications – 80% of other applications in 8 weeks	Head of Development Control and Land Searches	25 5942	
<b>111</b>	Satisfaction with planning service	Head of Development Control and Land Searches	25 5942	
<b>117</b>	The number of physical visits per 1,000 population to public library premises	Head of Library Services	71 6602	
<b>118a</b>	Satisfaction of library users who found a book to borrow	Head of Library Services	71 6602	
<b>118b</b>	Satisfaction of library users who found the information they were looking for	Head of Library Services	71 6602	
<b>118c</b>	Library users overall satisfaction with libraries	Head of Library Services	71 6602	
<b>119a</b>	Satisfaction with sport and leisure facilities	Head of Sport and Leisure	71 5513	
<b>119b</b>	Satisfaction with libraries	Assistant Director – Cultural Services	71 6601	
<b>119c</b>	Satisfaction with museums and galleries	Assistant Director – Cultural Services	71 6601	
<b>119d</b>	Satisfaction with theatres and concert halls	Assistant Director – Cultural Services	71 6601	
<b>119e</b>	Satisfaction with parks and open spaces	Head of Parks Service	71 5536	
<b>126a</b>	Domestic burglaries per 1,000 households	Director of Derby Community Safety Partnership	25 6914	
<b>127a</b>	Violent offences committed by a stranger per 1,000 population	Director of Derby Community Safety Partnership	25 6914	
<b>127b</b>	Violent offences committed in a public place per 1,000 population	Director of Derby Community Safety Partnership	25 6914	
<b>127c</b>	Violent offences committed in connection with licensed premises per 1,000 population	Director of Derby Community Safety Partnership	25 6914	
<b>127d</b>	Violent offences committed under influence per 1,000 population	Director of Derby Community Safety Partnership	25 6914	
<b>128a</b>	Vehicle crimes per 1,000 population	Director of Derby Community Safety Partnership	25 6914	
<b>156</b>	Percentage of authority buildings open to the public which are accessible to disabled people	Head of Building Consultancy	25 5006	
<b>157</b>	Number of types of interaction delivered electronically	E-Business Manager	25 5011	
<b>159a</b>	Percentage of permanently excluded pupils with alternative tuition of 5 hours or less	Acting Head of Pupil Referral Unit	71 6002	
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## PI index – number listing

Ref	Description	Contact	Ext	Page
<b>159c</b>	Percentage of permanently excluded pupils with alternative tuition of 13-19 hours	Acting Head of Pupil Referral Unit	71 6002	
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<b>161</b>	Care leavers in education/training/employment	Head of Residential and Leaving Care	71 5066	
<b>162</b>	Reviews of child protection cases	Head of Children's Quality Assurance	71 7809	
<b>163</b>	Adoptions of children looked after	Head of Service Assessment and Care Planning	71 6701	
<b>164</b>	Does the authority follow the CRE code in rented housing?	Housing Strategy and Performance Manager	25 1585	
<b>165</b>	Percentage of pedestrian crossings with facilities for disabled people	Traffic Control Engineer	71 5019	
<b>166a</b>	Score against a checklist of best practice for environmental health	Assistant Director of Environmental Health and Trading Standards	71 5212	
<b>166b</b>	Score against a checklist of best practice for trading standards	Assistant Director of Environmental Health and Trading Standards	71 5212	
<b>170a</b>	The number of visits to/usage's of museums per 1,000 population	Head of Museums	71 6650	
<b>170b</b>	The number of those visits that were in person per 1,000 population	Head of Museums	71 6650	
<b>170c</b>	The number of pupils visiting museums and galleries in organised school groups	Head of Museums	71 6650	
<b>174</b>	Racial incidents recorded by the authority per 100,000 population	Equality Standard Project Manager	25 5384	
<b>175</b>	Percentage of racial incidents resulting in further action	Equality Standard Project Manager	25 5384	
<b>176</b>	Number of domestic violence refuge places per 10,000 population	Director of Derby Community Safety Partnership	25 6914	
<b>177</b>	Legal and advice expenditure on Quality Mark services	Assistant Director Community Policy	25 6242	
<b>178</b>	Percentage of footpaths and other rights of way which were easy to use	Assistant Director of Development	25 5974	
<b>178x</b>	Has the CSS/Countryside Agency methodology for BV 178 been used?	Assistant Director of Development	25 5974	
<b>179</b>	Percentage of standard searches carried out in 10 working days	Business Support Manager	25 8483	
<b>180a(i)*</b>	Actual/'Typical' energy consumption LA buildings - electricity (2003/04)	Principal Services Engineer	25 5082	
<b>180a(ii)*</b>	Actual/'Typical' energy consumption LA buildings - fossil fuels (2003/04)	Principal Services Engineer	25 5082	
<b>180b*</b>	Average lamp circuit energy consumption for street lights	Principal Services Engineer	25 5082	
<b>181a</b>	Key Stage 3 results - Level 5 or above in English	Acting Assistant Director of School Improvement and Inclusion	71 6852	
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## PI index – number listing

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		Inclusion		
<b>181c</b>	Key Stage 3 results - Level 5 or above in Science	Acting Assistant Director of School Improvement and Inclusion	71 6852	
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<b>183i</b>	The average length of stay in bed & breakfast accommodation	Housing Options Manager	25 6487	
<b>183ii</b>	The average length of stay in hostel accommodation	Housing Options Manager	25 6487	
<b>184a</b>	The proportion of local authority homes which were non-decent at beginning of the year	Housing Strategy and Performance Manager	25 1585	
<b>184b</b>	Percentage change in proportion of non-decent local authority homes in the year	Housing Strategy and Performance Manager	25 1585	
<b>185</b>	Percentage of responsive repairs which the authority made and kept an appointment	Housing Strategy and Performance Manager	25 1585	
<b>186a</b>	Roads not needing major repair - principal roads	Assistant Director of Highways, Transport and Waste	71 5043	
<b>186b</b>	Roads not needing major repair - non-principal roads	Assistant Director of Highways, Transport and Waste	71 5043	
<b>187</b>	Condition of footways	Assistant Director of Highways, Transport and Waste	71 5043	
<b>192a</b>	Average number of days access to relevant training and development per practitioner	Head of Early Years and Childcare	71 6867	
<b>192b</b>	Average number of QTS teachers per 10 non-maintained settings	Head of Early Years and Childcare	71 6867	
<b>193a</b>	Schools budget as a percentage of the Schools Funding Assessment, SFA	Head of Finance and Contracts	71 6872	
<b>193b</b>	Increase in school budget on previous year as percentage of increase in SFA	Head of Finance and Contracts	71 6872	
<b>194a</b>	Percentage of pupils in schools achieving Level 5 or above in Key Stage 2 English	Acting Assistant Director of School Improvement and Inclusion	71 6852	
<b>194b</b>	Percentage of pupils in schools achieving Level 5 or above in Key Stage 2 Mathematics	Acting Assistant Director of School Improvement and Inclusion	71 6852	
<b>195</b>	Acceptable waiting time for care assessments	Head of Assessment and Care Management	71 7370	
<b>196</b>	Acceptable waiting time for care packages	Head of Assessment and Care Management	71 7370	
<b>197</b>	Change in the number of conceptions to females aged under 18	Head of Planning and Partnerships	25 6705	
<b>198</b>	Percentage change in the number of problem drug misusers accessing treatment services	Drug and Alcohol Action Team Co-ordinator	25 6920	
<b>199</b>	The proportion of relevant land and highways having combined deposits of litter and detritus	Waste Management Officer Operations	71 6358	
<b>200a</b>	Do you have a development plan that has been	Head of Plans and	25 5020	

## PI index – number listing

Ref	Description	Contact	Ext	Page
	adopted in the last 5 years	Policies		
200b	Are there proposals on deposit for alteration or replacement within 3 years	Head of Plans and Policies	25 5020	
201	Number of adults and older people receiving direct payments per 100,000 population	Head of Disability and Sensory Services	71 7367	
202	Number of people sleeping rough on a single night within local authority	Housing Options Manager	25 6487	
203	Percentage change in average number of families in temporary accommodation compared with average from previous year	Housing Options Manager	25 6487	
204	Percentage of appeals allows against the authority's decision to refuse planning	Head of Development Control and Land Searches	25 5942	
205	Quality of planning service checklist	Head of Development Control and Land Searches	25 5942	
211a	Delivery of repairs and maintenance service – planned repairs	Housing Strategy and Performance Manager	25 1585	
211b	Delivery of repairs and maintenance service – urgent and emergency repairs	Housing Strategy and Performance Manager	25 1585	
212	Average time to re-let local authority housing	Housing Strategy and Performance Manager	25 1585	
213	Number of homelessness cases prevented	Housing Options Manager	25 6487	
214	Housing Advice Service – preventing homelessness	Housing Options Manager	25 6487	
215a	Rectification of street lighting faults – non DNO	Head of Street Care and Waste Management	71 5060	
215b	Rectification of street lighting faults - DNO	Head of Street Care and Waste Management	71 5060	
216a	Number of land contamination sites of potential concern within local authority area	Assistant Director of Development	25 5974	
216b	Number of sites where sufficient information is available to decide if remediation of the land is necessary as a percentage of all potential concern sites	Assistant Director of Development	25 5974	
217	Percentage of pollution control improvements to existing installations completed on time	Assistant Director of Development	25 5974	
218a	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	Group Leader Public Health	71 5219	
218b	Percentage of abandoned vehicles removed with 24 hours from the point at which the Authority is legally entitled	Group Leader Public Health	71 5219	
219a	Total number of conservation areas in the local authority area	Head of Environmental Sustainability	25 5971	
219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal	Head of Environmental Sustainability	25 5971	
219c	Percentage of conservation areas with published management proposals	Head of Environmental Sustainability	25 5971	
220	Compliance against the Public Library Service Standards, PLSS	Head of Library Services	71 6602	
AO/C26	Admissions of supported residents to	Head of Direct	25 6702	



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Ref	Description	Contact	Ext	Page
	residential care	Services for Older People		
<b>Local 1</b>	Violent crimes per 1,000 population	Crime Reduction Strategy Manager	25 6241	
<b>Local 2</b>	Number of Council departments with liP accreditation	Corporate Training and Development Adviser	25 5493	
<b>Local 4</b>	Number of Tourist Information Centre users	Head of City Development and Tourism	71 6370	
<b>Local 6</b>	Number of jobs created and safeguarded by Derby Marketing	Head of City Development and Tourism	71 6370	
<b>Local 109a</b>	Percentage of planning applications – 60% of major applications in 13 weeks	Head of Development Control and Land Searches	25 5942	
<b>Local 109b</b>	Percentage of planning applications – 65% of minor applications in 8 weeks	Head of Development Control and Land Searches	25 5942	
<b>Local 109c</b>	Percentage of planning applications – 80% of other applications in 8 weeks	Head of Development Control and Land Searches	25 5942	
<b>CPD4a</b>	Number of foster carers	Assistant Director Resources and Projects Children and Families	25 6701	
<b>CPD4b</b>	Use of independent foster carers	Assistant Director Resources and Projects Children and Families	25 6701	
<b>CPD4d</b>	Number of children looked after	Assistant Director Resources and Projects Children and Families	25 6701	
<b>CPD4h</b>	Percentage of vacant social worker posts	Assistant Director Resources and Projects Children and Families	25 6701	
<b>CPD4j</b>	Participation of looked after children in reviews	Head of Children's Quality Assurance	71 7809	
<b>CPD5a</b>	Percentage of Emergency Lines and Service Lines answered within six rings	Corporate Customer Service Manager	25 5132	
<b>CPD5b</b>	Percentage of letters responded to within five working days	Corporate Customer Service Manager	25 5132	
<b>CPD5c</b>	Percentage of customers 'greeted' within three minutes of arriving at a reception area	Corporate Customer Service Manager	25 5132	
<b>CPD5d</b>	Number of employees completing customer service training	Corporate Customer Service Manager	25 5132	
<b>CPD6a</b>	Percentage of Council Tax increase for Derby City Council services	Assistant Director of Corporate Finance	25 6288	
<b>CPD6b</b>	Actual net spending compared to budget requirement	Assistant Director of Corporate Finance	25 6288	
<b>CPD6c</b>	Percentage of cashable and non cashable efficiency gains achieved	Assistant Director of Corporate Finance	25 6288	

## **Annex 2**

### **Performance Indicator index – by directorate**

## PI index – by directorate

Ref	Description	Contact	Ext	Page
<b>Commercial Services</b>				
119e	Satisfaction with parks and open spaces	Head of Parks Service	71 5536	
<b>Corporate Services</b>				
166a	Score against a checklist of best practice for environmental health	Assistant Director of Environmental Health and Trading Standards	71 5212	
166b	Score against a checklist of best practice for trading standards	Assistant Director of Environmental Health and Trading Standards	71 5212	
179	Percentage of standard searches carried out in 10 working days	Business Support Manager	25 8483	
180a(i)*	Actual/'Typical' energy consumption LA buildings - electricity (2003/04)	Principal Services Engineer	25 5082	
180a(ii)*	Actual/'Typical' energy consumption LA buildings - fossil fuels (2003/04)	Principal Services Engineer	25 5082	
180b*	Average lamp circuit energy consumption for street lights	Principal Services Engineer	25 5082	
218a	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	Group Leader Public Health	71 5219	
218b	Percentage of abandoned vehicles removed with 24 hours from the point at which the Authority is legally entitled	Group Leader Public Health	71 5219	
<b>Development and Cultural Services</b>				
82a	Percentage of the total tonnage of household waste arisings which have been recycled	Head of Street Care and Waste Management	71 5060	
82b	Percentage of the total tonnage of household waste arisings which have been composted	Head of Street Care and Waste Management	71 5060	
82c	Percentage of the total tonnage of household waste arisings which have been used to recover energy	Head of Street Care and Waste Management	71 5060	
82d	Percentage of the total tonnage of household waste arisings which have been landfilled	Head of Street Care and Waste Management	71 5060	
84	Number of kilograms of household waste collected per head	Head of Street Care and Waste Management	71 5060	
86	Cost of waste collection per household	Principal Accountant	71 6599	
87	Cost of waste disposal per tonne for municipal waste	Principal Accountant	71 6599	
89	Satisfaction with cleanliness	Waste Management Officer Operations	71 6358	
90a	Satisfaction with waste collection	Waste Management Officer Operations	71 6358	
90b	Satisfaction with waste recycling	Waste Management Officer Operations	71 6358	
90c	Satisfaction with waste disposal	Waste Management Officer Operations	71 6358	
91	Percentage of the population served by a kerbside collection of recyclables	Waste Management Officer Operations	71 6358	
96	Condition of principal roads	Maintenance Manager	71 5067	

## PI index – by directorate

Ref	Description	Contact	Ext	Page
97a	Condition of non-principal roads - classified	Maintenance Manager	71 5067	
97b	Condition of non-principal roads - unclassified	Maintenance Manager	71 5067	
99x	Number of road accident casualties – all killed/seriously injured	Traffic Control Engineer	71 5019	
99xc	Number of road accident casualties – children killed/seriously injured	Traffic Control Engineer	71 5019	
99xsi	Number of road accident casualties – all slight injuries	Traffic Control Engineer	71 5019	
99y	Percentage change in number of casualties from previous year – all killed/seriously injured	Traffic Control Engineer	71 5019	
99yc	Percentage change in number of casualties from previous year – children killed/seriously injured	Traffic Control Engineer	71 5019	
99ysi	Percentage change in number of casualties from previous year – all slight injuries	Traffic Control Engineer	71 5019	
99z	Percentage change in number of casualties between 1994 and 1998 – all killed/seriously injured	Traffic Control Engineer	71 5019	
99zc	Percentage change in number of casualties between 1994 and 1998 – children killed/seriously injured	Traffic Control Engineer	71 5019	
99zsi	Percentage change in number of casualties between 1994 and 1998 – all slight injuries	Traffic Control Engineer	71 5019	
100	Number of days of temporary traffic controls or road closure on traffic sensitive roads	Waste Management Officer Operations	71 6358	
102	Local bus services (passenger journeys per year)	Transport Policy Manager	71 5034	
103	Satisfaction with transport information	Transport Policy Manager	71 5034	
104	Satisfaction with bus service	Transport Policy Manager	71 5034	
106	Percentage of new homes built on previously developed land	Head of Plans and Policies	25 5020	
109a	Percentage of planning applications – 60% of major applications in 13 weeks	Head of Development Control and Land Searches	25 5942	
109b	Percentage of planning applications – 65% of minor applications in 8 weeks	Head of Development Control and Land Searches	25 5942	
109c	Percentage of planning applications – 80% of other applications in 8 weeks	Head of Development Control and Land Searches	25 5942	
111	Satisfaction with planning service	Head of Development Control and Land Searches	25 5942	
117	The number of physical visits per 1,000 population to public library premises	Head of Library Services	71 6602	
118a	Satisfaction of library users who found a book to borrow	Head of Library Services	71 6602	

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Ref	Description	Contact	Ext	Page
118b	Satisfaction of library users who found the information they were looking for	Head of Library Services	71 6602	
118c	Library users overall satisfaction with libraries	Head of Library Services	71 6602	
119b	Satisfaction with libraries	Assistant Director – Cultural Services	71 6601	
119c	Satisfaction with museums and galleries	Assistant Director – Cultural Services	71 6601	
119d	Satisfaction with theatres and concert halls	Assistant Director – Cultural Services	71 6601	
156	Percentage of authority buildings open to the public which are accessible to disabled people	Head of Building Consultancy	25 5006	
165	Percentage of pedestrian crossings with facilities for disabled people	Traffic Control Engineer	71 5019	
170a	The number of visits to/usage's of museums per 1,000 population	Head of Museums	71 6650	
170b	The number of those visits that were in person per 1,000 population	Head of Museums	71 6650	
170c	The number of pupils visiting museums and galleries in organised school groups	Head of Museums	71 6650	
178	Percentage of footpaths and other rights of way which were easy to use	Assistant Director of Development	25 5974	
178x	Has the CSS/Countryside Agency methodology for BV 178 been used?	Assistant Director of Development	25 5974	
186a	Roads not needing major repair - principal roads	Assistant Director of Highways, Transport and Waste	71 5043	
186b	Roads not needing major repair - non-principal roads	Assistant Director of Highways, Transport and Waste	71 5043	
187	Condition of footways	Assistant Director of Highways, Transport and Waste	71 5043	
199	The proportion of relevant land and highways having combined deposits of litter and detritus	Waste Management Officer Operations	71 6358	
200a	Do you have a development plan that has been adopted in the last 5 years	Head of Plans and Policies	25 5020	
200b	Are there proposals on deposit for alteration or replacement within 3 years	Head of Plans and Policies	25 5020	
204	Percentage of appeals allows against the authority's decision to refuse planning	Head of Development Control and Land Searches	25 5942	
205	Quality of planning service checklist	Head of Development Control and Land Searches	25 5942	
215a	Rectification of street lighting faults – non DNO	Head of Street Care and Waste Management	71 5060	

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Ref	Description	Contact	Ext	Page
215b	Rectification of street lighting faults - DNO	Head of Street Care and Waste Management	71 5060	
216a	Number of land contamination sites of potential concern within local authority area	Assistant Director of Development	25 5974	
216b	Number of sites where sufficient information is available to decide if remediation of the land is necessary as a percentage of all potential concern sites	Assistant Director of Development	25 5974	
217	Percentage of pollution control improvements to existing installations completed on time	Assistant Director of Development	25 5974	
219a	Total number of conservation areas in the local authority area	Head of Environmental Sustainability	25 5971	
219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal	Head of Environmental Sustainability	25 5971	
219c	Percentage of conservation areas with published management proposals	Head of Environmental Sustainability	25 5971	
220	Compliance against the Public Library Service Standards, PLSS	Head of Library Services	71 6602	
Local 4	Number of Tourist Information Centre users	Head of City Development and Tourism	71 6370	
Local 6	Number of jobs created and safeguarded by Derby Marketing	Head of City Development and Tourism	71 6370	
Local 109a	Percentage of planning applications – 60% of major applications in 13 weeks	Head of Development Control and Land Searches	25 5942	
Local 109b	Percentage of planning applications – 65% of minor applications in 8 weeks	Head of Development Control and Land Searches	25 5942	
Local 109c	Percentage of planning applications – 80% of other applications in 8 weeks	Head of Development Control and Land Searches	25 5942	
<b>Education</b>				
33	Youth service expenditure	Head of Youth Services	71 6956	
34a	Percentage of primary schools with 25% or more of their places unfilled	Head of Asset Planning and Management	71 6951	
34b	Percentage of secondary schools with 25% or more of their places unfilled	Head of Asset Planning and Management	71 6951	
38	Five or more GCSEs at grades A*-C or equivalent	Acting Assistant Director of School Improvement and Inclusion	71 6852	
39	Five or more GCSEs or equivalent at grades A*- G including English and Maths	Acting Assistant Director of School Improvement and Inclusion	71 6852	

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<b>40</b>	Key Stage 2 Results – Level 4 or above in Mathematics	Acting Assistant Director of School Improvement and Inclusion	71 6852	
<b>41</b>	Key Stage 2 Results – Level 4 or above in English	Acting Assistant Director of School Improvement and Inclusion	71 6852	
<b>43a</b>	Statement of special educational needs prepared within 18 weeks excluding exceptions	Education Officer – Pupil Services and Special Educational Needs	71 6943	
<b>43b</b>	Statement of special educational needs prepared within 18 weeks including exceptions	Education Officer – Pupil Services and Special Educational Needs	71 6943	
<b>44</b>	Number of pupils permanently excluded during the year from schools per 1,000 pupils	Acting Assistant Director School Inclusion	71 6840	
<b>45</b>	Percentage of half days missed due to total absence in secondary schools	Principal Education Welfare Officer	71 6794	
<b>46</b>	Percentage of half days missed due to total absence in primary schools	Principal Education Welfare Officer	71 6794	
<b>48</b>	Percentage of schools maintained by the Local Education Authority subject to special measures	Acting Assistant Director of School Improvement and Inclusion	71 6852	
<b>159a</b>	Percentage of permanently excluded pupils with alternative tuition of 5 hours or less	Acting Head of Pupil Referral Unit	71 6002	
<b>159b</b>	Percentage of permanently excluded pupils with alternative tuition of 6-12 hours	Acting Head of Pupil Referral Unit	71 6002	
<b>159c</b>	Percentage of permanently excluded pupils with alternative tuition of 13-19 hours	Acting Head of Pupil Referral Unit	71 6002	
<b>159d</b>	Percentage of permanently excluded pupils with alternative tuition of 20 hours or more a week	Acting Head of Pupil Referral Unit	71 6002	
<b>181a</b>	Key Stage 3 results - Level 5 or above in English	Acting Assistant Director of School Improvement and Inclusion	71 6852	
<b>181b</b>	Key Stage 3 results - Level 5 or above in Mathematics	Acting Assistant Director of School Improvement and Inclusion	71 6852	
<b>181c</b>	Key Stage 3 results - Level 5 or above in Science	Acting Assistant Director of School Improvement and Inclusion	71 6852	
<b>181d</b>	Key Stage 3 results - Level 5 or above in ICT	Acting Assistant Director of School Improvement and Inclusion	71 6852	

## PI index – by directorate

Ref	Description	Contact	Ext	Page
192a	Average number of days access to relevant training and development per practitioner	Head of Early Years and Childcare	71 6867	
192b	Average number of QTS teachers per 10 non-maintained settings	Head of Early Years and Childcare	71 6867	
193a	Schools budget as a percentage of the Schools Funding Assessment, SFA	Head of Finance and Contracts	71 6872	
193b	Increase in school budget on previous year as percentage of increase in SFA	Head of Finance and Contracts	71 6872	
194a	Percentage of pupils in schools achieving Level 5 or above in Key Stage 2 English	Acting Assistant Director of School Improvement and Inclusion	71 6852	
194b	Percentage of pupils in schools achieving Level 5 or above in Key Stage 2 Mathematics	Acting Assistant Director of School Improvement and Inclusion	71 6852	
119a	Satisfaction with sport and leisure facilities	Head of Sport and Leisure	71 5513	
<b>Finance</b>				
3	Percentage of citizens satisfied with overall service provided	Head of Strategic Planning and Performance	25 5560	
4	Percentage of complaints satisfied with the handling of their complaint	Corporate Customer Services Manager	25 5132	
8	Percentage of invoices paid within 30 days	Assistant Director of Financial Services	255343	
9	Percentage of Council Tax collected	Revenues Manager	25 5771	
10	Percentage of non-domestic rates collected	Revenues Manager	25 5771	
76a	Number of claimants visited per 1,000 caseload	Benefits Manager	25 4742	
76b	Number of fraud investigators per 1,000 caseload	Benefits Manager	25 4742	
76c	Number of fraud investigations per 1,000 caseload	Benefits Manager	25 4742	
76d	Number of prosecutions and sanctions per 1,000 caseload	Benefits Manager	25 4742	
78a	Average time for processing of new Housing Benefit claims	Benefits Manager	25 4742	
78b	Average time for processing notifications of change of circumstances	Benefits Manager	25 4742	
79a	Percentage of cases processed correctly	Policy and Development Manager	25 5133	
79b	Percentage recovery of overpaid benefit	Benefits Manager	25 4742	
80a	Benefits Service - Satisfaction with office contact	Policy and Development Manager	25 5133	
80b	Benefits Service - Satisfaction with service in the office	Policy and Development Manager	25 5133	
80c	Benefits Service - Satisfaction with telephone service	Policy and Development Manager	25 5133	
80d	Benefits Service - Satisfaction with staff in the office	Policy and Development Manager	25 5133	
80e	Benefits Service - Satisfaction with forms	Policy and Development Manager	25 5133	



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80f	Benefits Service - Satisfaction with speed of service	Policy and Development Manager	25 5133	
80g	Benefits Service – Overall satisfaction	Policy and Development Manager	25 5133	
157	Number of types of interaction delivered electronically	E-Business Manager	25 5011	
CPD5a	Percentage of Emergency Lines and Service Lines answered within six rings	Corporate Customer Service Manager	25 5132	
CPD5b	Percentage of letters responded to within five working days	Corporate Customer Service Manager	25 5132	
CPD5c	Percentage of customers 'greeted' within three minutes of arriving at a reception area	Corporate Customer Service Manager	25 5132	
CPD5d	Number of employees completing customer service training	Corporate Customer Service Manager	25 5132	
CPD6a	Percentage of Council Tax increase for Derby City Council services	Assistant Director of Corporate Finance	25 6288	
CPD6b	Actual net spending compared to budget requirement	Assistant Director of Corporate Finance	25 6288	
CPD6c	Percentage of cashable and non cashable efficiency gains achieved	Assistant Director of Corporate Finance	25 6288	
<b>Policy</b>				
1a	Community strategy with LSP – in place?	Assistant Director Community Policy	25 6242	
1b	When will a full review of the strategy be completed?	Assistant Director Community Policy	25 6242	
1c	Has progress being reported to the wider community?	Assistant Director Community Policy	25 6242	
1d	When will such a strategy be in place?	Assistant Director Community Policy	25 6242	
2a	The level of the Equality Standard for Local Government to which the authority conforms	Corporate Personnel Adviser - Reviews	25 5485	
2b	The duty to promote race checklist score	Corporate Personnel Adviser - Reviews	25 5485	
11a	Percentage of top 5% earners that are women	Corporate Personnel Adviser - Reviews	25 5485	
11b	Percentage of top 5% earners that are from ethnic minorities	Corporate Personnel Adviser - Reviews	25 5485	
11c	Percentage of top 5% earners who have a disability	Corporate Personnel Adviser - Reviews	25 5485	
12	Number of working days/shifts lost due to sickness	Attendance Management Consultant	25 8506	
14	Percentage of employees retiring early	Corporate Personnel Adviser - Reviews	25 5485	
15	Percentage of employees retiring on ill health grounds	Corporate Personnel Adviser - Reviews	25 5485	
16a	Percentage of employees declaring they meet the Disability Discrimination Act, DDA	Corporate Personnel Adviser - Reviews	25 5485	
16b	Percentage of economically active disabled people in the council area	Corporate Personnel Adviser - Reviews	25 5485	
17a	Percentage of employees from minority ethnic communities	Corporate Personnel Adviser - Reviews	25 5485	

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Ref	Description	Contact	Ext	Page
17b	Percentage of economically active minority ethnic community population	Corporate Personnel Adviser - Reviews	25 5485	
62	The proportion of unfit private sector dwellings made fit or demolished	Private Sector Housing Manager	25 5236	
63	The average SAP rating of local authority owned dwellings	Housing Strategy and Performance Manager	25 1585	
64	Number of private sector vacant dwellings that are returned into occupation or demolished	Private Sector Housing Manager	25 5236	
66a	Local authority rent collection and arrears: proportion of rent collected	Housing Strategy and Performance Manager	25 1585	
74a	Satisfaction with overall service provided by landlord	Housing Strategy and Performance Manager	25 1585	
74b	Satisfaction with overall service provided by landlord – BME groups	Housing Strategy and Performance Manager	25 1585	
74c	Satisfaction with overall service provided by landlord – non-BME groups	Housing Strategy and Performance Manager	25 1585	
75a	Satisfaction with participation opportunities in decision making in relation to housing services provided by landlord	Housing Strategy and Performance Manager	25 1585	
75b	Satisfaction with participation opportunities in decision making in relation to housing services provided by landlord – BME groups	Housing Strategy and Performance Manager	25 1585	
75c	Satisfaction with participation opportunities in decision making in relation to housing services provided by landlord – non-BME groups	Housing Strategy and Performance Manager	25 1585	
126a	Domestic burglaries per 1,000 households	Director of Derby Community Safety Partnership	25 6914	
127a	Violent offences committed by a stranger per 1,000 population	Director of Derby Community Safety Partnership	25 6914	
127b	Violent offences committed in a public place per 1,000 population	Director of Derby Community Safety Partnership	25 6914	
127c	Violent offences committed in connection with licensed premises per 1,000 population	Director of Derby Community Safety Partnership	25 6914	
127d	Violent offences committed under influence per 1,000 population	Director of Derby Community Safety Partnership	25 6914	
128a	Vehicle crimes per 1,000 population	Director of Derby Community Safety Partnership	25 6914	
164	Does the authority follow the CRE code in rented housing?	Housing Strategy and Performance Manager	25 1585	
174	Racial incidents recorded by the authority per 100,000 population	Equality Standard Project Manager	25 5384	
175	Percentage of racial incidents resulting in further action	Equality Standard Project Manager	25 5384	
176	Number of domestic violence refuge places per 10,000 population	Director of Derby Community Safety Partnership	25 6914	

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Ref	Description	Contact	Ext	Page
177	Legal and advice expenditure on Quality Mark services	Assistant Director Community Policy	25 6242	
183i	The average length of stay in bed and breakfast accommodation	Housing Options Manager	25 6487	
183ii	The average length of stay in hostel accommodation	Housing Options Manager	25 6487	
184a	The proportion of local authority homes which were non-decent at beginning of the year	Housing Strategy and Performance Manager	25 1585	
184b	Percentage change in proportion of non-decent local authority homes in the year	Housing Strategy and Performance Manager	25 1585	
185	Percentage of responsive repairs which the authority made & kept an appointment	Housing Strategy and Performance Manager	25 1585	
198	Percentage change in the number of problem drug misusers accessing treatment services	Drug and Alcohol Action Team Co-ordinator	25 6920	
202	Number of people sleeping rough on a single night within local authority	Housing Options Manager	25 6487	
203	Percentage change in average number of families in temporary accommodation compared with average from previous year	Housing Options Manager	25 6487	
211a	Delivery of repairs and maintenance service – planned repairs	Housing Strategy and Performance Manager	25 1585	
211b	Delivery of repairs and maintenance service – urgent and emergency repairs	Housing Strategy and Performance Manager	25 1585	
212	Average time to re-let local authority housing	Housing Strategy and Performance Manager	25 1585	
213	Number of homelessness cases prevented	Housing Options Manager	25 6487	
214	Housing Advice Service – preventing homelessness	Housing Options Manager	25 6487	
Local 1	Violent crimes per 1,000 population	Crime Reduction Strategy Manager	25 6241	
Local 2	Number of Council departments with IIP accreditation	Corporate Training and Development Adviser	25 5493	
<b>Social Services</b>				
49	Percentage of children looked after with 3+ placements in the year	Head of Assessment Care Planning Services	71 7702	
50	Educational qualifications of children looked after	Principal Officer	25 6752	
51	Cost of services for children looked after	Assistant Director Resources and Projects and Children and Families	25 6704	
52	Cost of intensive social care for adults	Assistant Director Community Care	25 6702	
53	Number of homes receiving intensive home care per 1,000 population aged 65+	Head of Direct Services for Older People	71 7200	
54	Older people aged 65+ helped to live at home	Head of Direct Services for Older People	71 7200	

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56	Equipments delivered within seven working days	Head of Disability and Sensory Services	71 7367	
58	Percentage of people receiving a statement of their needs and how they will be met	Head of Direct Services for Older People	71 7200	
161	Care leavers in education/training/employment	Head of Residential and Leaving Care	71 5066	
162	Reviews of child protection cases	Head of Children's Quality Assurance	71 7809	
163	Adoptions of children looked after	Head of Service Assessment and Care Planning	71 6701	
195	Acceptable waiting time for care assessments	Head of Assessment and Care Management	71 7370	
196	Acceptable waiting time for care packages	Head of Assessment and Care Management	71 7370	
197	Change in the number of conceptions to females aged under 18	Head of Planning and Partnerships	25 6705	
201	Number of adults and older people receiving direct payments per 100,000	Head of Disability and Sensory Services	71 7367	
AO/C26	Admissions of supported residents to residential care	Head of Direct Services for Older People	25 6702	
CPD4a	Number of foster carers	Assistant Director Resources and Projects Children and Families	25 6701	
CPD4b	Use of independent foster carers	Assistant Director Resources and Projects Children and Families	25 6701	
CPD4d	Number of children looked after	Assistant Director Resources and Projects Children and Families	25 6701	
CPD4h	Percentage of vacant social worker posts	Assistant Director Resources and Projects Children and Families	25 6701	
CPD4j	Participation of looked after children in reviews	Head of Children's Quality Assurance	71 7809	

**DRAFT**

**Annex 3  
Acronyms**

## Acronyms

<b>BP</b>	Business Plan
<b>BVPIs</b>	Best Value Performance Indicators
<b>BVPP</b>	Best Value Performance Plan
<b>CCMT</b>	City Centre Management Team
<b>CPA</b>	Comprehensive Performance Assessment
<b>CPD</b>	Corporate Plan Do Priority
<b>CRE</b>	Commission for Racial Equality
<b>DCP</b>	Derby City Partnership
<b>DDA</b>	Disability Discrimination Act
<b>DfES</b>	Department for Education Skills
<b>DNO</b>	Distribution Network Operator
<b>EAZ</b>	Educational Action Zone
<b>EC</b>	Excellent Cluster
<b>GCSE</b>	General Certificate of Secondary Education
<b>HMI</b>	Her Majesty's Inspectorate
<b>ICT</b>	Information and Communication Technology
<b>IIP</b>	Investors in People
<b>LAA</b>	Local Area Agreement
<b>LDS</b>	Local Development Scheme
<b>LPSA</b>	Local Public Service Agreement
<b>LTP</b>	Local Transport Plan
<b>Ofsted</b>	Office for Standards in Education
<b>PAF</b>	Performance Assessment Framework
<b>PI</b>	Performance Indicator
<b>PFI</b>	Private Finance Initiative
<b>PLSS</b>	Public Library Service Standards

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**Annex 4  
Addendum**

**Addendum**

The table below details any changes to performance figures set in the BVPPs of 2004-05 and 2005-06.

Ref	Definition	Published document	Original figure	Revised figure

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