

**APPENDIX 1A - AUDIT COMMISSION
QUARTILE/YEAR-ON-YEAR CHANGE ANALYSIS**

		Type	Latest Quartile ¹	Improved since 02/03? ²
HOUSING				
Community housing services				
BVPI 62	% of unfit Private sector dwellings made fit/demolished as a result of LA action	Key PI	2nd	No
BVPI 64	No. of Private sector vacant dwellings returned to occupation or demolished in year as a result of direct LA action	Key PI	NoComp	No
183a	Average weeks spent by homeless households in B&B accommodation	Key PI	Best	Yes
183b	Average weeks spent by homeless households in hostel accommodation	Key PI	3rd	Yes
Housing management services				
BVPI 184a&b	% of LA homes non decent and in year change	Key PI	2nd	Yes
BVPI 63	Average SAP rating of local authority owned dwellings	Key PI	2nd	Yes
BVPI 66a	% of Rent collected	Key PI	Best	No
HIP	Average relet time (days) (Former BV 68) ⁶	Key PI	3rd	No
HIP	% of urgent repairs completed in Gov't time limits (Former BV 72) ⁶	Key PI	Best	Yes
BVPI 185	% of responsive repairs where appointment made and kept	Key PI	NoComp	NoComp
HIP	Average time (days) taken to complete non-urgent repairs (Former BV 73) ⁶	Key PI	2nd	Yes
BVPI 74	Tenant satisfaction - overall service (%) - Indicator Adjusted ³	Key PI	3rd	No
BVPI 75	Tenant satisfaction with opportunities for participation (%) - Indicator Adjusted ³	Key PI	3rd	Yes
BVPI 164	CRE code of practice in housing and good practice standards on tackling harassment	Key PI	NoComp	NoComp

PUBLIC SPACE				
Environment		Type	Latest Quartile ¹	Improved since 02/03? ²
BVPI 82a & b	Household waste - percentage recycled or composted - Adjusted ⁴	Key PI	3rd	Yes
BVPI 90 b	% of respondents expressing satisfaction with recycling facilities - Adjusted ³	Key PI	2nd	No
BVPI 84	Kg of household waste collected per head	Key PI	Worst	No
BVPI 90a	% of respondents expressing satisfaction with waste collection - Indicator Adjusted ³	Key PI	2nd	No
BVPI 89	% of respondents expressing satisfaction with standards of cleanliness - Indicator Adjusted ³	Key PI	Best	No
BVPI 119	% of residents satisfied with the councils parks and open spaces - Indicator Adjusted ³	Key PI	3rd	No
BVPI 86	Cost of waste collection per household (£)	Context	Lowest 25%	Increase
BVPI 91	% of pop. served by kerbside collection of recyclables	Key PI	2nd	No
BVPI 199	% of relevant land that is littered to a significant or heavy extent	Key PI	3rd	NoComp
Community Safety				
CDRP	Domestic burglaries per 1,000 households ⁵	Context	Highest 25%	Decrease
CDRP	Robberies per 1,000 persons ⁵	Context	Highest 25%	Decrease
CDRP	Theft of a motor vehicle per 1,000 persons ⁵	Context	Highest 25%	Increase
CDRP	Theft from a motor vehicle per 1,000 persons ⁵	Context	Highest 25%	Decrease
CDRP	Violence against the person per 1,000 population ⁵	Context	2nd	Increase
CDRP	Sexual offences per 1,000 population ⁵	Context	2nd	Increase
BVPI 174	Number of racial incidents reported to the council per 100,000 population	Context	3rd	Decrease
BVPI 175	% of racial incidents reported to the council, resulting in further action	Key PI	Best	Yes
BVPI 176	Number of domestic violence refuge places per 10,000 of the population	Key PI	3rd	No

		Type	Latest Quartile ¹	Improved since 02/03?
Planning				
BVPI 109a	% of MAJOR applications determined within 13 wks	Key PI	NoComp	NoComp
BVPI 109b	% of MINOR applications determined within 8 wks	Key PI	Worst	No
BVPI 109c	% of OTHER applications determined within 8 wks	Key PI	Worst	No
BVPI 179	% of Standard searches done in 10 working days	Key PI	2nd	Yes
BVPI 111	% of applicants satisfied with the service received	Key PI	Best	No
BVPI 188	% of decisions delegated to officers	Key PI	Best	Yes
BVPI 106	% of new homes built on previously developed land	Key PI	2nd	Yes
BVPI 107	Planning cost per head of population	Context	Lowest 25%	Increase
BVPI 200a&b	Plan Making by the Council	Key PI	NoComp	NoComp
Environmental health				
BVPI 166a	Score against a checklist of Environmental Health best practice (%)	Key PI	Best	No
USE OF RESOURCES				
BVPI 8	% of Invoices paid on time	Key PI	Best	Yes
BVPI 9	% of Council Tax collected	Key PI	Best	Yes
BVPI 10	% of NNDR collected	Key PI	2nd	No
BVPI 156	% of authority buildings with facilities for people with disabilities	Key PI	2nd	Yes
BVPI 11a	% of top 5% of earners who are women	Key PI	2nd	Yes
BVPI 11b	% of top 5% of earners who are from black or minority ethnic groups	Key PI	Best	Yes
BVPI 17	% of Staff from ethnic minorities as a ratio of people in the working age population from minority ethnic communities	Key PI	2nd	Yes

		Type	Latest Quartile ¹	Improved since 02/03?
BVPI 16	% of staff with disabilities as a ratio of people in the working age population with a disability	Key PI	2nd	No
BVPI 12	Average number of days sick per member of staff	Key PI	3rd	Yes
BVPI 14	Early retirements as a % of total staff	Key PI	3rd	No
BVPI 15	Ill health retirements as a % of total staff	Key PI	3rd	Yes
BVPI 157	% of types of interaction with the public delivered electronically	Key PI	3rd	Yes
OTHER INDICATORS				
Council wide indicators				
BVPI 3	% citizens satisfied with the overall service provided by the authority - Indicator Adjusted ³	Key PI	Best	No
BVPI 4	% of those making complaints satisfied with the handling of those complaints - Indicator Adjusted ³	Key PI	2nd	No
BVPI 1a	Community strategy (Yes/No)	Key PI	NoComp	NoComp
BVPI 2a	The level (if any) of the Equality Standard for local government to which the authority conforms	Key PI	NoComp	NoComp
BVPI 2b	Score against a checklist of progress in promoting race equality	Key PI	Best	NoComp
BVPI 177	% of spending on advice services on Quality Mark services	Key PI	Worst	No
Culture				
BVPI 119	% of residents satisfied with the councils sport and leisure facilities	Key PI	2nd	No
BVPI 119	% of residents satisfied with the councils museums and galleries	Key PI	NoComp	NoComp
BVPI 170a&b	Number of visits/usages of museums per 1000 population and visits in person	Context	NoComp	NoComp
BVPI 119	% of residents satisfied with the councils arts activities and venues	Key PI	3rd	No
BVPI 119	% of residents satisfied with the councils parks and open spaces - Indicator Adjusted ³	Key PI	3rd	No
BVPI 114	Adoption of a local cultural strategy	Key PI	Best	Yes

Housing benefit		Type	Latest Quartile ¹	Improved since 02/03?
BVPI 76 (a)	Claimants visited Per 1000 caseload	Context	2nd	NoComp
BVPI 76 (b)	Fraud investigators Per 1000 caseload	Context	2nd	NoComp
BVPI 76 (c)	Fraud Investigations Per 1000 caseload	Context	3rd	NoComp
BVPI 76 (d)	Prosecutions and sanctions Per 1000 caseload	Context	2nd	NoComp
BVPI 78a	Average time for processing new claims (days)	Key PI	3rd	Yes
BVPI 78b	Average time for processing change in circumstances (days)	Key PI	2nd	No
BVPI 78c	% of Renewal claims processed on time	Key PI	Best	No
BVPI 79a	% of cases processed correctly	Key PI	3rd	No
BVPI 79b	% of overpaid benefit recovered	Key PI	3rd	No
BVPI 80	Satisfaction with housing benefits service overall	Key PI	2nd	NoComp
BVPI 80(i)a	The % of all respondents satisfied with contact facilities at benefit office	Key PI	3rd	No
BVPI 80(ii)a	The % of all respondents satisfied with service in benefit office	Key PI	2nd	No
BVPI 80(iii)a	The % of all respondents satisfied with telephone service	Key PI	2nd	No
BVPI 80(iv)a	The % of all respondents satisfied with staff in benefit office	Key PI	3rd	No
BVPI 80(v)a	The % of all respondents satisfied with the clarity of forms etc	Key PI	Best	No
BVPI 80(vi)a	The % of all respondents satisfied with the time taken for a decision	Key PI	2nd	No

NOTE:

- 1 For most indicators the council is compared with all English councils, for exceptions see the
- 2 Consumer satisfaction results are compared to 2000/01, not 2002/03.
- 3 The comparison is based on the council's result AFTER adjustments for deprivation
- 4 The comparison is based on the council's result compared to its statutory recycling target. Councils that recycle less than 17% of waste cannot be ranked in the Best or 2nd quartiles.
- 5 This indicator refers to the performance of the partnership, not the council.
- 6 These results are taken from the Statistical Appendix for the 2004 Housing Management Business submitted by the council to ODPM.

Summary of how performance compares with other councils

Key PIs		
Number of PIs in 'Best' Quartile	16	27%
Number of PIs in 2nd Quartile	21	36%
Number of PIs in 3rd Quartile	18	31%
Number of PIs in 'Worst' Quartile	4	7%
Number not available for comparison	8	-
Context PIs		
Number of PIs in Lowest 25%	2	-
Number of PIs in 2nd Quartile	5	-
Number of PIs in 3rd Quartile	2	-
Number of PIs in Highest 25%	4	-
Number not available for comparison	1	-

Summary of whether performance has improved since 2002/03 (or 2000/01 for consumer satisfaction measures)

Key PIs		
Number of PIs that have improved	23	40%
Number of PIs that have not improved	34	60%
Available in one year only	10	-
Context PIs		
Number of PIs that have increased	5	-
Number of PIs that have not increased	4	-
Available in one year only	5	-

Summary of whether performance has improved since 2002/03 (Does not include changes in consumer satisfaction measures)

Key PIs		
Number of PIs that have improved	22	55%
Number of PIs that have not improved	18	45%
Available in one year only	8	-
Context PIs		
Number of PIs that have increased	5	-
Number of PIs that have not increased	4	-
Available in one year only	5	-