

Ref.	BEST VALUE PERFORMANCE INDICATOR (BVPI)	Gedling Borough Council Performance							Comparison with Other Councils 2004/05		
		Actual 2004/05	Target 2005/06	Actual 2005/06	Direction of Travel	Target 2006/07	Target 2007/08	Target 2008/09	All Council Upper Quartile	Family districts Upper Quartile	Notts districts Upper Quartile
Corporate Health											
BV 2a	The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability	Level 1	Level 2	Level 1	↔	Level 2	Level 2	Level 2			
BV 2b	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	68%	80%	84%	∅	100%	100%	100%	74.00%	63.00%	50.00%
BV 3	The percentage of citizens satisfied with the overall service provided by the Authority	Not collected in 2004/5 (65% 2003/4)		67%	∅	68%	68.5%	69%			
BV 4	The percentage of those persons making complaints who are satisfied with the handling of those complaints	Not collected in 2004/5	Not collected in 2005/06			37%	Not collected in 2007/8	Not collected in 2008/9			
BV 8	Percentage of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms	96.8%	100%	94.81%	↔	100%	100%	100%	95.94%	91.12%	91.12%
LOCAL	Percentage of invoices for commercial goods and services paid by the Authority within 30 days of receipt or within the agreed payment terms	96.8%	96.2%	94.81%	↔	97%	97.5%	98%			
BV 9	The percentage of council tax collected by the Authority in the year	98.6%	97.5%	97.5%	↔	98%	98.5%	98.5%	98.30%	97.76%	97.17%
BV 10	The percentage of business rates due for the financial year which were received by the authority	98.4%	98%	96.1%	↔	98.5%	98.5%	98.5%	99.14%	97.58%	98.03%
BV 11a	Percentage of top-paid 5% of Local Authority staff who are women	37.1%	30%	37.9%	∅	37%	37%	37%	40.28%	28.78%	28.82%
BV 11b	The percentage of the top 5% of Local Authority staff who are from an ethnic minority	0%	4%	2.8%	∅	4%	4%	3.6%	3.39%	0.63%	0.00%

BV 11c

Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools)

New Indicator 2005/6

	0%		3%	3%	3%			
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BV 12	The number of working days /shifts lost to the Local Authority due to sickness absence	11.49	10	10.87	∅	9.5	8.9	8.8	8.44	8.94	9.48
BV 14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force	0.7%	0.3%	0.52%	∅	0.3%	0.5%	0.5%	0.19%	0.55%	0.25%
BV 15	The percentage of Local Authority employees retiring on grounds of ill health as a percentage of the total workforce	0.17%	0.64%	0.35%	⊕	0.35%	0.35%	0.35%	0.15%	0.35%	0.09%
BV 16a	The percentage of Local Authority employees with a disability	2.14%	3.5%	2.0%	⊕	3.5%	3.5%	3.5%	3.74%	2.31%	2.31%
BV 16b	The percentage of the economically active population in the local authority area who have a disability	14.2%		14.2%	⊖					12.26%	14.15%
BV 17a	The percentage of local authority employees from ethnic minority communities	2.3%	4.0%	3.4%	∅	4.0%	4.0%	4.0%	4.60%	1.20%	2.05%
BV 17b	The percentage of the economically active (persons aged 18-65) population from ethnic minority communities in the Local Authority area	3.6%		3.6%	⊖					1.48%	3.80%
BV 156	The percentage of Authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	48%	50%	66%	∅	69%	72%	75%	75.14%	43.69%	41.40%
BV 157	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	71%	100%	100%	∅	Deleted Indicator 2006/7			86.97%	64.08%	71.50%
LOCAL 1	Percentage of local residents who feel they are well informed about the council and its work	Not collected in 2004/5 (66% 2003/4)	68%	70%	∅	70%	72%	72.5%			
LOCAL 2	Percentage of Gedling Borough Council employees who feel they are well informed about the council and its work	Not collected in 2004/5		71%		Not collected in 2006/7	75%	Not collected in 2008/9			

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Housing											
BV 63	The average SAP rating of Local Authority-owned dwellings	64	66	66	∅	68	70	72	68.00	61.00	58.00
BV 64	Number of non-Local Authority owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the Local Authority	0	4	0	£	4	1	1	56.25	3.50	18.00
BV 66a	Rent collected by the Local Authority as a proportion or rents owed on Housing Revenue Account (HRA) dwellings	98.93%	98.94%	98.99%	∅	99%	99%	99%	98.33%	97.00%	99.00%
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	Not collected in 2004/5		3.11%		3.10%	3.09%	3.08%			
BV 66c	Percentage of Local Authority tenants in arrears who have had Notices Seeking Possession served	Not collected in 2004/5		7.46%		7.45%	7.44%	7.43%			
BV 66d	Percentage of Local Authority tenants evicted as a result of rent arrears	Not collected in 2004/5		0.38%		0.37%	0.36%	0.35%			
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	Not collected in 2004/5 (79% 2003/4)	Not collected in 2005/6			82%	Not collected in 2007/8	Not collected in 2008/9			
BV 74b	Satisfaction of ethnic minority Local Authority tenants (excluding white minority tenants) with the overall service provided by their landlord	Not collected in 2004/5 (63% 2003/4)	Not collected in 2005/6			75%	Not collected in 2007/8	Not collected in 2008/9			
BV 74c	Satisfaction of non-ethnic minority Local Authority tenants with the overall service provided by their landlord	Not collected in 2004/5 (79% 2003/4)	Not collected in 2005/6			82%	Not collected in 2007/8	Not collected in 2008/9			

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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	Not collected in 2004/5 (64% 2003/4)	Not collected in 2005/6			66%	Not collected in 2007/8	Not collected in 2008/9			
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	Not collected in 2004/5 (50% 2003/4)	Not collected in 2005/6			66%	Not collected in 2007/8	Not collected in 2008/9			
BV 75c	Satisfaction on non-ethnic minority council tenants with their opportunities for participation in management and decision making in relation to housing services provided by their landlord	Not collected in 2004/5 (64% 2003/4)	Not collected in 2005/6			66%	Not collected in 2007/8	Not collected in 2008/9			
BV 164	Does the Authority follow the Commission for Racial Equality's code of practice in Rented Housing and 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			
BV 184a	The proportion of Local Authority dwellings which were non-decent at the start of the financial year	15%	14%	18%	∅	12%	10%	8%	21.00%	23.30%	23.00%
BV 184b	The percentage change in the proportion of non-decent dwellings between the start and the end of the financial year	11%	18%	50%	∅	11%	11%	11%	22.60%		11.00%
BV 211a	The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings	Not collected in 2004/5	60.4	77.23		Deleted Indicator 2006/7					
BV 211b	Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings	Not collected in 2004/5	20%	6.25%		Deleted Indicator 2006/7					
BV 212	Average time taken to re-let Local Authority housing	39 days	35 days	36.9 days	∅	30 days	28 days	27 days			

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BV 183a	The average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	0	0	4.25 weeks	⊕	4 weeks	4 weeks	1 week	1.00	3.00	3.00
BV 183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	10 weeks	9 weeks	10.92 weeks	⊕	9 weeks	9 weeks	9 weeks	0.00	14.00	8.00
BV 202	The number of people sleeping rough on a single night within the area of the Authority	0-10	0-10	0-10	±	0-10	0-10	0-10			
BV 203	The percentage change in the average number of families placed in temporary accommodation	-3.4%	-5%	-23%	∅	-5%	-5%	-5%	-6.94%		11.00%
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	Not collected in 2004/5		1.59%							
BV 214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	Not collected in 2004/5	2%	0%		1.5%	1%	1%			
BV 76a	The number of Housing Benefit claimants in the Local Authority area visited, per 1,000 caseload	148.2	200			200	200		282.16	290.93	185.65
BV 76b	The number of fraud investigators employed by the Local Authority, per 1,000 caseload	0.28	0.29			0.29	0.29			0.25	0.31
BV 76c	The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the Local Authority per year, per 1,000 caseload	35.78	40			45	50		53.40	47.90	55.75
BV 76d	The number of Housing Benefit and Council Tax Benefit (HB/CTB) prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area	2.94	3			3	3		5.31	3.45	3.40

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BV 78a	The average processing time taken for all new Housing and Council Tax Benefit (HB/CTB) claims submitted to the Local Authority, for which the date of decision is within the financial year being reported	37.4 days	43 days	41.6 days	⊕	38 days	35 days	29 days	29.40	44.70	31.75
BV 78b	The average processing time taken for all written notifications to the Local Authority of changes to a claimant's circumstances that require a new decision on behalf the Authority	6.65 days	9 days	11.29 days	⊕	8 days	7 days	7 days	7.40	7.90	8.50
BV 79a	The percentage of cases within a random sample for which the Authority's calculation of Housing and Council Tax Benefit (HB/CTB) is found to be correct	95%	96%	96.2%	∅	97%	98%	98.4%	99.00%	97.68%	97.40%
BV 79b(i)	The amount of HB overpayments recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period	Not collected in 2004/5							49.30%	42.97%	
BV 79b(ii)	HB payments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus the amount of HB overpayments identified during the period	Not collected in 2004/5									
BV 79b(iii)	HB overpayments written off 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	Not collected in 2004/5									
BV 80	User satisfaction survey: contact/access facilities at benefit office	Not collected in 2004/5 (77.1% 2003/4)	Not collected in 2005/6			80%	Not collected in 2007/8	Not collected in 2008/9			
BV 80b	User satisfaction survey: service in benefit	Not collected in 2004/5 (80.2% 2003/4)	Not collected in 2005/6			82%	Not collected in 2007/8	Not collected in 2008/9			

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BV 80c	User satisfaction survey: telephone service	Not collected in 2004/5 (70.9% 2003/4)	Not collected in 2005/6			72%	Not collected in 2007/8	Not collected in 2008/9			
BV 80d	User satisfaction survey: staff in benefit office	Not collected in 2004/5 (80.1% 2003/4)	Not collected in 2005/6			82%	Not collected in 2007/8	Not collected in 2008/9			
BV 80e	User satisfaction survey: clarification etc. of forms and leaflets	Not collected in 2004/5 (68.5% 2003/4)	Not collected in 2005/6			75%	Not collected in 2007/8	Not collected in 2008/9			
BV 80f	User satisfaction survey: time taken for a decision	Not collected in 2004/5 (71.7% 2003/4)	Not collected in 2005/6			75%	Not collected in 2007/8	Not collected in 2008/9			
BV 80g	User satisfaction survey: overall satisfaction	Not collected in 2004/5 (79.2% 2003/4)	Not collected in 2005/6			82%	Not collected in 2007/8	Not collected in 2008/9			
LOCAL 5	Local Authority rent collection and arrears: Rent arrears of council tenants as a proportion of the Authority rent roll	1.49%	1.48%	1.62%	Ⓒ	1.47%	1.46%	1.45%			
LOCAL 6	Proportion of homelessness applications on which the Authority makes a decision and issues written notification to the applicant within 33 working days	91.7%	98.5%	84.14%	Ⓒ	98.5%	98.5%	98.6%			
LOCAL 7b	Average re-let times for Local Authority dwellings (excluding difficult to let properties) in the financial year	29 days	25 days	29 days	Ⓙ	24 days	21 days	20 days			
LOCAL 8	Percentage of responsive (but not emergency) repairs during 2004/5 for which the Authority both made and kept on appointment	98.4%	98.5%	98.7%	∅	98.6%	98.7%	98.8%			

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LOCAL 9	The percentage of urgent repairs completed within Government time limits	99.7%	99.71%	96%	☒	96.5%	97%	97.5%			
LOCAL 10	The average time taken to complete non-urgent responsive repairs	10 days	10 days	13 Days	☒	10 days	10 days	10 days			
LOCAL 11	Percentage of all repairs completed within target times	99.6%	99.61%	95%	☒	96.5%	97%	97.5%			
Environment											
BV 82a(i)	Percentage of household waste arisings which have been sent by the Authority for recycling	17.5%	22%	24.63%	∅	27%	29%	30%	17.92%	10.93%	17.30%
BV 82a(ii)	Total tonnage of household waste arisings which have been sent by the Authority for recycling	Not collected in 2004/5		11910.63 tonnes		12000 tonnes	12500 tonnes	13000 tonnes			
BV 82b(i)	The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	3.6%	2%	3.25%	☒	3.40%	3.50%	3.70%	9.93%	4.06%	3.10%
BV 82b(ii)	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	Not collected in 2004/5		1207.77 tonnes		1250 tonnes	1300 tonnes	1350 tonnes			
BV 84a	Number of kilograms of household waste collected per head of the population	405kg	420 kg	399.78 kg	∅	390kg	380kg	375kg	396.70	447.85	404.50
BV 84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	Not collected in 2004/5		-1.29%	∅	-2.40%	-2.56%	-2.56%			
BV 86	Cost of household waste collection per household	£35.20 (est)	£33.16			£34.15			£35.31	£48.21	£36.50
BV 89	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	Not collected in 2004/5 (68% 2003/4)		67%	☒	68%	68.5%	69%			
BV 90a	Percentage of survey respondents expressing satisfaction with household waste collected	Not collected in 2004/5 (89% 2003/4)		79%	☒	80%	85%	90.0%			

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BV 90b	Percentage of survey respondents expressing satisfaction with waste recycling	Not collected in 2004/5 (70% 2003/4)		75%	∅	75%	77%	80%			
BV 91a	Percentage of households resident in the Authority's area served by kerbside collection of recyclables	99.5%	99.5%	99.5%	£	99.5%	100%	100%	100.00%	90.95%	97.50%
BV 91b	Percentage of households resident in the Authority's area served by kerbside collection of at least two recyclables	Not collected in 2004/5		99.50%		99.5%	100%	100%			
BV 199a	The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	16%	19.5%	12%	∅	11.5%	11%	11%	11.00%	15.00%	10.00%
BV 199b	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible	Not collected in 2004/5		2%		2%	2%	2%			
BV 199c	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly posting are visible	Not collected in 2004/5		0%		0%	0%	0%			
BV 199d	The year on year reduction in the total number of incidents and increase in the total number of enforcement actions taken to deal with fly tipping	Not collected in 2004/5	Not collected in 2005/6			Targets to be set when baseline data has been gathered					
BV 166a	Score against a checklist of best practice for: a) Environmental Health	90%	90%	90%	£	90%	90%	90%			
BV 216a	Number of 'sites of potential concern' (within the Local Authority area), with respect to land contamination	Not collected in 2004/5		50		50	50	50			
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	Not collected in 2004/5		2%		2%	2%	2%			

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BV 217	Percentage of pollution control improvements to existing installations completed on time	Not collected in 2004/5		91%		100%	100%	100%			
BV 218a	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	Not collected in 2004/5	90%	93.37%		94%	95%	96%			
BV 218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	Not collected in 2004/5	94%	98.66%		99%	99%	99%			
BV 106	Percentage of new homes built on previously developed land	97% (estimate)	60%	98%	∅	60%	60%	60%	94.00%	55.89%	63.69%
BV 109a	Percentage of major applications determined within thirteen weeks	86%	60%	90%	∅	70%	70%	70%	69.01%	52.49%	69.00%
BV 109b	Percentage of minor applications determined within eight weeks	75%	65%	88%	∅	76%	76%	76%	75.40%	60.50%	62.00%
BV 109c	Percentage of other applications determined within eight weeks	87%	85%	94%	∅	90%	90%	90%	88.00%	81.75%	76.00%
BV 111	Percentage of applicants satisfied with the service received	Not collected in 2004/5	Not collected in 2005/6			85%	Not collected in 2007/8	Not collected in 2008/9			
BV 179	The percentage of standard searches carried out in ten working days	100%	100%	100%	£	Deleted Indicator 2006/7 To Become Local 15			100.00%	98.83%	98.75%
BV 200a	Did the Local Planning Authority submit the Local Development Scheme (LDS) by 28th March 2005 and there after maintain a three year rolling programme?	Yes	Yes	Yes	£	Yes	Yes	Yes			
BV 200b	Has the Local Planning Authority met the milestones which the current Local Development Scheme (LDS) sets out?	N/A	Yes	Yes	£	Yes	Yes	Yes			
BV 200c	Did the Local Planning Authority publish an annual monitoring report by 31 December of last year?	Not collected in 2004/5		Yes		Yes	Yes	Yes			

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BV 204	The number of planning decisions allowed against the Authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	16%	33%	25%	£	33%	33%	33%	25.00%	23.10%	27.35%
BV 205	The Local Authority's score against a 'quality of planning services' checklist	67%	66%	100%	Ø	90%	90%	90%	88.90%	66.70%	72.40%
LOCAL 12	Percentage of Environmental Health programmed work i.e. inspections sampling, visits, checks carried out	88%	96%	100%	Ø	96%	96%	96%			
Culture & Related Services											
BV 119a	Percentage of residents satisfied with sports and leisure facilities	Not collected in 2004/5 (58% 2003/4)		68%	Ø	65%	70%	72%			
BV 119c	Percentage of residents satisfied with museums	Gedling Borough Council does not operate any museums									
BV 119d	Percentage of residents satisfied arts activities and venues	Not collected in 2004/5	Not collected in 2005/6			45%	Not collected in 2007/8	Not collected in 2008/9			
BV 119e	Percentage of residents satisfied with parks and open spaces	Not collected in 2004/5 (70% 2003/4)		70%	£	75%	76%	77%			
BV 170a	The number of visits to/usages of Local Authority funded or part-funded museums and galleries in the per 1,000 population	Gedling Borough Council does not operate any museums or galleries									
BV 170b	The number of those visits to Local Authority funded, or part-funded museums that were in person, per 1,000 population	Gedling Borough Council does not operate any museums									
BV 170c	The number of pupils visiting museums and galleries in organised school groups	Gedling Borough Council does not operate any museums or galleries									

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BV 219a	Total number of conservation areas in the Local Authority area	Not collected in 2004/5		8		8	8	8			
BV 219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal	Not collected in 2004/5		12.5%		50%	62.5%	75%			
BV 219c	Percentage of conversation areas with published management proposals	Not collected in 2004/5		12.5%		50%	62.5%	75%			
Community & Safety Well-Being											
BV 126	Domestic burglaries per year, per 1,000 households in the Local Authority area	18.5	17.2	17.53	∅	16.3	14.8		6.90	13.15	15.01
BV 127a	Violent crime per year, per 1,000 population in the Local Authority area	11.4	11.2	13.1	Ⓔ	10.8	10.3				
BV 127b	Robberies per year, per 1,000 population in the Local Authority area	0.9	0.8	1.39	Ⓔ	0.8	0.7				
BV 128	The number of vehicle crimes per year, per 1,000 population in the Local Authority area	17.3	15.6	18.34	Ⓔ	14.7	13.8		7.77	11.38	14.57
BV 174	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population	2	8	2	Ⓔ	8	8	8		2.96	2.00
BV 175	The percentage of racial incidents reported to the Local Authority that resulted in further action	100%	100%	100%	Ⓔ	100%	100%	100%	100.00%	100.00%	100.00%
BV 225	The percentage of the following questions to which a Local Authority can answer 'yes'.	Not collected in 2004/5		54.5%		63.6%	72.7%	81.8%			
	1. Has the Local Authority produced a directory of local services that can help victims of domestic violence?			No							
	2. Is there within the Local Authority area a minimum of one refuge place per 10,000 population?			No							

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		Actual 2004/05	Target 2005/06	Actual 2005/06	Direction of Travel	Target 2006/07	Target 2007/08	Target 2008/09	All Council Upper Quartile	Family districts Upper Quartile	Notts districts Upper Quartile
	3. Does the Local Authority employ directly or fund a voluntary sector based domestic violence coordinator?			Yes							
	4. Has the Local Authority produced and adopted a multi-agency strategy to tackle domestic violence developed in partnership with other agencies?			Yes							
	5. Does the Local Authority support and facilitate a local multi-agency domestic violence forum that meets at least four times a year?			Yes							
	6. Has the Local Authority developed an information sharing protocol and had it agreed between key statutory partners?			No							
	7. Has the Local Authority developed, launched and promoted a 'sanctuary' type scheme to enable victims and their children to remain in their own home, where they choose to do so and where safety can be guaranteed?			No							
	8. Has there been a reduction in the percentage of cases accepted as homeless due to domestic violence that had previously been re-housed in the last two years by the Local Authority as a result of domestic violence?			Yes							
	9. Does the Council's tenancy agreement have a specific clause stating that perpetration of domestic violence by a tenant can be considered grounds for eviction?			Yes							
	10. Has the Local Authority funded and developed a domestic violence education pack in consultation with the wider domestic violence forum?			No							

Ref.	BEST VALUE PERFORMANCE INDICATOR (BVPI)	Gedling Borough Council Performance						Comparison with Other Councils 2004/05		
		Actual 2004/05	Target 2005/06	Actual 2005/06	Direction of Travel	Target 2006/07	Target 2007/08	Target 2008/09	All Council Upper Quartile	Family districts Upper Quartile
	11. Has the Authority carried out a programme of multi-agency training in the last twelve months covering front line and managerial staff in at least two of the following groups: housing staff, social services staff providing services in the Local Authority area; education staff; health staff; and front line police officers?			Yes						
BV 226a	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations	Not collected in 2004/5								
BV 226b	Percentage 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	Not collected in 2004/5								
BV 226c	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	Not collected in 2004/5								

KEY

BVPI Themes

	- Corporate Health
	- Housing
	- Environment
	- Culture & Related Services
	- Community Safety & Well-Being

DIRECTION OF TRAVEL

∅	- Improvement against previous years performance
⊥	- No change
⊕	- Decline against previous years performance