



DERBY CITY COUNCIL

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DRAFT 3

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.

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Hindi

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

Punjabi

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

Urdu

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

Introduction

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

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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.

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.

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.

Part 3 – Performance results and targets

Performance – results and target

In this BVPP, the performance we report includes...

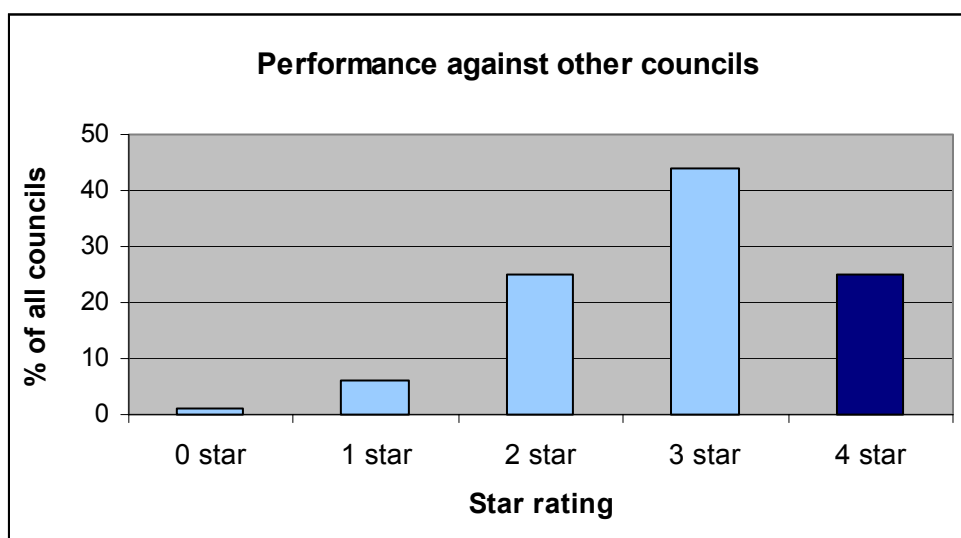
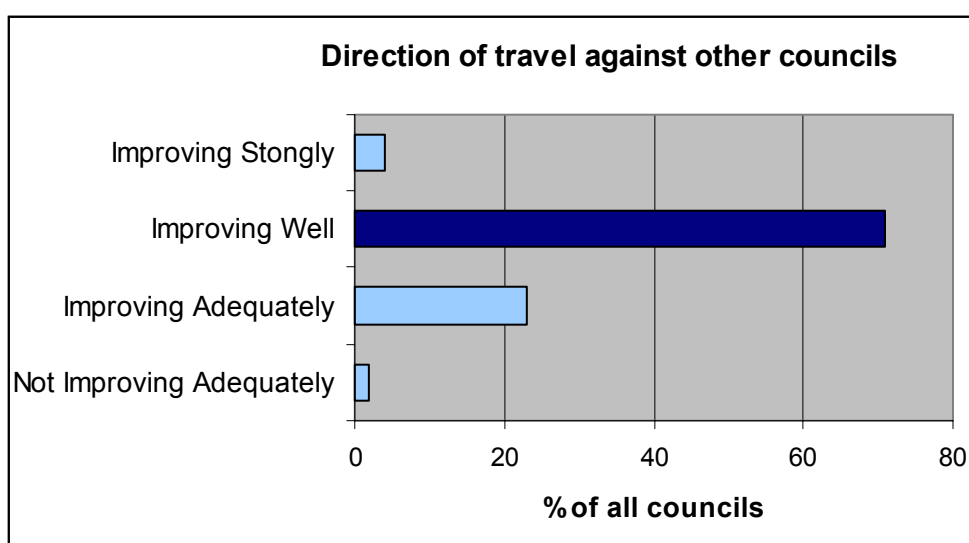
- Our performance in the Comprehensive Performance Assessment, CPA, in 2005.
- Our progress in achieving the actions identified in the Council's 2005-08 Corporate Plan.
- The targets for our Local Area Agreement, LAA including the targets in our Local Public Service Agreement, LPSA2, which we are using 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.



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
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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%	86%	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	<p>which is validated by school improvement officers.</p> <p>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.</p>
		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. The Government expects us to meet our statutory combined recycling target of 30% during 2006. We will meet this during the summer.
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	
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	
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		TBC			
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 leading 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 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.

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
<i>Achieve Economic Wellbeing</i>						
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%	
<i>Make a Positive Contribution</i>						
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	<p>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.</p>			

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’ Target centred around narrowing the gap between neighbourhoods						
	1.5b % of children in need – neighbourhood*	NR							

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	<p>3.1 Reduction in under 18 conception rate (* future targets are projections set by the Teenage Pregnancy Unit DFES Feb 2005)</p> <p>* Provisional data for 2004 released in Feb 2006 (final data Sept 2006). Status changed from Green to Amber/Green 2004</p> <p>** Future targets are projections set by the Teenage Pregnancy Unit DFES Feb 2006</p>		-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	
	<p>6.3 Stock and take up of affordable childcare</p> <p>i) Maintain and sustain 90% of stock of childcare places in each area panel across 3 year span*</p> <p>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*</p> <p>NB – targets split 50% advantaged and 50% disadvantaged areas for both childminders and out of school places</p>		Establish baseline of childcare stock by 31 st March 2006 and baseline of vacancies	n/a	n/a	<p>TBC</p> <p>225 (100 out of school places and 125 childminding places)</p>	<p>TBC</p> <p>225 (100 out of school places and 125 childminding places)</p>		

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: i) Enterprise Education* ii) Work Experience* iii) All young people participating in existing accredited schemes including D of E Award*		2093 3000 1380	n/a n/a n/a	n/a n/a n/a	2156 3090 1530	2220 3185 1610	2290 3285 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](#).

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.

Quartile position*	2005-06		2004-05	
	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.

Target status	2005-06		2004-05	
	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		
Department / directorate responsible for the indicator		This shows how the 2005-06 performance relates to the 2004-05 quartile positions			This shows if our 2005-06 performance is above, on or below the targets we set for 2005-06					

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

Reducing crime and anti-social behaviour

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	10.08	Amber	N/A	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	33.33	N/A	N/A	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

Reducing crime and anti-social behaviour

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	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		
BV184a	The proportion of LA homes which were not decent							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
Department	Resources	Responsible Officer					Links		
BV184b	% change in proportion of non-decent LA homes							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
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

Reducing the inequalities between neighbourhoods

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	
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		

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
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			
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	831.00	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	708.00	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	11,054.00	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 heat, 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	

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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		

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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	
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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 Pls	
	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		
BV63	The average SAP rating of local authority owned dwellings							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	
Department	Resources		Responsible Officer					Links		
BV66a	Local Authority rent collection and arrears: proportion of rent collected							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
Department	Resources		Responsible Officer					Links	
BV66b	% of tenants with 7+ weeks of rent arrears							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
Department	Resources		Responsible Officer					Links	
BV66c	% of tenants with arrears who have had notices seeking possession served								
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	Resources		Responsible Officer					Links	
BV66d	% of tenants evicted as a result of rent arrears								
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	Resources		Responsible Officer					Links	
BV76a	No. of claimants visited 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
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	
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	

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
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	
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

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	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
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	

Reducing inefficiency by improving business processes and ability to perform

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%
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

Reducing inefficiency by improving business processes and ability to perform

-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								
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	

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
45.00%	60.55%	Top	57.00%	65.00%	Green	↑	60%	60%	60%
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	↑			

Reducing inefficiency by improving business processes and ability to perform

Department	Regeneration and Community Services	Responsible Officer					Links		
Bv164	Does the authority follow the CRE code in rented housing							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
Department	Resources	Responsible Officer					Links		
BV165	% of pedestrian crossings with facilities for 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
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	

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
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
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

Reducing inefficiency by improving business processes and ability to perform

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	
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		
BV212	Average time taken to re-let local authority housing							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
Department	Resources	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

Reducing inefficiency by improving business processes and ability to perform

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%	
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

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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	76
2b	The duty to promote race checklist score	Corporate Personnel Adviser - Reviews	25 5485	76
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	127
9	Percentage of Council Tax collected	Revenues Manager	25 5771	127
10	Percentage of non-domestic rates collected	Revenues Manager	25 5771	127
11a	Percentage of top 5% earners that are women	Corporate Personnel Adviser - Reviews	25 5485	128
11b	Percentage of top 5% earners that are from ethnic minorities	Corporate Personnel Adviser - Reviews	25 5485	128
11c	Percentage of top 5% earners who have a disability	Corporate Personnel Adviser - Reviews	25 5485	128
12	Number of working days/shifts lost due to sickness	Attendance Management Consultant	25 8506	129
14	Percentage of employees retiring early	Corporate Personnel Adviser - Reviews	25 5485	129
15	Percentage of employees retiring on ill health grounds	Corporate Personnel Adviser - Reviews	25 5485	129
16a	Percentage of employees declaring they meet the Disability Discrimination Act, DDA	Corporate Personnel Adviser - Reviews	25 5485	129
16b	Percentage of economically active disabled people in the council area	Corporate Personnel Adviser - Reviews	25 5485	130
17a	Percentage of employees from minority ethnic communities	Corporate Personnel Adviser - Reviews	25 5485	130
17b	Percentage of economically active minority ethnic community population	Corporate Personnel Adviser - Reviews	25 5485	77
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	102
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	102

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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	102
41	Key Stage 2 Results – Level 4 or above in English	Acting Assistant Director of School Improvement and Inclusion	71 6852	102
43a	Statement of special educational needs prepared within 18 weeks excluding exceptions	Education Officer – Pupil Services and Special Educational Needs	71 6943	121
43b	Statement of special educational needs prepared within 18 weeks including exceptions	Education Officer – Pupil Services and Special Educational Needs	71 6943	122
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	103
46	Percentage of half days missed due to total absence in primary schools	Principal Education Welfare Officer	71 6794	103
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	122
50	Educational qualifications of children looked after	Principal Officer	25 6752	101
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	117
54	Older people aged 65+ helped to live at home	Head of Direct Services for Older People	71 7200	117
56	Equipments delivered within seven working days	Head of Disability and Sensory Services	71 7367	117
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	77

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Ref	Description	Contact	Ext	Page
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	130
76b	Number of fraud investigators per 1,000 caseload	Benefits Manager	25 4742	130
76c	Number of fraud investigations per 1,000 caseload	Benefits Manager	25 4742	131
76d	Number of prosecutions and sanctions per 1,000 caseload	Benefits Manager	25 4742	131
78a	Average time for processing of new Housing Benefit claims	Benefits Manager	25 4742	131
78b	Average time for processing notifications of change of circumstances	Benefits Manager	25 4742	131
79a	Percentage of cases processed correctly	Policy and Development Manager	25 5133	132
79b/(i)	Percentage recovery of overpaid benefit	Benefits Manager	25 4742	132
79b/(ii)	Percentage of overpayments recovered during the period plus Housing Benefit overpayments identified	Benefits Manager	25 4742	132
79b/(iii)	Percentage recoverable overpayments (excluding Council Tax Benefit) recovered	Benefits Manager	25 4742	132
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	86
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	87
82b/(i)	Percentage of the total tonnage of household waste arisings which have been composted	Head of Street Care and Waste Management	71 5060	87
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	87
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	87
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	88
82d/(i)	Percentage of the total tonnage of household waste arisings which have been landfilled	Head of Street Care and Waste Management	71 5060	88
82d (ii)	The tonnage of household waste arisings which have been landfilled	Head of Street Care and Waste Management	71 5060	88
84/a	Number of kilograms of household waste collected per head of population	Head of Street Care and Waste Management	71 5060	89
84b	Percentage change in the number of kilograms of household waste collected	Head of Street Care and Waste Management	71 5060	89
86	Cost of waste collection per household	Principal Accountant	71 6599	89
87	Cost of waste disposal per tonne for municipal waste	Principal Accountant	71 6599	89
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	90
91b	Percentage of households served by kerbside collection of two or more recyclables	Waste Management Officer Operations	71 6358	90
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 –	Traffic Control Engineer	71 5019	

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Ref	Description	Contact	Ext	Page
	all killed/seriously injured			
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	
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	

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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	
174	Racial incidents recorded by the authority per 100,000 population	Equality Standard Project Manager	25 5384	
175	Percentage of racial incidents resulting in	Equality Standard	25 5384	

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	further action	Project Manager		
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	
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	Head of Early Years	71 6867	

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	per QTS teacher	and Childcare		
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	
211a	Delivery of repairs and maintenance service – planned repairs	Housing Strategy and Performance Manager	25 1585	
211b	Delivery of repairs and maintenance service –	Housing Strategy and	25 1585	

PI index – number listing

Ref	Description	Contact	Ext	Page
	urgent and emergency repairs	Performance Manager		
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	
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	Head of Direct	25 6702	

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	residential care	Services for Older People		
Local 1	Violent crimes per 1,000 population	Crime Reduction Strategy Manager	25 6241	
Local 2	Number of Council departments with liP 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	
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	

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Ref	Description	Contact	Ext	Page
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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Ref	Description	Contact	Ext	Page
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/a ii	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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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