

**PERFORMANCE INDICATORS 2003/04 - COMPARISON BETWEEN NOTTS DISTRICT AND BOROUGH AUTHORITIES**

Indicator Reference and Description		Gedling	Nottinghamshire Districts				Family Group of District Councils				All District Councils			
			Average/% Yes	Best 25% figure	Worst 25% figure	Gedling's Position	Average/% Yes	Best 25% figure	Worst 25% figure	Gedling's Position	Average/% Yes	Best 25% figure	Worst 25% figure	Gedling's Position
<b>CORPORATE HEALTH</b>														
<b>BV1a</b>	Does the authority have a Community Strategy development in collaboration with the local strategic partnership, for improving the economic, social and environmental well being in a way that is sustainable?	Yes	100%				90.50%							
<b>BV2a</b>	The level (if any) of the Equality Standard for Local Government to which the authority conforms	0	0.9	1	0	Worst	0.9	1	0	Worst				
<b>BV2b</b>	The duty to promote race equality – percentage score against Audit Commission checklist	63%	53.4%	59.0%	48.5%	Best	85.71%	100.0%	0.0%	Best	40.89%	55%	26%	Best
<b>BV8</b>	The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority	96.10%	95.0%	97.2%	93.2%		85.7%	100.0%	0.0%		93.08%	96.74%	90.89%	
<b>BV9</b>	Percentage of Council Tax collected	98.50%	97.6%	98.1%	97.2%	Best	97.94%	98.50%	97.80%	Best	97.70%	98.50%	97.20%	Best
<b>BV10</b>	The percentage of business rates due for the financial year which were received by the authority	98.70%	99.0%	99.1%	98.8%	Worst	98.44%	99.10%	97.70%		98.51%	99.12%	98%	
<b>BV11a</b>	The percentage of top 5% of earners that are women	31.25%	20.6%	23.5%	15.6%	Best	19.61%	22%	12.50%	Best	21.24%	26.69%	14.70%	Best
<b>BV11b</b>	The percentage of top 5% of earners from black and minority ethnic communities	3.10%	0.4%	0%	0%	Best	1.58%	3.10%	0%	Best	1.48%	2.20%	0%	Best
<b>BV12</b>	The number of working days/shifts per employee lost due to sickness absence	11.56	11.9	11.0	12.9		11.80	10.60	13.30		10.40	8.90	11.80	
<b>BV14</b>	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force	0.54%	0.46%	0.15%	0.48%	Worst	0.59%	0%	0.86%		0.75%	0.14%	1.02%	
<b>BV15</b>	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce	0.36%	0.64%	0.18%	0.97%		0.39%	0.12%	0.53%		0.42%	0%	0.61%	
<b>BV16a</b>	The percentage of Local Authority Employees declaring they are disabled per Disability Discrimination Act	2.50%	2.6%	2.9%	2.0%		3.29%	3.86%	2.44%		3.41%	4.11%	1.72%	

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<b>BV17a</b>	The percentage of employees from minority ethnic communities	3.00%	1.2%	1.6%	0.6%	Best	1.42%	1.55%	1.08%	Best	1.90%	2.40%	0.60%	Best
<b>BV156</b>	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people (Part M Building Regulations 1991)	42.5%	42.7%	50.6%	30.3%		47.79%	64.75%	32.48%		47.7%	67.0%	27.0%	
<b>BV157</b>	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery	52.05%	62.8%	73.0%	55.0%	Worst	58.37%	71.28%	49.75%		60.90%	72.0%	50.30%	
<b>HOUSING</b>														
<b>BV62</b>	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	3.3%	2.5%	3.2%	2.4%	Best	2.85%	3.83%	1.23%		3.11%	3.75%	1.30%	
<b>BV63</b>	Energy Efficiency – the Local average SAP rating of local authority owned dwellings	62	58.8	61.8	56.3	Best	61.8	64.0	60.5		60.1	65.0	58.0	
<b>BV64</b>	The number of private vacant dwellings that are returned into occupation or demolished as a direct result of the local authority.	5	7.3	10.0	1.0		7.1	8.5	0.5		61.5	46.3	3.0	
<b>BV66a</b>	Local Authority rent collection and arrears: proportion of rent collected	98.8%	98.5%	99.0%	98.1%		97.84%	98.58%	97.32%	Best	94.81%	98.60%	96.79%	Best
<b>BV183a</b>	The average length of stay for households with dependent children or a pregnant woman and which unintentionally homeless and priority need													
	Bed and breakfast accommodation (weeks)	0	2.4	0	4.4	Best	3.5	0.3	5.4	Best	5.9	1.2	8.8	Best
<b>BV183b</b>	Hostel accommodation (weeks)	10	9.7	7.5	12.8		9.5	4.8	13.1		13.8	0.0	22.3	
<b>BV184a</b>	The proportion of LA homes which were non-decent at 1 April 2003	28%	35.7%	26.5%	48.3%		24.27%	14.50%	31%		31.0%	15.0%	46.0%	

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<b>BV184b</b>	The percentage change in proportion of non-decent LA homes	47%	-7.5%	35.0%	10.2%	Best	22.55%	30.80%	15.40%	Best	9.5%	26.6%	4.5%	Best
<b>BV185</b>	Percentage of responsive (but not emergency) repairs during 2003/4, for which the authority both made and kept an appointment	98.10%	67.6%	98.0%	48.9%	Best	37.73%	65.50%	0%	Best	43.4%	83.2%	0.0%	Best
<b>BENEFITS</b>														
<b>BV76a</b>	Housing Benefits Security. The Number of: Claimants visited /'000	171	216.1	338.9	94.0		218.8	321.5	81.9		202.7	304.0	64.1	
<b>BV76b</b>	Fraud investigators/'000	0.28	0.2	0.3	0.1		0.3	0.4	0.2		0.4	0.5	0.3	
<b>BV76c</b>	Fraud investigations/'000s	46.95	38.7	45.5	29.3	Best	34.1	42.3	29.2	Best	49.6	61.7	32.9	
<b>BV76d</b>	Prosecutions and sanctions/'000	2.45	2.1	2.3	1.3	Best	3.3	4.7	0.9		4.4	5.8	1.8	
<b>BV78a</b>	Average time for processing new claims	43.89	42.5	36.0	45.5		44.0	34.0	50.5		40.4	31.0	46.3	
<b>BV78b</b>	Average time for processing notifications of changes of circumstances (days)	8.57	13.2	9.8	14.7	Best	13.9	7.7	14.8		11.4	7.2	13.0	
<b>BV78c</b>	Percentage of renewal claims processed on time	96.96%	81.1%	96.9%	67.6%	Best	69.37%	83.20%	60.75%	Best	68.61%	81.08%	58.90%	Best
<b>BV79a</b>	The percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the determination for a sample of cases checked post-determination	96.40%	98.1%	99.3%	97.0%	Worst	97.82%	98.85%	97.30%	Worst	97.55%	99.0%	96.80%	Worst
<b>BV79b</b>	The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	42.84%	49.8%	46.9%	42.8%	Worst	45.80%	47.42%	41.38%		49.11%	55.60%	39.32%	

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<b>ENVIRONMENT</b>														
<b>BV82a</b>	Percentage of the total tonnage of household waste arising, which have been recycled	13.49%	12.7%	15.2%	10.7%		12.79%	16%	9.16%		14.22%	16.86%	10.85%	
<b>BV82b</b>	Percentage of the total tonnage of household waste arising which has been composted	2.33%	2.1%	2.0%	0%	Best	6.20%	10.92%	1.27%		3.59%	5.14%	0%	
<b>BV84</b>	Kilograms of household waste collected per head of population – this includes recyclable materials	433.4	415	408	429	Worst	405	390	434		402	372	430	Worst
<b>BV86</b>	Cost of waste collection per household	£29.08	£35.09	£31.78	£36.33	Best	£38.84	£33.46	£41.99	Best	£39.18	£32.38	£42.65	Best
<b>BV91</b>	Percentage of population resident in the authority's area which is served by a kerbside collection of recyclables	99%	86.2%	99.9%	74.5%		83.54%	99.0%	84.80%		88.21%	100%	84.95%	
<b>BV166</b>	Score against a checklist of enforcement best practice for environmental health/trading standards	90%	78.1%	90.0%	67.5%	Best	79.29%	90.0%	70.0%	Best	76.52%	90%	68.40%	Best
<b>BV199</b>	The proportion of relevant land and highways as defined under EPA 1990 Part IV section 86 (expressed as a percentage) that is assessed as having combined deposits of litter and detritus across four categories of cleanliness.	23%	22.9%	13.5%	24.0%		20.52%	14%	25.15%		19.10%	12.00%	25.20%	
<b>PLANNING</b>														
<b>BV106</b>	Percentage of new homes built on previously developed land	92%	58.0%	76.6%	45.8%	Best	63.49%	81.80%	49.33%	Best	64.49%	86%	45.20%	Best
<b>BV107</b>	Planning cost per head of population	£9.08	£8.89	£7.45	£9.69		£10.73	£7.97	£12.84		£14.23	£10.40	£17.34	Best
<b>BV109a</b>	Percentage of planning applications determined in line with the Government's new development control targets –													
	60% of major applications in 13 weeks	58%	56.1%	64.6%	46.0%		50.93%	59.50%	41.62%		51.79%	63.58%	40.25%	

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<b>BV109b</b>	65% of minor applications in 8 weeks	42%	68.1%	74.4%	63.0%	Worst	58.22%	69.29%	46.53%	Worst	61.11%	71%	52%	Worst
<b>BV109c</b>	80% of other applications in 8 weeks	66%	82.6%	86.0%	80.0%	Worst	77.02%	85.33%	69.23%	Worst	78.77%	86%	73.98%	Worst
<b>BV179</b>	The percentage of standard searches carried out in 10 working days	99.97%	97.9%	100%	99.0%		97.19%	100%	96.95%		93.10%	93.28%	100%	Best
<b>BV188</b>	The number of Development Control decisions delegated to officers as a percentage of all decisions	96%	92.7%	96.0%	89.5%	Best	84.26%	93%	81.63%	Best	85.82%	91.0%	82.0%	Best
<b>CULTURE</b>														
<b>BV114</b>	Score against checklist for the adoption of a local cultural strategy	100%	73.8%	100%	58.3%	Best	89.17%	100%	95.83%	Best	77.40%	100%	67%	Best
<b>COMMUNITY SAFETY</b>														
<b>BV126a</b>	Domestic burglaries per 1,000 households	25.2	25.9	22.1	30.8		13.4	9.8	16.7	Worst	13.5	8	16.1	Worst
<b>BV128</b>	Vehicle crimes per 1,000 population	23.7	21.3	18.6	24.1		13.2	9.9	16.6	Worst	13.5	8.7	16.9	Worst
<b>BV174</b>	The number of racial incidents recorded by authority per 100,000 population	1	0.5	0.0	0.0		2.5	0	3.5		32	0	36.5	
<b>COMMUNITY LEGAL</b>														
<b>BV177</b>	Percentage of authority expenditure on legal and advice services which is spent on services that have awarded the Quality Mark and meet legal need identified in the Community Legal Service Partnership strategic plan	0%	28.4%	41.7%	13.65%	Worst	49.86%	85.13%	17.15%	Worst	53.10%	100%	6.40%	Worst

<b>SATISFACTION</b>														
<b>BV3</b>	The percentage of citizens satisfied with the overall service provided by the authority	66%	52.9%	60.5%	45.0%	Best	57.3%	63.0%	50.0%	Best	56.0%	61.0%	52.0%	Best
<b>BV4</b>	The percentage of those persons making complaints who are satisfied with the handling of those complaints	33%	33.1%	34.0%	31.0%		33.4%	37.0%	29.0%		33.4%	37.0%	30.0%	

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<b>BV74a</b>	Satisfaction of tenants of council housing with the overall service provided by their landlord.	79%	79.6%	83.0%	75.0%		77.8%	82.5%	77.5%		79.9%	85.0%	77.0%	
<b>BV74b</b>	Results further broken down by black and minority ethnic	71%	76.0%	Too few		Worst	66.8%	81.0%	50.0%		73.6%	86.0%	64.0%	
<b>BV74c</b>	Results further broken down by non-black and minority ethnic tenants	79%	79.6%	83.0%	75.0%		77.7%	82.5%	76.8%		80.0%	85.0%	76.3%	
<b>BV75a</b>	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord	64%	65.2%	71.0%	62.0%		63.2%	67.8%	60.5%		65.4%	70.0%	62.0%	
<b>BV75b</b>	Results further broken down by black and minority ethnic	67%	56.3%	Too few			74.1%	75.0%	67.0%	Worst	65.9%	75.8%	50.0%	
<b>BV75c</b>	Results further broken down by non-black and minority ethnic tenants	64%	65.0%	70.0%	62.0%		63.1%	67.8%	60.5%		65.9%	70.0%	62.0%	
<b>BV80</b>	Benefits User satisfaction survey:													
<b>BV80a</b>	Contact/access facilities @ benefit office	77%	81.0%	82.5%	80.0%	Worst	79.4%	81.8%	77.3%	Worst	79.9%	84.0%	76.0%	
<b>BV80b</b>	Service in benefit office	80%	83.3%	85.0%	80.5%	Worst	81.8%	83.8%	79.3%		81.4%	86.0%	78.0%	
<b>BV80c</b>	Telephone service	71%	72.9%	74.5%	68.5%	Worst	74.1%	78.3%	71.5%	Worst	72.6%	80.0%	67.0%	
<b>BV80d</b>	Staff in benefit office	81%	82.7%	84.0%	81.5%	Worst	82.6%	85.0%	81.0%	Worst	82.4%	86.0%	79.0%	
<b>BV80e</b>	Clarify etc of forms & leaflets	69%	66.6%	69.0%	64.0%	Best	63.8%	67.0%	61.0%	Best	63.7%	67.5%	60.0%	Best
<b>BV80f</b>	Time taken for a decision	72%	72.9%	74.5%	70.0%		73.7%	76.8%	71.3%		71.9%	77.0%	67.0%	
<b>BV80g</b>	Overall Satisfaction	79%	80.9%	82.0%	79.0%	Worst	81.4%	83.8%	79.0%	Worst	80.0%	84.0%	77.0%	

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<b>BV89</b>	Percentage of people satisfied that the authority has met their duty to keep their relevant land and relevant highways for which the authority is responsible clear of litter and refuse	68%	55.6%	63.0%	52.0%	Best	63.0%	68.0%	60.0%	Best	62.6%	68.0%	58.0%	
<b>BV90a</b>	Percentage of survey respondents expressing satisfaction with: - Household waste collected	89%	85.7%	89.5%	84.0%		85.2%	89.0%	81.0%		85.8%	90.0%	83.0%	
<b>BV90b</b>	Waste recycling	72%	69.0%	72.0%	66.0%	Best	71.3%	76.0%	68.0%		71.2%	75.5%	67.0%	
<b>BV111</b>	Percentage of applicants satisfied with the service received	81%	78.1%	84.5%	76.5%		76.0%	83.3%	69.0%		75.1%	81.0%	70.0%	Best
<b>BV119a</b>	Percentage of residents satisfied with Sports & Leisure facilities	58%	55.3%	58.5%	51.0%		56.8%	60.0%	52.0%		55.0%	60.3%	50.0%	
<b>BV119c</b>	Percentage of residents satisfied with Museums	No museums	37.8%	44.0%	30.0%		40.6%	49.5%	28.0%		40.9%	50.0%	30.8%	
<b>BV119d</b>	Percentage of residents satisfied with Arts activities and venues	40%	42.4%	44.0%	32.0%		43.8%	49.8%	36.5%		46.7%	56.0%	35.0%	
<b>BV119e</b>	Percentage of residents satisfied with Parks and Open spaces	70%	69.9%	72.0%	67.0%		72.0%	74.0%	69.0%		72.4%	77.0%	68.0%	

Number of occasions - Best	20	16	17
Number of occasions - Worst	10	7	7
Net Difference	10	9	10