



## Best Value Performance Indicators Outturns & Targets 2005/10



This BVPI has been deleted for 2007/08







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No comparative data

# CORPORATE HEALTH

BV Code	Description	2004/05 Outturn	2005/06 Target	2005/06 Outturn	2006/07 Target	2006/07 Outturn	2007/08 Target	2008/09 Target	2009/10 Target	Compared to 2006/07 Target	Comments
BV 2a	The level if any of the Equality Standard for Local Government to which the authority conforms	1	3	1	2	2	2	3	3		Equalities policy approved. Work in progress. Level 2 achieved in the first quarter of 2006/07
BV 2b	The duty to promote race equality	31.6%	80%	52.60%	80%	61.0%	80%	80%	80%		Equalities policy approved. Work in progress
BV 8	The % of invoices for commercial goods and services which are paid by the authority within 30 days of such invoices being received	92.95%	97.5%	92.62%	98.0%	92.93%	99.0%	99.0%	99.0%		We have reached a performance plateau (2006/07 was 92.62%), with things getting neither better or worse. There were good months (October and March exceeded 95%) but these were cancelled out (May and June 2006 when performance dropped below 90%)
BV 9	The % of Council Tax collected	98.23%	98.3%	98.35%	98.5%	98.33%	98.6%	98.6%	98.6%		Council Tax performance was good against a tough target.
BV 10	The % of non-domestic rates due for the financial year which were received by the authority	99.56%	99.3%	99.75%	99.5%	99.80%	99.6%	99.6%	99.6%		Target met.
BV 11a	The % of top 5% of earners that are women	5.95%	9%	5.60%	10%	15.2%	10%	10%	12%		Target achieved
BV 11b	The % of top 5% of earners from black & minority ethnic communities	0.95%	4.3%	0.09%	5%	0.9%	5%	5%	6%		Target not achieved. Staff turnover at senior management level is very low and provides little opportunity to address this issue
BV 11c	% of the top paid 5% of staff who have a disability. (excluding those in maintained schools.)	*	8%	4.80%	4%	4.8%	5%	5%	6%		Target achieved
BV 12	The number of working days/shifts lost due to sickness absence	9.4 days	8.5 days	10 days	8.25 days	11 days	8 days	7.9 days	7.5 days		Target not achieved. This is a matter of continued concern for both Officers and Members and is currently under discussion by the Personnel Services Member Working Group. (figures were previously understated and have been ammended accordingly for all 4 quarters 2006/07)
BV 14	The % of employees retiring early (excluding ill health retirements) as a % of the total workforce	0%	0%	0.2%	0%	0%	0%	0%	0%		Target achieved
BV 15	The % of employees retiring on the grounds of ill health as a % of the total workforce	0%	0%	0.6%	0%	0%	0%	0%	0%		Target achieved

# CORPORATE HEALTH

BV Code	Description	2004/05 Outturn	2005/06 Target	2005/06 Outturn	2006/07 Target	2006/07 Outturn	2007/08 Target	2008/09 Target	2009/10 Target	Compared to 2006/07 Target	Comments
<b>BV 16a</b>	The % of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the % of economically active disabled people in the authority area	1.6%	2.75%	1.6%	3%	3%	3.25%	3.5%	3.7%		Target achieved
<b>BV 16b</b>	the % of economically active disabled people in the authority area	11%	6.26%	11.0%	8.26%	11.00%	8.26%	8.26%	8.26%		Target achieved
<b>BV 17a</b>	The % of local authority employees from minority ethnic communities	2.2%	3.25%	2.8%	3.50%	3.80%	4%	4.25%	4.50%		Target achieved
<b>BV 17b deleted 2007</b>	the % of the economically active ethnic community population in the authority area	4.5%	5%	4.5%	5%	4.5%	5%	5%			Target not achieved. However this BVPI is to be discontinued from 2007/8
<b>BV 156</b>	The % of authority buildings open to the public in which all areas are suitable for and accessible to disabled people	93.54%	93%	93%	96.8%	93.0%	97.8%	97.8%	97.8%		Target not met.
<b>BV 157</b>	The number of types of interactions that are enabled for electronic delivery as a % of the types of interactions that are legally permissible for electronic delivery	58%	75%	95%	100%		100%				Target met/ Performance Indicator deleted




# HOUSING

BV Code	Description	2004/05 Outturn	2005/06 Target	2005/06 Outturn	2006/07 Target	2006/07 Outturn	2007/08 Target	2008/09 Target	2009/10 Target	Compared to 2006/07 Target	Comments
BV 62	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	2.05%	1.7%		1.8%		1.90%				Deleted
BV 63	The average SAP rating of local authority owned dwellings	66.22	68	72	73	75	74	75	75*		Target achieved
BV 64	The number of private sector dwellings that are returned into occupation or demolished during 2002/03 as a direct result of action by the local authority	10	12	78	15	12	15	20	25		Target not met. Sycamore Court and Cedar Court: extensive persuasion by Director of Housing on NHS Trusts and PCT. 11 derelict flats sold to Pendragon Developments in Nov 2005. Refurbished and reoccupied between June 2006 and Feb 2007.
BV 66a	Local authority rent collection and arrears: proportion of rent collected	97.22%	98.8%	99.82%	98.8%	99.0%	98.8%	98.8%	98.8%		Target met. The 2005/06 outturn figure was artificially high as the previous year's outturn was low, as a result of problems following the installation of the iWorld IT system. 99% is in fact a very good performance.
BV 66b	The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	*	7%	3.85%	6.75%	4.09%	6.5%	6.4%	5.0%	*	Target met. Linked to the good performance at 66a
BV 66c	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	*	12.32%	28.86%	15%	54.50%	50%	50%	50%	*	The reason our figures in 66a and b are so good is because we take prompt action when tenants fall into arrears. We make no apology for this figure being higher than other authorities.
BV 66d	Percentage of local authority tenants evicted as a result of rent arrears	*	0.1%	0.04%	0.1%	0.17%	0.1%	0.1%	0.1%	*	Target not met. This is slightly higher than target, but is still a very low figure. Equates to five evictions over the year.
<b>BV 164 deleted 2007</b>	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in Tackling Racial Harassment: Code of Practice for Social Landlords?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Target met.

# HOUSING

BV Code	Description	2004/05 Outturn	2005/06 Target	2005/06 Outturn	2006/07 Target	2006/07 Outturn	2007/08 Target	2008/09 Target	2009/10 Target	Compared to 2006/07 Target	Comments
BV 183	The average length of stay in: a). Bed & Breakfast accommodation, b). Hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need										
	a). Bed & Breakfast accommodation Deleted 2007	0 weeks	1 week	3 weeks	2 weeks	3.4 weeks	1 week	1 week	1 week	↑	Target not met. For Q2 one household has affected the figures. This is because they were in bed and breakfast for two weeks before going on holiday. On their return from holiday they were again placed in bed and breakfast thus causing an increase in time spent in bed and breakfast.
	b). Hostel accommodation	51 weeks	45 weeks	59 weeks	55 weeks	52.3 weeks	52 weeks	50 weeks	48 weeks	↑	Target met.
BV 184a	The proportion of LA homes which were non decent at 1 April 2003	12%	9%	10.0%	6%	5%	4%	2%	0%	↑	The target for those properties to be non-decent at 2005/06 year end was to be 195 units and to date we have achieved 161.
BV 184b	The % change in proportion of non decent LA homes between 1 April 2003 and 1 April 2004	21.16%	25%	20.0%	33%	48%	33%	50%	100%	↑	With a relatively low number of units being classified non-decent, the % that the target is exceeded by is actually marginal when stated in actual units. It is accentuated when expressed as a percentage. It should also be noted that the actual number of units stated as decent is no longer based on the fitness standard by the HHSR system, which is not as comprehensively recorded within the database
BV 185	% of responsive (but non emergency) repairs during 2003/2004, for which the authority both made and kept an appointment	56%	82%		85%		88%				Deleted
BV 202	The number of people sleeping rough on a single night within the area of the authority	0-10	0-5	0-10	0-5	3	5	5	5	↔	The guidance for this BVPI states to report 0-10 if rough sleepers are less than 10. There were 8 rough sleepers counted in Q1 and 1 reported in Q2 by a partner agency. There were no rough sleepers counted for Q3 or Q4
BV 203 Deleted 2007	The percentage change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year	16.4%	-5%	-18.59%	-5%	-58.98%	-5%	-5%	-5%	↑	
BV 211a	The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings	*	70%	*	72%		75%				Deleted
BV 211b	Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings	*	16%	*	15%		14%				Deleted

# HOUSING

BV Code	Description	2004/05 Outturn	2005/06 Target	2005/06 Outturn	2006/07 Target	2006/07 Outturn	2007/08 Target	2008/09 Target	2009/10 Target	Compared to 2006/07 Target	Comments
BV 212	Average time taken to re-let local authority housing	*	30 days	29 days	26 days	23 days	25 days	24 days	23 days		Target met.
BV 213	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation	*	2/1000 (or 62 by year end)	0.005	0.0025	1	80 by year end	90 by year end	100 by year end		The guidance for this BVPI states to report on the number of cases per 1000 of the local population. Actual case numbers assisted are Q1 = 38 cases, Q2 = 36 cases, Q3 = 34 cases and Q4 = 43 cases
BV 214 Deleted 2007	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	*	0%	0%	0%	0%	0%	0%	0%		Target met.

# COUNCIL TAX & HOUSING BENEFITS

BV Code	Description	2004/05 Outturn	2005/06 Target	2005/06 Outturn	2006/07 Target	2006/07 Outturn	2007/08 Target	2008/09 Target	2009/10 Target	Compared to 2006/07 Target	Comments
<b>BV 76a Deleted 2007</b>	The number of claimants visited per 1,000 caseload	182.75	182.5	200.37	182.5	183.09	190	190			Following the introduction of a new PM10, the DWP have reduced the number of visits required this year (circular A20/2006) New target is 600 pm instead of 800. this equates to 35.52 a quarter or 142.11 per 1000 caseload over the year.
<b>BV 76b</b>	The number of fraud investigators employed per 1,000 caseload	0.54	0.5	0.5	0.5	0.5	0.5	0.5	0.5		Target met.
<b>BV 76c</b>	The number of fraud investigations per 1,000 caseload	57	70	63	75	63.10	75	80	75		Target not met.
<b>BV 76d</b>	The number of prosecutions and sanctions per 1,000 caseload	5	5	5.45	5	5.02	5	5	5		Target for the year 4.2 - target met
<b>BV 78a</b>	Average time for processing new claims	23.5 days	34.5 days	22.33 days	34 days	18.22days	30 days	30 days	29 days		DWP target is max 30 days
<b>BV 78b</b>	Average time for processing notifications of change of circumstance	5 days	8.5 days	7.43 days	8 days	5.67 days	10 days	10 days	10 days		DWP target is max 9 days
<b>BV 79a</b>	% of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post decision	98.65%	98.3%	99%	98.5%	99.2%	98.7%	99.0%	99.0%		DWP target is 99%
<b>BV 79b (i)</b>	% of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	50%*	55%	91.29%	55%	62.72	55%	55%	55%	*	No DWP target received for this year yet
<b>BV 79b (ii)</b>	HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period	*	-	25.51%	-	49.54	-			*	No DWP target received for this year yet
<b>BV 79b (iii)</b>	Housing Benefit (HB) overpayments written off during the period as a percentage of the total number of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	*	-	4.83%	-	21.32%	-			*	No DWP target this year

\*Comment from Lynda Parry regarding BV 79b (i) and 79b (ii) - there is no previous data available to enable a target to be set







# WASTE MANAGEMENT

BV Code	Description	2004/05 Outturn	2005/06 Target	2005/06 Outturn	2006/07 Target	2006/07 Outturn	2007/08 Target	2008/09 Target	2009/10 Target	Compared to 2006/07 Target	Comments
BV 199a	The proportion of relevant land and highways as defined under EPA 1990 Part IV section 86 (expressed as a %) that is assessed as having combined deposits of litter and detritus (e.g.. Sand, silt and other debris) across four categories of cleanliness (Clean, Light, Significant, Heavy)	34.3%	35%	31%	33%	39%	31%	28%	28%	↓	Target not met. Resources have been diverted to deal with excess material at recycle 'bring' sites.
BV 199b	The proportion of relevant land and highways (expressed as a %) from which unacceptable levels of graffiti are visible	*	20%	11%	18%	2%	16%	12%	12%	↑	Target met.
BV 199c	The proportion of relevant land and highways (expressed as a %) from which unacceptable levels of fly-tipping are visible	*	15%	3%	13%	0%	11%	8%	8%	↑	Target met.
BV 199d	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping	*	4	4	4	4	3	3	3	↔	Only substantial fly tipping has been documented. This has meant the figure is low. The figure will increase in next quarter as smaller cases are included.
BV 82a (i)	% of total tonnage of household waste arisings which have been recycled	14.41%	18%	17.88%	18%	17.28%	20%	20%	20%	↓	Adjusted totals to include third party tonnages supplied by Surrey County Council on 8/06/07
BV 82a (ii)	Total tonnage of household waste arisings which have been sent by the Authority for recycling	*	5500 tonnes	5119.99	5600 tonnes	5606.74	5700 tonnes	5800 tonnes	6000 tonnes	↑	Adjusted totals to include third party tonnages supplied by Surrey County Council on 8/06/07
BV 82b (i)	% of total tonnage of household waste arisings which have been sent for composting or for treatment by anaerobic digestion	0%	3%	1.15%	4%	1.85%	5%	6%	5%	↓	Tonnage slightly down as seasonal
BV 82b (ii)	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	*	900 tonnes	352.14	900 tonnes	598.86 tonnes	1000 tonnes	1100 tonnes	1000 tonnes	↓	Seasonal change, slightly down on previous quarter
BV 84a	Number of kilograms of household waste collected per head of the population	334.54 kgs	310 kgs	389.5	300 kgs	424.21kgs	295 kgs	295 kgs	400 kgs	↓	Target not met. Late shift street cleansing has been increasing the amount of household waste collected
BV 84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	*	0%	22.66%	-3%	7.30%	-3%	0%	0%	↓	Target not met.
BV 86	Cost of waste collection per household	£38.81	£40.62	£43.04	£44.31	£44.20	£45.98	£47.05	£48.46	↑	Net savings, mainly in staff costs, is the reason for the lower than estimated cost in 2006/07
BV 91a	% of population resident in the authority's area served by kerbside collection of recyclables	87.3%	97%	90.78%	92%	92.05%	93%	93.5%	95.0%	↑	We are continuing to work with the contractors to expand the kerbside recycling scheme.
BV 91b	% of households resident in the authority's area served by a kerbside collection of at least two recyclables	*	97%	90.78%	92%	92.05%	93%	93.5%	95.0%	↑	We are continuing to work with the contractors to expand the kerbside recycling scheme.

# PLANNING

BV Code	Description	2004/05 Outturn	2005/06 Target	2005/06 Outturn	2006/07 Target	2006/07 Outturn	2007/08 Target	2008/09 Target	2009/10 Target		Comments
BV 106	% of new homes built on previously developed land	96%	95%	87%	96%	100%	97%	98%	98%	↑	Figure (% of residential development on previously developed land) calculated on an annual basis.
BV 109	% of planning applications determined in line with the Government's new development control targets to determine:										
	a). 60% of major applications in 13 weeks	38%	60%	66%	61%	76.47%	62%	63%	63%	↑	Target met
	b). 65% of minor applications in 8 weeks	62%	65%	71%	66%	87%	67%	68%	69%	↑	Target met
	c). 80% of other applications in 8 weeks	89%	84%	91%	86%	95%	87%	88%	89%	↑	Target met
BV 179	% of standard searches carried out in 10 working days	100%	100%	100%	100%		100%			↔	Target met/ Indicator deleted
BV 200a	Do you have a development plan (or alterations to it) that has been adopted in the last 5 years and the end date of which has not expired?	Yes	Yes	Yes	Yes	Yes	Yes	No	No	↔	Local Development Scheme approved by GOSE/Planning Inspectorate February 2005. Subsequent minor amendments made and approved (including Planning Committee on 28 March 2007)
BV 200b	If no, are these proposals on deposit for an alteration or replacement with a published timetable for adopting those alterations or the replacement plan within three years?	N/A	N/A	N/A	N/A	Yes	N/A	Yes	Yes	↔	Target met
BV 200c Deleted	Did the Local Planning Authority publish an annual monitoring report by December of last year?	*	Yes	Yes	Yes	Yes	Yes	Yes	Yes	↔	First LDF Annual Monitoring Report published and submitted to GOSE December 2005. Second LDF Annual Monitoring Report 2005/06 published and submitted to GOSE in December 2006.
BV 204	The percentage of appeals allowed against the authority's decision to refuse on planning applications	23%	22%	29%	21%	35%	20%	19%	19%	↓	Statistics subject to confirmation via Planning Inspectorate (PINS) Website (not yet available)
BV 205	Score against quality of service checklist (the score will reflect the quality of planning service as they stand at 31 March 2005)	*	94%	95%	95%	94%	96%	97%	100%	↓	Score for Section F (Pendleton Criteria on Electronic Planning Service) was 100% i.e. 18 out of 18 criteria met
BV 219a Deleted 2007	Total number of conservation areas in the local authority	*	6	6	6	7	7	7	7	↑	No change
BV 219b	% of conservation areas in the local authority area with an up-to-date character appraisal	*	17%	N/A	17%	0%	33%	50%	50%	↓	No character appraisals of RBC's Conservation Areas have been undertaken within the last 5 years
BV 219c Deleted 2007	Percentage of conservation areas with published management proposals	*	0%	0%	17%	0%	34%	50%	50%	↓	No change

# ENVIRONMENTAL HEALTH

BV Code	Description	2004/05 Outturn	2005/06 Target	2005/06 Outturn	2006/07 Target	2006/07 Outturn	2007/08 Target	2008/09 Target	2009/10 Target		Comments
BV 166	Score against a checklist of enforcement best practice for environmental health/trading standards	100%	100%	100%	100%	100%	100%	100%	100%		Target met.
BV 216a	Number of 'sites of potential concern' [within the local authority area], with respect to land contamination	*	500	610	600	600	620	630	800		Little progress made due to lack of resources - this is being reviewed.
BV 216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'	*	5%	2%	1%	1%	1%	1%	1%		Little progress made due to lack of resources - this is being reviewed.
BV 217	Percentage of pollution control improvements to existing installations completed on time	*	85%	100.0%	100%	100%	90%	90%	95%		Fully compliant. Targets met.
BV 218a	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	*	*	75.37%	78%	89%	83%	86%	87%		Target met. The continued absence and eventual resignation of the officer responsible for abandoned vehicles had a very serious negative effect on the Council's performance in this quarter
BV 218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the LA is legally entitled to remove the vehicle	*	*	89.66%	89.00%	85.71%	90%	91%	92%		Target not met. The continued absence and eventual resignation of the officer responsible for abandoned had a very serious negative effect on the Council's performance in this quarter

# CULTURAL & RELATED SERVICES

BV Code	Description	2004/05 Outturn	2005/06 Target	2005/06 Outturn	2006/07 Target	2006/07 outturn	2007/08 Target	2008/09 Target	2009/10 Target		Comments
<b>BV 170a</b>	The number of visits to/usages of the museums per 1,000 population	225.15	245	272	246	291	247	248	250		Target met
<b>BV 170b</b>	The number of those visits that were in person per 1,000 population	101.5	112	118.59	113	121	115	120	121		The number of visitors in person has continued to increase due to the additional events at weekends and evenings, particularly in 06/07
<b>BV 170c</b>	The number of pupils visiting museums and galleries in organised school groups	1378	1200	1448	1500	2184	1525	1550	3734		School visits are now at capacity. This return reflects the flexibility of the part time education officer to change her working hours to suit the needs of the schools*

# COMMUNITY SAFETY

BV Code	Description	2004/05 Outturn	2005/06 Target	2005/06 Outturn	2006/07 Target	2006/07 Outturn	2007/08 Target	2008/09 Target	2009/10 Target	Compared to 2006/07 Targets	Comments
BV 126	Domestic burglaries per 1,000 household	10.14	10.46	12.35	9.99	8.73	9.54	*		↑	Force and iQuanta show this as an improved and improving area. This has occurred as a result of strong partnership links through CDRP in 2006-7 we saw 121 fewer victims of this crime.
BV 127a	Violent crimes per 1,000 population broken down to show:	9.75	6.28	10.65	6.05	10.14	5.80	*		↓	Runnymede saw a reduction of 2.8% of violent crime in the previous financial year and sits near the bottom of the iQuanta similar CDRP's with around half the average crimes per 1000 residents recorded.
BV 127b	Robberies per year, per 1,000 population in the Local Authority area	6.2	N/A	0.51	N/A	0.35	No target set			N/A	The Runnymede CDRP finds itself in a very strong position regarding this crime. It is argued that this is due to firm direction from the CDRP partners and close co-operation from the agencies officers individually and through JAG and CIAG.
BV 128	Vehicle crimes per 1,000 population	11.71	11.99	12.46	11.50	13.62	11	*		↓	Vehicle crime was a very serious threat to the CDRP in 2006-7. However this was addressed by robust policing and partnership activity that brought the statistics back from almost a 50% increase to under 10%. The reduction has continued into this financial
BV 174	The number of racial incidents recorded by the authority per 100,000 population	0	0	0.05	0	0.04	0	*		↓	It is believed that the increased reporting of racist incidents is a result of greater confidence in the community about the Local Authority's ability to influence the outcomes and support the victims.
BV 175	The % of racial incidents that resulted in further action	N/A	0%	100%	0%	100%	0%	*		↔	
BV 225	The number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority	1	27%	36.40%	36%	82%	45%	*		↑	There are 11 points under this BVPI and RBC are currently compliant with 9 of them.

\*Yet to be determined following the government's publication of CSR 07 targets.

The new targets for 2005-2008 mirror those targets published in the crime, disorder and drugs reduction strategy as agreed with GOSE.  
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BV225 - new guidance on calculations (amended)

# COMMUNITY LEGAL SERVICE

BV Code	Description	2004/05 Outturn	2005/06 Target	2005/06 Outturn	2006/07 Target	2006/07 Outturn	2007/08 Target	2008/09 Target	2009/10 Target		Comments
<b>BV 226a</b>	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations	0%	£145,440	£143,905	£145,440	£146,381	£145,440	£145,440	£145,440	n/a	Target not met
<b>BV 226b</b>	% of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above	*	28%	28%	28%	66%	28%	28%	28%	n/a	Target not met
<b>BV 226c</b>	Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public	*	£171,656	£163,134	£171,656	£164,881	£171,656	£171,656	£171,656	n/a	Target met

# SATISFACTION

BV Code	Description	Outturn 2003/04	2006/07 Target	Outturn 2006/07	2009/10 Target
BV 3	The % of citizens satisfied with the overall service provided	68%	70%	65%	70%
BV 4	The % of citizens satisfied with the handling of their complaint	35.40%	50%	36.00%	65%
BV 74a	The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed	88.56%	88.5%	86.00%	89.0%
BV 74b	Satisfaction of ethnic minority local authority tenants (excluding white minority tenants) with the overall service provided by their landlord	100%	88.5%	78%	89.0%
BV 74c	Satisfaction of non-ethnic minority local authority tenants with the overall service provided by their landlord	88.55%	88.5%	86.00%	89.0%
BV 75a	Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord	70.66	70%	75%	70%
BV 75b	Satisfaction of ethnic minority council housing tenants (excluding white minority) with their opportunities for participation in management and decision-making in relation to housing services provided by their landlord	100%	70%	69%	70%
BV 75c	Satisfaction of non-ethnic minority council housing tenants with their opportunities for participation in management and decision making in relation to housing services provided by their landlord	70.62%	70%	75.00%	70%
BV 80a	Satisfaction with contact/access to facilities at Benefit Office	81%	80%	89%	80%
BV 80b	Satisfaction with service in Benefit Office	79%	80%	89%	80%
BV 80c	Satisfaction with telephone service	76%	80%	84%	80%
BV 80d	Satisfaction with staff in Benefit Office	81%	80%	91%	80%
BV 80e	Satisfaction with clarity etc. of forms and leaflets	65%	80%	73%	75%
BV 80f	Satisfaction with time taken for a decision	72%	80%	82%	80%
BV 80g	Satisfaction with overall service	82%	80%	85%	80%
BV 89	% of people satisfied with the cleanliness standard in their area	69.2%	71%	73.0%	72%
BV 90a	% of people satisfied with household waste collection	90.2%	91.0%	87.0%	92.0%
BV 90b	% of people satisfied with waste recycling	74.8%	85%	75.0%	86%
BV 111	% of applicants satisfied with the service received	69%	75%	73%	76%
BV 119	The % of residents satisfied with the Local Authority Cultural Services:				
BV 119a	Sports & Leisure	43.7%	50%	61.0%	65%
BV 119b	Libraries	N/A	N/A	69%	
BV 119c	Museums	35.6%	45%	44.0%	46%
BV 119d	Arts activities and venues	43.3%	45%	30.0%	35%
BV 119e	Parks and Open Spaces	76%	78.5%	82%	82.0%