**DERBY CITY COUNCIL**

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# PERFORMANCE PLAN 2006-07

**June 2006**

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.

Please send your comments to:

Change Management and Performance Unit
PO Box 6291
The Council House
Corporation Street
Derby
DE1 2YL

E-mail:  performance@derby.gov.uk

You can find a copy of this plan and a summary on our website at: www.derby.gov.uk.

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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 ਭਾਗਾ 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 2006-07.

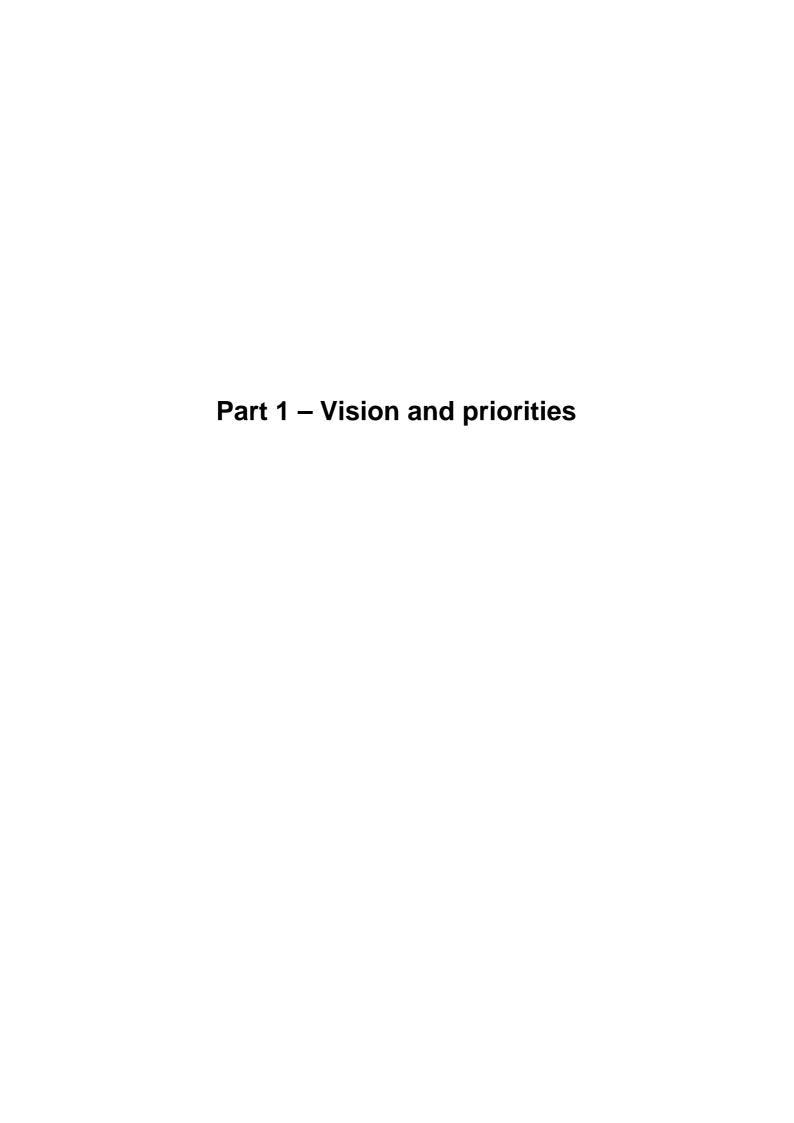In this plan, we report on our performance against the targets that we set in our 2005-06 BVPP.

In December 2005, the Audit Commission assessed the Council as 'four star' 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 2006-09 – see Page 19.

- our Local Area Agreement, LAA, which includes the Local Public Service Agreement, LPSA2 – see Page 32.

- 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.

# Contents

# Part 1 – Vision and priorities

# Vision, priorities and key outcomes

## Vision for Derby

Our vision for Derby, our broad priorities for the services we provide and our key outcomes for improvement are central to our planning processes which enable us to provide better services for Derby.

We have worked with Derby City Partnership, DCP, to develop a second community strategy for 2006-09, which describes DCP's priorities over the next three years and how delivering these priorities will help achieve the 2020 vision.  The long-term vision is for Derby to be a 'city for all ages'…

> **Derby – A city for all ages**
>
> People of all ages and from all walks of life will feel they belong to Derby and that Derby offers them everything they need - for work, education, housing, leisure and a safe, healthy lifestyle.

The two priorities of DCP which underpin the vision are to…

1. Create a city centre for all ages, where people of all ages and from all backgrounds will be able to enjoy the city centre at any time of the day.

2. Improve Derby's deprived neighbourhoods, so that opportunities for people living there are the same as for people living in the rest of the city.

As a Council, 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 lots of partners through the Derby City Partnership to achieve this.  Our Best Value Performance Plan includes many actions and targets showing some of the contributions our services will make to achieve that vision.
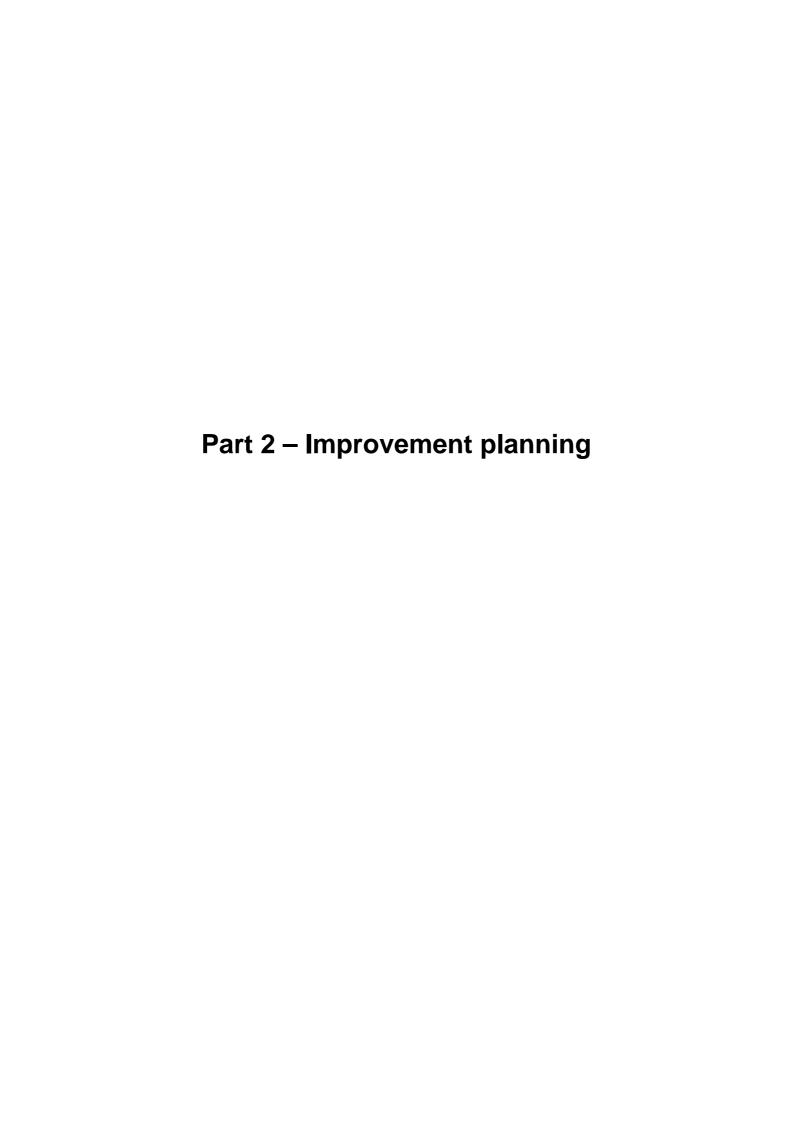
**How we will deliver our vision**

Our vision for Derby is underpinned by four Council priorities that will guide the services we provide over the medium-term. These priorities describe how our services will help to improve the quality of life in Derby and they support the community strategy. Our services will work together across our five departments, with different organisations and with local people to make Derby a city for all ages.

Supporting these priorities, we have thirteen key outcomes for 2006-09. These cover specific services we most want to improve over the next three years and where we expect that people will see a difference as a result. They are about providing more modern and effective services, addressing issues of importance to local people and reflect areas for improving public services more generally. We will keep improving all our services but, to make significant changes, we need to focus on a few key issues. We will review 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.

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**Through our services and in partnership with others, we will work to…**

- **Improve the quality of life in Derby's neighbourhoods**, by:
    - reducing crime and anti-social behaviour
    - reducing inequalities between neighbourhoods
    - reinvigorating the city centre and river areas
    - making Derby cleaner and greener
    - providing greater opportunities for people to participate in decisions about the area they live in.

- **Encourage lifelong learning and achievement,** by:
    - providing early and effective support for under-performing schools to reduce the number of 'causing concern' schools
    - improving educational attainment at Key Stage and GCSE levels
    - raising skill levels to improve the chances of securing employment.

- **Build healthy and independent communities**, by:
    - improving the health of our communities
    - improving the standard of social care for vulnerable adults and older people
    - delivering joined up services for children and young people that meet the needs of the local community.

- **Deliver excellent services, performance and value for money**, by:
    - reducing inefficiency by improving business processes and ability to perform
    - minimising Council Tax levels and increasing value for money.

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Section 3 contains actions and targets to guide delivery of these outcomes and targets over the next three years.

# Part 2 – Improvement planning

## Building on Excellence

The Council has an improvement programme called 'Building on Excellence'. The programme was established to help us modernise and improve services to the public. It has also helped to achieve, and then to maintain, 'excellent four star' status and to tackle improvement areas the Audit Commission identified.

The Building on Excellence programme is a series of inter-related strategies by which we intend to deliver real improvements and change the way we deal with our customers and how we work.

We may have achieved 'excellent four star' status, but it is important that we deliver on the six strategy areas that make up the programme. Building on Excellence will help us deliver excellent services to Derby's citizens. Continuous improvement should be a feature of excellent four star councils.

The Building on Excellence programme has comprised of six strategy areas. Each strategy has a series of projects under the overall Building on Excellence banner. Our progress on each of the strategy areas is outlined overleaf.

In May 2006, following a review of the programme it has been agreed that the six strategy areas will be replaced by five new themes. The proposed themes are…

- Improving organisational and service performance.
- Delivering efficiency and value for money.
- Improving communication and community engagement.
- Developing a culture of excellence and learning.
- Providing excellent customer service.

The implementation of a programme structure around these new themes will be completed by September 2006.

**For Customer Service we:**
- launched our Derby Direct Contact centre
- introduced a programme of customer service training for all employees
- introduced customer service performance indicators at corporate, departmental and business unit level
- successfully trialled the Customer Service Information System, CSIS, handling initial contact for Environmental Services in Derby Direct
- set up project teams to transfer first contact for Streetcare and Parking Services into Derby Direct
- introduced a system of recording feedback from customers across the Council.

**Building on Excellence continued**

Over the next 12 months we plan to:

- develop a detailed programme plan to move handling first contact for more Council services into Derby Direct
- do further Business Process Re-Engineering, BPR, work to improve service access to customers
- introduce the Institute of Customer Service awards for Derby Direct employees to achieve national excellent customer service standard
- develop a structured training briefing pack for all line managers to make sure that customer service is part of the Council culture.


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

- developed a totally new website, in partnership with three other councils, which is based on user feedback, best practice and uses the latest technology
- delivered a completely new approach for Derby in managing customer contacts, through our Customer Service Information System
- implemented a strategic IT framework on which other service improvements can be built
- extended the numbers of transactional services available through the internet
- made it possible for people to enquire on-line about your Council Tax while extending the range of Internet payments available on-line
- increased the variety of e-Forms available on-line
- made 100% of services available on-line
- made e-Planning available on-line
- introduced Web-casting for all Derby's citizens to be actively involved in the democratic process.

Over the next 12 months we plan to:

- improve the quality and accessibility of the website to make it easier for people with disabilities to use our on-line services
- increase awareness of how easy and beneficial it is to use our on-line services
- increase the range of service elements available on-line
- make sure that all Council services are interoperable, which means more and better access for customers
- help services build on the improvements made through the on-line delivery to support continued efficiency savings
- monitor the Government's emerging policies and aspirations for e-Business/service developments in local government to help Derby become a leader in the field.

**Building on Excellence continued**

**In Communication and Engagement we:**

- signed up to the Local Government Association/Mori reputation project which commits us to improve the Council's reputation by working on core communications and cleaner/greener actions

- produced a paper A-Z of Council services for all households

- made significant progress to improve internal communications with several new initiatives

- carried out a detailed review of consultation methodology and practice across the Council to revise the strategy.

Over the next 12 months we plan to:

- establish a rigorous planning process for consultation, including ownership of the plan at a higher level

- roll out and support corporate standards to consult and engage people, particularly so-called hard to reach groups

- increase online consultation and consultation planning capability using new technology and methodologies

- introduce more general communications to residents from the corporate centre and get greater consistency across all communications through enforcing the corporate identity

- take a more proactive approach to media planning - championing evaluation across all channels

- maintain and consolidate improvements to internal communications.

**Under People and Performance we:**

- improved employee attendance to the point where we are amongst the best performing councils

- made work-life balance options available across the Council

- launched a 360-degree appraisal process that helps our managers develop their leadership skills

- used the Council's performance management IT system, 'Performance Eye', to monitor our progress against targets.

Over the next 12 months we plan to:

- develop an approach to workforce planning that makes sure we have the right workers with the right skills to meet the demands of the future

- significantly improve the way we manage individuals' performance and, in particular, improve the way we deal with under-performing employees

- develop ways of making sure that all of our employees understand what we are trying to achieve for the people of Derby, and are fully helping us achieve our aims

- make even better use of Performance Eye to constantly track our performance, and take corrective action at the earliest possible point.

**Building on Excellence continued**

**Under Procurement we:**

- identified lead procurement officers in all departments
- provided training for officers doing complex procurement projects
- initiated a council-wide review of existing contract arrangements.
- implemented e-procurement pilots.

Over the next 12 months we plan to:

- implement Council-wide e-procurement
- develop comprehensive training programmes for employees responsible for all types and sizes of procurement
- review the Council's procurement procedures to encourage small business to work with the us.

**On Accommodation we:**

- set up a multi-disciplinary project team and project working groups
- developed the process of considering the options available
- considered what we can afford, and where we might find the resources
- completed a detailed analysis of existing accommodation use
- examined the ways in which changes to working practices are likely to impact on our accommodation needs
- considered how we can include future changes to local government in our plans.

Over the next 12 months we plan to:

- consult on the outcome of the accommodation analysis
- identify and consult on the option that meets the Council's key requirements and is affordable
- identify the key elements/stakeholders of the option, and how they inter-relate
- prepare a project plan and timetable for implementing the option.

# Improving Our Organisation

Even as an 'excellent four star' Council, we are committed to ongoing improvement. Last year we identified a number of areas for review. These reviews were based around four areas…

1. Change management reviews.
2. Gershon efficiency reviews.
3. Strategic change initiatives.
4. Performance improvement reviews.

Some of the key improvements identified through these reviews include…

**Environmental Health Services** – customer service enquiries and bookings now handled by the Council's contact centre – Derby Direct.

**Streetcare Services** – efficiency savings of £350,000 over 5 years identified as a result of a full review of the way customer enquiries are handled. Customer facing elements of the service to be transferred to Derby Direct in January 2007.

**Agency Contract** - we have appointed a procurement agent, to negotiate with all the recruitment agencies we currently use in order to get a better deal for the Council. We expect to save in excess of £50,000 per year.

**Chief Officer Review** – the Council is currently implementing a revised structure based on a five department model. This replaces the previous seven department structure and reflects the need to adapt to the new integrated children's services agenda.

The improvement programme in 2006-07 will focus on continuing to re-engineer services to deliver greater efficiency and improved customer service across the Council.

# 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.

There have been no contracts let during 2005-06 that involved the transfer of employees.

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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 2005.
- Our progress in achieving the actions identified in the Council's 2005-08 Corporate Plan.
- The targets for our Local Area Agreement, LAA including the targets in our Local Public Service Agreement, LPSA2, which we are using to bring about improvements in 12 key areas.
- The actions needed to achieve the Council's priorities for 2006-07 and how progress against these actions will be measured.
- Our performance across a range of services, as measured by the 2005-06 BVPIs and local performance indicators, and the targets we have set for continuing improvement.

# Comprehensive Performance Assessment 2005

Derby City Council has been judged as an 'excellent four star Council', remaining as one of the top performing councils in England. In 2004 the Audit Commission also rated Derby as 'excellent'.

Comprehensive Performance Assessment, or CPA, is an assessment the Audit Commission makes on how well the Council is managed and how good the services it provides for local people are. The Audit Commission has changed the way it assesses councils for 2005, making it harder for them to be in the top category. The categories now range from zero to four stars.

In December 2005 the Audit Commission has assessed Derby as improving well and demonstrating an overall **four** star performance. This compares favourably to other councils as illustrated below.

**Direction of travel against other councils**

Improving Stongly
Improving Well
Improving Adequately
Not Improving Adequately

0    20    40    60    80

**% of all councils**

**Performance against other councils**

% of all councils

50
40
30
20
10
0

0 star    1 star    2 star    3 star    4 star

**Star rating**

## What progress has the Council made in the last year?

According to the Audit Commission…

'The Council has a good track record of continuous improvement with marked improvement in some key service areas such as adult social care and waste recycling. It has made a strong contribution to wider community outcomes and delivering shared priorities and also to the urban regeneration of the city centre. The Council is taking further steps to improve access to services through its Customer Service Strategy.'

'Improvement outcomes have not been at the expected levels in some service areas such as planning and elements of education.  The Council has however achieved many of its targets and trends are largely positive. Strong financial management underpins a commitment to low Council Tax.  Value for money is generally good with an appropriate emphasis on future efficiency gains.'

'The Council has a robust and inclusive approach to developing plans for the future which are based on consultation and partnership working.  There is a measured and sustainable approach to delivering improvement, which strengthens the capacity to implement future plans. It is well placed to continue improving services and maintain its positive direction of travel.'

## How is the CPA rating decided?

The overall rating for CPA 2005 was reached by looking at…

1. How Derby City Council's main services perform – service performance.
2. How Derby City Council uses its resources – use of resources.
3. How Derby City Council is run – Council ability.

## How Derby's main services perform

The Audit Commission reviewed each of the core service areas shown over the page.  It scored each service on a scale of one to four, with one being the lowest and four being the highest.

| Service | Score 2005 | Score 2004 |
|---|---|---|
| **Benefits** – The Council's performance in providing housing benefit and council tax benefit services.  The assessment is made by the Benefit Fraud Inspectorate, BFI. | 3 | 3 |
| **Children and Young People** – The Council's performance in providing children's services.  The joint assessment is made by the Commission for Social Care Improvement, CSCI, and Ofsted. | 3 | *See below |
| **Culture** – The Council's contribution to culture services and outcomes as assessed by the Audit Commission. | 3 | 3 |
| **Environment** – The Council's performance, assessed by the Audit Commission, in providing environmental services. | 4 | 4 |
| **Housing** – The Council's performance, assessed by the Audit Commission, in providing community housing and, where applicable, housing management services. | 3 | 4 |
| **Social Care - Adults** – The Council's performance in providing adult social care services, assessed by CSCI. | 3 | 3 |

*In 2004, two different children's services were assessed and scored - Education, 3 and Children's Social Care, 2.  These have now been combined into one overall score for Children and Young People for 2005 onwards.

## Using resources

The Audit Commission assessed how well the Council manages and uses its resources. The use of resources judgement is from five individual scores provided by the Council's appointed auditor, covering:

- financial reporting
- financial management
- financial standing
- internal control
- value for money.

For Use of Resources, the Audit Commission scored Derby as a **three.**

## How the Council is run

This is assessed by a periodic Corporate Assessment.  Derby City Council did not have a Corporate Assessment in 2005 so the Audit Commission used the score from the last assessment completed in November 2004.  For the Corporate Assessment in 2004 and used again in 2005, the Audit Commission scored Derby as a **three.**

# Review of the 2005-08 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 relating to our 'do' priorities. 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 2005-08 Corporate Plan. The tables below 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 2005-08 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 2006. 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.

|  | A | B | C | N/a | Total |
|---|---|---|---|---|---|
| **Number** |  |  |  |  |  |
| **Percentage** |  |  |  |  |  |

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

## 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 | Actions | | Measure | 04/05 Outturn | 05/06 Outturn | 05/06 Target | How did we do? | Commentary |
|---|---|---|---|---|---|---|---|---|
| CPD1.1 | Provide timely early intervention/support where schools are facing difficulties | CPD1a | Number of schools in special measures category | 3 | 2 | 0 | C | During the year, two schools were removed from special measures and placed in serious weakness category. A further two schools were given special measures rating during March 2006. |
| CPD1.2 | Arrange and monitor appropriate intervention in schools causing concern | CPD1b | Number of schools in Ofsted serious weakness category | 2 | 4 | 0 | C | |
| CPD1.3 | Support to schools which have come out of a category until next Ofsted inspection | CPD1c | Frequency of reporting on action plans for schools causing concern | Termly | Termly | Termly | B | All schools in Ofsted categories were supported by termly visits during which support was agreed to meet the school's improvement needs. |
| | | CPD1d | Percentage of inspection/visits that were satisfactory or better | 90% | 90% | 95% | C | Identifying early concern comes from a school's own analysis of its performance, |

| Ref | Actions | | Measure | 04/05 Outturn | 05/06 Outturn | 05/06 Target | How did we do? | Commentary |
|---|---|---|---|---|---|---|---|---|
| | | CPD1e | Percentage of HMI visits to schools in special measure/serious weakness where progress is satisfactory or better | 70% | 100% | 100% | B | which is validated by school improvement officers.

This generates a list of priority schools.  The increase in priority schools signifies a proactive position where the school improvement team will closely monitor more schools to avoid under performance. |
| | | CPD1f | Number of schools identified by the LEA as priority schools | 13 | 16 | 10 | C | |

## Priority 2 – A more sustainable Derby through increased recycling

| Key outcomes | Achieve recycling rate in excess of 30% |
|---|---|

| Ref | Actions | Measure | | 04/05 Outturn | 05/06 Outturn | 05/06 Target | How did we do? | Commentary |
|---|---|---|---|---|---|---|---|---|
| CPD2.1 – 2.4 | Introduce Rethink Rubbish scheme to Round N – Derwent, Chester Green and Darley Abbey Round E – Spondon Round D – Alvaston Round J - Sinfin | CPD2a (BV82a) | Percentage of household waste that has been recycled | 15.27% | 16.46% | 18.00% | C | Considerable progress has been made during 2005/06. The delay in introducing one round in May instead of March has had a minimal effect on our recycling performance. |
| CPD2.5 | Conclude contract arrangements for commingled collection | CPD2b (BV82b) | Percentage of household waste that has been composted | 6.61% | 10.08% | 9.50% | A | The Government expects us to meet our statutory combined recycling target of 30% during 2006. We will meet this during the summer. |
| CPD2.6 | Plan and introduce commingled collections | | | | | | | |
| CPD2.7 | Conclude contract arrangements for food waste composting | | | | | | | The new Material Reclamation Facility and composting plant |

| Ref | Actions | Measure | | 04/05 Outturn | 05/06 Outturn | 05/06 Target | How did we do? | Commentary |
|---|---|---|---|---|---|---|---|---|
| CPD2.8 | Plan and introduce food waste composting collections | | | | | | | have taken time to set up but these will deliver improvements during 2006/07. |

## 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 | Actions | | Measure | 04/05 Outturn | 05/06 Outturn | 05/06 Target | How did we do? | Commentary |
|---|---|---|---|---|---|---|---|---|
| CPD3.1 | Improve attainment at KS2 through support, intervention and targeted strategies | CPD3a (BV181a) | Key Stage 3 results - Level 5 or above in; English | 68% | 71% | 74% | C | Key Stage 3 results were very positive. Analysis of 2005 test results show progress is in line with national trends in English, Maths and Science at and above level 5 and better than the national average at and above level 6 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 | 71% | 71% | 73% | C | |
| 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 | 62% | 65% | 71% | C | |
| CPD3.4 | Improve progression and achievement through the city 14-19 strategy | CPD3d (BV181d) | Key Stage 3 results - Level 5 or above in; ICT | 61% | Missing | Missing | | |

| Ref | Actions | | Measure | 04/05 Outturn | 05/06 Outturn | 05/06 Target | How did we do? | Commentary |
|---|---|---|---|---|---|---|---|---|
| | | CPD3e (BV38) | Five or more GCSEs at grades A*-C or equivalent | 49% | 54% | 54% | B | 2005 was the best GCSE and equivalent results ever for Derby. Year on year improvement was 2% greater than the national rise. |

## Priority 4 – Modernising social care, including adult home care and the fostering service

| Key outcomes | To modernise the social care service |
| --- | --- |

| Ref | Actions | Measure | | 04/05 Outturn | 05/06 Outturn | 05/06 Target | How did we do? | Commentary |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| CPD4.1 | Review the structure of foster care payments and develop and implement further improvements | CPD4a | Number of foster carers | 118 | 144 | 123 | A | The number of foster carers has improved as result of previous investment and effective recruitment and retention procedures. |
| | | CD4c (BV 49, CF/A1) | Proportion of children looked after with three or more placements a year | 8.4% | 9.0% | 9.0% | B | |
| 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 | 41 | 48 | 36 | C | We have implemented a new payments structure and allowance framework, which adds to a positive Fostering inspection outcome.

Use of independent foster carers did increase due to a surge of activity in children looked after during summer 2005. |
| 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 | 368 | 378 | 370 | C | |

| Ref | Actions | Measure | | 04/05 Outturn | 05/06 Outturn | 05/06 Target | How did we do? | Commentary |
|---|---|---|---|---|---|---|---|---|
| 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 | 78.2% | 82.5% | 85% | C | We have maintained acceptable band 3 performance during the year but not reached our target of 85%. |
| 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+ | 107.8 | 104.9 | 110 | C | We have made good progress in these areas through close monitoring. |
| 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+ | 10.4 | 11.2 | 11 | A | |

| Ref | Actions | Measure | | 04/05 Outturn | 05/06 Outturn | 05/06 Target | How did we do? | Commentary |
|---|---|---|---|---|---|---|---|---|
| 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 per 100,000 population | 87.5 | 125.3 | 110 | A | See above. |
| 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 | | | | C | Some progress has been made although full agreement remains challenging. It has been agreed the Council will work with Home Care Providers in 2006-07 to establish fee rates that have a more direct relationship with service quality.. |
| CPD4.9 | Complete the review of procurement process, consistent with corporate or national best practice | CPD4k | Review completed by March 2006 | | | | | Missing |
| CPD4.10 | Maintain our recruitment and retention of qualified social workers strategy | CPD4h | Percentage of vacant social work posts | 13.58% | 8.48% | 10% | A | Very good performance due to conversion of social work posts and net recruitment reducing vacancies. |

## 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 | Actions | Measure | | 04/05 Outturn | 05/06 Outturn | 05/06 Target | How did we do? | Commentary |
|---|---|---|---|---|---|---|---|---|
| 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 | New | 88.00% | 85.00% | A | Customer service performance in answering calls has exceeded targets for 2005-06 with 88% of calls answered within six rings. We introduced a customer service training programme with 901 employees participating in year one – compared to target of 1,000. A customer service trainer has now been appointed to continue this work. |
| 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 | New | Awaiting info | 85.00% | Missing | |
| CPD5.3 | Develop customer service training programme for employees | CPD5c | Percentage of customers 'greeted' within three minutes of arriving at a reception area | New | 97.05% | 85.00% | A | |
| CPD5.4 | Develop council-wide proposals for listening and communicating with customers | CPD5d | Number of employees completing customer service training | New | 901 | 1000 | C | |

| Ref | Actions | Measure | | 04/05 Outturn | 05/06 Outturn | 05/06 Target | How did we do? | Commentary |
|---|---|---|---|---|---|---|---|---|
| CPD5.5 | Develop a customer service information system to enable joined-up council-wide customer service | | | | | | B | We successfully piloted our new Customer Service Information System and are using the system for dealing with service requests for pest control, dog warden services and abandoned vehicles |

## 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 | Actions | Measure | | 04/05 Outturn | 05/06 Outturn | 05/06 Target | How did we do? | Commentary |
|---|---|---|---|---|---|---|---|---|
| CPD6.1 | Prepare council budgets to established guidelines | CPD6a | Percentage of Council Tax increase for Derby City Council services | 4.4% | 2.4% | | A | The Council's budgets for 2005-06 and 2006-07 were approved on time. The Council Tax increases of 4.4% and 2.4% were both below the national averages.

Over £9.5m efficiencies were identified for 2004-05 and 2005-06. |
| CPD6.2 | Prepare and deliver annual efficiency statement in response to 'Gershon' requirement | CPD6b | Actual net spending compared to budget requirement | | <mark>TBC</mark> | | | |
| CPD6.3 | Budget scrutiny and ongoing efficiency reviews | CPD6c | Percentage of cashable and non cashable efficiency gains achieved | | 88% cashable

12% non-cashable | | B | |
| CPD6.4 | Develop a methodology for approaching 'Gershon' efficiency reviews and monitoring efficiency gains | | | | | | | |

# Local Area Agreement

Derby was chosen as one of just 21 areas to pilot the Government's new concept of Local Area Agreements, LAA, from 2005-06. The Council has worked closely with other partners through Derby City Partnership, DCP, in establishing the agreement. The Community Strategy and DCP's '2020 Vision' provides the context and priorities for the LAA.

The LAA is intended to allow local areas, such as Derby City, to use Government funding more flexibly and with fewer conditions, within and across agencies in the pursuit of agreed outcomes. There is also the possibility that the LAA will lead to reduced monitoring and reporting of outcomes to Government, with the resulting efficiency gains leafing to better services.

Derby's LAA for 2005-06 was based on three blocks or areas of activity that the Government expected to see in all LAAs:

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

For each block, outcomes, performance indicators and targets have been identified as well as funding streams that we need in order to achieve those outcomes.

The LAA, which is a three-year agreement, is subject to an annual review. Currently, we are carrying out a review of the of the 2005-06 LAA agreement. Part of the review process looks at the progress and performance achieved during the year. A review of the outcomes, performance indicators and targets that are in the agreement is also carried out to make sure that they reflect new priorities including those from Derby's Community Strategy and the Council's priorities, set out in the Corporate Plan 2006-09.

As a result of the review and refresh process a fourth block has been added to the 2006-07 LAA agreement – Economic Development and Enterprise - and some of the performance indicators included in the 2005-06 LAA have been replaced and will not be monitored in the 2006-07 LAA. Table 1 lists these indicators and shows the performance achieved by 31 March 2006.

Table 2 shows the 2006-07 LAA, which includes measures taken from the Community Strategy, Neighbourhood Renewal and Local Public Service Agreement. Performance for those indicators that were monitored in the 2005-06 LAA agreement and which are being carried forward to the 2006-07 LAA are also detailed.

We will use the LAA to reduce disparities and narrow the gap between Derby's communities in all four blocks. To do this we will use Neighbourhood Renewal Funding and LPSA2 funding.

# Local Public Service Agreement – LPSA2

Derby was one of the first councils to develop an LPSA during the first roll-out of the agreements in 2002.  At the end of the agreement, which ran until 31 March 2005, we had achieved over 75% of the agreed targets.

LPSAs underpin our desire to tackle disadvantage, so that all communities can contribute to, and share in growing prosperity and enhanced quality of life.  We have therefore agreed a second LPSA – LPSA2 with Government.  LPSA2 started in April 2005 and runs until March 2008.  LPSA2 will operate in the same way as the first LPSA.  The Council and its partners have promised to achieve 12 challenging targets over the three years of the LPSA, for which we will get pump priming money of about £1 million.

| Target | Area | Block |
|--------|------|-------|
| 1 | Improve educational attainment | CYP |
| 2 | Improve attendance and inclusion in education | CYP |
| 3 | Reduce numbers Killed or Seriously Injured in road accidents | SSC |
| 4 | Reduce repeated domestic violence | SSC |
| 5 | Improve the quality of life of older people | HCOP |
| 6 | Improve the quality of life for disabled children and young people | CYP |
| 7 | Increase the amount of physical activity taken by children and young people | CYP |
| 8 | Reduce violent crime in the city centre | SSC |
| 9 | Reduce incidences of criminal damage in Derby | SSC |
| 10 | Reduce homelessness | SSC |
| 11 | Improve opportunities for employment and enhanced quality of life by removing financial barriers to employment and inclusion | EDE |
| 12 | Reduce smoking | HCOP |

If we achieve all of the targets in full, a PRG of £6.3 million will be available.  The grant is spread across the targets and we will need to achieve a minimum of 60% of the agreed improvement by March 2008 to qualify for the PRG.  The Government will then pay the PRG two years after the LPSA period ends.  We will work with partners to identify how to use the funds to improve services in Derby.
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**Table 1, 2005-06 Local Area Agreement**

The table below shows the LAA measures and performance figures from the 2005-06 agreement which were not carried forward into the 2006-07 LAA.

## Children and Young People

Targets marked * refer to 2005-06 academic year, others refer to 2005-06 financial year unless otherwise stated

| Outcome | Ref | Performance Indicators | Baseline | Actual 2005-06 | Target 2005/06 | Page Reference |
|---|---|---|---|---|---|---|
| **Stay Safe** | | | | | | |
| Better support to families with young children in disadvantaged areas | LAA 2 | Number of mothers continuing to smoke during pregnancy in Sure Start | n/a | | -2% | |
| **Be Healthy** | | | | | | |
| Improving the health of young children | LAA 4 | Proportion of mothers breastfeeding at birth and six weeks in Sure Start | n/a | | 2% | |
| A good start to children's education and development | LAA 6a | Level of development on completion of Foundation Stage profile – City wide | n/a | 6.60 | 5.70 | |
| | LAA 6b | Level of development on completion of Foundation Stage profile – 20% most disadvantaged | n/a | 6.00 | 3.00 | |
| Improved attainment at KS1, 2 and 3, with a particular focus on pupils in the bottom quartile | LAA 8a | Proportion of lowest performing 25% of pupils who attain Level 4+ at Key Stage 2 – English | n/a | 61.40% | 60%* | |
| | LAA 8b | Proportion of lowest performing 25% of pupils who attain Level 4+ at Key Stage 2 – Maths | n/a | 57.10% | 56%* | |
| Reduction in obesity of children under 11 | LAA 13 | Percentage of 5 – 16 year olds spending 2 hours each week on high quality PE and school sport, within and beyond the curriculum | n/a | n/a | 75.00% * July 2006 | |
| | LAA 14 | The number of young people in school years 4, 8 and 10 participating in at least seven hours of moderate intensity sport and physical activity each week expressed as a percentage of all children and young people in these school years | The LPSA 2 performance will be established by a random sample survey in June 2009. Prior to June 2009 a baseline for the indicator will be established through a random sample survey being carried out in June 2006. | | | |

| Outcome | Ref | Performance Indicators | Baseline | Actual 2005-06 | Target 2005/06 | Page Reference |
|---|---|---|---|---|---|---|
| **Achieve Economic Wellbeing** | | | | | | |
| Increased child care facilities | LAA 17 | Increase in stock of high quality childcare places for 0 – 14 year olds | 428 | 441 | 91 | |
| | LAA 18a | Reduce the annual turnover of childcare places compared to the previous year – childminding turnover | 11% | 5% | 8.25% | |
| | LAA 18b | Reduce the annual turnover of childcare places compared to the previous year – daycare turnover | 0.01% |  | 1% | |
| | LAA 19a | Stock of childcare places – childminding in disadvantaged areas | 421 | 424 | 450 | |
| | LAA 19b | Stock of childcare places – childminding in other areas | 850 | 890 | 769 | |
| | LAA 19c | Stock of childcare places – childminding in total | 1,277 | 1,314 | 1,219 | |
| | LAA 20a | Stock of childcare places – day care in disadvantaged areas | 1,261 | 1,346 | 1,612 | |
| | LAA 20b | Stock of childcare places –day care in other areas | 1,738 | 1,738 | 1,382 | |
| | LAA 20c | Stock of childcare places – day care in total | 2,999 | 3,084 | 3,003 | |
| | LAA 21a | Stock of childcare places – out of school in disadvantaged areas | 600 | 789 | 820 | |
| | LAA 21b | Stock of childcare places – out of school in other areas | 714 | 766 | 564 | |
| | LAA 21c | Stock of childcare places – out of school in total | 1,314 | 1,546 | 1,384 | |
| | LAA 22 | Number of children reached by children's centres | 0 | 2,622 | 6,192 | |
| | LAA 23 | Number of full daycare places in children's centres | 0 | 92 | 293 | |
| | LAA 24 | Conversion of part-time preschool places to full day care | 0 | 0 | 70 | |
| | LAA 25 | Level 4 qualifications for childcare workers gained in the year | 8 | 16 | 12 | |

| Outcome | Ref | Performance Indicators | Baseline | Actual 2005-06 | Target 2005/06 | Page Reference |
|---|---|---|---|---|---|---|
| Increased child care facilities | LAA 26 | Percentage of 3 and 4 year olds with SEN in early years settings (referred and supported) | n/a | 6.80% | 2.50% | |
| *Make a Positive Contribution* | | | | | | |
| Removing the fear and threat of bullying | LAA 28 | Number of bullying incidents recorded by schools | 611 | 1,267 | N/A | |
| | LAA 29 | Number of schools accredited to Healthy Schools standard | Before September 2005 we had 87 schools accredited to Healthy Schools Status, previously Level 3. Schools chose to work on one element of the programme and become accredited to the National Standard when achieved. After the publication of the Public Health White Paper - Choosing Health, Government felt schools should be achieving all 4 of the themes in Healthy Schools in order to be accredited.  So, nationally from September 2005 every Healthy School Programme started working on New Healthy School Status and therefore reported a figure of 0 schools.  The first Government target to achieve New Status is 50% of schools by December 2006, although as it's a very stretched target local programmes have until July 2007 to fully meet it. Currently 27 of the schools working towards the December 2006 target are expected to achieve it. That is 28% towards the 50% target. | | | |

## Healthier Communities and Older People

| Outcome | Ref | Performance Indicators | Baseline | Actual 2005-06 | Target 2005/06 | Page Reference |
|---|---|---|---|---|---|---|
| **Stay safe** | | | | | | |
| Older people and adults with chronic health problems provided support to leave hospital earlier if it is medically safe to do so | LAA 49 | Emergency bed days for older people/adults with chronic health problems | 157,586 | | 157,116 | |
| **Be Healthy** | | | | | | |
| Reduction of health inequalities – both morbidity and mortality – between the Derby population as a whole and the neighbourhood renewal areas | LAA 51 | Adult smoking prevalence | 28% | | 27.50% | |
| | LAA 52 | Number of women smoking during pregnancy | 16.30% | 14.40% | 17.80% | |
| | LAA 53a | Smoke free premises – City Council premises | n/a | 100% | 100% | |
| | LAA 53a | Smoke free premises – PCT premises | 100% | 100% | 100% | |
| **Enjoy and Achieve** | | | | | | |
| Older people helped to live at home for longer | LAA 56 | Number of older people helped to live at home per 1,000 population aged 65 and over | 107.80 | 104 | 110 | |

## Safer and Stronger Communities

| Outcome | Ref | Performance Indicators | Baseline | Actual 2005-06 | Target 2005/06 | Page Reference |
|---|---|---|---|---|---|---|
| **Stay Safe** | | | | | | |
| Reduce crime, to reassure the public by reducing the fear of crime and anti-social behaviour and reduce the harm caused by illegal drugs | LAA 31a | BCS comparator crimes by category – common assault | 513 | 474 | 595 | |
| | LAA 31b | BCS comparator crimes by category – wounding | 4,414 | 3,850 | 4,342 | |
| | LAA 31c | BCS comparator crimes by category – robbery | 482 | 475 | 504 | |
| | LAA 31d | BCS comparator crimes by category – criminal damage | 5,904 | 5,921 | 5,734 | |
| | LAA 31e | BCS comparator crimes by category – interference with vehicle | 392 | 354 | 426 | |
| | LAA 31f | BCS comparator crimes by category – theft from vehicle | 2,639 | 2,253 | 2,592 | |
| | LAA 31g | BCS comparator crimes by category – theft of vehicle | 909 | 820 | 916 | |
| | LAA 31h | BCS comparator crimes by category – theft from person | 978 | 863 | 994 | |
| | LAA 31i | BCS comparator crimes by category – domestic burglary | 1,803 | 1,408 | 1,831 | |
| | LAA 31j | BCS comparator crimes by category – theft of pedal cycle | 578 | 507 | 568 | |
| | LAA 33 | Proportion of young people with a substantive outcome between Oct and Dec re-offending during next 24 months | 39.80% | | 43.60% | |
| | LAA 34 | New entrants to criminal justice system – young people receiving first substantive outcome | 353 | | 381 | |
| **Be healthy** | | | | | | |
| To have cleaner, greener and safer public places | LAA 38 | Satisfaction with cleanliness | 60% * 2003-04 | N/A | N/A | |
| | LAA 39 | Satisfaction with local parks and public spaces | 74% * 2003-04 | N/A | N/A | |

| Outcome | Ref | Performance Indicators | Baseline | Actual 2005-06 | Target 2005/06 | Page Reference |
|---|---|---|---|---|---|---|
| *Enjoy and achieve* | | | | | | |
| To improve the quality of life for people in the most disadvantaged neighbourhoods and ensure service providers are more responsive to neighbourhood needs and improve delivery | LAA 40 | Floor targets to measure success of Neighbourhood Renewal Strategy | n/a | Yes, NR indicators established | Yes, NR indicators established | |
| *Achieve Economic Wellbeing* | | | | | | |
| Increased entrepreneurial activity in deprived communities | LAA 41 | New jobs created in the city | n/a | 96 | 88 | |
| Increased opportunities for people from deprived communities to participate in and benefit from economic growth | LAA 42 | Number of people gaining recognized vocational qualifications after formal training | n/a | | 40 | |
| Strengthened competitiveness through support and development for businesses, including social enterprises | LAA 43 | Number of people receiving skills training to meet local demand | n/a | | 5 | |
| Promote inclusion of all communities within their neighbourhoods and actively celebrate diversity in the city | LAA 44 | Number of businesses receiving grant support | n/a | | 40 | |
| | LAA 46 | Number of new neighbourhood development initiatives | 1 | 2 | 2 | |
| To empower local people to have a greater voice and influence over local decision making and the delivery of services | LAA 45 | People working in a voluntary capacity | n/a | | 250 | |

**Table 2, 2006-07 Local Area Agreement**

Performance indicators included in the Community Strategy (CS) and those to be monitored at a neighbourhood level (NR) have been identified in the outcomes table below.  Local Public Service Agreement (LPSA2) targets have also been identified, with 'stretch' targets shown in brackets.

New indicators for 2006-07 or those with amended definitions have been highlighted as *.  They do not therefore include a target for 2005-06 or an actual performance figure for 2005-06.

## Children and Young People

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---------|------------------------|-------|----------|----------------|---------|---|---|---|----------------|
| | | | | | 2005/06 | 2006/07 | 2007/08 | Beyond | |
| ***Be Safe*** | | | | | | | | | |
| CYP1 To provide safe environments for children and young people | 1.1 Percentage of schools reporting bullying incidents* | | 70% (04/05) | n/a | n/a | 90% | 100% | | |
| | 1.2 Number of domestic violence incidents* | LPSA T4 | Refer to SSC1 | | | | | | |
| | 1.3 Number of re-registrations on the child protection register | | 22.5% (04-05) | 19.90% | 17% | 18% | 16% | | |
| | 1.4 Number of children 0-15 killed or seriously injured in road traffic accidents/collisions (measured on a calendar year)* | | 31 (95-98 average) | n/a | n/a | 21 | 20 | 19 | |
| | 1.5a % of children in need – citywide* | NR | Definition and baseline to be developed during 2006-07 in view of the work on integrating services that have different thresholds of 'need' | | | | | | |
| | 1.5b % of children in need – neighbourhood* | NR | Target centred around narrowing the gap between neighbourhoods | | | | | | |

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---------|------------------------|-------|----------|----------------|---------|---|---|---|----------------|
| | | | | | 2005/06 | 2006/07 | 2007/08 | Beyond | |
| **Be healthy** | | | | | | | | | |
| CYP2 To improve the health of children and young people | 2.1 Number of weeks waiting time for access to specialist CAMHS services* | | 26 weeks (04-05) | n/a | n/a | 18 weeks | 13 weeks | 13 weeks | |
| | 2.2 % of schools accredited to the healthy schools standard* | | n/a | n/a | n/a | 50% | 60% | | |
| | 2.3 Proportion of mothers who continue to smoke during pregnancy citywide* | | 21% | n/a | n/a | 16% city wide | TBC | | |
| | 2.4 Proportion of mothers in Sure Start local programme areas who continue to smoke during pregnancy | | 22% | | 2% reduction from baseline | 6% reduction from baseline | TBC | | |
| | 2.5 Proportion of mothers in Sure Start local programme areas breastfeeding at 6 weeks | | 28% | | 30% | 32% | TBC | | |
| | 2.6 % of families in Surestart local programme areas with new babies visited in first two months of their babies' life and given information about the services and support available to them | | 100% (04-05) | 100% | 100% | 100% | 100% | | |

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 2005/06 | 2006/07 | 2007/08 | Beyond | |
| CYP3 Fewer teenage pregnancies and support to teenage parents | 3.1 Reduction in under 18 conception rate (* future targets are projections set by the Teenage Pregnancy Unit DFES Feb 2005)<br><br>* Provisional data for 2004 released in Feb 2006 (final data Sept 2006). Status changed from Green to Amber/Green 2004<br><br>** Future targets are projections set by the Teenage Pregnancy Unit DFES Feb 2006 | | -17.3% (2003 drop from 1998 DFES baseline) | -14.20% | -14.2% (2004)* | -21.0% (2005)** | -27.8% (2006)** | -55% (2010 Government target) | |
| *Enjoy and achieve* | | | | | | | | | |
| CYP4 A good start and continuing support to children's education and development | 4.1 The number of schools involved in delivering the core offer for the extended schools strategy to provide a wide range of sporting, cultural and leisure activities for local people and to raise achievement* | | n/a | n/a | n/a | 38 | 73 | All | |
| | 4.2 The number of young people in school years 4, 8 and 10 participating in at least 7 hours of moderate intensity sport and physical activity each week, expressed as a % of all children and young people in these school years (HCOP also) | LPSA T7 CS | Baseline will be established in June 2006 | n/a | n/a | Baseline % + % at 95% confidence interval + 2% (13.5%) | Baseline % + % at 95% confidence interval + 2% (13.5%) | To be measured in June 2009 survey | |

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---------|------------------------|-------|----------|----------------|---------|---|---|---|----------------|
| | | | | | 2005/06 | 2006/07 | 2007/08 | Beyond | |
| | 4.3 No of occasions on which disabled children and young people access community based social and leisure opportunities with significant help from the city council and partners (to be measured from 1/4/06 to 31/3/08) | LPSA T6 | 1,683 from 1/10/04 to 30/9/05 | | n/a | 1,800 (3,840) | 1,800 (3,840) | | |
| CYP5 Improved attainment at KS1, 2 and 3 with particular focus on pupils in the bottom quartile | 5.1 % of children who attain Level 2B or better at the end of Key Stage 1 in reading | LPSA T1 | 70% (all summer 2004) | 72% | n/a | 71% (72%) (All summer 2006) | 72% (73.5%) (All summer 2007) | 73.5% (75.5%) (All summer 2008) | |
| | 5.2 % of children who attain Level 2B or better at the end of Key Stage 1 in writing | LPSA T1 | 63% | 62% | n/a | 64% (65%) | 65% (66.5%) | 66% (68%) | |
| | 5.3 % of children who attain Level 2B or better at the end of Key Stage 1 in maths | LPSA T1 | 74% | 72% | n/a | 74.5% (75.5%) | 75% (76.5%) | 75.5% (77.5%) | |
| | 5.4 % of children who achieved level 2C at the end of Key Stage 1 in Reading in Summer 2004 who go on to achieve level 4 or better at the end of Key Stage 2 in English | LPSA T1 | 54% | | n/a | 58% (59%) | 62% (64%) | 66% (69%) | |
| | 5.5 % of children who achieved level 2C at the end of Key Stage 1 in Writing in Summer 2004 who go on to achieve level 4 or better at the end of Key Stage 2 in English | LPSA T1 | 58% | | n/a | 62% (63%) | 67% (69%) | 72% (75%) | |

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 2005/06 | 2006/07 | 2007/08 | Beyond | |
| | 5.6 % children who achieved level 2C at the end of Key Stage 1 in Maths in Summer 2004 who go on to achieve level 4 or better at the end of Key Stage 2 in Maths. | LPSA T1 | 31% | | n/a | 34% (35%) | 38% (40%) | 42% (45%) | |
| | 5.7 %The percentage of children who achieved level 3 or below at the end of Key Stage 2 in Summer 2005 who go on to achieve level 5 or better at the end of Key Stage 3 in English | LPSA T1 | 27% | 38% | n/a | 28% (29%) | 29% (31%) | 30% (33%) | |
| | 5.8 % of children who achieved level 3 or below at the end of Key Stage 2 in Summer 2005 who go on to achieve level 5 or better at the end of Key Stage 3 in Maths | LPSA T1 | 33% | 33% | n/a | 34% (35%) | 34% (36%) | 35% (38%) | |
| | 5.9 % of children who achieved level 3 or below at the end of Key Stage 2 in Summer 2005 who go on to achieve level 5 or better at the end of Key Stage 3 in Science | LPSA T1 | 6% | 16% | n/a | 8% (9%) | 10% (12%) | 11% (14%) | |
| | 5.10 % achieving level 4 and above in English at the end of KS2 | | 73% | 76% | n/a | 78% | 79% | | |
| | 5.11 % achieving level 4 and above in Maths at the end of KS2 | CS | 70% | 73% | n/a | 78% | 79% | | |
| | 5.12 % achieving level 5 and above in English at the end of KS3 | CS | 68% | 71% | n/a | 76% | 77% | | |

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 2005/06 | 2006/07 | 2007/08 | Beyond | |
| | 5.13 % achieving level 5 and above in maths at the end of KS3 | | 71% | 71% | n/a | 75% | 76% | | |
| | 5.14 % achieving level 5 and above in science at the end of KS3 | | 62% | 71% | n/a | 73% | 74% | | |
| | 5.15 % achieving level 5 and above in ICT at the end of KS3 | | 65% (actual for 05-06) | 66% | n/a | 74% | 75% | | |
| | 5.16a % achieving 5 + A* to C GCSE – city wide | NR | TBC | Targets to be developed. Narrowing the gap between Derby average and NR areas | | | | | |
| | 5.16b % achieving 5 + A* to C GCSE – neighbourhood | NR | TBC | | | | | | |
| | 5.17a % achieving Level 4 and above for Key Stage 2 (English and Maths – city wide | NR | TBC | Targets to be developed. Narrowing the gap between Derby average and NR areas | | | | | |
| | 5.17b % achieving Level 4 and above for Key Stage 2 (English and Maths) - neighbourhood | NR | TBC | | | | | | |
| *Achieve economic well-being* | | | | | | | | | |
| CYP6 Better opportunities and outcomes for families and young people in the 14-19 phase of education | 6.1a Decrease in % of 16-18 yr olds, including teenage parents, not in education, employment or training (mandatory where Connexions is included) – citywide | CS NR | 9.5% (Nov 2004) | 9.70% 26% n/a | Non teenage mothers – 9% Teenage mothers – 33% Combined 8.2% | 8.0% combined | 7.8% | 7.4% (November 2010) | |
| | 6.1b % of 16-18 yr olds not going into education, employment or training – neighbourhood* | NR | TBC | Baseline will be developed by May 2006. Target to reflect narrowing the gap between Derby average and NR areas | | | | | |

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 2005/06 | 2006/07 | 2007/08 | Beyond | |
| | 6.2 Number of unsuitably accommodated 16 – 19 year olds i.e. emergency/temporary accommodation, B & B, friends' floor* | | TBC | n/a | n/a | 101 | 86 | 69 | |
| | 6.3 Stock and take up of affordable childcare<br><br>i) Maintain and sustain 90% of stock of childcare places in each area panel across 3 year span*<br><br>ii) Increase in the stock of high quality child care places for all 0-14 year olds whose parents want one with a focus on out of school and childminding provision*<br><br>NB – targets split 50% advantaged and 50% disadvantaged areas for both childminders and out of school places | | Establish baseline of childcare stock by 31st March 2006 and baseline of vacancies | n/a | n/a | TBC<br><br><br>225<br>(100 out of school places and<br>125 childminding places) | TBC<br><br><br>225<br>(100 out of school places and<br>125 childminding places) | | |

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 2005/06 | 2006/07 | 2007/08 | Beyond | |
| *Make a positive contribution* | | | | | | | | | |
| CYP7 Greater involvement and inclusion of children and young people | 7.1 Number of young people involved in consultative forums* (see narrative below) | | 504 (04/05) | n/a | n/a | 750 | TBC | | |
| | 7.2 % of total absence (authorised and unauthorised) for primary schools, as measured by half day sessions missed (measured in summer 2007 and 2008) | LPSA T2 | 5.43% (03/04) | 6.43% | 5.23% | 5.1% | 5.1% (5.0%) | 5.0% (4.9%) | |
| | 7.3 % of total absence (authorised and unauthorised) for secondary schools, as measured by half day sessions missed (measured in summer 2007 and 2008) | LPSA T2 | 8.26% (03/04) | 8.42% | 8.1% | 8.0% | 8.0% (7.9%) | 7.9% (7.8%) | |
| | 7.4 Number of confirmed permanent exclusions for all schools (cumulative over 3 years) | LPSA T2 | 100 (03/04) | 87 | n/a | 80 (64) | 70 (52) | 60 (42) | |
| | 7.5 Participation in enterprising activities for all 13 - 19 yr olds:<br><br>i) Enterprise Education*<br><br>ii) Work Experience*<br><br>iii) All young people participating in existing accredited schemes including D of E Award* | | 2093<br><br>3000<br><br>1380 | n/a<br><br>n/a<br><br>n/a | n/a<br><br>n/a<br><br>n/a | 2156<br><br>3090<br><br>1530 | 2220<br><br>3185<br><br>1610 | 2290<br><br>3285<br><br>1690 | |

# Economic Development and Enterprise

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---------|------------------------|-------|----------|----------------|---------|---|---|---|----------------|
| | | | | | 2005-06 | 2006-07 | 2007-08 | Beyond | |
| EDE1 To increase entrepreneurial activity in sustainable enterprise | 1.1 Number of new businesses created* | | 77 (04/05) | n/a | n/a | 83 | 84 | | |
| | 1.2 Number of businesses surviving 24 months* | | 70 | n/a | n/a | 74 | 75 | | |
| | 1.3 Net change in business stock (registrations – de-registrations ONS) – citywide only | NR | TBC | To be developed | | | | | |
| | 1.4 Number of business receiving grant support (Derwent NDC)* | | 21 | n/a | n/a | 29 | TBC | | |
| EDE2 To raise the skill levels of the local population with clear reference to local business need | 2.1 Number of people of working age gaining basic skills as part of the skills for life strategy* | | 1371 (academic year Sept – Aug) LSC funded | n/a | n/a | 1385 | TBC | | |
| | 2.2 Number of people of working age who are supported in achieving at least a full first level 2 qualification or equivalent* | | No baseline – to be confirmed at end of 05-06 | n/a | n/a | Target to be set | Target To be set | | |

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---------|------------------------|-------|----------|----------------|---------|---|---|---|----------------|
| | | | | | 2005-06 | 2006-07 | 2007-08 | Beyond | |
| EDE3 To improve the attractiveness of Derby to investors | 3.1 Public and private infrastructure investment levered (£million/ %private)* | Proxy estimates based on Cityscape priority projects | n/a | n/a | n/a | £19.47m | £23.411m | | |
| EDE4 To support growth and productivity in each of the 4 city growth clusters – high value engineering, retail, tourism, creative industry | 4.1 Gross Value Added per capita (using earnings data to proxy-measure – LFS)* | CS | 4% | n/a | n/a | 4.75% | 5% | | |
| EDE5 To maximise the benefits of investment for local labour and businesses | 5.1a % of households with incomes under £15k – citywide | NR | TBC | To be developed | | | | | |
| | 5.1b % of households with incomes under £15k – neighbourhood | NR | TBC | Narrowing the gap between best and worst neighbourhoods | | | | | |
| | 5.2 Unemployment rate (claimant count) ONS – citywide | NR | To be determined | To be developed | | | | | |
| | 5.2 Unemployment rate (claimant count) ONS - neighbourhood | NR | To be determined | Narrowing the gap between best and worst neighbourhoods | | | | | |

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 2005-06 | 2006-07 | 2007-08 | Beyond | |
| | 5.3 Number of tender opportunities advertised on Source Derbyshire* | | 26 (04/05) | n/a | n/a | 50 | 75 | | |
| | 5.4 Number of jobless residents gaining sustained employment (measured over three year period) | LPSA T11 | Nil | | 0 (0) | 0 (75) | 0 (100) | | |
| | 5.5 Number of residents under notice of redundancy gaining sustained employment (measured over three year period) | LPSA T11 | Nil | | 0 (0) | 0 (20) | 0 (30) | | |

## Healthier Communities and Older People

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 2005-06 | 2006-07 | 2007-08 | Beyond | |
| HCOP1 To support older people and adults with chronic health problems to stay out of hospital and long-term care and live independently | 1.1 The difference in the number of emergency unscheduled acute and community hospital bed days occupied by a person aged 75 or over in NHS hospitals in Derby City area (to be measured 1/4/07 to 31/3/08) | LPSA T5 | 67,039 (03-04) | | -1% (-2.5%) | -2.5% (-5%) | -5% (-7.5%) | | |
| | 1.2 Admissions of supported residents aged 65 or over to residential / nursing care* | | 118.8 (04-05) | n/a | n/a | 105.0 | 99.0 | | |
| HCOP2 To increase life expectancy and reduce mortality rates from stroke, heart disease and cancer | 2.1 The number of people accessing a smoking cessation service in Derby who are confirmed to have quit at the four week stage and confirm they have remained non-smokers at the 52 week stage (to be measured between 1/4/06 and 31/3/08) | LPSA T12 | 340 (2005) | | 340 | 374 (486) | 428 (559) | To be measured in June 2009 survey | |
| | 2.2a The number of people participating in smoking cessation programmes - citywide | NR | TBC | To be developed. | | | | | |
| | 2.2b The number of people participating in smoking cessation programmes - neighbourhood | NR | TBC | Reduction between best and worst neighbourhoods | | | | | |

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 2005-06 | 2006-07 | 2007-08 | Beyond | |
| | 2.3 The number of young people in school years 4, 8 and 10 participating in at least 7 hours of moderate intensity sport and physical activity each week, expressed as a % of all children and young people in these school years | LPSA T7 | See CYP 4.2 | | | | | | |
| | 2.4 Halt the rise in adult obesity by reducing the number of adults with a BMI of greater than 30 | | 23.8% (04-05) | 24.20% | 24.3% | 24.3% | 24.3% | | |
| HCOP3 To reduce health inequalities – both morbidity and mortality – between Derby population and neighbourhoods | 3.1a Life expectancy at birth - reduce the gap between Derby and England/Wales by 10% by 2010 – citywide | NR | M 74.5 F 80.1 (95-97) | | M 76.3 F 81.3 | M 76.7 F 81.5 | M 77.0 F 81.74 | M 78.1 F 82.5 (2010) | |
| | 3.1b Reduce the gap between NR areas and Derby by 10% by 2010 - neighbourhood | NR | TBC | Reduction between best and worst neighbourhoods | | | | | |
| | 3.2a Premature mortality rates for cardiovascular disease - reduce the rate by 40% by 2010 – citywide | CS NR | 146.9 (95-97) | | 117.5 | 111.6 | 105.8 | 88.1 (2010) | |
| | 3.2b Reduce the gap between NR areas and Derby by 40% by 2010 – neighbourhood | NR | TBC | Reduction between best and worst neighbourhoods | | | | | |
| | 3.3a Premature mortality rates for cancer – reduce the rate by 20% by 2010 – citywide | CS NR | 136.1 (95-97) | | 122.5 | 119.8 | 117.1 | 108.9 (2010) | |

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---------|------------------------|-------|----------|----------------|---------|---|---|---|----------------|
| | | | | | 2005-06 | 2006-07 | 2007-08 | Beyond | |
| | 3.3b Reduce the gap between NR areas and Derby by 20% by 2010 - neighbourhood | NR | TBC | Reduction between best and worst neighbourhoods | | | | | |
| | 3.5 % of adults undertaking 30 minutes of exercise 5 times a week | | TBC in Apr 06 | n/a | n/a | TBC | TBC | | |
| | 3.6 % of adults participating in at least 30 minutes of moderate intensity sport and active recreation (including walking on 3 or more days per week* | | TBC in Apr 06 | n/a | n/a | TBC | TBC | | |
| | 3.7 % of population volunteering in sport and physical activity for at least one hour per week* | | TBC in Apr 06 | n/a | n/a | TBC | TBC | | |
| HCOP4 To improve condition management as part of a holistic approach to rehabilitation | 4.1 Number of incapacity benefit recipients referred to conditional management programme | | 141 (04-05) | 769 | 240 | 300 | 375 | | |
| HCOP 5 Reduce mortality rates from suicide and undetermined injury | 5.1 Reduction in mortality rates from suicides and undetermined injury – reduce the baseline by 20% by 2010* | | 8.11 (95-97) | n/a | n/a | 7.14 | 6.98 | 6.49 (2010) | |

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 2005-06 | 2006-07 | 2007-08 | Beyond | |
| HCOP 6 Increase in volunteering around older people | 6.1 Number of prospective volunteers referred to older people's organisations by Derby City Volunteer Centre | | n/a | 282.00 | 60 | 120 | 120 | | |

## Safer and Stronger Communities

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 2005-06 | 2006-07 | 2007-08 | Beyond | |
| SSC1 To reduce crime, the harm caused by illegal drugs and to reassure the public, reducing the fear of crime and ASB | 1.1 Overall BSC comparator crimes | CS | 21,474 (03-04) | 16,925 | 18,502 | 17,833 | 17,165 | | |
| | 1.2 Violent crime (city centre) - (based on target of 4,017 (3,843) over 3 years) | LPSA T8 | 1,456 (04-05) | 1,338 | 1,339 (1,281) | 1,339 (1,281) | 1,339 (1,281) | | |
| | 1.3 Domestic violence – number of recorded incidents (based on target of 13,156 (13,580) over 3 years) | LPSA T4 | 4,244 (04-05) | 4,569 | 4,385 (4,526) | 4,385 (4,526) | 4,385 (4,526) | | |
| | 1.4 Domestic violence - % of repeat incidents (over three years) | LPSA T4 | 37.2% (04-05) | 36.07% | 37.2% (33.5%) | 37.2% (33.5%) | 37.2% (33.5%) | | |
| | 1.5a Domestic burglary - number of recorded incidents- citywide | NR | 3,052 (03-04) | | 1,831 | 1,831 | 1,831 | | |
| | 1.6 Criminal damage (based on target of 16,395 (15,945) over 3 years) | LPSA T9 | 5,980 (04-05) | 5,921 | 5,465 (5,315) | 5,465 (5,315) | 5,465 (5,315) | | |
| | 1.7a Incidents of anti-social behaviour based on police calls for assistance - citywide | CS NR | 10,966 (04-05) | 10,500 | 10,235 | 9,504 | 8,773 | | |
| | 1.8 Provision of intensive family support for anti-social behaviour cases* | | 0 | n/a | n/a | 30 | 40 | | |
| | 1.9 Number of adult problematic drug users receiving treatment | | 685 (03-04) | | 889 | TBC | TBC | | |

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 2005-06 | 2006-07 | 2007-08 | Beyond | |
| SSC2 To empower local people to have a greater voice and influence over local decision making and delivery of services | 2.1 Proportion of adults who feel able to influence decisions affecting their local area – citywide only | CS NR | 38% | 42% | 40% | 42% | 44% | | |
| | 2.2 % of residents who affirm that they carried out voluntary work in an organisation once a month or more in the past year* | | To be established in Jan 2007 | n/a | n/a | n/a | TBC | | |
| | 2.3 Number of forums where local residents are involved in decision making* | | TBC | Definition and baseline to be developed during 2006-07 | | | | | |
| | 2.4 % of people who consider their local area is a place where people from different backgrounds get on well together* | | 57% (04-05) | n/a | n/a | 67% | 69% | | |
| | 2.5 % of residents who think that for their local area, over the past three years cultural facilities have got better or stayed the same (for example, cinemas, museums)* | CS | 58% (03-04) | n/a | n/a | 70% | n/a (survey undertaken every 3 years) | | |
| | 2.6 % of residents who think that for their local area, over the past three years sport and leisure facilities have got better or stayed the same* | CS | 60% (03-04) | n/a | n/a | 68% | n/a (survey undertaken every 3 years) | | |
| SSC3 To have cleaner, greener and safer public spaces | 3.1 % of relevant land and highways assessed as having combined levels of detritus that falls below an acceptable level – citywide only | CS NR | 25% (03-04) | 22% | 20% | 19% | 17% | | |

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 2005-06 | 2006-07 | 2007-08 | Beyond | |
| | 3.2 % of relevant land and highways from which unacceptable levels of graffiti are visible* | | n/a | 11.00% | n/a | 7% | 6% | | |
| | 3.3 % of relevant land and highways from which unacceptable levels of fly posting are visible* | | n/a | 3% | n/a | 4% | 3% | | |
| | 3.4 Yearly reduction in the total number of incidents and increase in total number of enforcement actions taken to deal with fly tipping* | | n/a | 4 | n/a | 4 | 3 | | |
| | 3.5 Reduce numbers killed & seriously injured in road accidents (three year average) | LPSA T3 | 125 (2002) 100 (2003) 117 (2004) | 102 | 104 (99) | 104 (99) | 104 (99) | | |
| | 3.6 % of total tonnage of household waste recycled – citywide only | NR | 14.95% | 16.46% | 18% | 19% | 20.5% | | |
| SSC4 To improve the quality of life in the most disadvantaged neighbourhoods and ensure service providers are more responsive to neighbourhood needs and improve delivery | 1.1b Overall crime rate – neighbourhood | NR | TBC | Reduction in gap between worst and best neighbourhoods | | | | | |
| | 1.5b Domestic burglary – neighbourhood | NR | TBC | Reduction in gap between worst and best neighbourhoods | | | | | |
| | 1.7b Incidents of ASB - neighbourhood | NR | TBC | Reduction in gap between worst and best neighbourhoods | | | | | |
| | 4.4a % vacant property - citywide | NR | TBC | | +1% | +1% | +1% | | |
| | 4.4.b % vacant property – neighbourhood | NR | TBC | Reduction in gap between worst and best neighbourhoods | | | | | |
| | 4.5a % of housing stock not meeting decent homes standard – citywide | NR | 5.66% (04-05) | | 2.0% | 1.8% | 1.6% | | |

| Outcome | Performance Indicators | Links | Baseline | Actual 2005-06 | Targets | | | | Page Reference |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 2005-06 | 2006-07 | 2007-08 | Beyond | |
| | 4.5b % of housing stock not meeting decent homes standard – neighbourhood | NR | TBC | Reduction in gap between worst and best neighbourhoods | | | | | |
| | 4.6a Annual % of properties being re-let on Council housing estates – citywide | NR | TBC | To be developed by May 2006. | | | | | |
| | 4.6b Annual % of properties being re-let on Council housing estates - neighbourhood | NR | TBC | Reduction in gap between worst and best neighbourhoods | | | | | |
| | 4.7 Number of eligible, unintentionally homeless and in priority need, acceptances (to be measured 1/4/07 to 31/3/08) | LPSA T10 | 1,048 (04-05) | 833 | 1,048 (975) | 1,048 (975) | 1,048 (975) | | |
| | 4.8 Affordable dwellings completed as a % of housing completions on sites of 25 or more* | CS | 25% | n/a | n/a | 25% | 25% | | |

## 2006-09 Corporate Plan priorities and outcomes

[Narrative to be added]

# Reporting performance and setting targets by Council outcomes

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

Our 2004-05 performance is based on audited figures and it is these that we use for comparisons against all unitary councils.

Our performance for 2005-06 is based on the actual financial year end figures as at 31 March 2006. 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 (or recent updates for 2006-07).

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 2006-09 priorities, our LPSA, LAA and business and other plans.

The first row of the table in respect of each indicator shows the 2006-07 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 2005-06.

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 2005.

The target status column provides a rating for each of the indicators, based on our actual 2005-06 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 2005-06.

**B**      Where our actual performance is within a 5% range above or below the target for 2005-06.

**C**      Where our actual performance is worse by more than 5% than the target for 2005-06.

Using the key below, the 'Trend' column shows whether our actual performance for 2005-06 is better, worse or remains the same compared to our actual performance for 2004-05.

⬆        We use this to show where our actual performance for 2005-06 is better than our actual performance for 2004-05.

⬇        We use this to show where our actual performance for 2005-06 is worse than our actual performance for 2004-05.

➡        We use this to show where our actual performance for 2004-05 is the same as our actual performance for 2004-05.

**N/A**    This means not available – where the performance indicator is new or significantly amended for 2005-06, which means we cannot make a comparison with 2004-05.

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 2004-05 quartile values for unitary councils.  The Audit Commission will update these quartile values late in 2006, 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.

**Information used in the analysis of overall performance and performance against the councils priorities.**

The quartile positions in both tables relate to national indicators only and are based on 2004-05 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 2005-06 onwards.

Both the target and trend analysis include local indicators and BVPIs. Not all indicators had targets set for 2005-06 therefore the number of indicators differs when analysing target and trend positions for the year.

==The analysis of performance outlined in the tables on pages 54 – 55 do not detail performance across the Best Value Satisfaction Indicators as the performance data relates to the previous year of 2004-05. Only the summary performance figures for the Council's Improving Customer Service priority on page 78 include the satisfaction survey results as they are a useful means of measuring achievement against the priority.==

**Overall performance 2005-06**

The table, below left, shows the performance for Derby City Council's national and local performance indicators.

| Overall performance | Total PIs | |
|---|---|---|
| | Number | % |
| **Quartile position** | | |
| Top | | |
| Upper middle | | |
| Lower middle | | |
| Bottom | | |
| N/A* | | |
| Total | | |
| | | |
| A – above target | | |
| B – on target | | |
| C – below target | | |
| N/A* | | |
| Total | | |
| | | |
| ↑ Better | | |
| ➔ Same | | |
| ↓ Worse | | |
| N/A* | | |
| Total | | |

| Council priority performance | Total PIs | |
|---|---|---|
| | Number | % |
| **Quartile position** | | |
| Top | | |
| Upper middle | | |
| Lower middle | | |
| Bottom | | |
| N/A* | | |
| Total | | |
| | | |
| A – above target | | |
| B – on target | | |
| C – below target | | |
| N/A* | | |
| Total | | |
| | | |
| ↑ Better | | |
| ➔ Same | | |
| ↓ Worse | | |
| N/A* | | |
| Total | | |

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

**Performance across council priorities in 2005-06.**

The table, above right, shows Derby City Council's performance in achieving its local priorities. The indicators used in the analysis are those, which are listed under the council 's priority performance review sections, ==pages 57 to 93.==

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As the tables above highlight there are no significant differences in the performance trends when comparing performance against the council's priorities and the Councils performance across the range of national and local performance indicators.

In the next tables, we include comparisons of the 2005-06 performance indicator data with what we had for 2004-05.

## 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.

| | 2005-06 | | 2004-05 | |
|---|---|---|---|---|
| Quartile position* | Number | % | Number | % |
| Top | | | 33 | 31% |
| Upper middle | | | 34 | 32% |
| Lower middle | | | 26 | 24% |
| Bottom | | | 14 | 13% |
| Total | | | 107 | 100% |

*based on 2004-05 quartile positions given by the Audit Commission

The national quartile data will be updated in autumn 2005 to reflect trends in performance nationally.

## Actual to target comparison

The table shows the 'Target status' rating for each performance indicator that has a 2005-06 actual and 2005-06 target figure. For comparison, we give the same information for the 2004-05 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.

| | 2005-06 | | 2004-05 | |
|---|---|---|---|---|
| Target status | Number | % | Number | % |
| A – above target | | | 32 | 25% |
| B – on target | | | 65 | 50% |
| C – below target | | | 33 | 25% |
| Total | | | 130 | 100% |

The improvement may be the result of improved performance together with more realistic and robust target setting.

**2004-05 actual to 2005-06 actual comparison**

This table shows the 'Trend status' for each performance indicator that has a 2004-05 actual and 2005-06 actual figure.  To allow us to make a comparison, we give the same information for the 2003-04 and 2004-05 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.

| | 2004-05 to 2005-06 | | 2003-04 to 2004-05 | |
|---|---|---|---|---|
| | **Number** | **%** | **Number** | **%** |
| ↑    Better | | | 84 | 62% |
| →    Same | | | 17 | 13% |
| ↓    Worse | | | 34 | 25% |
| **Total** | | | 135 | 100% |

During 2006-07, 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 2004-05

This shows the target for 2005-06 that was set in the 2004-05 BVPP

The actual performance for 2005-06

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

2005-06 indicator compared to 2004-05

| BVPI 170a | The number of visits to/usages of museums per 1,000 population | | | | | | | | Max | Same |
|---|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Quartile Position 2004-05 | Target 2005-06 | Actual 2005-06 | Target Status | Trend | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 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 2004-05 actual performance

The officer responsible for the timely reporting of the indicator

This shows if the 2005-06 performance is better, worse or the same as the performance for 2005-06

Other areas where the indicator is used as a measure

This shows if our 2005-06 performance is above, on or below the targets we set for 2005-06

Department / directorate responsible for the indicator

This shows how the 2005-06 performance relates to the 2004-05 quartile positions

# Priority 1 – Improving the quality of life in Derby's neighbourhoods

# Reducing crime and anti-social behaviour

**Our performance**

| | Total PIs | |
|---|---|---|
| | Number | % |
| **Quartile position** | | |
| Top | | |
| Upper middle | | |
| Lower middle | | |
| Bottom | | |
| N/A* | | |
| Total | | |
| **Target status** | | |
| A – above target | | |
| B – on target | | |
| C – below target | | |
| N/A* | | |
| Total | | |
| **Trend** | | |
| ↑ Better | | |
| ➔ Same | | |
| ↓ Worse | | |
| N/A* | | |
| Total | | |

*N/A figures are not included in the percentage calculations.  N/A relates to figures where no comparison can be made, for example, new indicators, definition changes.

# Reducing crime and anti-social behaviour

| CP 1.1ai | Neighbourhood teams established which include neighbourhood wardens and enforcement officers | | | | | | Maximise | New 06/07 |
|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | |
| Department | Regeneration and Community | Responsible Officer | | Director of Community Safety Partnership | | Links | | |

| CP 1.1aii | Overall Crime rate - neighbourhoods | | | | | | | New 06/07 |
|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | |
| Department | Regeneration and Community | Responsible Officer | | Director of Community Safety Partnership | | Links | LAA | |

| CP 1.1bi | Reduction in final warnings of children looked after | | | | | | Minimise | New 06/07 |
|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | |
| Department | Children and Young People's Services | Responsible Officer | | Head of Assessment and Care Planning Services | | Links | | |

| CP 1.1 bii | Reduction in reprimands of children looked after | | | | | | Minimise | New 06/07 |
|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | |

# Reducing crime and anti-social behaviour

| Department | Children and Young People's Services | Responsible Officer | | Head of Assessment and Care Planning Services | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|
| CP 1.1 biii | Reduction in convictions of children looked after | | | | | | | Minimise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Children and Young People's Services | Responsible Officer | | Head of Assessment and Care Planning Services | | | Links | | |
| BV126 | Domestic burglaries per 1,000 households | | | | | | | Minimise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 17.85 | N/A | N/A | 18.13 | 13.94 | Green | ↑ | | | |
| Department | Regeneration and Community | Responsible Officer | | Director of Community Safety Partnership | | | Links | | |
| BV127a | Violent crimes per 1,000 population | | | | | | | Minimise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 30.28 | N/A | N/A | 29.64% | 26.51% | Green | ↑ | | | |
| Department | Regeneration and Community | Responsible Officer | | Director of Community Safety Partnership | | | Links | | |
| Bv127b | Robberies per 1,000 population | | | | | | | Minimise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |

| 2.16 | N/A | N/A | 2.26 | 2.10 | Green | ↑ | | | |
|---|---|---|---|---|---|---|---|---|---|
| Department | Regeneration and Community | Responsible Officer | | Director of Community Safety Partnership | | | Links | | |

| BV128a | Vehicle crimes per 1,000 population | | | | | | | Minimise | |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 15.21 | N/A | N/A | 15.15 | 13.17 | Green | ↑ | | | |
| Department | Regeneration and Community | Responsible Officer | | Director of Community Safety Partnership | | | Links | | |

| BV215a | Average no. of days taken to repair a street lighting fault | | | | | | | Minimise | New 05/06 |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | 10.00 | Missing | | | 8 days | 5 days | 5 days |
| Department | Regeneration and Community | Responsible Officer | | | | | Links | | |

| BV215b | Average time taken to repair a street lighting fault - DNO | | | | | | | Minimise | New 05/06 |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | N/A | Missing | | | 25 days | 25 days | 25 days |
| Department | Regeneration and Community | Responsible Officer | | | | | Links | | |

| BV218a | % of new reports of abandoned vehicles investigated within 24 hours | | | | | | | Maximise | New 05/06 |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |

## Reducing crime and anti-social behaviour

| N/A | N/A | N/A | | N/A | Missing | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Department | Environmental Services | Responsible Officer | | Group Leader – Public Health | | | Links | | | |
| BV218b | % of abandoned vehicles removed within 24 hours | | | | | | | | Maximised | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | | 85.00% | 82.80% | Green | N/A | | | |
| Department | Environment | Responsible Officer | | Group Leader – Public Health | | | Links | | | |
| BV225 | Actions taken against domestic violence per 1,000 population | | | | | | | | Minimise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | | N/A | Missing | | | | | |
| Department | Regeneration and Community | Responsible Officer | | Director of Community Safety Partnership | | | Links | | | |

# Reducing inequalities between neighbourhoods

**Our performance in achieving this key outcome**

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

.

# Reducing the inequalities between neighbourhoods

| CP 1.2aii | Number of NEAT jobs received and completed in different zones | | | | | | Maximise | New 06/07 |
|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | |
| Department | Regeneration and Community | Responsible Officer | | Director of Community Safety Partnership | | Links | | |
| CP 1.2di | Number of properties made more energy efficient | | | | | | Maximise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | |
| Department | Resources | Responsible Officer | | Assistant Director Housing and Advice Services | | Links | | |
| CP 1.2dii | Number of vulnerable households living in decent homes (70% by 2010) | | | | | | Maximise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | |
| Department | Resources | Responsible Officer | | Assistant Director Housing and Advice Services | | Links | | |
| CP 1.2ei | Number of households taken out of fuel poverty | | | | | | Maximise | New o6/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New 06/07 | | | | | | | 1,000 | 1,000 | 1,000 |
| Department | Resources | Responsible Officer | | Assistant Director Housing and Advice Services | | Links | | |

# Reducing the inequalities between neighbourhoods

| CP 1.2fi | Number of new homes provided (Affordable Housing new Build Completion) | | | | | | | Maximise | New 06/07 |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | 144 | 259 | 150 |
| Department | Resources | | Responsible Officer | | Assistant Director Housing and Advice Services | | Links | | |
| CP 1.2hi | Number of eligible, unintentionally homeless and in priority need, acceptances | | | | | | | Minimise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Resources | | Responsible Officer | | Assistant Director Housing and Advice Services | | Links | LAA, LPSA | |
| BV2a | The level of the Equality Standard for Local Government to which the authority conforms | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 2.00 | N/A | N/A | 2.00 | 2.00 | Green | → | 3.00 | 3.00 | 3.00 |
| Department | Corporate and Adult Social Services | | Responsible Officer | | | | Links | | |
| CP2b | The duty to promote race equality | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |

# Reducing the inequalities between neighbourhoods

| 84.00 | 84.00 | Top | 100 | 100 | Green | ↑ | 100% | 100% | 100% |
|---|---|---|---|---|---|---|---|---|---|
| Department | Resources | Responsible Officer | | | | | Links | | |
| BV17b | % of economically active minority ethnic community population | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 12.09% | 7.40% | Top | 12.09% | 12.09% | Green | → | 12.09% | 12.09% | 12.09% |
| Department | Corporate and Adult Social Services | Responsible Officer | | | | | Links | | |
| BV64 | No. of private sector vacant dwellings that are returned into occupation or demolished | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 91.00 | 91.00 | Top | 109.00 | 69.00 | Red | ↓ | | | |
| Department | Resources | Responsible Officer | | | | | Links | | |
| BV106 | Percentage of new homes built on previously developed land | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 53.43% | 96.79% | | 56.00% | Missing | | | 58% | 60% | 60% |
| Department | Regeneration and Community Services | Responsible Officer | | | | | Links | | |
| Bv174 | Racial incidents recorded by the authority per 100,000 population | | | | | | | Minimise | |

# Reducing the inequalities between neighbourhoods

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 143.00 | 56.00 | Lower Middle | 141.00 | 224.00 | Red | ↓ | 274 | 324 | 374 |

| Department | Corporate and Adult Social Services | | Responsible Officer | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|

| BV175 | % of racial incidents that resulted in further action | | | | | | | Maximise | |
|---|---|---|---|---|---|---|---|---|---|

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 97.6% | 100% | Top | 97.6% | 100% | Green | ↑ | 99% | 99% | 99% |

| Department | Corporate and Adult Social Services | | Responsible Officer | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|

| BV183i | The average length of stay in bed and breakfast accommodation | | | | | | | Minimise | |
|---|---|---|---|---|---|---|---|---|---|

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 2.80 | 2.00 | Upper Middle | 3.00 | 2.50 | Green | ↑ | | | |

| Department | Resources | | Responsible Officer | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|

| BV183ii | The average length of stay in hostel accommodation | | | | | | | Minimise | |
|---|---|---|---|---|---|---|---|---|---|

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|

# Reducing the inequalities between neighbourhoods

| 0.00 | 0.00 | Top | 0.00 | 0.00 | Green | → | | |
|---|---|---|---|---|---|---|---|---|
| Department | Resources | | Responsible Officer | | | | Links | |
| BV199a | The proportion of relevant land and highways having combined deposits of litter and detritus | | | | | | Minimise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 19.00% | 12.80% | Lower Middle | 20.00% | 22.00% | Red | ↓ | | | |
| Department | Environmental Services | | Responsible Officer | | | | Links | LAA |
| Bv199b | % of land/highways from which unacceptable levels of graffiti are visible | | | | | | Minimise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | N/A | 11.00% | N/A | N/A | | | |
| Department | Environmental Services | | Responsible Officer | | | | Links | LAA |
| 199c | % of land/highways from which unacceptable levels of fly-posting are visible | | | | | | Minimise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | N/A | 3.00% | N/A | N/A | | | |
| Department | Environmental Services | | Responsible Officer | | | | Links | LAA |
| BV199d | Reduction in the number of fly-tips and increase in enforcement action | | | | | | Minimise | New 05/06 |

# Reducing the inequalities between neighbourhoods

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| N/A | N/A | N/A | N/A | 4.00 | N/A | N/A | | | |

| Department | Environmental Services | Responsible Officer | | | | | Links | LAA | |

| BV202 | No. of people sleeping rough on a single night | | | | | | | Minimise | |

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 7.00 | N/A | N/A | 7.00 | 7.00 | Green | → | | | |

| Department | Resources | Responsible Officer | | | | | Links | | |

| BV203 | % change in the average no. of families placed in temporary accommodation | | | | | | | Minimise | |

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 19.68% | N/A | N/A | 20.00% | 60.53% | Red | ↓ | | | |

| Department | Resources | Responsible Officer | | | | | Links | | |

| BV213 | No. of homeless households where Council intervention resolved their situation per 1'000 population | | | | | | | Maximise | New 05/06 |

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| N/A | N/A | N/A | 1.46 | 1.76 | Green | N/A | | | |

# Reducing the inequalities between neighbourhoods

| Department | Resources | | Responsible Officer | | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|---|
| BV214 | Proportion of homeless households accepted as homeless by the same Authority | | | | | | | Minimise | | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 7.50% | N/A | N/A | 7.00% | 5.30% | Green | ↑ | | | | |
| Department | Resources | | Responsible Officer | | | | | Links | | |

# Reinvigorating the city centre and river areas

**Our performance in achieving this key outcome**

| | Total PIs | |
|---|---|---|
| | Number | % |
| Quartile position | | |
| Top | | |
| Upper middle | | |
| Lower middle | | |
| Bottom | | |
| N/A* | | |
| Total | | |
| Target status | | |
| A – above target | | |
| B – on target | | |
| C – below target | | |
| N/A* | | |
| Total | | |
| Trend | | |
| ↑ Better | | |
| ➔ Same | | |
| ↓ Worse | | |
| N/A* | | |
| Total | | |

# Reinvigorating the city centre and river areas

| BV170a | No. of visits to/usages of museums per 1,000 population | | | | | | | Maximise | |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 549.34 | 2,130 | | 584.00 | Missing | Green | ↑ | | | |
| Department | Regeneration and Community Services | Responsible Officer | | | | | Links | | |
| BV170b | No. of those visits of museums that were in person per 1,000 population | | | | | | | Maximise | Same |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 473.14 | 942.00 | | 523.00 | Missing | Green | ↑ | | | |
| Department | Regeneration and Community Services | Responsible Officer | | | | | Links | | |
| BV170c | No. of pupils visiting museums and galleries in organised school groups | | | | | | | Maximise | Same |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 8297.00 | 19,422.00 | | 9,000.00 | Missing | Green | ↑ | | | |
| Department | Regeneration and Community Services | Responsible Officer | | | | | Links | | |
| BV220 | Compliance against the Public Library Service Standards (PLSS) | | | | | | | Maximise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |

# Reinvigorating the city centre and river areas

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| N/A | N/A | N/A | 0.30 | 0.20 | Red | N/A | 0.20 | 0.20 | 0.20 |

| | | | | |
|---|---|---|---|---|
| Department | Regeneration and Community Services | Responsible Officer | | Links | |

# Making Derby cleaner and greener

## Our performance in achieving this key outcome

| | Total PIs | |
|---|---|---|
| | Number | % |
| Quartile position | | |
| Top | | |
| Upper middle | | |
| Lower middle | | |
| Bottom | | |
| N/A* | | |
| Total | | |
| Target status | | |
| A – above target | | |
| B – on target | | |
| C – below target | | |
| N/A* | | |
| Total | | |
| Trend | | |
| ↑  Better | | |
| ➔   Same | | |
| ↓  Worse | | |
| N/A* | | |

# Making Derby cleaner and greener

| CP 1.4ai | NEAT teams established for each priority area | | | | | | | | Maximise | New 06/07 |
|---|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | | |
| Department | Environmental Services | | Responsible Officer | | Assistant Director Works and Engineering | | Links | | | |

| Cp 1.4aii | Number of NEAT jobs received and completed | | | | | | | | Maximise | New 06/07 |
|---|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | | |
| Department | Environmental Services | | Responsible Officer | | Assistant Director Works and Engineering | | Links | | | |

| CP4aiii | Amount of waste from NEAT areas that is landfilled | | | | | | | | Minimise | New 06/07 |
|---|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | | |
| Department | Environmental Services | | Responsible Officer | | Assistant Director Works and Engineering | | Links | | | |

| CP 1.4bi (BV82ai) | % of total tonnage of household waste arisings which have been recycled | | | | | | | | Maximise | Same |
|---|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 15.27% | 16.035 | Top | 18.00% | 16.49% | Red | ↑ | | | |

# Making Derby cleaner and greener

| Department | Environmental Services | Responsible Officer | | | | | Links | LAA |
|---|---|---|---|---|---|---|---|---|
| CP 1.4bii (BV82bi) | % of total tonnage of household waste arisings which have been composted | | | | | | Maximise | Amended |

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 6.61% | 8.31% | Top | 9.50% | 10.08% | Green | ↑ | | | |

| Department | Environmental services | Responsible Officer | | | | | Links | |
|---|---|---|---|---|---|---|---|---|
| BV82a(ii) | Total tonnage of household waste recycled | | | | | | Maximise | New 05/06 |

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| N/A | N/A | N/A | 20,332.00 | 19,400.05 | Amber | N/A | | | |

| Department | Environmental Services | Responsible Officer | | | | | Links | |
|---|---|---|---|---|---|---|---|---|
| BV82b(ii) | Total tonnage of household waste composted / anaerobically digested | | | | | | Maximise | New 05/06 |

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| N/A | N/A | N/A | 9,857.00 | 11,884.70 | Green | N/A | | | |

| Department | Environmental Services | Responsible Officer | | | | | Links | |
|---|---|---|---|---|---|---|---|---|
| BV82c (i) | % of the total tonnage of household waste arisings which has been used to recover energy | | | | | | Maximise | |

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|

# Making Derby cleaner and greener

| 0.00% | 0.26% | Median | 0.00% | 0.00% | Red | ➜ | | | |
|---|---|---|---|---|---|---|---|---|---|
| Department | Environmental Services | Responsible Officer | | | | | Links | | |
| BV82c(ii) | Tonnage of waste used to recover hear, power and other energy sources | | | | | | | Maximise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | 0.00 | 0.00 | Green | N/A | | | |
| Department | Environmental Services | Responsible Officer | | | | | Links | | |
| BV82d(i) | % of the total tonnage of household waste arisings which has been landfilled | | | | | | | Minimise | Amended |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 78.12% | 72.83% | Top | 75.50% | 72.83% | Green | ⬆ | | | |
| Department | Environmental services | Responsible Officer | | | | | Links | | |
| BV82d(ii) | Total tonnage of household waste land filled | | | | | | | Minimise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | 93,032.00 | 85,850.97 | Green | N/A | | | |
| Department | Environmental services | Responsible Officer | | | | | Links | | |
| BV84 | Number of kilograms of household waste collected per head | | | | | | | Minimise | |

# Making Derby cleaner and greener

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 505.01 | 488.05 | Upper Middle | 525.00 | 504.31 | Green | ↑ | | | |
| Department | Environmental Services | | Responsible Officer | | | | Links | | |
| BV84b | % change in no. of kilograms of household waste collected | | | | | | | Minimise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | 6.10% | -0.14% | Green | N/A | | | |
| Department | Environmental Services | | Responsible Officer | | | | Links | | |
| BV86 | Cost of waste collection per household | | | | | | | Minimise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| £37.20 | N/A | N/A | £51.15 | | | | | | |
| Department | Environmental Services | | Responsible Officer | | | | Links | | |
| BV87 | Cost of waste disposal per tonne for municipal waste | | | | | | | Minimise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| £37.42 | N/A | N/A | £35.96 | | | | | | |
| Department | Environmental services | | Responsible Officer | | | | Links | | |
| BV91a | % of population resident in the authority's area served by a collection of recyclables | | | | | | | Maximised | Amended |

# Making Derby cleaner and greener

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 100.00% | 100.00% | Top | 100.00% | 100.00% | Green | → | | | |

| Department | Environmental services | | Responsible Officer | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|

| BV91b | % of households served by a collection of 2 recyclables | | | | | | | Minimise | New 05/06 |
|---|---|---|---|---|---|---|---|---|---|

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| N/A | N/A | N/A | 100.00% | 100.00% | Green | N/A | | | |

| Department | Environmental Services | | | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|

| BV100 | No. of days of temporary traffic controls or road closure on traffic sensitive roads | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |

| Department | Regeneration and Community | | Responsible Officer | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|

| BV102 | Local bus services (passenger journeys per year) | | | | | | | Maximise | |
|---|---|---|---|---|---|---|---|---|---|

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 16,484,052.00 | 10,932,055.00 | Top | 16,543,427.00 | 16,264,300.00 | Amber | ↓ | 16,543,427.00 | 16,543,427.00 | 16,543,427.00 |

| Department | Regeneration and Community | | Responsible Officer | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|

# Making Derby cleaner and greener

| BV178 | % of footpaths and other rights of way which were easy to use | | | | | | | Maximise | |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 81.49% | 91.00% | Upper Middle | 82.00% | 82.00% | Green | ↑ | 84% | 85% | 85% |
| Department | Regeneration and Community | Responsible Officer | | | | | Links | | |
| BV187 | Condition of footway | | | | | | | Minimise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 31.67% | 15.00% | Bottom | 32.00% | 36.32% | Red | ↓ | 32% | 30% | 28% |
| Department | Regeneration and Community | Responsible Officer | | | | | Links | | |
| BV216a | No. of sites of potential concern (land contamination) | | | | | | | Stabilise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | 1440.00 | 1440.00 | Green | N/A | | | |
| Department | Environmental Services | Responsible Officer | | | | | Links | | |
| BV216b | % of sites where remediation of the land is necessary | | | | | | | Maximise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | 6.00% | 6.00% | Green | N/A | | | |
| Department | Environmental Services | Responsible Officer | | | | | Links | | |

# Making Derby cleaner and greener

| Bv217 | % of pollution control improvements completed on time | | | | | | | Maximise | New 05/06 |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | 100.00% | 100.00% | Green | N/A | | | |
| Department | Environmental services | Responsible Officer | | | | | Links | | |
| BV219a | No. of conservation areas in the local authority area | | | | | | | Stabilise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | N/A | Missing | | | | | |
| Department | Regeneration and Community | Responsible Officer | | | | | Links | | |
| BV219b | % of conservation areas with up-to-date character appraisals | | | | | | | Maximise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | N/A | Missing | | | | | |
| Department | Regeneration and Community | Responsible Officer | | | | | Links | | |
| BV219c | % of conservation areas with published management proposals | | | | | | | Maximise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | N/A | Missing | | | | | |
| Department | Regeneration and Community | Responsible Officer | | | | | Links | | |

**Providing greater opportunities for people to participate in decisions about the area they live in**

**Our performance in achieving this key outcome**

| | Satisfaction PIs | |
|---|---|---|
| | Number | % |
| Quartile position | | |
| Top | | |
| Upper middle | | |
| Lower middle | | |
| Bottom | | |
| N/A* | | |
| Total | | |
| Target status | | |
| A – above target | | |
| B – on target | | |
| C – below target | | |
| N/A* | | |
| Total | | |
| Trend | | |
| ↑ Better | | |
| ➔ Same | | |
| ↓ Worse | | |
| N/A* | | |
| Total | | |

# Providing greater opportunities for people to participate in decisions about the area they live in

| CP 1.5ai | Percentage of adults who feel they can influence decisions in their local area | | | | | | | Maximise | New 06/07 |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Regeneration and Community Services | Responsible Officer | | Director of Community Safety Partnership | | | Links | LAA | |
| CP1.5ci | Number of schools with school councils | | | | | | | Maximise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | 81 | 86 | 90 |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |
| CP1.5cii | Number of groups for wider participation | | | | | | | Maximise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | 20 | 22 | 25 |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |
| CP 1.5ciii | Numbers of young people involved in participation events and informing developments | | | | | | | Maximise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |

# Providing greater opportunities for people to participate in decisions about the area they live in

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| New for 06/07 | | | | | | | 600 | 600 | 600 |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |
| CP 1.5civ | Number of children looked after attending reference groups | | | | | | | Maximise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | 80 | 90 | 100 |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |
| CP1.5di | Number of website hits | | | | | | | Maximise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Resources | Responsible Officer | Assistant Director Democratic Services | | | | Links | | |
| CP1.5dii | Number of Area Panels webcast | | | | | | | Maximise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Resources | Responsible Officer | Assistant Director Democratic Services | | | | Links | | |

# Priority 2 – Encouraging lifelong learning and achievement

**Providing an early and effective support for under performing schools to reduce the number of 'causing concern' schools**

**Our performance in achieving this key outcome**

| | Total PIs | |
|---|---|---|
| | Number | % |
| Quartile position | | |
| Top | | |
| Upper middle | | |
| Lower middle | | |
| Bottom | | |
| N/A* | | |
| Total | | |
| Target status | | |
| A – above target | | |
| B – on target | | |
| C – below target | | |
| N/A* | | |
| Total | | |
| Trend | | |
| ↑ Better | | |
| ➜ Same | | |
| ↓ Worse | | |
| N/A* | | |
| Total | | |

# Providing early and effective support for under-performing schools to reduce the number of 'causing concern' schools

| CP 2.1ai | Number of schools in special measures | | | | | | | Minimise | |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 3 | N/A | N/A | 0 | 2 | Red | ↑ | | | |
| Department | Children and Young Peoples Service | Responsible Officer | | | | | Links | | |
| Cp 2.1aii | Number of schools with a Notice to Improve | | | | | | | Minimise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 2 | N/A | N/A | 0 | 4 | Red | ↓ | | | |
| Department | Children and Young Peoples Services | Responsible Officer | | | | | Links | | |
| CP2.1aiii | Percentage of inspections that are satisfactory or better | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 90% | N/A | N/A | 95% | 90% | Red | → | | | |
| Department | Children and Young Peoples Services | Responsible Officer | | | | | Links | | |
| CP 2.1aiv | Percentage of HMI visits to schools where progress is satisfactory | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |

## Providing early and effective support for under-performing schools to reduce the number of 'causing concern' schools

| 70% | N/A | N/A | 100% | 100% | Green | ↑ | | | |
|---|---|---|---|---|---|---|---|---|---|
| Department | Children and Young Peoples Services | Responsible Officer | | | | | Links | | |

# Improving educational attainment at Key Stage and GCSE levels

**Our performance in achieving this key outcome**

| | Total PIs | |
|---|---|---|
| | Number | % |
| Quartile position | | |
| Top | | |
| Upper middle | | |
| Lower middle | | |
| Bottom | | |
| N/A* | | |
| Total | | |
| Target status | | |
| A – above target | | |
| B – on target | | |
| C – below target | | |
| N/A* | | |
| Total | | |
| Trend | | |
| ↑ Better | | |
| ➜ Same | | |
| ↓ Worse | | |
| N/A* | | |
| Total | | |

.

# Improving educational attainment at Key Stage and GCSE levels

| CP 2.2ai (BV50, CF/A2) | Percentage of young people leaving care with at least 1 GCSE or a GNVQ | | | | | | Maximise | |
|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 58.80% | N/A | N/A | 52.00% | 60.60% | Green | ↑ | 61.00% | 62.00% | 63.00% |
| Department | Children and Young People's Services | Responsible Officer | | | | Links | LAA | |

| CP 2.2bi (CP2.2ci) | Progress of low achieving pupils between Key Stages in targeted schools | | | | | | Maximise | New 06/07 |
|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | Links | LAA | |

| CP 2.2bii | Reduction in absences and exclusions | | | | | | Minimise | New 06/07 |
|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | Links | | |

| BV38 | Five or more GCSEs at grades A*-C or equivalent | | | | | | Maximise | |
|---|---|---|---|---|---|---|---|---|

# Improving educational attainment at Key Stage and GCSE levels

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 48.80% | 56.10% | Upper Middle | 54.00% | 53.50% | Amber | ↑ | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | LAA | |
| BV39 | Five or more GCSEs at grades A*-G including English and Maths | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 87.30% | 90.90% | Upper Middle | 91.00% | 90.30% | Amber | ↑ | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |
| BV40 | Key Stage 2 Results – Level 4 or above - Mathematics | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 70.00% | 76.10% | Upper Middle | 85.00% | 73.00% | Red | ↑ | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | LAA | |
| BV41 | Key Stage 2 Results – Level 4 or above - English | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 73.00% | 80.00% | Median | 85.00% | 76.00% | Red | ↑ | | | |

# Improving educational attainment at Key Stage and GCSE levels

| Department | Children and Young People's Services | Responsible Officer | | Links | LAA | | |
|---|---|---|---|---|---|---|---|
| BV45 | Percentage of half days missed due to total absence in secondary schools | | | | Minimise | | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 8.26% | 7.77% | Upper Middle | 8.10% | 8.02% | Green | ↑ | | | |

| Department | Children and Young People's Services | Responsible Officer | | Links | LAA | | |
|---|---|---|---|---|---|---|---|
| BV46 | Percentage of half days missed due to total absence in primary schools | | | | Minimise | | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 5.43% | 5.20% | Bottom | 5.23% | 6.43% | Red | ↓ | | | |

| Department | Children and Young People's Services | Responsible Officer | | Links | LAA | | |
|---|---|---|---|---|---|---|---|
| BV181a | Key Stage 3 Results – Level 5 or above - English | | | | Maximise | | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 68.00% | 75.50% | Upper Middle | 74.00% | 71.00% | Amber | ↑ | | | |

| Department | Children and Young People's Services | Responsible Officer | | Links | LAA | | |
|---|---|---|---|---|---|---|---|
| BV181b | Key Stage 3 Results – Level 5 or above - Mathematics | | | | Maximise | | |

# Improving educational attainment at Key Stage and GCSE levels

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 71.00% | 77.00% | Lower Middle | 73.00% | 71.00% | Amber | → | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | LAA | |
| BV181c | Key Stage 3 Results – Level 5 or above - Science | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 62.00% | 71.00% | Upper Middle | 71.00% | 65.00% | Amber | ↑ | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | LAA | |
| BV181d | Key Stage 3 Results – Level 5 or above - ICT | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 61.30% | 70.00% | Median | 71.00% | 66.00% | Red | ↑ | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | LAA | |

# Improving educational attainment at Key Stage and GCSE levels

| BV194a | Percentage of pupils in schools achieving Level 5 or above in Key Stage 2 English | | | | | | Maximise | | |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 26.00% | 28.00% | Lower Middle | 35.00% | 35.00% | Green | ↑ | | | |
| | | | | | | | | | |
| BV194b | Percentage of pupils in schools achieving Level 5 or above in Key Stage 2 Mathematics | | | | | | | | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 30.00% | 32.00% | | | | | | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | Links | | | |

# Raising skill levels to improve the chances of securing employment

**Our performance in achieving this key outcome**

| | Total PIs | |
|---|---|---|
| | Number | % |
| Quartile position | | |
| Top | | |
| Upper middle | | |
| Lower middle | | |
| Bottom | | |
| N/A* | | |
| Total | | |
| Target status | | |
| A – above target | | |
| B – on target | | |
| C – below target | | |
| N/A* | | |
| Total | | |
| Trend | | |
| ↑ Better | | |
| ➔ Same | | |
| ↓ Worse | | |
| N/A* | | |
| Total | | |

# Raising skill levels to improve the chances of securing employment

| CP 2.3ai | Numbers not in Education, Employment of Training (NEET) | | | | | | | Minimise | New 06/07 |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Children and Young People's Services | Responsible Officer | | Head of Secondary Support | | | Links | LAA | |
| CP 2.3aii | Number of 14 – 19 year olds gaining a Level 2 qualification | | | | | | | | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Children and Young People's Services | Responsible Officer | | Head of Secondary Support | | | Links | | |
| CP 2.3bii (BV161, CF/A4) | Percentage of looked after children engaged in education/training/employment at 19 years of age | | | | | | | Stabilise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 1.16% | N/A | N/A | 0.97% | 1.04% | Green | ↓ | 0.89% | 0.97% | 0.97% |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |
| CP 2.3biii | Number of new university starters | | | | | | | Maximise | New 06/07 |

# Raising skill levels to improve the chances of securing employment

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| New for 06/07 | | | | | | | | | |

| **Department** | Children and Young People's Services | Responsible Officer | | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|
| CP 2.3ci | Number of adults gaining a Skills for Life qualification | | | | | | | Maximise | New |

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| New for 06/07 | | | | | | | | | |

| **Department** | Children and Young People's Services | Responsible Officer | Head of Adult Learning Services | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|
| CP 2.3di | The number of jobless Derby residents with financial barriers to work, gaining sustained employment with the help of Derby City Council | | | | | | | Maximise | New 06/07 |

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| New for 06/07 | | | | | | | | | |

| **Department** | Resources | Responsible Officer | Assistant Director Housing and Advice Services | | | | Links | LAA | |
|---|---|---|---|---|---|---|---|---|---|
| CP 2.3dii | The number of Derby residents under notice of redundancy, and with financial barriers to work, gaining sustained employment with the help of Derby City Council | | | | | | | Maximise | New 06/07 |

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| New for 06/07 | | | | | | | | | |

# Raising skill levels to improve the chances of securing employment

| Department | Resources | Responsible Officer | Assistant Director Housing and Advice Services | Links | |
|------------|-----------|---------------------|-----------------------------------------------|-------|---|

# Priority 3 – Building healthy and independent communities

# Improving the health of our communities

## Our performance in achieving this key outcome

| | Total PIs | |
|---|---|---|
| | Number | % |
| Quartile position | | |
| Top | | |
| Upper middle | | |
| Lower middle | | |
| Bottom | | |
| N/A* | | |
| Total | | |
| Target status | | |
| A – above target | | |
| B – on target | | |
| C – below target | | |
| N/A* | | |
| Total | | |
| Trend | | |
| ↑   Better | | |
| ➜   Same | | |
| ↓   Worse | | |
| N/A* | | |
| Total | | |

# Improving the health of our communities

| CP 3.1ai | Percentage of schools accredited to the healthy schools standard | | | | | | | Maximise | New 06/07 |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | LAA | |
| CP3.1aii, 3.1bi (BV197) | Reduction in under 18 conception rate | | | | | | | Minimise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| -17.3% | N/A | N/A | -28.2% | -14.2% | Red | ↓ | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | LAA | |
| CP3.1aiii | The number of young people in school years 4, 8 and 10 participating in at least 7 hours of moderate intensity sport and physical activity each week, expressed as a % of all children and young people in these school years | | | | | | | Maximise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | LAA | |

# Improving the health of our communities

| CP 3.1aiv | Percentage of schools reporting bullying incidents | | | | | | | Maximise | New 06/07 |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | LAA | |
| CP 3.1cii | Increased numbers of secure cycle undercover parking places at schools and colleges | | | | | | | Maximise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Regeneration and Community Services | Responsible Officer | Head of Traffic | | | | Links | | |
| CP 3.1ciii | Increased number of children receiving cycle training | | | | | | | Maximise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Regeneration and Community Services | Responsible Officer | Head of Traffic | | | | Links | | |

# Improving the health of our communities

| CP 3.1dii | The difference in the number of emergency unscheduled acute and community hospital bed days occupied by a person aged 75 or more in NHS hospitals in the Derby City Council area | | | | | | | Minimise | New 06/07 |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Corporate and Adult Social Services | | Responsible Officer | | Senior Assistant Director Adult Social Services | | Links | LAA | |
| CP 3.1ei | Percentage of adults undertaking 30 minutes of exercise five times a week | | | | | | | Maximise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Environmental Services | | Responsible Officer | | Head of Sport and Leisure | | Links | LAA | |

## Improving the standard of social care for vulnerable adults and older people

**Our performance in achieving this key outcomes**

| | Total PIs | |
|---|---|---|
| | Number | % |
| Quartile position | | |
| Top | | |
| Upper middle | | |
| Lower middle | | |
| Bottom | | |
| N/A* | | |
| Total | | |
| Target status | | |
| A – above target | | |
| B – on target | | |
| C – below target | | |
| N/A* | | |
| Total | | |
| Trend | | |
| ↑ Better | | |
| ➜ Same | | |
| ↓ Worse | | |
| N/A* | | |
| Total | | |

# Improving the standard of social care for vulnerable adults and older people

| CP3.2ai | The number of additional Extra Care bed spaces provided | | | | | | | Maximise | New 06/07 |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | 77 | 80 | 80 |
| Department | Resources | | Responsible Officer | | Assistant Director Housing and Advice Services | | Links | | |
| CP3.2bi | Number of older people prevented from moving into higher levels of care | | | | | | | Maximise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Corporate and Adult Social Services | | Responsible Officer | | Senior Assistant Director Adult Social Services | | Links | | |
| CP 3.2ki | Increased number of places for extra care | | | | | | | Maximise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Corporate and Adult Social Services | | Responsible Officer | | Senior Assistant Director Adult Social Services | | Links | | |

# Improving the standard of social care for vulnerable adults and older people

| CP 3.2kii | Increased number of places for intermediate care | | | | | | Maximise | New 06/07 |
|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | |
| Department | Corporate and Adult Social Services | Responsible Officer | | Senior Assistant Director Adult Social Services | | Links | | |
| BV53, A0/C28 | No. of households receiving intensive home care per 1000 aged 65+ | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 10.40 | N/A | N/A | 11.00 | 11.20 | Green | ↑ | 12.00 | 13.00 | 14.00 |
| Department | Corporate and Adult Social Services | Responsible Officer | | | | Links | | |
| BV54, A0/C32 | No. of older people helped live at home per 1,000 population | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 107.80 | N/A | N/A | 110.00 | 104.90 | Green | ↓ | 105.00 | 105.00 | 105.00 |
| Department | Corporate and Adult Social Services | Responsible Officer | | | | Links | | |
| BV56, A0/D54 | % of equipment items/adaptations delivered within 7 working days | | | | | | Maximise | |

# Improving the standard of social care for vulnerable adults and older people

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 70.00% | N/A | N/A | 76.00% | 80.10% | Green | ↑ | 85.00% | 90.00% | 92.00% |

| Department | Corporate and Adult Social Services | Responsible Officer | | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|
| BV195, A0/D55 | % of new older clients whose assessments are carried out in the required timescale | | | | | | | Maximise | |

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 76.30% | N/A | N/A | 80.00% | 76.40% | Amber | ↑ | 85.00% | 90.00% | 95.00% |

| Department | Corporate and Adult Social Services | Responsible Officer | | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|
| BV196, A0/D56 | % of new older clients whose care packages are delivered in the required timescale | | | | | | | Maximise | |

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 88.30% | N/A | N/A | 90.00% | 88.80% | Amber | ↑ | 90.00% | 95.00% | 95.00% |

| Department | Corporate and Adult Social Services | Responsible Officer | | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|
| BV201, A0/C51 | No. of adults/older people receiving direct payments per 100,000 population | | | | | | | Maximise | |

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|

## Improving the standard of social care for vulnerable adults and older people

| 89.10 | N/A | N/A | 110.00 | 125.30 | Green | ↑ | 130 | 150 | 160 |
|---|---|---|---|---|---|---|---|---|---|
| Department | Corporate and Adult Social Services | Responsible Officer | | | | | Links | | |

## Delivering integrated services for children and young people that meet the needs of the local community

**Our performance in achieving this key outcome**

| | Total PIs | |
|---|---|---|
| | Number | % |
| Quartile position | | |
| Top | | |
| Upper middle | | |
| Lower middle | | |
| Bottom | | |
| N/A* | | |
| Total | | |
| Target status | | |
| A – above target | | |
| B – on target | | |
| C – below target | | |
| N/A* | | |
| Total | | |
| Trend | | |
| ↑ Better | | |
| ➔ Same | | |
| ↓ Worse | | |
| N/A* | | |
| Total | | |

# Delivering joined up services for children and young people that meet the needs of the local community

| CP 3.3ai | Reduction in child protection registrations | | | | | | | Minimise | New 06/07 |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |
| CP 3.3bi | Safe reduction in the number of children looked after | | | | | | | Minimise | New 06/07 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New 06/07 | | | | | | | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |
| BV 43a | Statement of special educational needs prepared within 18 weeks excluding exceptions | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 85.94% | 100% | Bottom | 89.33% | 90.00% | Green | ↑ | 92.70% | 95.40% | 98.10% |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |

# Delivering joined up services for children and young people that meet the needs of the local community

| BV 43b | Statement of special educational needs prepared within 18 weeks including exceptions | | | | | | Maximise | | |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 67.44% | 91.70% | Upper Middle | 68.38% | 81.82% | Green | ↑ | 83.56% | 85.30% | 87.04% |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |

| BV49, CF/A1 | Percentage of children looked after with 3+ placements in the year | | | | | | Minimise | | |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 8.40% | N/A | N/A | 9.00% | 9.00% | Green | ↓ | 9.00% | 9.00% | 9.00% |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |

| BV162, C20 | Percentage of child protection cases which were reviewed | | | | | | Maximise | | |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 96.50% | N/A | N/A | | 100% | Green | ↑ | 100% | 100% | 100% |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |

# Delivering joined up services for children and young people that meet the needs of the local community

| BV163, CF/C23 | Percentage of looked after children that were adopted | | | | | | | Maximise | |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 6.40% | N/A | N/A | 7.00% | 10.40% | Red | ↑ | 9.00% | 9.00% | 9.00% |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |
| BV221a | Percentage of young people gaining a recorded outcome | | | | | | | Maximise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | 60.00% | 68.00% | Green | N/A | 69.00% | 70% | 71% |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |
| BV221b | Percentage of young people gaining an accredited outcome | | | | | | | Maximise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | 30.00% | 19.00% | Red | N/A | 22% | 24% | 25% |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |
| BV222a | Percentage of leaders of childcare settings with a qualification at Level 4+ | | | | | | | Maximise | New 05/06 |

## Delivering joined up services for children and young people that meet the needs of the local community

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| N/A | N/A | N/A | | | | N/A | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |
| BV222b | Percentage of leaders of childcare settings with input from graduate training | | | | | | | Maximise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | | | | N/A | | | |
| Department | Children and Young People's Services | Responsible Officer | | | | | Links | | |

# Priority 4 – Delivering excellent services, performance and value for money

# Reducing inefficiency by improving business processes and ability to perform

## Our performance in achieving this key outcome

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

# Reducing inefficiency by improving business processes and ability to perform

| BV8 | % of invoices paid within 30 days | | | | | | | Maximise | |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 92.60% | 93.39% | Top | 100% | 93.69% | Red | ↑ | | | |
| Department | Resources | | Responsible Officer | | | | Links | | |
| BV9 | % of Council Tax collected | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 93.94% | 97.30% | Bottom | 94.50% | 94.56% | Green | ↑ | 94.6% | 95% | 95.5% |
| Department | Resources | | Responsible Officer | | | | Links | | |
| Bv10 | % of Non-domestic Rates collected | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 97.92% | 99.06% | Bottom | 99.00% | 97.30% | Amber | ↓ | 97.3% | 97.5% | 97.8% |
| Department | Resources | | Responsible Officer | | | | Links | | |

# Reducing inefficiency by improving business processes and ability to perform

| Bv11a | % of top 5% of earners that are women | | | | | | | Maximise | |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 47.20% | 47.10% | Top | 48.50% | 47.50% | Amber | ↑ | 48.50% | 49.00% | 49.50% |
| Department | Corporate and Adult Social Services | Responsible Officer | | | | | Links | | |
| BV11b | % of top 5% of earners from black and minority ethnic communities | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 5.60% | 3.84% | Top | 6.00% | 6.90% | Green | ↑ | 6.50% | 7.00% | 7.50% |
| Department | Corporate and Adult Social Services | Responsible Officer | | | | | Links | | |
| BV11c | % of top 5% of earners with a disability | | | | | | | Maximise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | 2.5% | 3.8% | Green | N/A | 4.00% | 4.20% | 4.50% |
| Department | Corporate and Adult Social Services | Responsible Officer | | | | | Links | | |

# Reducing inefficiency by improving business processes and ability to perform

| BV12 | No. of working days/shifts lost due to sickness absence | | | | | | | Minimise | |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 9.49 | 8.78 | Upper Middle | 9.00 | 9.00 | Green | ↑ | 8.78 | 8.60 | 8.40 |
| Department | Corporate and Adult Social Services | Responsible Officer | | | | | Links | | |
| BV14 | % of employees retiring early (excl. ill-health) as a % of total workforce | | | | | | | Minimise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 0.15% | 0.25% | Top | 0.15% | 0.22% | Red | ↓ | 0.25% | 0.25% | 0.25% |
| Department | Corporate and Adult Social Services | Responsible Officer | | | | | Links | | |
| BV15 | % of employees retiring on ill health as a % of total workforce | | | | | | | Minimise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 0.24% | 0.19% | Top | 0.20% | 0.11% | Green | ↑ | 0.20% | 0.20% | 0.20% |
| Department | Corporate and Adult Social Services | Responsible Officer | | | | | Links | | |
| BV16a | % of employees declaring they meet DDA | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |

# Reducing inefficiency by improving business processes and ability to perform

| 2.40% | 2.49% | Top | 2.55% | 2.70% | Red | ↑ | 2.85% | 2.90% | 2.95% |
|---|---|---|---|---|---|---|---|---|---|
| Department | Corporate and Adult Social Services | | Responsible Officer | | | | Links | | |
| Bv16b | % of economically active disabled people in the council area | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 15.69% | 15.00% | Top | N/A | 15.69% | N/A | → | 15.69% | 15.69% | 15.69% |
| Department | Corporate and Adult Social Services | | Responsible Officer | | | | Links | | |
| BV17a | % of employees from minority ethnic communities | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 10.10% | 5.70% | Top | 10.25% | 10.90% | Green | ↑ | 11.00% | 11.50% | 12.00% |
| Department | Corporate and Adult Social Services | | Responsible Officer | | | | Links | | |
| BV76a | No. of claimants visited per 1000 caseload | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 212.30 | 331.06 | Upper Middle | 180.00 | 285.62 | Green | ↑ | 250 | 250 | 250 |
| Department | Resources | | Responsible Officer | | | | Links | | |
| BV76b | No. of fraud investigators employed per 1000 caseload | | | | | | | Maximise | |

# Reducing inefficiency by improving business processes and ability to perform

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 0.23 | 0.38 | Lower Middle | 0.23 | 0.22 | Amber | ↓ | 0.22 | 0.22 | 0.22 |
| Department | Resources | | Responsible Officer | | | | Links | | |
| Bv76c | No. of fraud investigations per 1000 caseload | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 40.00 | 43.89 | Lower Middle | 40.00 | 23.48 | Red | ↓ | 25 | 25 | 25 |
| Department | Resources | | Responsible Officer | | | | Links | | |
| Bv76d | No. of prosecutions and sanctions per 1000 caseload | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 4.00 | 4.35 | Top | 2.50 | 6.36 | Green | ↑ | 4.5 | 4.5 | 4.5 |
| Department | Resources | | Responsible Officer | | | | Links | | |
| BV78a | Average time for processing new Housing Benefit claims | | | | | | | Minimise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 48.56days | 33.80days | Upper Middle | 36.00days | 39.59days | Red | ↑ | 36 | 34 | 32 |
| Department | Resources | | Responsible Officer | | | | Links | | |
| Bv78b | Average time for processing notifications of changes of circumstances | | | | | | | Minimise | |

# Reducing inefficiency by improving business processes and ability to perform

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 10.20 | 8.70 | Lower Middle | 13.00 | 14.60 | Red | ↓ | 14.6 | 13 | 12 |
| Department | Resources | | Responsible Officer | | | | Links | | |
| Bv79a | % of cases for which the calculation of the amount of benefit due was correct | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 94.00% | 98.60% | Upper Middle | 98.00% | 96.80% | Amber | ↑ | 96.80% | 97.50% | 98.00% |
| Department | Resources | | Responsible Officer | | | | Links | | |
| BV79b(i) | % of recoverable overpayments (excluding Council Tax Benefit) recovered | | | | | | | Maximise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | 36.00% | 31.91% | Red | N/A | 82.00% | 83.00% | 84.00% |
| Department | Resources | | Responsible Officer | | | | Links | | |
| BV79b(ii) | % of overpayments recovered during the period + HB overpayments identified | | | | | | | Maximise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | 36.00% | 31.91% | Red | N/A | 32.00% | 34.00% | 36.00% |
| Department | Resources | | Responsible Officer | | | | Links | | |
| Bv79b(iii) | % of overpayments written off during the period | | | | | | | Minimise | New 05/06 |

# Reducing inefficiency by improving business processes and ability to perform

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| N/A | N/A | N/A | 15% | 8.79% | Green | N/A | 8.00% | 7.00% | 6.50% |

| Department | Resources | | Responsible Officer | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|

| BV99a(i) | No. of road accident casualties - all KSI | | | | | | Minimise | | |
|---|---|---|---|---|---|---|---|---|---|

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 100.00 | N/A | N/A | 118.00 | 118.00 | Green | ↓ | 120 | 115 | 110 |

| Department | Regeneration and Community Services | | Responsible Officer | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|

| Bv99a(ii) | % change in road accident casualties over previous year - all KSI | | | | | | Minimise | | |
|---|---|---|---|---|---|---|---|---|---|

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| -20.63% | N/A | N/A | -4.02 | 18.00% | Red | ↓ | 2.30% | -4.70% | -4.30% |

| Department | Regeneration and Community Services | | Responsible Officer | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|

| BV99a(iii) | % change in road accident casualties over 1994 - 1998 average - all KSI | | | | | | Minimise | | |
|---|---|---|---|---|---|---|---|---|---|

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| -36.31% | N/A | N/A | -24.84% | -24.84% | Green | ↓ | -23.10% | -26.40% | -29.80% |

# Reducing inefficiency by improving business processes and ability to perform

| Department | Regeneration and Community Services | Responsible Officer | | | Links | | |
|---|---|---|---|---|---|---|---|
| BV99b(i) | No. of road accident casualties - children KSI | | | | | Minimise | |

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 16.00 | N/A | N/A | 23.00 | 21.00 | Green | ↓ | 22 | 21 | 19 |

| Department | Regeneration and Community Services | Responsible Officer | | | Links | | |
|---|---|---|---|---|---|---|---|
| BV99b(ii) | % change in road accident casualties in previous year -children KSI | | | | | Minimise | |

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| -11.11% | N/A | N/A | -5.05% | 31.25% | Red | ↓ | 5.90% | -5.60% | -6.00% |

| Department | Regeneration and Community Services | Responsible Officer | | | Links | | |
|---|---|---|---|---|---|---|---|
| BV99b(iii) | % change in road accident casualties between 1994-1998 average - children KSI | | | | | Minimise | |

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| -48.39% | N/A | N/A | -24.19% | -32.26% | Green | ↓ | -28.20% | -32.30% | -36.30% |

| Department | Regeneration and Community Services | Responsible Officer | | | Links | | |
|---|---|---|---|---|---|---|---|
| BV99c(i) | No. of road accident casualties - all slight injuries | | | | | | |

# Reducing inefficiency by improving business processes and ability to perform

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 960.00 | N/A | N/A | 907.00 | 886.00 | Green | ↑ | 934 | 918 | 903 |

| Department | Regeneration and Community Services | Responsible Officer | | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|

| BV99c(ii) | % change in road accident casualties in previous year - all slight injuries | | | | | | | Minimise | |
|---|---|---|---|---|---|---|---|---|---|

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| -4.10% | N/A | N/A | 0.00% | -7.71% | Green | ↑ | 5.40% | -1.70% | -1.70% |

| Department | Regeneration and Community Services | Responsible Officer | | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|

| BV99c(iii) | % change in road accident casualties 1994-1998 average - all slight injuries | | | | | | | Minimise | |
|---|---|---|---|---|---|---|---|---|---|

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 5.84% | N/A | N/A | 0.00% | -2.32% | Green | ↑ | 3.0% | 1.2% | -0.50% |

| Department | Regeneration and Community Services | Responsible Officer | | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|

| BV109a | Percentage of planning applications - 60% of major applications in 13 weeks | | | | | | | Maximise | |
|---|---|---|---|---|---|---|---|---|---|

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 45.00% | 60.55% | Top | 57.00% | 65.00% | Green | ↑ | 60% | 60% | 60% |

# Reducing inefficiency by improving business processes and ability to perform

| Department | Regeneration and Community Services | Responsible Officer | | | | | Links | | |
|---|---|---|---|---|---|---|---|---|---|
| BV109b | Percentage of planning applications - 65% of minor applications in 8 weeks | | | | | | Maximise | | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 60.00% | 73.43% | Upper Middle | 69.00% | 73.00% | Green | ↑ | 70% | 70% | 70% |
| Department | Regeneration and Community Services | Responsible Officer | | | | | Links | | |
| BV109c | Percentage of planning applications - 80% of other applications in 8 weeks | | | | | | Maximise | | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 81.00% | 84.93% | Top | 83.00% | 88.00% | Green | ↑ | 85% | 85% | 85% |
| Department | Regeneration and Community Services | Responsible Officer | | | | | Links | | |
| BV156 | % of authority buildings open to the public which are accessible to disabled people | | | | | | Maximise | | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 43.00% | 51.63% | Upper Middle | 44.00% | 45.00% | Green | ↑ | | | |
| Department | Regeneration and Community Services | Responsible Officer | | | | | Links | | |
| BV165 | % of pedestrian crossings with facilities for disabled people | | | | | | Maximise | | |

# Reducing inefficiency by improving business processes and ability to perform

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 93.80% | 99.00% | Lower Middle | 91.50% | 94.10% | Green | ↑ | 95.00% | 95.10% | 95.40% |
| Department | Regeneration and Community Services | Responsible Officer | | | | | Links | | |
| BV166a | Score against a checklist of enforcement best practice for environmental health | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 100% | 90% | Top | 100% | 100% | Green | → | 100% | 100% | 100% |
| Department | Regeneration and Community Services | Responsible Officer | | | | | Links | | |
| BV166b | Score against a checklist of enforcement best practice for trading standards | | | | | | | Maximise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 80.00% | 95.50% | Lower Middle | 80.00% | 80.00% | Green | → | 80.00% | 80.00% | 80.00% |
| Department | Regeneration and Community Services | Responsible Officer | | | | | Links | | |
| BV200a | Plan Making: Development Plan | | | | | | | | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |

# Reducing inefficiency by improving business processes and ability to perform

| N/A | N/A | N/A | N/A | Yes | N/A | N/A | Yes | Yes | Yes |
|---|---|---|---|---|---|---|---|---|---|
| Department | Regeneration and Community Services | | Responsible Officer | | | | Links | | |
| BV200b | Plan making: Milestones | | | | | | | | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | N/A | No | N/A | N/A | Yes | Yes | Yes |
| Department | Regeneration and Community Services | | Responsible Officer | | | | Links | | |
| BV200c | Plan-making: Monitoring Report | | | | | | | | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | N/A | Yes | N/a | N/A | Yes | Yes | Yes |
| Department | Regeneration and Community Services | | Responsible Officer | | | | Links | | |
| BV204 | % of appeals allowed against the authority's decision to refuse planning | | | | | | | Minimise | |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| 26.00% | 25.60% | Top | 30.00% | 21.00% | Green | ↑ | 30.00% | 30.00% | 30.00% |
| Department | Regeneration and Community Services | | Responsible Officer | | | | Links | | |
| BV205 | Quality of planning service | | | | | | | Maximise | |

## Reducing inefficiency by improving business processes and ability to perform

| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
|---|---|---|---|---|---|---|---|---|---|
| 88.80% | 88.90% | Top | 94.40% | 100% | Green | ↑ | 100% | 100% | 100% |
| Department | Regeneration and Community Services | Responsible Officer | | | | Links | | | |
| BV223 | % of principal roads where structural maintenance should be considered | | | | | | | Minimise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | N/A | 19.00% | N/A | N/A | 19.00% | 19.00% | 19.00% |
| Department | Regeneration and Community Services | Responsible Officer | | | | Links | | | |
| BV224a | % of non-principal classified roads where maintenance should be considered | | | | | | | Minimise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | | Missing | | | | | |
| Department | Regeneration and Community Services | Responsible Officer | | | | Links | | | |
| BV224b | % of unclassified roads where maintenance should be considered | | | | | | | Minimise | New 05/06 |
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| N/A | N/A | N/A | N/A | 8.42% | N/A | N/A | 14.00% | 13.00% | 12.00% |

# Reducing inefficiency by improving business processes and ability to perform

| Department | Regeneration and Community Services | Responsible Officer | | Links | |
|---|---|---|---|---|---|

# Minimising council tax levels and increasing value for money

**Our performance in achieving this key outcome**

| | Total PIs | |
|---|---|---|
| | Number | % |
| Quartile position | | |
| Top | | |
| Upper middle | | |
| Lower middle | | |
| Bottom | | |
| N/A* | | |
| Total | | |
| Target status | | |
| A – above target | | |
| B – on target | | |
| C – below target | | |
| N/A* | | |
| Total | | |
| Trend | | |
| ↑  Better | | |
| ➜   Same | | |
| ↓  Worse | | |
| N/A* | | |
| Total | | |

.

# Minimising Council Tax levels and increasing value for money

| CP 4.2ai | 2.5% efficiency saving for 2006-07 | | | | | | | Minimise | New 06/06 |
|---|---|---|---|---|---|---|---|---|---|
| Actual 2004-05 | Unitary Top 25% 2004-05 | Estimated Quartile Position | Target 2005-06 | Actual 2005-06 | Target status | Trend since 2004-05 | Target 2006-07 | Target 2007-08 | Target 2008-09 |
| New for 06/07 | | | | | | | | | |
| Department | Resources | | Responsible Officer | | Assistant Director Corporate Finance | | Links | | |

# Annex 1 - Performance Indicator index by number

# PI index – number listing

| Ref | Description | Contact | Ext | Page |
|-----|-------------|---------|-----|------|
| 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 | |
| 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

| Ref | Description | Contact | Ext | Page |
|---|---|---|---|---|
| 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 and Care Planning | 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 - 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 | |

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| **66a** | Local authority rent collection and arrears: proportion of rent collected | Housing Strategy and Performance Manager | 25 1585 | |
| **66b** | Percentage of tenants with seven weeks rent arrears | Housing Strategy and Performance Manager | 25 1585 | |
| **66c** | Percentage of tenants with arrears who have had Notices Seeking Possession served | 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 | |
| **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/(i)** | Percentage recovery of overpaid benefit | Benefits Manager | 25 4742 | |
| **79b/(ii)** | Percentage of overpayments recovered during the period plus Housing Benefit overpayments identified | Benefits Manager | 25 4742 | |
| **79b/(iii)** | Percentage recoverable overpayments (excluding Council Tax Benefit) recovered | 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 | |

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| **82a/(i)** | Percentage of the total tonnage of household waste arisings which have been recycled | Head of Street Care and Waste Management | 71 5060 | |
| **82a (ii)** | The total tonnage of household waste arisings which have been sent by the authority for recycling | Head of Street Care and Waste Management | 71 5060 | |
| **82b/(i)** | Percentage of the total tonnage of household waste arisings which have been composted | Head of Street Care and Waste Management | 71 5060 | |
| **82b (ii)** | The total tonnage of household waste arisings which have been sent by the authority for composting or anerobic digestion | Head of Street Care and Waste Management | 71 5060 | |
| **82c/(i)** | 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 | |
| **82c (ii)** | Tonnage of household waste arisings which have been used to recover heat, power and other energy sources | Head of Street Care and Waste Management | 71 5060 | |
| **82d/(i)** | Percentage of the total tonnage of household waste arisings which have been landfilled | Head of Street Care and Waste Management | 71 5060 | |
| **82d (ii)** | The tonnage of household waste arisings which have been landfilled | Head of Street Care and Waste Management | 71 5060 | |
| **84/a** | Number of kilograms of household waste collected per head of population | Head of Street Care and Waste Management | 71 5060 | |
| **84b** | Percentage change in the number of kilograms of household waste collected | 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/a** | Percentage of the population served by a kerbside collection of recyclables | Waste Management Officer Operations | 71 6358 | |
| **91b** | Percentage of households served by kerbside collection of two or more 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/ai** | Number of road accident casualties – all killed/seriously injured | Traffic Control Engineer | 71 5019 | |
| **99xc/aii** | Number of road accident casualties – children killed/seriously injured | Traffic Control Engineer | 71 5019 | |

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| 99xsi/ aiii | Number of road accident casualties – all slight injuries | Traffic Control Engineer | 71 5019 | |
| 99y/bi | Percentage change in number of casualties from previous year – all killed/seriously injured | Traffic Control Engineer | 71 5019 | |
| 99yc/bii | Percentage change in number of casualties from previous year – children killed/seriously injured | Traffic Control Engineer | 71 5019 | |
| 99ysi/ biii | Percentage change in number of casualties from previous year – all slight injuries | Traffic Control Engineer | 71 5019 | |
| 99z/ci | Percentage change in number of casualties between 1994 and 1998 – all killed/seriously injured | Traffic Control Engineer | 71 5019 | |
| 99zc/cii | Percentage change in number of casualties between 1994 and 1998 – children killed/seriously injured | Traffic Control Engineer | 71 5019 | |
| 99zsi/ ciii | 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 | |
| 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 | |
| 119a | Satisfaction with sport and leisure facilities | Head of Sport and Leisure | 71 5513 | |
| 119b | Satisfaction with libraries | Assistant Director – Cultural Services | 71 6601 | |
| 119c | Satisfaction with museums and galleries | Assistant Director – Cultural Services | 71 6601 | |

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| **119d** | Satisfaction with theatres and concert halls | Assistant Director – Cultural Services | 71 6601 | |
| **119e** | Satisfaction with parks and open spaces | Head of Parks Service | 71 5536 | |
| **126** | 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 | |
| **128** | Vehicle crimes per 1,000 population | Director of Derby Community Safety Partnership | 25 6914 | |
| **156** | Percentage of authority buildings open to the public which are accessible to disabled people | Head of Building Consultancy | 25 5006 | |
| **157** | Number of types of interaction delivered electronically | E-Business Manager | 25 5011 | |
| **159a** | Percentage of permanently excluded pupils with alternative tuition of 5 hours or less | Acting Head of Pupil Referral Unit | 71 6002 | |
| **159b** | Percentage of permanently excluded pupils with alternative tuition of 6-12 hours | Acting Head of Pupil Referral Unit | 71 6002 | |
| **159c** | Percentage of permanently excluded pupils with alternative tuition of 13-19 hours | Acting Head of Pupil Referral Unit | 71 6002 | |
| **159d** | Percentage of permanently excluded pupils with alternative tuition of 20 hours or more a week | Acting Head of Pupil Referral Unit | 71 6002 | |
| **161** | Care leavers in education/training/employment | Service Manager Aspire | 71 5066 | |
| **162** | Reviews of child protection cases | Head of Children's Quality Assurance | 71 7809 | |
| **163** | Adoptions of children looked after | Head of Fostering and Adoption | 71 6701 | |
| **164** | Does the authority follow the CRE code in rented housing? | Housing Strategy and Performance Manager | 25 1585 | |
| **165** | Percentage of pedestrian crossings with facilities for disabled people | Traffic Control Engineer | 71 5019 | |
| **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 | |
| **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 | |

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| 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 | |
| 177 | Legal and advice expenditure on Quality Mark services | Assistant Director Community Policy | 25 6242 | |
| 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 | |
| 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 | |
| 181a | Key Stage 3 results - Level 5 or above in English | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| 181b | Key Stage 3 results - Level 5 or above in Mathematics | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| 181c | Key Stage 3 results - Level 5 or above in Science | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| 181d | Key Stage 3 results - Level 5 or above in ICT | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| 183i | The average length of stay in bed & 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 and kept an appointment | Housing Strategy and Performance Manager | 25 1585 | |
| 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 | |

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| 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 non-maintained settings per QTS teacher | 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 | |
| 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 | |
| 198 | Percentage change in the number of problem drug misusers accessing treatment services | Drug and Alcohol Action Team Co-ordinator | 25 6920 | |
| 199/a | The proportion of relevant land and highways having combined deposits of litter and detritus | Waste Management Officer Operations | 71 6358 | |
| 199b | The proportion of relevant land and highways from which unacceptable levels of graffiti are visible | Waste Management Officer Operations | 71 6358 | |
| 199c | The proportion of relevant land and highways from which unacceptable levels of fly-posting are visible | Waste Management Officer Operations | 71 6358 | |
| 199d | The yearly reduction in the total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping | 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 | |
| 200c | Was an annual monitoring report published by December last year | 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 | |

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| **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 | |
| **221a** | Percentage of young people gaining a recorded outcome | Head of Youth Services | 71 6956 | |
| **221b** | Percentage of young people gaining an accredited outcome | Head of Youth Services | 71 6956 | |
| **222a** | Percentage of leaders of childcare with a qualification at Level 4 or above | Assistant Director of Lifelong Learning and Community | 71 6852 | |
| **222b** | Percentage of leaders of childcare with input from graduate training | Assistant Director of Lifelong Learning and Community | 71 6852 | |
| **225** | Actions and services of the local authority which are designed to help victims of domestic violence | Director of Derby Community Safety Partnership | 25 6914 | |
| **226a** | Total amount spent on advice and guidance services | Derby Advice Manager | 25 6556 | |
| **226b** | Percentage spent of advice and guidance service provision to organizations with CLS | Derby Advice Manager | 25 6556 | |

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| **226c** | Total spent on advice and guidance in housing, benefits and consumer advice | Derby Advice Manager | 25 6556 | |
| **AO/C26** | Admissions of supported residents to residential care | Head of Direct Services for Older People | 25 6702 | |
| **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 | |
| **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 | |
| **CPD1a** | Number of schools in special measures category | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| **CPD1b** | Number of schools in Ofsted serious weakness category | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| **CPD1c** | Frequency of reporting on action plans for schools causing concern | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| **CPD1d** | Percentage of inspection/visits that were satisfactory or better | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| **CPD1e** | Percentage of HMI visits to schools in special measure/serious weakness where progress is satisfactory or better | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| **CPD1f** | Number of schools identified by the Local Education Authority as priority schools | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| **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 | |

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| **CPD4j** | Participation of looked after children in reviews | Head of Children's Quality Assurance | 71 7809 | |
| **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 | |

# Annex 2 - Performance Indicator index by directorate

# PI index – by directorate

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| **Commercial Services** | | | | |
| **119e** | Satisfaction with parks and open spaces | Head of Parks Service | 71 5536 | |
| | | | | |
| **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 | |
| **Development and Cultural Services** | | | | |
| **82a/(i)** | Percentage of the total tonnage of household waste arisings which have been recycled | Head of Street Care and Waste Management | 71 5060 | |
| **82a (ii)** | The total tonnage of household waste arisings which have been sent by the authority for recycling | Head of Street Care and Waste Management | 71 5060 | |
| **82b/(i)** | Percentage of the total tonnage of household waste arisings which have been composted | Head of Street Care and Waste Management | 71 5060 | |
| **82b (ii)** | The total tonnage of household waste arisings which have been sent by the authority for composting or anerobic digestion | Head of Street Care and Waste Management | 71 5060 | |
| **82c/(i)** | 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 | |
| **82c (ii)** | Tonnage of household waste arisings which have been used to recover heat, power and other energy sources | Head of Street Care and Waste Management | 71 5060 | |
| **82d/(i)** | Percentage of the total tonnage of household waste arisings which have been landfilled | Head of Street Care and Waste Management | 71 5060 | |
| **82d (ii)** | The tonnage of household waste arisings which have been landfilled | Head of Street Care and Waste Management | 71 5060 | |
| **84/a** | Number of kilograms of household waste collected per head | Head of Street Care and Waste Management | 71 5060 | |

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| **84b** | Percentage change in the number of kilograms of household waste collected | 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/a** | Percentage of the population served by a kerbside collection of recyclables | Waste Management Officer Operations | 71 6358 | |
| **91b** | Percentage of households served by kerbside collection of two or more 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/ai** | Number of road accident casualties – all killed/seriously injured | Traffic Control Engineer | 71 5019 | |
| **99xc/aii** | Number of road accident casualties – children killed/seriously injured | Traffic Control Engineer | 71 5019 | |
| **99xsi/ aiii** | Number of road accident casualties – all slight injuries | Traffic Control Engineer | 71 5019 | |
| **99y/bi** | Percentage change in number of casualties from previous year – all killed/seriously injured | Traffic Control Engineer | 71 5019 | |
| **99yc/bii** | Percentage change in number of casualties from previous year – children killed/seriously injured | Traffic Control Engineer | 71 5019 | |
| **99ysi/ biii** | Percentage change in number of casualties from previous year – all slight injuries | Traffic Control Engineer | 71 5019 | |
| **99z/ci** | Percentage change in number of casualties between 1994 and 1998 – all killed/seriously injured | Traffic Control Engineer | 71 5019 | |
| **99zc/cii** | Percentage change in number of casualties between 1994 and 1998 – children killed/seriously injured | Traffic Control Engineer | 71 5019 | |
| **99zsi/ ciii** | 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 | |

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| Ref | Description | Contact | Ext | Page |
|---|---|---|---|---|
| **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 | |
| **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 | |

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| **187** | Condition of footways | Assistant Director of Highways, Transport and Waste | 71 5043 | |
| **199/a** | The proportion of relevant land and highways having combined deposits of litter and detritus | Waste Management Officer Operations | 71 6358 | |
| **199b** | The proportion of relevant land and highways from which unacceptable levels of graffiti are visible | Waste Management Officer Operations | 71 6358 | |
| **199c** | The proportion of relevant land and highways from which unacceptable levels of fly-posting are visible | Waste Management Officer Operations | 71 6358 | |
| **199d** | The yearly reduction in the total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping | 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 | |
| **200c** | Was an annual monitoring report published by December last year | 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 | |
| **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 | |

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| **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 | |
| | | | | |
| **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 | |
| **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 | |
| **119a** | Satisfaction with sport and leisure facilities | Head of Sport and Leisure | 71 5513 | |
| **159a** | Percentage of permanently excluded pupils with alternative tuition of 5 hours or less | Acting Head of Pupil Referral Unit | 71 6002 | |
| **159b** | Percentage of permanently excluded pupils with alternative tuition of 6-12 hours | Acting Head of Pupil Referral Unit | 71 6002 | |

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| **159c** | Percentage of permanently excluded pupils with alternative tuition of 13-19 hours | Acting Head of Pupil Referral Unit | 71 6002 | |
| **159d** | Percentage of permanently excluded pupils with alternative tuition of 20 hours or more a week | Acting Head of Pupil Referral Unit | 71 6002 | |
| **181a** | Key Stage 3 results - Level 5 or above in English | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| **181b** | Key Stage 3 results - Level 5 or above in Mathematics | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| **181c** | Key Stage 3 results - Level 5 or above in Science | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| **181d** | Key Stage 3 results - Level 5 or above in ICT | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| **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 non-maintained settings per QTS teacher | 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 | |
| **221a** | Percentage of young people gaining a recorded outcome | Head of Youth Services | 71 6956 | |
| **221b** | Percentage of young people gaining an accredited outcome | Head of Youth Services | 71 6956 | |
| **222a** | Percentage of leaders of childcare with a qualification at Level 4 or above | Assistant Director of Lifelong Learning and Community | 71 6852 | |
| **222b** | Percentage of leaders of childcare with input from graduate training | Assistant Director of Lifelong Learning and Community | 71 6852 | |
| **CPD1a** | Number of schools in special measures category | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |

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| **CPD1b** | Number of schools in Ofsted serious weakness category | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| **CPD1c** | Frequency of reporting on action plans for schools causing concern | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| **CPD1d** | Percentage of inspection/visits that were satisfactory or better | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| **CPD1e** | Percentage of HMI visits to schools in special measure/serious weakness where progress is satisfactory or better | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| **CPD1f** | Number of schools identified by the Local Education Authority as priority schools | Acting Assistant Director of School Improvement and Inclusion | 71 6852 | |
| **Finance** | | | | |
| **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/(i)** | Percentage recovery of overpaid benefit | Benefits Manager | 25 4742 | |
| **79b/(ii)** | Percentage of overpayments recovered during the period plus Housing Benefit overpayments identified | Benefits Manager | 25 4742 | |
| **79b/(iii)** | Percentage recoverable overpayments (excluding Council Tax Benefit) recovered | Benefits Manager | 25 4742 | |
| **80a** | Benefits Service - Satisfaction with office contact | Policy and Development Manager | 25 5133 | |

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| **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 | |
| **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 | |
| **Policy** | | | | |
| **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 | |

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| 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 | |
| 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 | |
| 66b | Percentage of tenants with seven weeks rent arrears | Housing Strategy and Performance Manager | 25 1585 | |
| 66c | Percentage of tenants with arrears who have had Notices Seeking Possession served | 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 | |

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| **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 | |
| **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 | |
| **225** | Actions and services of the local authority which are designed to help victims of domestic violence | Director of Derby Community Safety Partnership | 25 6914 | |
| **226a** | Total amount spent on advice and guidance services | Derby Advice Manager | 25 6556 | |

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| **226b** | Percentage spent of advice and guidance service provision to organizations with CLS | Derby Advice Manager | 25 6556 | |
| **226c** | Total spent on advice and guidance in housing, benefits and consumer advice | Derby Advice Manager | 25 6556 | |
| **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 | |
| | | | | |
| **49** | Percentage of children looked after with 3+ placements in the year | Head of Assessment and Care Planning | 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 - 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 | |
| **161** | Care leavers in education/training/employment | Service Manager Aspire | 71 5066 | |
| **162** | Reviews of child protection cases | Head of Children's Quality Assurance | 71 7809 | |
| **163** | Adoptions of children looked after | Head of Fostering and Adoption | 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 | |

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| **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 | |

# Annex 3 - Acronyms

# Acronyms

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