

Council Performance Monitoring – 2006/07 Quarter 1

SUMMARY

- 1.1 The purpose of quarterly performance reporting is to underpin performance management within the Council in terms of monitoring the achievement of our corporate priorities and targets.
- 1.2 For 2006/07, separate performance reports will be prepared on Council and Partnership performance. Whilst there are many shared priorities and outcomes between the Council and its partners, a separate report on Partnership areas of performance will allow greater coverage of partnership funding issues and more efficiency in the reporting to Government Office and partner organisations. The two quarterly reports to Cabinet will include updates on the following areas of performance...
 - **Council** – covering performance against our Corporate Plan, Best Value Performance Plan and Comprehensive Performance Assessment – CPA.
 - **Partnership** – covering performance against the Local Area Agreement, Local Public Service Agreement and Neighbourhood Renewal Strategy.
- 1.3 From quarter 2 the Council performance report will include an update on specific Manifesto commitments. The commitments, as set out in **Appendix 2**, are the outcome of discussions between Cabinet members over the last few months. Portfolio members will also receive individual performance reports that include performance measures related to their portfolio as well as a summary of strengths, areas for improvement and issues to follow up. It is proposed that an update on specific Manifesto commitments will be included as part of these reports.
- 1.4 This report focuses on Council performance in the first quarter of 2006/07 – 1 April to 30 June 2006. Currently 84% of indicators are expected to meet or exceed target, with 10% of indicators showing a forecast year-end performance of more than 5% adverse to target.
- 1.5 Specific areas of achievement comprise...
 - **Children looked after with 3+ placements in a year, BV49** – the quality of placements has improved so that the year-end forecast is currently 1% within the annual target for 2006/07.
 - **Domestic burglary, BV126** – quarter 1 saw a reduction of 17% from quarter 4 of 2005/06 and an 18% improvement compared to the same quarter last year.

- **Number of properties removed from fuel property, CP1.2e** – over 500 properties have been removed from fuel poverty during the first quarter of 2006/07.
- **Processing of Statements of Educational Need within 18 weeks, BV43a/b** – is significantly above target for both ‘with’ and ‘without’ exceptions.

1.6 Areas for improvement include...

- **Older care clients who receive assessments within the timescale, BV195** – which is currently well below target at quarter 1. An investigative report is being undertaken to identify process issues linked to assessments in less than 48 hours and those within 4 weeks.
- **Recycling levels, BV82a/b** - the year-end forecast is currently 33%, which would miss the annual target by 1%. This is due to lower than expected composting results over the dry spell. Three additional ‘Rethink Rubbish’ rounds are being introduced later in 2006 but this is not expected to make up for the shortfall in performance.

1.7 The supporting tables for Council performance indicators can be found on CMIS at <http://cmis.derby.gov.uk/CMISWebPublic/Binary.ashx?Document=7160> and are structured in portfolio order to assist members in focusing on their portfolio areas.

1.8 The Audit Commission has recently confirmed the indicators to be included in the CPA 2006 service assessments of Environment, Housing and Culture. It is difficult to accurately predict the CPA result as the satisfaction indicators that form part of the Best Value survey in September 2006 will play a key role in determining the overall score. It is possible that Derby may lose its four star status due to the new ‘harder test’. Regular updates will be given to Cabinet over the next few months as service assessment scores become apparent.

1.9 Subject to any issues raised at the meeting, I support the following recommendations.

RECOMMENDATIONS

- 2.1 To note the performance of the Council against the targets included in its 2006/07 Best Value Performance Plan and 2006-09 Corporate Plan, falling due to be reported in the first quarter.
- 2.2 To give particular attention to those areas where the forecast year-end performance is currently below target and the action being taken to address this.



Council Performance Monitoring – 2006/07 Quarter 1

SUPPORTING INFORMATION

1. BACKGROUND

- 1.1 For 2006/07, separate performance reports will be prepared on Council and Partnership performance. Whilst there are many shared priorities and outcomes between the Council and its partners, a separate report on Partnership areas of performance will allow greater coverage of partnership funding issues and more efficiency in the reporting to Government Office and partner organisations. The two quarterly reports to Cabinet will include updates on the following areas of performance...
- **Council** – covering performance against our Corporate Plan, Best Value Performance Plan and Comprehensive Performance Assessment
 - **Partnership** – covering performance against the Local Area Agreement, Local Public Service Agreement and Neighbourhood Renewal Strategy.
- 1.2 An update on the Cabinet's Manifesto commitments will also be included from quarter two.
- 1.3 This report examines Council performance in the first quarter of 2006/07 - 1 April 2006 to 30 June 2006 - and has been structured into four sections:
- Manifesto commitments - Section 2
 - Overview of 2006/07 performance in quarter 1 - Section 3
 - Performance against our Corporate Priorities - Section 4
 - Comprehensive Performance Assessment - Section 5
- 1.4 The detailed performance tables can be found on CMIS <http://cmis.derby.gov.uk/CMISWebPublic/Binary.ashx?Document=7160> and are structured in portfolio order to assist members in focusing on their portfolio areas. As well as the forecast year-end performance and the direction of travel in year-end forecast from the previous year's outturn, performance for the first quarter has been given where supplied. Comments, where available, have been entered from Performance Eye for the indicators where forecast-year end performance is below target or performance has deteriorated from the last quarter.

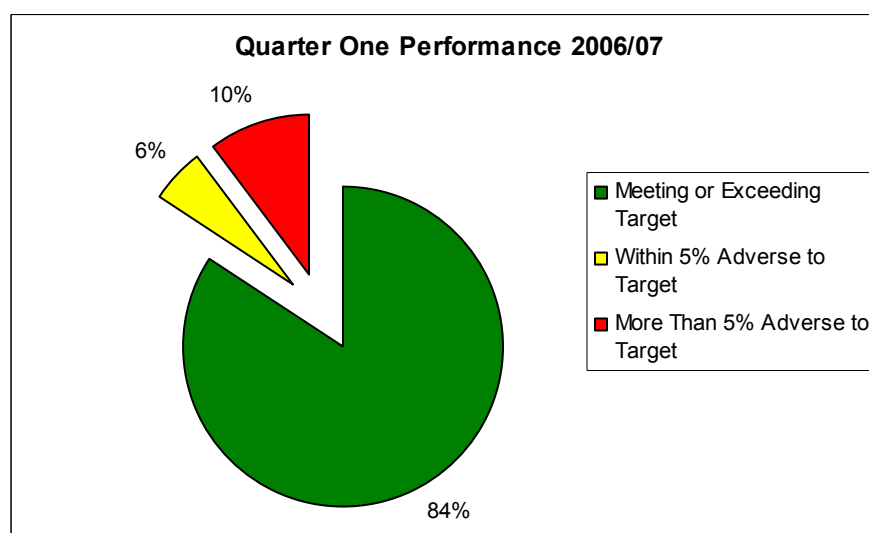
2. MANIFESTO COMMITMENTS

- 2.1 The commitments are the outcome of discussions between Cabinet members over the last few months. To support monitoring of the mini-manifestos in 2006-07, commitments have split into 'general' priorities that could apply across several wards and 'specific' ward priorities or pledges.
- 2.2 In **Appendix 2**, general priorities have been matched against existing Corporate Plan and Local Area Agreement priorities with general funding streams identified where appropriate.
- 2.3 In terms of future monitoring arrangements, the Corporate Plan and Local Area Agreement include a range of performance measures to track progress in delivering our corporate priorities – or general priorities as they are listed. Information on progress will be monitored through the quarterly reports on Council and Partnership performance.
- 2.4 Information on specific ward priorities will also be collected on a quarterly basis. From 2006-07, Portfolio members will receive individual performance reports that include all performance measures related to their portfolio as well as a summary of strengths, areas for improvement and issues to follow up. It is proposed that an update on specific priorities will be included as part of these reports.

3. OVERVIEW OF 2006/07 PERFORMANCE IN QUARTER 1

- 3.1 Within the first quarter of 2006-07 there are 89 performance indicators – PIs – and one Corporate Plan milestone due to be completed, reported upon.
- 3.2 For those PI's where we have both a year-end forecast and target, 84% are expected to meet or exceed target with 10% of indicators showing a forecast year-end performance of more than 5% adverse to target.

Figure 1 - Performance against targets in Quarter 1 2006/07



- 3.3 Direction of travel is shown below in Table 1, with 57% of indicators forecast to improve on last year's outturn.

Table 1 - Direction of travel in Quarter 1 2006/07

Trend position	Quarter 1 2006/07*	Quarter 1 2005/06
Performance is expected to be better than the previous year's outturn	57%	66%
Performance is expected to stay the same as the previous year outturn	17%	19%
Performance is expected to be worse than the previous year's outturn	26%	15%

4. PERFORMANCE AGAINST CORPORATE PRIORITIES

- 4.1 This section includes highlights of performance in quarter one against our Corporate Plan indicators and milestones, our Best Value targets and Customer Service indicators – structured by our four Corporate Priorities. At this early stage, progress against our Corporate Plan milestones does not show any exceptions, however a general progress update has been included for information. A summary of indicator performance is also shown, with individual areas of strong performance and areas for improvement.

Improve the quality of life in Derby's neighbourhoods

- 4.2 Good progress is being made in implementing the **Area and Neighbourhood working initiative, CP1.1a, 1.2a, 1.4a**. New neighbourhood staff will start work in September 2006 in Normanton and Osmaston/Allenton areas. The Sinfen, Stockbrook and Austin neighbourhood teams will also be fully operational by the end of September. Multi-agency neighbourhood teams are being integrated into neighbourhood policing teams and there are ongoing developments with Derby Homes to expand neighbourhood working into Morley/Mackworth, Chaddesden/Spondon and Alvaston/Boulton. Work is also being undertaken with the housing department regarding Rosehill market renewal area and neighbourhood management.
- 4.3 Draft neighbourhood profiles, plans and a performance framework have been developed, to be approved by the Area and Neighbourhood project board. A communications plan has also been agreed, with use and publicity of Derby Direct. Budget review is ongoing and a financial risk assessment will take place in the autumn.
- 4.4 In terms of **community engagement, CP1.5a**, area planning partnerships are being created to strengthen current area panel arrangements. Briefing sessions on the new partnerships are planned for councillors in August/September. Neighbourhood forums will be implemented in all priority neighbourhoods with one per neighbourhood and four in Normanton. A community champion training and support programme is also being commissioned, with a target of 40 champions funding in the Normanton neighbourhood.

4.5 Areas of strong indicator performance include...

- **Domestic burglary, BV126**, which saw a further reduction of 17% during quarter one 2006/07 and an 18% reduction compared to this quarter last year. These sustained reductions are thought to be a result of ongoing target hardening of vulnerable properties by Derby's Crime Reduction Team and a continued multi-agency focus on prolific and other priority offenders.
- **Levels of detritus and litter, graffiti and fly tipping, BV199a-c** – quarter one saw improved results for detritus/litter and fly tipping but levels of graffiti increased marginally by 1%. The results are derived from the first of three official surveys and we expect that resources recently introduced through Neighbourhood Environmental Action Teams will have a positive impact over the year helping us to achieve our targets.
- **Number of properties removed from fuel poverty, CP1.2ei** – over 500 properties have been removed from fuel poverty during the first quarter of 2006/07, compared to the quarterly target of 100. We are well on the way to exceeding the annual target of 1,000.

4.6 Areas for improvement include...

- The percentage of **recycled waste, BV82a/b** – whilst quarter 1 saw improvements in both recycled and composted waste, the year-end forecast is currently 33%, which would miss the annual target by 1%. This is due to lower than expected composting results over the dry spell. Three additional 'Rethink Rubbish' rounds are being introduced later in 2006 but this is not expected to make up for the shortfall in performance.
- **Levels of anti-social behaviour, CP1.2**, rose this quarter as a result of rises in street drinking, neighbour nuisance and vehicle nuisance, which means the year-end forecast is currently 5% worse than target. The sporadic increases in street drinking were largely related to the World Cup and hot summer weather. The rise in neighbour nuisance in isolated pockets of the city is currently being investigated by the Community Safety Partnership.
- The **number of sites of potential land contamination, BV216a** is unlikely to meet the year-end target of 1,400. The Pollution Section has now completed its research into the location of potentially contaminated sites in the city, currently standing at 1,440. Staff shortages have, to date, prevented further detailed investigation, which would confirm whether or not each site meets the statutory definition of contaminated land and therefore requires remediation.

Encourage lifelong learning and development

- 4.7 Two city schools remain in **special measures, CP2.1a**. Since the last quarter of 2005/06, the Pupil Referral Unit has been removed from special measures, but Pear Tree Junior School has been downgraded from notice to improve - NTI to special measures. The introduction of a new inspection framework in September 2005 has brought a significant increase in schools in categories nationally, so while our target to have no schools in special measures is not being achieved, two schools in special measures is typical of similar authorities. The three remaining schools with a NTI are making steady progress towards removal from the category.

4.8 Areas of strong indicator performance include....

- **Percentage of inspections that are satisfactory or better, CP2.1a**iii, with 100% of satisfactory inspections in quarter one. The percentage of HMI visits to schools where progress is satisfactory, CP2.1aiv, also stands at 100% for 2006/07 so far. No school received a less than satisfactory outcome in quarter one, and da Vinci Community College was removed from HMI monitoring after a visit which recognised it as a good school with outstanding features.
- **Young people gaining a recorded outcome, BV221a** – performance currently outperforms the quarterly target – 30% compared to 25% with good progress towards the annual target of 69%, which would be improved performance on 2005/06.

4.9 Areas for improvement include...

- **Care leavers with at least one GCSE or a GNVQ, BV50**, which was 50% in June 2006 compared to the year-end target of 61%. This is primarily due to the very small population of young people involved in the indicator calculation. It is expected that the year-end target will be reached when the results of the full cohort of care leavers are included in the remainder of the year.

Build healthy and independent communities

4.10 The first seven **Children's Centres** in Derby will be complete and fully open by the end of September 2006. Four are already designated and offering the full range of services – Osmaston, Allenton, Rosehill, Derwent, Austin Sunnyhill. The remaining three - Mackworth Morley, Becket and Spondon will be complete and open between late June and September as building work to create new facilities on school sites is completed. The areas for **Phase 2 CP3.3e** have been identified and some minor changes have been made to existing Children's Centres boundaries to ensure best cover for families and fill in gaps to ensure full coverage of the city.

4.11 The **Commissioning strategy for older people** has now been published in accordance with the target date of June 2006, **CP3.2c**.

4.12 Areas of strong indicator performance include...

- **Social care direct payments, BV201** across a range of service user groups has been very good over the last two years. This quarter's figures are no exception and we are exceeding our quarterly and year-end targets.
- **Equipment items/adaptations delivered in 7 days, BV56** - at 87% we are exceeding our quarterly and year-end targets. This has been improving gradually as online ordering from Nottinghamshire Rehabilitation Services improves.
- **Looked after children adopted, BV163** - we are exceeding our quarterly target for this indicator. If this were sustained over the year we would be well positioned to meet our year-end target of 9% and match last year's achievement. However, each year there is a different cohort and similar performance cannot be guaranteed.

- **Percentage of children looked after with 3+ placements in a year, BV49**, year-end forecast of 1% within target following good quarter one performance. This is due to the quality of foster and other placements we attain for children we look after as Corporate Parents.

4.13 Areas for improvement include...

- **Older care clients who receive assessments within the timescale, BV195.** We are significantly adrift of our target at quarter 1. An investigative report will identify any process issues linked to assessments in less than 48 hours and those within 4 weeks. We aim to get back on track toward our target of 85% from Quarter 2.
- **Number of older people helped to live at home, BV54** - Derby is historically a good performer when helping people to live at home. We have looked to stabilise low level support but at the same time increasing intensive home care and direct payments. On Quarter 1 figures, we look to meet our stabilised target of 105 and there is an action plan in place to support this.

Deliver excellent services, performance and value for money

- 4.14 The **annual efficiency statement, CP4.2a** was published in accordance with government timescales and we achieved our 2.5% efficiency target, with £5.11 million of savings identified of which £3.87 million were cashable.
- 4.15 Roll out of the **e-procurement system, CP4.1d** is continuing on track with implementation in Corporate and Adult Social Care Services and Resources and Housing. Roll-out has started in Regeneration and Community and Children and Young People. It is planned for the system to be fully implemented by end of December 2006. Goods and services of £750,000 have already been processed through the new system, with some savings generated.
- 4.16 Preparation of **the Central Administrative Strategy, CP4.1b** has been delayed from the target date of July 2006. Currently options are being developed to examine refurbishment of existing buildings and/or new build at various sites. These include a number of scenarios to meet accommodation need and cost in use and net present value considerations to determine the most practical solution. A further report detailing options examined with recommendations is planned for the end September 2006.
- 4.17 Integration of Streetcare services into **Derby Direct, CP4.1c** is continuing on track and is expected to complete on target by January 2007.
- 4.18 Key **Customer Service** indicators are on track, including timely response to letters, phone calls and greeting of visitors. Responses to electronic 'have your say' forms are positive for quarter 1, with 99% responded to within 1 day, however this is marginally below our target of 100%. More work is being undertaken to bring the number of people receiving plain English training up to target and improved monitoring of manual 'have your say' forms.
- 4.19 Areas of strong indicator performance include ...
- **Number of working day shifts lost due to sickness absence, BV12** – improved performance upon this quarter last year by 8% and on track to achieve the annual target.

- **Percentage of top earners from Black Minority Ethnic communities, BV11b** – the year-end forecast has been revised upwards from 6.5% to 7%. The number of employees from minority ethnic communities at this level is 32 compared with 23 for the same period last year. The result reflects the ongoing focus on identifying employees from ethnic minority communities
- **Processing of Statements of Educational Need within 18 weeks, BV43a/b** – is significantly above target for both 'with' and 'without' exceptions.

4.20 Areas for improvement include ...

- **Benefits processing, BV78a** – Performance has been affected by preparations for implementation of the new benefits system 'Academy'. The anticipated dip in performance is being addressed by a recovery strategy that aims to raise performance to the national standard by March 2007.
- **Percentage of pedestrian crossings with facilities for disabled people, BV165** – the year-end forecast is slightly below target due to uncertainty regarding timing of completion of the London Road junction, which forms part of the Westfield development.

5. COMPREHENSIVE PERFORMANCE ASSESSMENT

5.1 As Cabinet Members will be aware, the overall CPA framework for Derby City Council comprises:

- periodic corporate assessments by the Audit Commission – the last one was held in 2004 and the next is due in 2007
- annual use of resources assessments by the Commission, based on work by appointed auditors
- annual service assessments of Children and Young People, Social Care and Benefits by relevant inspection bodies
- annual service assessments for Environment, Housing and Culture.

5.2 The annual service assessments for Environment, Housing and Culture are derived from a combination of inspections and performance indicators. The performance indicator element for 2006 is weighted as follows:

- Environment – 100%
- Housing – 70%
- Culture – 62.5%.

5.3 Audit Commission guidance has recently been released for CPA 2006 which confirms the performance indicators to be included in the service assessments. The 2006 score is based on performance in the 2005/06 financial year. It is difficult to accurately predict the CPA score as the satisfaction indicators that form part of the Best Value survey in September 2006 will play a key role in determining the overall score. It is possible that Derby may lose its four star status due to this new 'harder test'. Regular updates will be given to Cabinet over the next few months as service assessment scores become apparent. A list of CPA indicators 'at risk' and yet to be confirmed is shown in **Appendix 3**.

- 5.4 Looking ahead for CPA 2007, it is important that close monitoring is undertaken on indicators flagged as being near to lower thresholds. A new model is being developed on Performance Eye to allow Members and Officers to see the potential impact of trends in performance during the year. This will be finalised by the end of September 2006 and reported as part of the quarter two results.

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Background papers:	Performance monitoring tables 2006/07 Quarter 1 on CMIS at http://cmis.derby.gov.uk/CMISWebPublic/Binary.ashx?Document=7160
List of appendices:	Appendix 1 – Implications Appendix 2 – Manifesto commitments Appendix 3 – List of CPA indicators for 2006 ‘at risk’ and yet to be confirmed

IMPLICATIONS

Financial

1. In some areas, including Local Public Service Agreement targets, performance is directly related to the achievement of additional income through performance reward grants.

Legal

2. None directly arising from this report.

Personnel

3. None directly arising from this report.

Equalities impact

4. None directly arising from this report.

Corporate priorities

5. This report demonstrates progress made towards achieving the Council's corporate priorities.

Manifesto Commitments 2006-07

To support monitoring of the mini-manifestos in 2006-07, we have split priorities into 'general' priorities that could apply across several wards and 'specific' ward priorities or pledges.

In the following table, general priorities have been matched against existing Corporate Plan and Local Area Agreement priorities with funding streams identified where appropriate:

CP - Corporate Plan

Includes references to priorities 1.1, 1.2 etc relating to our corporate priorities and outcomes for 2006-09.

Corporate Plan funding:

- A Expected to be funded without allocating further funding beyond that in 2006/07 budget or secured external funding
- B Requires significant additional funding to be sought or confirmed by 2007/08 budget
- C Requires external funding not yet confirmed.

LAA – Local Area Agreement

Includes outcomes and funding streams split by block:

CYP – Children and Young People

SSC – Safer and Stronger Communities

HCOP – Healthier Communities and Older People

Table 1 – General Priorities

Ward / Manifesto pledge	Current Priority CP LAA	Abbey	Allestree	Alvaston	Arboretum	Blagreaves	Boulton	Chaddesden	Chellaston	Darley	Derwent	Littleover	Mackworth	Mickleover	Normanton	Sinfin	Spondon	Funding (CP/ LAA)
• Tackle anti-social behaviour	CP 1.1a LAA SSC1	Y			Y	Y	Y		Y	Y	Y			Y	Y	Y		CP (A) / LAA funding
• Make local neighbourhoods cleaner and greener	CP 1.4a&b LAA SSC3	Y			Y	Y	Y	Y			Y				Y	Y		CP (C/A) / LAA funding
• Listen to local residents	CP 1.5a-f LAA SSC2	Y			Y	Y	Y		Y	Y	Y			Y	Y	Y		CP (A) / LAA funding
• Upgrade local parks and recreation grounds/ play areas		Y			Y										Y			Commercial Services Capital Programme 06/07

Ward / Manifesto pledge	Current Priority CP LAA	Abbey	Allestree	Alvaston	Arboretum	Blagreaves	Boulton	Chaddesden	Chellaston	Darley	Derwent	Littleover	Mackworth	Mickleover	Normanton	Sinfin	Spondon	Funding (CP/ LAA)
• Securing investment in local housing bringing it up to a decent standard	CP 1.2d LAA SSC4				Y		Y	Y			Y					Y		CP (A) / LAA funding
• Making sure new affordable homes are built for local people	CP 1.2f LAA SSC4				Y											Y		CP (A) / LAA funding
• Extending opportunities to recycle household waste	CP 1.4b LAA SSC2				Y		Y							Y	Y	Y		CP (A) / LAA funding
• Enhancing local bus services and provide more bus shelters			Y		Y		Y		Y		Y		Y	Y		Y		Derby Joint Local Transport Plan 2006 – 2011

Ward / Manifesto pledge	Current Priority CP LAA	Abbey	Allestree	Alvaston	Arboretum	Blagreaves	Boulton	Chaddesden	Chellaston	Darley	Derwent	Littleover	Mackworth	Mickleover	Normanton	Sinfin	Spondon	Funding (CP/ LAA)
• Improve pavements and carriageways where required			Y			Y		Y	Y		Y		Y		Y	Y		Derby Joint Local Transport Plan 2006 – 2011
• Establish a children's centre serving local families	CP 3.3e LAA CYP 1, 2, 3, 4		Y			Y	Y			Y			Y	Y				CP (A) Could also apply to Sinfin, Alvaston and Normanton, though not in 06/07
• Secure investment in safer routes to local schools	LAA CYP1						Y				Y			Y		Y		LAA funding & Derby Joint Local Transport Plan 2006 – 2011
• Continue to remove litter and graffiti as soon as possible	CP 2.4 LAA SSC3							Y										CP (A) / LAA funding

Ward / Manifesto pledge	Current Priority CP LAA	Abbey	Allestree	Alvaston	Arboretum	Blagreaves	Boulton	Chaddesden	Chellaston	Darley	Derwent	Littleover	Mackworth	Mickleover	Normanton	Sinfin	Spondon	Funding (CP/ LAA)
• Improve leisure and sporting facilities	LAA CYP4, HCOP 2 & 3		Y										Y					LAA funding & 2006/07 Corporate Revenue and Capital Building Programme

List of CPA indicators for 2006 'at risk' as shaded or yet to be confirmed

Service assessment	Performance indicator	Comments
Environment	Progress with the local transport plan.	Performance at the end of 2004/05 was classified as 'good' however the data for 2005/06 is not scheduled to be published until December 2006.
	BV111 – Percentage of applicants satisfied with the Planning service.	Survey data scheduled to be published in December 2006.
	BV 90a – Percentage of people satisfied with household waste collection.	Survey data scheduled to be published in December 2006.
	BV 90b – Percentage of people satisfied with waste recycling.	Survey data scheduled to be published in December 2006.
	BV 90c – Percentage of people satisfied with waste disposal.	Survey data scheduled to be published in December 2006.
	BV103 – Percentage of respondents satisfied with local provision of public transport information.	Survey data scheduled to be published in December 2006.
	BV104 – Percentage of all respondents satisfied with the local bus service.	Survey data scheduled to be published in December 2006.
	BV89 – Percentage of people satisfied with cleanliness in their area.	Survey data scheduled to be published in December 2006.
Culture	PLSS 1 proportion of households living within a specified distance of a static library - 1 mile	Below lower threshold in 2005/06
	Active borrowers as % of population	Below lower threshold in 2005/06
	Stock level – books available for issue per 1,000 users	Below lower threshold for 2005/06
	% of adults participating in at least 30 minutes moderate intensity sport and active recreation on 3 or more days a week	Threshold data to be published later in 2006.
	% of population volunteering in sport and active recreation for at least one hour per week	Threshold data to be published later in 2006.
	% of 5-16 yr olds engaged in 2 hrs a week min on high quality PE and school sport within and beyond the curriculum	Data scheduled for publication in October 2006.
	BV119a resident satisfaction sport & leisure	Survey data scheduled to be published in December 2006.
	BV 119b resident satisfaction libraries	Survey data scheduled to be published in December 2006.
	BV119c resident satisfaction museums	Survey data scheduled to be published in December 2006.
	BV119d resident satisfaction theatres	Survey data scheduled to be published in December 2006.
	BV119e resident satisfaction parks	Survey data scheduled to be published in December 2006.

Service assessment	Performance indicator	Comments
Housing	BV203 - % change in the average number of families placed in temporary accommodation	Below lower threshold in 2005/06
	BV74a - % of tenants satisfied with the overall service provided by their landlord	Survey data scheduled to be published in December 2006.
	BV75a - % of tenants satisfied with opportunities for participation	Survey data scheduled to be published in December 2006.