

Corporate Services/Performance and Strategy Best Value indicators for 2003/04

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Community Strategy</b>								
BV001a	Does the authority have a Community Strategy developed in collaboration with the local strategic partnership, for improving the economic, social and environmental well being in a way that is sustainable?	New PI for 2002/03	No	Yes	Yes	Yes	Yes	Yes
<p><b>Commentary on performance:</b>                      The Community Strategy was approved at full Council on the 8 March 2004. The focus of the strategy is on the five Neighbourhood Renewal themes of education, crime reduction, health inequalities, employment and housing. Neighbourhood Renewal floor targets are the principal performance indicators used to monitor the effectiveness of the strategy. However, the One City Partnership Nottingham has agreed to produce and publish a new Community Strategy by January 2005 which will build on the first strategy and include a wider focus incorporating Quality of Life PIs.</p>								
BV001b	By when will a full review of the community strategy be completed? If such a review was scheduled for this year, was it completed on time	N/A	N/A	None scheduled	N/A	Oct-04	Oct-05	Oct-06
<p><b>Commentary on performance:</b>                      See BV001a</p>								
BV001c	Has the authority reported progress towards implementing the community strategy to the wider community this year? If no, by when (mm, yy) will this be undertaken?	N/A	N/A	No	Feb 2004	May 2004	May 2005	May 2006
<p><b>Commentary on performance:</b>                      See BV001a</p>								
BV001d	By when does the authority plan to have such a strategy in place? Are the partnership arrangements in place to support the production of the strategy?	New PI for 2002/03	Oct 2003	N/A	N/A	N/A	N/A	N/A

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
	<b>Commentary on performance:</b> See BV001a							
<b>The Equality Standard and race equality</b>								
BV002a	The level (if any) of the Equality Standard for Local Government to which the authority conforms.	New PI for 2002/03	0	0	2	2	3	3
	<b>Commentary on performance:</b> The Council did not meet its target for this indicator for 2003/04. Evidence and actions taken suggests that if the authority were externally validated now, we would be judged as having reached the requirements of level 2 in full. Nottingham City Council in seeking to achieve all five levels of the Equality Standard is covering race, age, gender, disability, religion or belief and sexual orientation.							
BV002b	The duty to promote race equality.	N/A	N/A	74%	55%	80%	85%	90%
	<b>Commentary on performance:</b> The authority adopted its scheme in 2002 and is working towards meeting all of the duties contained within the Race Relations Amendment Act 2000. We will be participating in a peer group of East Midlands Local Authorities being set up by the Commission for Racial Equality.							
<b>Satisfaction with council services and complaints handling</b>								
BV003	The percentage of citizens satisfied with the overall service provided by their authority	65% in 2000/01	No survey	48%	60%	No survey	60%	

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
	<p><b>Commentary on performance:</b>  Satisfaction levels on how the council runs things are down by 17% points over the three year period since the last general satisfaction survey in 2000/01. Early indications suggest that there may be a national trend of reduced levels of satisfaction with how local authorities run things across the country. Nottingham City Council takes these figures seriously and intends to undertake further work to identify why levels of satisfaction have fallen. Consideration is being given to appropriate actions. We are going through a period of major organisational change and restructuring of our services. This has possibly been an contributing factor to the reduced levels of satisfaction.</p>							
BV004	The % of complainants satisfied with the handling of their complaint.	34% in 2000/01	No survey	25%	36%	No survey	30%	
	<p><b>Commentary on performance:</b>  Customers can find it difficult to differentiate between the handling of a complaint and the final outcome. Where the outcome of the complaint does not favour the complainant, the customer sees this as dissatisfaction with the handling of that complaint. Levels of satisfaction with the handling of complaints has fallen over the three year period since the last general satisfaction survey undertaken in 2000. This may be due to reorganisation of services which may have caused some delays in the processing of complaints.</p>							

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Crime and community safety</b>								
BV126a	Domestic burglaries per 1000 households	52.5	64.75	64.1	44.6	41.1	N/A	N/A
<p><b>General commentary:</b>  All crime figures are partnership performance indicators, which neither the Council nor indeed any other agency can fully exert control over. Indeed research has shown Nottingham to have had consistently high rates of crime compared to similar cities over the last thirty years. However, the Council work closely with the Police and other agencies in order to attempt to maximise their influence over the crime rates in the City.</p> <p>Last year saw falls across all of the acquisitive crime categories for the first time in a number of years. A common issue in these types of crime is often drugs. Over the last few years the Police, Council and drug treatment services have worked in a more focussed way to target those offenders with a drugs problem. The council has developed a City Drugs Strategy in 03/04 . In addition, the Respect for Nottingham initiative has successfully worked to disrupt the City's drug market and reduce the flow of drugs into the City.</p> <p><b>Commentary on performance:</b>  Police recorded crime figures show that domestic burglary rates fell consistently by around 17% from a high position in April 03. This resulted in a net fall in burglary for the first time in a number of years. This may reflect success with the Police's Safer Homes initiative and the Council's 'smartwatering' work. Despite the fall in the burglary rate, it still remains at a high level and a considerable distance from the Best Value Performance target set four years ago.</p>								

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
BV127	Violent crimes per 1,000 population	39.2	37.3	41.13	N/A	N/A	N/A	N/A
	<p><b>General commentary:</b> See BV126</p> <p><b>Commentary on performance:</b> Whilst all of the other key crime statistics have shown a general downward trend in the City since April 2003, violent crime has been the exception. It has shown an increasing rate since April 2003, following falls in recent years. The police and the Council are working together to try and focus further attention on alcohol related violence – which is the main problem highlighted by these figures.</p>							
BV128	Vehicle crimes per 1,000 population	43.33	50.88	46.31	N/A	N/A	N/A	N/A
	<p><b>General commentary:</b> See BV126</p> <p><b>Commentary on performance:</b> Vehicle crime fell from a high of around 8% above target in April 03 to around 15% below target by April 04. Overall this represented a significant fall in vehicle crime for 03/04. Nevertheless whilst the performance target set for last year was met and indeed exceeded, it does not make up the ground lost through rises in previous years which has created such a gap between current levels of vehicle crime and that BVPI target set four years ago.</p>							

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Racial incidents</b>								
BV174	The number of racial incidents recorded by the authority per 100,000 population.	61	70	118	95	120	120	120
<b>Commentary on performance:</b> There were more racial incidents recorded than anticipated. In producing the information for this indicator we work with other agencies receiving reports of racist incidents . Work is taking place to avoid the double counting of incidents. Further work is planned to ensure a consistent approach towards the monitoring of racist incidents.								
BV175	The percentage of racial incidents that resulted in further action.	91%	100%	100%	95%	95%	95%	95%
<b>Commentary on performance:</b> The authority continues to carry out its powers in neighbourhoods around the City by taking enforcement action, with the co-operation of the Police and others, to deal with those who perpetrate racist attacks and harassments.								

Corporate Services Best Value Indicators for 2003/04

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Processing of invoices</b>								
BV008	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.	71.89%	82.60%	90.60%	100%	100%	100%	100%
<p><b>Commentary on performance:</b>                      The authority has shown consistent improvement during the last 3 years and performance for 2003/04 would place the authority in the second quartile for Unitary LAs based on available 2002/2003 quartiles. Improvement has taken the authority from the bottom quartile to the second quartile and performance continues to improve.</p> <p><b>The Government has proposed that authorities adopt 100% as the target.</b></p>								
<b>Collection of Council Tax and non-domestic rates</b>								
BV009	Percentage of Council Tax collected	91.70%	89.70%	89.80%	92%	93%	94%	98%
<p><b>Commentary on performance:</b>                      The authority has shown consistent improvement. Performance has improved upon the previous year. Further progress is expected in the future through the investment of significant additional resources and the implementation of a service improvement plan</p> <p><b>The Government has proposed that authorities adopt 98% as the target.</b></p>								
BV010	The percentage of non-domestic rates due for the financial year which were received by the authority.	96.90%	95.30%	95.50%	97%	97.50%	98%	98.6%
<p><b>Commentary on performance:</b>                      See BV009</p> <p><b>The Government has proposed that authorities adopt 99% as the target.</b></p>								

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Human resources indicators</b>								
BV011a	The percentage of top 5 % of earners that are women.	31.60%	35.93%	36.78%	37.00%	39.00%	41.00%	43.00%
<b>Commentary on performance:</b> Our performance for 2003/04 achieved our locally set target. Specific training and development initiatives are planned to maintain steady progress; promote and deliver "Into Management" for women and Springboard Women's development courses. Promote and deliver Action Learning Sets for women managers.								
BV011b	The percentage of top 5 % of earners from black and minority ethnic communities	7.70%	8.71%	9.16%	9.70%	10.70%	11.70%	12.20%
<b>Commentary on performance:</b> Performance for 2003/04 did not achieve our locally set target, however, specific training and development initiatives are planned to make progress. There was, however, an improvement on performance compared to 2002/03.								
BV012	The number of working days/shifts lost due to sickness absence.	12.70	11.99	10.52	11.60	10.3	9.8	9.3
<b>Commentary on performance:</b> Corporately, we have seen a steady decline in overall sickness figures and targeted interventions in departments that previously had high levels of absence, have proved successful. There is also an improvement in the accountability of managers throughout the authority in terms of managing staff absence levels.								
<b>The Government has proposed that authorities adopt 8.8 days as the target.</b>								

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
BV014	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force.	0.60%	0.99%	0.89%	0.90%	0.80%	0.70%	0.60%
	<b>Commentary on performance:</b> The reasons for the variance on last year are that there were slightly fewer early retirements coupled with slightly fewer employees in the pension schemes as a denominator. As the number of early retirements is small as a percentage of the workforce in the pension scheme, the slightest change has an amplified effect on the variance.							
	<b>The Government has proposed that authorities adopt 0.2% as the target.</b>							
BV015	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	0.33%	0.47%	0.31%	0.47%	0.30%	0.30%	0.30%
	<b>Commentary on performance:</b> Having exceeded our 03/04 target, the Government's proposed 0.3 % target has been brought forward and adopted as our target for next year.							
	<b>The Government has proposed that authorities adopt 0.3% as the target.</b>							
BV016a	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the authority area.	5.15%	4.17%	3.84%	4.75%	5.25%	5.75%	5.75%
	<b>Commentary on performance:</b> Performance for 2003/04 has decreased and is down on our target. Although lower than anticipated, the Council is the third highest performing Unitary authority for the employment of disabled people. A greater emphasis will be placed on recruitment and selection training and the retention of disabled staff will be explored. A disability research project started in May 2004 which relates to a business case for employing disabled people. An anticipated outcome is that the authority employs a significant number of staff which have chosen not to declare a disability. Pre-employment training programmes are also being targeted through Job Centre Plus and other organisations for disabled people.							

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
BV016b	The percentage of economically active disabled people in the authority area.	N/A	17.20%	17.20%	N/A			
	<b>Commentary:</b> This is not a performance indicator, but provides contextual information supporting BV016a, therefore there are no							
BV017a	The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active minority ethnic community population in the authority area.	10.68%	11.06%	11.38%	13.50%	14.30%	15.00%	15.00%
	<b>Commentary on performance:</b> There has been a gradual increase in this indicator but it remains lower than the target. There is an expectation from community groups that the council will remain ambitious in relation to this target. The Council commissioned a study in 2003/4 by the Institute of Employment Studies, which recommended several actions in relation to black employees. Many projects are still in their infancy and it is hoped their impact will contribute to raising our performance on this indicator. Among these are: Raising The Standard campaign, the new Mediation Service, pre employment training programmes, support for PATRA training scheme, graduate traineeships, and extending the community Recruiter Scheme across the Council. The Action on Diversity Team, will be working on initiatives with community groups and departments to raise our performance on this indicator.							
BV017b	The economically active minority ethnic community population in the authority area.	N/A	14.10%	14.10%	14.10%	N/A		
	<b>Commentary:</b> This is not a performance indicator, but provides contextual information supporting BV017a, therefore there are no							

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Interactions that are electronically enabled</b>								
BV157	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.	52.40%	74.70%	79.84%	80%	100%	100%	100%
<p><b>Commentary on performance:</b>  Performance for this PI is within 0.5% of the target. For 2003/04 a new process of calculation has been adopted, as advocated by the Office of the Deputy Prime Minister (ODPM), using the Improvement and Development Agency's Electronic Service Delivery toolkit. It is likely that achieving the last 20% of electronic service delivery will be challenging. The remaining areas are likely to require greater business change or offer fewer business benefits. In April 2004 the ODPM announced a set of e Government Priority Outcomes. These add a degree of prescription to the form of electronic service delivery.</p>								
<b>Processing of standard searches</b>								
BV179	The percentage of standard searches carried out in 10 working days.	96.02%	77.60%	97.64%	100%	100%	100%	100%
<p><b>Commentary on performance:</b>  Searches are planning enquiries made to the authority's Land Charges team by solicitors, conveyancers and members of the public. There was a significant improvement in 2003/04 compared to 2002/03.</p>								

Education Best Value Indicators for 2003/04

PI Ref	Performance Indicator	Actual			Target			
		2001/02 actual	2002/03 actual	2003/04 actual	2003/04 target	2004/05 target	2005/06 target	2006/07 target
<b>Unfilled school places</b>								
BV034a	Percentage of primary schools with 25% or more of their places unfilled.	18.81%	28.28%	35.71%	26.53%	36.73%	Not available	Not available
<p><b>Performance commentary:</b>                      The performance for 2003/04 does not take into account the further intake at infant and primary schools in April and it is expected that the figure is likely to fall to circa 25% next year.                      The target for 2004/05 is based on the primary school re-organisation programme. Two areas of the City are currently subject to formal consultation to reduce capacity (including closure), with a third area expected to be consulted in the summer. As the consultation is still underway and has yet to be formalised through statutory procedures (and possibly ratified by the Independent School's Organisation Committee and the Secretary of State) it is not possible at this time to assume these proposals will be approved and therefore publish future targets which reflect them.</p>								
BV034b	Percentage of secondary schools with 25% or more of their places unfilled.	31.58%	26.32%	16.67%	11.11%	11.76%	Not available	Not available
<p><b>Performance commentary:</b>                      The performance in 2003/04 reflects the efforts in all sectors to reorganise Secondary school places which have taken place since the City took responsibility for Education. With the agreed closure of Margaret Glenn Bott School, further improvement in 2005 can be expected. However, the secondary sector level of unfilled places will only change significantly when we are successful with our BSF bid and further changes can be funded to alter capacity in this area. Results of the second wave bids for BSF should be known in Autumn 2004.</p>								

PI Ref	Performance Indicator	Actual			Target			
		2001/02 actual	2002/03 actual	2003/04 actual	2003/04 target	2004/05 target	2005/06 target	2006/07 target
<b>Education attainment - GCSEs</b>								
BV038	Percentage of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A*-C or equivalent.	30.30%	31.70%	35.10%	38%	40%	42%	44%
<p><b>Performance commentary:</b>  General commentary on BV038 and 039:  The performance shown for the year-end is the final out-turn to be reported in the 2004/05 BVPP and relates to the academic year 2002/03.  Attainment at Key Stage 4 showed an impressive rise in the proportion of pupils gaining 5 + A*-C grades – two and a half times the national rate of progress. This puts us well on the way to reaching the Government's 5+ A*-C floor target of 38% by 2004.  Plans to address low educational attainment are detailed in the post self-assessment action plan and the corporate task group action plan.</p>								
BV039	Percentage of 15 year old pupils in schools maintained by the local education authority achieving 5 GCSEs or equivalent at grades A*- to G including English and Maths.	New PI.	72.90%	72.80%	86%	86%	88%	90%
<p><b>Performance commentary:</b>  General commentary as BV038</p>								

PI Ref	Performance Indicator	Actual			Target			
		2001/02 actual	2002/03 actual	2003/04 actual	2003/04 target	2004/05 target	2005/06 target	2006/07 target
<b>Education attainment - Key Stage 2</b>								
BV040	Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test.	61.50%	62.80%	65.20%	74%	70%	73%	74%
<p><b>Performance commentary:</b>  <u>General commentary on BV040 and 41</u>  The performance shown for the year-end is the final out-turn to be reported in the 2004/05 BVPP and relates to the academic year 2002/03.  We continue to be amongst the most improved LEAs in the country since 1998 for Key Stage 2 results. Our 2003 results showed a small improvement in literacy, while mathematics results improved by 2%. However, our performance still falls well short of our targets and we are working closely with schools to address this, for example by implementing the National Primary Strategy for numeracy and literacy.  We have negotiated more realistic Key Stage 2 targets with the central government for 2004 onwards.</p>								
BV041	Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 English test.	61.70%	62.00%	63.20%	75%	68%	71%	73%
<p><b>Performance commentary:</b>  <u>General commentary as BV040</u></p>								
<b>Statements of special educational need</b>								
BV043a	Percentage of statements of special educational need issued by the authority in a financial year and prepared within 18 weeks (a) excluding and (b) including those affected by "exceptions to the rule" under the SEN Code of Practice.	96.43%	97.67%	95.1%	97%	97%	97%	97%
<p><b>Performance commentary:</b>  As we are an authority which processes very few statements, our performance can be significantly affected by a small number of delays.</p>								

PI Ref	Performance Indicator	Actual			Target			
		2001/02 actual	2002/03 actual	2003/04 actual	2003/04 target	2004/05 target	2005/06 target	2006/07 target
BV043b	Percentage of statements of special educational need issued by the authority in a financial year and prepared within 18 weeks (a) excluding and (b) including those affected by "exceptions to the rule" under the SEN Code of Practice.	54.00%	77.78%	66.1%	78%	80%	80%	
<b>Performance commentary:</b> Under performance is due to increasing numbers of late internal and external reports.								
<b>Exclusion of pupils</b>								
BV044 academic year ending July 2003	Number of pupils permanently excluded during the year from all schools maintained by the local education authority per 1000 pupils at all maintained schools.	1.95	1.7	2.18	1.95	1.95	1.95	
<b>Performance commentary:</b> The out-turn shown for the 31/3/04 is for the academic year 2002/03. There has been a significant increase in primary permanent exclusions since 2001/02 (66.7%), largely due to an increase in violent behaviour. In order to address the problems with the high rate of permanent exclusions, we are: a) undertaking a review of the current Behaviour Strategy with Headteachers and b) we have contracted an independent consultant and are working in partnership with Birmingham Advisory Support Service to carry out an audit of the effectiveness of our support on behaviour, to identify recommendations to inform the new Behaviour Strategy which will be implemented from April 2004.								
<b>Pupil absence from school</b>								
BV045 period September 02 to May 03	Percentage of half days missed due to total absence in secondary schools maintained by the local education authority.	13.30%	12.40%	10.7%	11%	10%	9.50%	9.30%
<b>Performance commentary:</b> The out-turn shown for the 31/3/04 is for the period September 2002 to May 2003, which the Council is required to report in the 2004/05 BVPP. Work to address problems in schools with high absence rates continues. However, performance is significantly								

PI Ref	Performance Indicator	Actual			Target			
		2001/02 actual	2002/03 actual	2003/04 actual	2003/04 target	2004/05 target	2005/06 target	2006/07 target
BV046 academic year ending July 2003	Percentage of half days missed due to total absence in primary schools maintained by the local education authority.	7.00%	7.00%	6.6%	6.4%	6.1%	5.90%	5.70%
<b>Performance commentary:</b> The out-turn shown for the 31/3/04 is for the academic year 2002/03 which is the period due to be reported on in the 2004/05 BVPP.								
<b>Schools in special measures</b>								
BV048 PI collection year 2003/04	Percentage of schools maintained by the local education authority - subject to special measures.	6%	2.30%	3.80%	3%	2%	0%	0%
<b>Performance commentary:</b> The BVPI measures for the percentage of schools in Special Measures at the end of the Autumn Term of the academic year 2002/03 and the out-turn shown for 31/3/04 is the final out-turn at that point. The 3.84% equates to 5 out of 130 schools. To reduce the number of schools in OfSTED categories of schools causing concern we are: a) holding half termly case conferences to co-ordinate and monitor actions to remove schools from OfSTED categories, including review of LEA support plans for these schools and b) have introduced a new system of email alerts (as part of the new Schools Requiring Support & Intervention Policy) to gather quick intelligence on schools at risk of going into an OfSTED category.								
<b>Alternative education for excluded pupils</b>								
BV159a	The percentage of permanently excluded pupils provided with alternative tuition of 5 hours or less	New PI.	31%	48.5%	0%	0%	0%	0%
<b>Performance commentary:</b> Problems have arisen as a result of the large number of pupils excluded from county and non-city schools, who require provision. The city currently has insufficient Pupil Referral Unit (PRU) accommodation to meet the consequent demand. This will be rectified with the opening of the Denewood PRU in March 2004.								

PI Ref	Performance Indicator	Actual			Target			
		2001/02 actual	2002/03 actual	2003/04 actual	2003/04 target	2004/05 target	2005/06 target	2006/07 target
BV159b	The percentage of permanently excluded pupils provided with alternative tuition of 6-12 hours	New PI.	28%	21.2%	0%	0%	0%	0%
	<b>Performance commentary:</b> See BV159a.							
BV159c	The percentage of permanently excluded pupils provided with alternative tuition of 13-19 hours.	New PI.	32%	20.1%	0%	0%	0%	0%
	<b>Performance commentary:</b> See BV159a.							
BV159d	The percentage of permanently excluded pupils provided with alternative tuition of 20 hours or more.	New PI.	9%	10.2%	100%	100%	100%	100%
	<b>Performance commentary:</b> See BV159a.							
<b>Education attainment - Key Stage 3</b>								
BV181a	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in English.	New PI.	43%	46%	64%	65%	67%	74%
	<b>Performance commentary:</b> <u>General commentary on BV181a-d</u> The performance shown for the year-end is the final out-turn to be reported in the 2004/05 BVPP and relates to the academic year 2002/03. Results for Key Stage 3 showed good progress in 2003. The percentage of pupils achieving Level 5 and above improved in English, Mathematics and Science, whilst results nationally have not significantly improved. We have, therefore, begun to close the gap on national attainment, but still face a considerable challenge to meet our LEA targets.							

PI Ref	Performance Indicator	Actual			Target			
		2001/02 actual	2002/03 actual	2003/04 actual	2003/04 target	2004/05 target	2005/06 target	2006/07 target
BV181b	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in Mathematics	New PI.	48%	52%	62%	65%	67%	73%
	<b>Performance commentary:</b> <u>General commentary as BV181a</u>							
BV181c	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in Science	New PI.	45%	48%	55%	60%	67%	68%
	<b>Performance commentary:</b> <u>General commentary as BV181a</u>							
BV181d	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in ICT assessment.		New PI.	46.2%	59%	63%	65%	72%
	<b>Performance commentary:</b> <u>General commentary as BV181a</u>							
<b>Teacher training</b>								
BV192a	Average days access to relevant training and development per practitioner delivering Foundation Stage education.		New PI.	5.4	4	4	4	
	<b>Performance commentary:</b>							
BV192b	Average number of non-maintained settings per QTS teacher.		New PI.	10.4	10	10	10	
	<b>Performance commentary:</b> The performance out-turn was higher than anticipated because of a change in the definition of this BVPI.							

PI Ref	Performance Indicator	Actual			Target			
		2001/02 actual	2002/03 actual	2003/04 actual	2003/04 target	2004/05 target	2005/06 target	2006/07 target
<b>Schools budgets</b>								
BV193a	Schools Budget as a percentage of the Schools Funding Assessment		New PI.	103.8%	100%	100%	100%	
<b>Performance commentary:</b> Performance exceeds the 100% target, reflecting the Council's priorities to fund education above the level of the DfES minimum required funding for schools. The 100% target reflected the DfES minimum requirement.								
BV193b	Increase in Schools Budget on the previous year as a percentage of the increase in Schools Funding Assessment on the previous year.		New PI.	109.06%	100%	100%	100%	
<b>Performance commentary:</b> See BV193a.								
<b>Education attainment - Key Stage 2</b>								
BV194a	% of pupils in schools maintained by the local education authority achieving level 5 or above in Key Stage 2 English.		New PI.	17.2%	24%	20%	23%	24%
<b>Performance commentary:</b> <u>General commentary on BV194a and b.</u> The performance shown for the year-end is the final out-turn to be reported in the 2004/05 BVPP and relates to the academic year 2002/03. We continue to be amongst the most improved LEAs in the country since 1998 for Key Stage 2 results. Our 2003 results showed a small improvement in literacy, while mathematics results improved by 2%. However, our performance still falls well short of our targets and we are working closely with schools to address this, for example by implementing the National Primary Strategy for numeracy and literacy. We have negotiated more realistic Key Stage 2 targets with the central government for 2004 onwards.								
BV194b	% of pupils in schools maintained by the local education authority achieving level 5 or above in Key Stage 2 Maths.		New PI.	20.8%	24%	21%	23%	25%
<b>Performance commentary:</b> General commentary as BV194a								

Social Services Best Value Indicators for 2003/04

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Children looked after</b>								
BV049	Stability of placements of children looked after by the authority by reference to the percentage of children looked after on 31st March in any year with three or more placements during the year.	14%	13.1% (15.9%)	15%	13%	13%	13%	14%
<p><b>Commentary on performance:</b> This target has been adversely affected recently by the reduction in the number of Children Looked After to less than 500. This has effectively "increased" the proportion of children with 3 or more placements. However, 15% performance places us within the SSI performance top band .</p>								
BV050	Educational qualifications of children looked after (interface indicator with education services) by reference to the percentage of young people leaving care aged 16 or over with at least 1 GCSE at grades A*- G, or General National Vocational Qualification.	34%	42%	36%	54%	62%	70%	75%
<p><b>Commentary on performance:</b> Performance was not as good in 2003/04 as it was in 2002/03.</p>								
BV051	Costs of services for children looked after by the authority by reference to the gross weekly expenditure per looked-after child in foster care or in a children's home.	£357	£533 (£619)	£575 est.	£360	£575	£575	£575
<p><b>Commentary on performance:</b> The target published in the 2003/04 BVPP was based on an incorrect methodology for calculating this PI.</p>								

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Intensive social care for adults</b>								
BV052	Cost of intensive social care for adults and older people by reference to the average gross weekly cost of providing care for adults and elderly people.	£359	£393	£416 est.	£416	£416	£430	£430
<b>Commentary on performance:</b> Performance is on track for the target of £416								
<b>Intensive home care</b>								
BV053	Intensive home care - The number of households receiving intensive home care (10 or more contact hours and 6 or more visits) during a survey week per 1000 population aged 65 or over	9.6	10.7	12.9	12	13	14	15
<b>Commentary on performance:</b> Performance this year was in line with target. The Council has entered an LPSA to further raise performance against this PI over the next 2 years.								
<b>Older people helped to live at home</b>								
BV054	Older people helped to live at home per 1,000 population aged 65 or over.	119	117	108	120	120	120	120
<b>Commentary on performance:</b> The methodology for calculating this PI has changed , removing over 2000 people who receive home meals from the Council. This has led to the apparent reduction in performance.Our outturn is still in the top performance band in comparison with all other social services departments.								

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Supply of equipment</b>								
BV056	Percentage of items of equipment costing less than £1,000 delivered within 7 working days.		New PI	86%	Not required	90%	95%	95%
<b>Commentary on performance:</b> Our actual outturn this year (03/04) of 86% places us in the top band performance. This is very good. With the further improvement expected following the establishment of the Integrated Community Equipment Store, we target 5% further improvement for 04/05 and 05/06.								
<b>Statements of needs</b>								
BV058	Percentage of people receiving a statement of their needs and how they will be met.	98%	89.5%	98%	100%	100%	100%	100%
<b>Commentary on performance:</b> Our performance on this indicator is very good. We will strive to achieve 100% performance for 04/05.								
<b>The Government has proposed that authorities adopt 94% as the target.</b>								
<b>Employment, education and training for care leavers</b>								
BV161	Employment, education and training for care leavers. The percentage of those young people who were looked after on 1 April in their 17th year (aged 16), who were engaged in education, training or employment at the age of 19. (PAF A4)	34%	31.7%	45%	80%	80%	80%	80%
<b>Commentary on performance:</b> Our performance continues to improve. However, we need to improve further before we can regard our work as being among the best performers. In partnership with Connexions, we will continue to track and target more care leavers and ensure that they receive our guidance in establishing their education, training and employment options.								

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Reviews of child protection cases</b>								
BV162	Reviews of child protection cases. The percentage of child protection cases which should have been reviewed during the year that were reviewed.	99.4%	96.7%	95.7%	100%	100%	100%	100%
<b>Commentary on performance:</b> Our performance on this indicator is good following some very intensive monitoring work. We will continue this very intensive work to ensure we achieve 100% success over 2004/05 and thereafter.								
<b>Adoptions of looked after children</b>								
BV163	The number of looked after children adopted during the year as a percentage of the number of children looked after at 31 March who had been looked after for 6 months or more at that date. (PAF C23 - revised definition).	11.6%	9.6%	12.8%	11%	11%	11%	11%
<b>Commentary on performance:</b> Our performance this year has been exceptional. The performance has been helped by the reduction in the total number of children looked after, as well as the adoption of a large sibling group. We anticipate that our children looked after population will stabilise this year and the number of adoptions will reduce by 9 children so we have revised our targets for 04/05 and 05/06 accordingly.								

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Expenditure on legal and advice services</b>								
BV177	Percentage of authority expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark and meet a priority legal need identified in the Community Legal Service Partnership strategic plan.	New in 2001/02	86%	95.00%	100%	100%	100%	100%
<b>Commentary on performance:</b> There are a number of smaller centres which have not achieved the quality mark threshold. This accounts for the 5% under-achievement of target.								
<b>Waiting time for assessment and care packages</b>								
BV195	Acceptable waiting time for assessment (between 48 hours and 4 weeks).		New in 2003/04	61.40%		100%	100%	100%
<b>Commentary on performance:</b> Targets for this indicator were set by central government. Performance for 03/04 has demonstrated areas where we need to improve. We will refine business processes over 04/05 to improve our service delivery.								
BV196	Acceptable waiting time for care packages (within 4 weeks).		New in 2003/04	66.5%		100%	100%	100%
<b>Commentary on performance:</b> Performance is consistently above 70% level and within acceptable tolerance of the projected out-turn. There are some problems with the reliable measurement of this indicator. It is new this year. These are being addressed.								

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Conception rates</b>								
BV197	Change in the number of conceptions to females aged under 18, resident in an area, per thousand females aged 15-17 resident in the area, compared with the baseline year of 1998 (78.7%).	66.9	78.7	-0.10%	-15%	-20%	-25%	
<p><b>Commentary on performance:</b>  A lot of initiatives are in place to deal with teenage pregnancy. Specifically, we are targeting "at risk" groups in "high rate" areas. A lot of new initiatives have been put in place around sex education and advice. We expect that these measures will start to impact on the out-turn figures during this next year.</p>								
<b>Treatment of drug misusers</b>								
BV198	The % change in the number of problem drug misusers in treatment per thousand head of population aged 15-44.	9.3	11.49	11.2	11.1%	17%	23%	29%
<p><b>Commentary on performance:</b>  Central government have amended this indicator this year. As a consequence, this year's data will set a baseline for improvement over the next 4 years. We will continue to work to ensure that the number of drug misusers in treatment will rise successively.</p>								

## Housing Department Best Value Indicators for 2003/04

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Energy efficiency of council houses</b>								
BV063	Energy Efficiency - the average SAP rating of local authority owned dwellings.	58.8	64.7	65.51	65.3	65.9	66.3	Not required
<b>Commentary on performance:</b> Performance exceeded the revised projected out-turn and should retain the authority's position within the top quartile. The target for 2004-05 has subsequently been revised.								
<b>Rent collection</b>								
BV066a	Local authority rent collection and rent arrears: proportion of rent collected.	88.50%	86.30%	90.20%	94.00%	93.00%	95.50%	97.60%
<b>Commentary on performance:</b> Performance failed to achieve the ambitious stretch target set for 2003/04. However, performance shows a significant improvement compared with the previous year. Future targets have been updated but remain ambitious. Significant additional staff resources have been committed to rent management to improve the integration of Housing Management Services.								

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Satisfaction of council tenants</b>								
BV074a	Satisfaction of tenants of council housing with the overall service provided by their landlord.	70% in 2000/01	N/A	N/A	N/A	75%	80%	85%
<b>Commentary on performance:</b> Adjustments to the timing of the survey have been made since October 2003 to allow for aligning survey with proposed ballot for investment options. The investment options ballot will now take place in July 2004 following acceptance of the authority's bid by the Government on their Round 4 Arms Length Management Organisation programme. The survey will now therefore								
BV074b	Satisfaction of Black and Minority Ethnic tenants of council housing with the overall service provided by their landlord.	65% in 2000/01	N/A	N/A	N/A	75%	80%	85%
BV074c	Satisfaction of non-black and minority ethnic tenants of council housing with the overall service provided by their landlord.	70.8% in 2000/01	N/A	N/A	N/A	75%	80%	85%
<b>Commentary on performance:</b> See BV074a								
BV075a	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	40.71% in 2000/01	N/A	N/A	N/A	50%	55%	60%
<b>Commentary on performance:</b> See BV074a								

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
BV075b	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord - Black and Ethnic Minority tenants.	36%	N/A	N/A	N/A	50%	55%	60%
	<b>Commentary on performance:</b> See BV074a							
BV075c	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord - non-black and ethnic minority tenants.	41.60%	N/A	N/A	N/A	50%	55%	60%
	<b>Commentary on performance:</b> See BV074a							
<b>Housing benefits</b>								
BV076a	Housing Benefit Security - the number of claimants visited, per 1,000 caseload.	New PI in 2003/04	329	300	1087	1087	1087	
	<b>Commentary on performance:</b> Performance exceeded the target combating fraudulent benefits claims.							
BV076b	Housing Benefit Security - the number of fraud investigators employed, per 1,000 caseload.	New PI in 2003/04	0.19	0.2	0.2	0.2	0.2	
	<b>Commentary on performance:</b> Performance marginally failed to achieve the initial year end target.							

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
BV076c	Housing Benefit Security - the number of fraud investigations, per 1,000 caseload	New PI in 2003/04		32.1	30	30	30	N/A
	<b>Commentary on performance:</b> Performance exceeded the target combating fraudulent benefits claims.							
BV076d	Housing Benefit Security - the number of prosecutions and sanctions, per 1,000 caseload	New PI in 2003/04		1	0.8	0.8	0.8	0.8
	<b>Commentary on performance:</b> Performance exceeded the target combating fraudulent benefits claims.							
BV078a	Housing and council tax Benefits speed of processing: average time for processing new claims (days).	81.7	120	62.57	52.5	35	35	34
	<b>Commentary on performance:</b> Performance failed to achieve the ambitious stretch target set for 2003/04. However, performance shows a significant improvement compared with 2002/03. Further improvements are targeted for 2004/05 which will place the authority amongst the best performing in the country.							
	<b>The Government has proposed that authorities adopt 36 days as the target.</b>							

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
BV078b	Housing and council tax Benefits speed of processing: average time for processing notifications of changes of circumstance (days).	23	35	15.97	16.75	9	8.5	8
	<b>Commentary on performance:</b> See BV078a							
	<b>The Government has proposed that authorities adopt 9 days as the target.</b>							
BV078c	Housing and council tax Benefits speed of processing: percentage of renewal claims processed on time.	39%	50.80%	71.5%	57%	75%	85%	Not required
	<b>Commentary on performance:</b> Performance significantly exceeded the original projected year end target.							
	<b>The Government has proposed that authorities adopt 83% as the target.</b>							
BV079a	Housing and Council Tax Benefits accuracy of processing: percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available to the determination, for a sample of cases checked post-determination.	88%	92%	92.20%	93%	98%	99%	99%
	<b>Commentary on performance:</b> Performance marginally failed to achieve the original year end target. However, improvements are targeted for 2004/05 which will place the authority amongst the best performing in the country.							

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
BV079b	Housing and council Tax Benefits accuracy of processing: percentage of recoverable overpayments (excluding Council Tax benefit) that were recovered in the year.	44.00%	63.70%	54.92%	50%	70%	70%	75%
<p><b>Commentary on performance:</b> Performance exceeded the original year end target. Further improvements are targeted for 2004/05 which will place the authority amongst the best performing in the country.</p>								
<b>Commission for Racial Equality's code of practice</b>								
BV164	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 the Code of Practice for Social Landlords: Tackling Racial Harassment?	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<p><b>Commentary on performance:</b> Housing Direct leads the development and implementation of the race and equality scheme on behalf of the Council. The scheme is recognised by the Race Equality Council as best practice.</p>								
<b>Domestic violence refuge places and homelessness</b>								
BV176	The number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority.	1.19	1.3	1.26	1.3	1.26	1.26	1.26
<p><b>Commentary on performance:</b> Performance marginally failed to achieve the target. However, the authority is still placed amongst the top authorities for the provision of refuge places in the country.</p>								

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
BV183a	The average length of stay in bed and breakfast accommodation (weeks).	1.3	1.25	0	0	0	0	0
	<b>Commentary on performance:</b> Performance achieved target which places the authority amongst the best performing authorities in the country. We have not used bed and breakfast accommodation as temporary housing for homeless families since January 2003. This was 15 months ahead of the Government's target for all councils to stop using this form of temporary accommodation.							
BV183b	The average length of stay in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need (weeks).	9	10.2	7.6	7.3	6.7	6.0	5.0
	<b>Commentary on performance:</b> Performance marginally failed to achieve the target but improved significantly on the previous year. Efforts to prevent homelessness have resulted in a significant reduction in both the number of applications received and the number of applicants placed in temporary accommodation. It is anticipated that this will enable us to still achieve our targets set for 2004/05 and beyond.							
<b>Decent homes</b>								
BV184a	The proportion of LA homes which were non-decent at 1 April 2003.	New PI in 2002/03	47.40%	44.20%	31%	31.00%	25.80%	20.60%
	<b>Commentary on performance:</b> Although performance improved during the year we failed to achieve targeted performance. This is primarily due to a slippage in the capital programme which will be carried forward into the new financial year. As this indicator reports a snapshot figure as at the 1st April, performance for 2004/05 is already known as 37.9%.							

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
BV184b	The percentage change in proportion of non-decent LA homes between 1 April 2002 and 1 April 2003.		8.93%	17.26%	35%	20%	25%	33%
	<p><b>Commentary on performance:</b> Although performance improved during the year we failed to achieve targeted performance. This is primarily due to a slippage in the capital programme which will be carried forward into the new financial year. As this indicator reports a snapshot figure as at the 1st April, performance for 2004/05 is already known as 24.65%.</p>							
<b>Average relet times</b>								
BV068	Average relet times for local authority dwellings let in the financial year.	33 days	50.8 days	44.4 days	30 days	33 days	28 days	Not required
	<p><b>Commentary on performance:</b> Performance failed to achieve target for the ambitious stretch target for the year, but showed significant improvement against last year's outcome. Continuing improvements to the way the service is delivered will enable 2004-05 targets to be achieved.</p>							
<b>Council house repairs</b>								
BV072	The percentage of urgent repairs completed within Government time limits	81%	71.00%	74.00%	85%	90%	93%	Not required
	<p><b>Commentary on performance:</b> Performance failed to achieve target for the year, although since the introduction of 'Repairs First' in September 2003 the percentage of urgent repairs completed within government time limits has been 85%. Continuing improvements to the way the repairs service is delivered will enable 2004-05 targets to be achieved.</p>							
BV073	The average time to complete non urgent responsive repairs.	32 days	41 days	41 days	35 days	30 days	25 days	Not required
	<p><b>Commentary on performance:</b> Performance failed to achieve target for the year, although since the introduction of 'Repairs First' in September 2003 the average length of time to undertake non urgent repairs has been 36 days. Continuing improvements to the way the repairs service is delivered will enable 2004-05 targets to be achieved.</p>							

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
BV185	Percentage of responsive (but not emergency) repairs during 2002/2003, for which the authority both made and kept an appointment.	75%	49%	84%	70%	92%	93%	94%
<b>Commentary on performance:</b> Performance exceeded the original target for year end. Actual performance for the month of March was 80%.								
<b>Satisfaction with benefits</b>								
BV080i	Benefits user satisfaction survey: Overall I am satisfied with the facilities to get in touch with the benefits office.	55.4% in 2000/01	No Survey	54.10%	78%	No Survey		65%
<b>Commentary on performance:</b>								
BV080i(s)	Benefits user satisfaction survey Of those whose claim was successful: Overall I am satisfied with the facilities to get in touch with the benefits office.	57.8% in 2000/01	No Survey	56.90%	56%	No Survey		67%
BV080i(u)	Benefits user satisfaction survey: Of those whose claim was not successful: Overall I am satisfied with the facilities to get in touch with the benefits office.	34.8% in 2000/01	No Survey	41.10%	78%	No Survey		55%
BV080ii	Benefits user satisfaction survey: Overall I am satisfied with the service in the actual office.	52.5% in 2000/01	No Survey	55.10%	80%	No Survey		65%
BV080ii(s)	Benefits user satisfaction survey: Of those whose claim was successful: Overall I am satisfied with the service in the actual office.	56.3% in 2000/01	No Survey	57.80%	60%	No Survey		68%

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
BV080ii(u)	Benefits user satisfaction survey: Of those whose claim was not successful: Overall I am satisfied with the service in the actual office.	25% in 2000/01	No Survey	27.40%	65%	No Survey	No Survey	38%
BV080iii	Benefits user satisfaction survey: Overall I am satisfied with the telephone service.	35.8% in 00/01	No Survey	45.10%	67%	No Survey	No Survey	56%
BV080iii(s)	Benefits user satisfaction survey: Of those whose claim was successful: Overall I am satisfied with the telephone service.	37.4% in 00/01	No Survey	47.60%	46%	No Survey	No Survey	58%
BV080iii(u)	Benefits user satisfaction survey: Of those whose claim was not successful: Overall I am satisfied with the telephone service.	21.2% in 2000/01	No Survey	30.50%	80%	No Survey	No Survey	45%
BV080iv	Benefits user satisfaction survey: Overall I am satisfied with the staff in the benefits office.	69.8% in 2000/01	No Survey	60.40%	81%	No Survey	No Survey	81%
BV080iv(s)	Benefits user satisfaction survey: Of those whose claim was successful: Overall I am satisfied with the staff in the benefits office.	71.4% in 2000/01	No Survey	62.70%	62%	No Survey	No Survey	73%
BV080iv(u)	Benefits user satisfaction survey: Of those whose claim was not successful: Overall I am satisfied with the staff in the benefits office.	61.9% in 2000/01	No Survey	46%	60%	No Survey	No Survey	56%
BV080v	Benefits user satisfaction survey: Overall I am satisfied with the clarity and understandability of the forms, leaflets and letters.	54.8% in 2000/01	No Survey	54.60%	62%	No Survey	No Survey	65%

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
BV080v(s)	Benefits user satisfaction survey: Of those whose claim was successful: Overall I am satisfied with the clarity and understandability of the forms, leaflets and letters.	57.3% in 2000/01	No Survey	57.60%	41%	No Survey	68%	
BV080v(u)	Benefits user satisfaction survey: Of those whose claim was not successful: Overall I am satisfied with the clarity and understandability of the forms, leaflets and letters.	36% in 2000/01	No Survey	36.30%	65%	No Survey	47%	
BV080vi	Benefits user satisfaction survey: Overall I am satisfied with the amount of time it took them to tell me whether my claim was successful.	46.6% in 2000/01	No Survey	49.50%	68%	No Survey	60%	
BV080vi(s)	Benefits user satisfaction survey: Of those whose claim was successful: Overall I am satisfied with the amount of time it took them to tell me whether my claim was successful.	49.8% in 2000/01	No Survey	55%	36%	No Survey	65%	
BV080vi(u)	Benefits user satisfaction survey: Of those whose claim was not successful: Overall I am satisfied with the amount of time it took them to tell me whether my claim was successful.	25.6% in 2000/01	No Survey	22.30%	36%	No Survey	35%	
BV080vii	Benefits user satisfaction survey: Overall satisfaction.	New PI in 2003/04		59.20%	60%	No Survey	70%	
BV080vii(s)	Benefits user satisfaction survey: Overall satisfaction(successful claimants).	New PI in 2003/04		63.90%	64%	No Survey	74%	
BV080vii(u)	Benefits user satisfaction survey: Overall satisfaction (unsuccessful claimants).	New PI in 2003/04		40.20%	41%	No Survey	51%	

## Neighbourhood Services Best Value Indicators for 2003/04

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Waste collection and recycling</b>								
BV082a	Total tonnage of household waste arisings - percentage recycled.	3.37%	4.22%	6.85%	6.50%	9%	11%	11%
<p><b>Commentary on performance:</b>            Expanded recycling schemes put in place throughout the year have seen a steady increase in performance and the target has been exceeded. Though this still leaves our performance amongst that of the lowest quarter of Unitary councils, in 2004/05 we plan to extend kerbside collection to all households within the City. The new Household Waste and Recycling Centre at Calverton and other improvements will also help us to increase the recycling rate.</p>								
BV082b	Total tonnage of household waste arisings - percentage composted.	1.20%	1.04%	1.96%	2%	4%	7%	7%
<p><b>Commentary on performance:</b>            Whilst performance has improved throughout 2003/04 the target has not quite been met. However, the planned expansion of kerbside collection includes for collection of green garden waste from 24,000 properties. This material will be sent for composting and this should have a positive impact on composting rates for 2004/05.</p>								
BV082c	Total tonnage of household waste arisings - percentage used to recover heat, power and other energy sources.	40.70%	37.19%	60.67%	41%	51%	55%	55%
<p><b>Commentary on performance:</b>            The considerable improvement in performance shown against this indicator is primarily a result of a correction to the methodology of calculation of the out-turn since last year. However, performance against this indicator had improved before this change to the calculation method, despite the substantial improvement in the recycling rate.</p>								
BV082d	Total tonnage of household waste arisings - percentage land filled	54.70%	57.54%	30.52%	50.5%	36%	27%	27%

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
	<p><b>Commentary on performance:</b> The considerable improvement in performance shown against this indicator is primarily a result of a correction to the methodology of calculation of the out-turn since last year. However, performance against this indicator had improved before this change to the calculation method as a result of both increased waste being used for heat and power recovery, and improvements in the recycling rate.</p>							
BV084	Kg of household waste collected per head of population	463	509	490	488	532	537	538
	<p><b>Commentary on performance:</b> The performance out-turn is only very marginally above the target and below the out-turn for last year despite a general increase in the waste stream.</p>							
BV086	Cost of waste collection per household.	£26.15	£27.98	£31.65	£27.18	£31.15	£32.40	£33.70
	<p><b>Commentary on performance:</b> The target for 2003-04 was set in early 2002 as part of the Best Value Review. Since that time various factors have increased the cost of waste collection, including higher number of special and fridge collections, and higher running costs of waste collections vehicles due to diverting to a more distant landfill site. Future targets reflect these increases.</p>							
BV087	Cost of waste disposal per tonne for municipal waste.	£27.06	£28.90	£32.57	£32.38	£31.59	£33.17	£34.83
	<p><b>Commentary on performance:</b> Performance is on target. There has been an increase in Landfill Tax. However, this increase has been partly offset through the disposal of more waste via the incinerator.</p>							

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Satisfaction with street cleaning, waste collection and recycling</b>								
BV089	Percentage of people satisfied with cleanliness standards	63% in 2000/01	N/A	48%	65%	56%	64%	72%
<p><b>Commentary on performance:</b>  Regeneration of the City has led to increased numbers of people visiting the City and a corresponding increase in litter. There has also been an increase in the use of the City Centre, particularly at night. Customer satisfaction with cleansing has reduced nationally as customer expectations have risen. As part of Respect for Nottingham, improving the cleanliness of the City has been identified as a top priority and substantial additional resources have been allocated. A Street Scene Improvement Plan has been developed and is being implemented. This combines increased enforcement action, education and awareness raising and redesign/re-organisation of cleansing operations.</p>								
BV090a	Percentage of people expressing satisfaction with household waste collection.	87% in 2000/01	N/A	81%	90%	No survey	N/A	
<p><b>Commentary on performance:</b>  Although the percentage satisfied with household waste collection has fallen, a significantly high proportion of people within Nottingham continue to express satisfaction with the waste collection service. The slight deterioration in performance may have resulted from the changes made to the service as a result of the introduction of kerbside recycling.</p>								
BV090b	Percentage of people expressing satisfaction with waste recycling.	58% in 2000/01	N/A	48%	65%	No survey	N/A	
<p><b>Commentary on performance:</b>  It is difficult to explain the decrease in satisfaction as during the three years since the last satisfaction survey the City has introduced major kerbside collection schemes. These schemes continue to be expanded and will reach all households in the City during 2004/05 which should have a positive impact on this indicator.</p>								

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
BV090c	Percentage of people expressing satisfaction with waste disposal.	69% in 2000/01	N/A	50%	75%	No survey		N/A
	<p><b>Commentary on performance:</b>  The City has jointly funded, with the County Council, a new civic amenity site to the north of the city. This did not come into operation until Autumn 2003, and the reduction in satisfaction is likely to be due to the prior closure of the Burnt Stump amenity site. Operation of the new site should have a positive impact on this indicator during 2004/05.</p>							
<b>Kerbside collection of recyclables</b>								
BV091	Percentage of population resident in the authority's area served by a kerbside collection of recyclables.	New PI in 2002/3	12.60%	46%	54%	100%	100%	100%
	<p><b>Commentary on performance:</b>  The target of 54% was not met because the pilot garden waste collection scheme was initially extended to 6000 as opposed to 15000 properties to make the introduction of the scheme more manageable. The scheme was further expanded in April 2004.</p>							
<b>Condition of roads and footpaths</b>								
BV096	Condition of principal roads - the percentage of the network with negative residual life.	52.30%	49.75% (20.4%)	48.87%	49.79% (18.4%)	47.87%	46.87%	45.87%
	<p><b>Additional information:</b>  The 2002/03 out-turn figure was changed with the agreement of the District Auditor and the figures in brackets are those which were published in the BVPP 2002/03. The revision results from incorrect survey information provided by a contractor.</p>							
BV097a	Condition of non-principal roads (non principal classified roads).	3.72%	7.64%	12.46%	7.64%	7.44%	7.24%	7.04%

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
BV097b	Condition of non-principal roads (unclassified roads).	7.32%	16.82%	12.97%	17.02%	17.22%	17.42%	17.62%
<p><b>Commentary on performance:</b> The targets for this PI have remained unchanged from those published in last year's BVPP because of uncertainty about how accurate a picture of the whole network the PI out-turn provides.</p>								
BV100	Number of days of temporary traffic controls or road closure on traffic sensitive streets or the road was closed, due to local authority road works or utility street works per km of traffic sensitive streets. (Exclude traffic controls at road works that were completed in less than a day).	1.34	2.51	2.51	0	1.5	1.5	1.5
<p><b>Commentary on performance:</b> Increased capital funding for highway schemes - and the type of schemes developed - resulted in increased works on the highway.</p>								
BV186a	Roads not needing major repair - principal road network.	New PI in 2002/3	20.35	26.78%	20.35% (00.33)	26.24%	26.77%	27.29%
<p><b>Commentary on performance:</b> The target published in the 2002/03 BVPP is shown in brackets and was based on an incorrect interpretation of the PI. The target used by the Council during 2003/04 is also shown.</p>								
BV186b	Roads not needing major repair - non-principal road network.	New PI in 2002/3	871.21	635.69	871.21 (0.87)	611.09	609.85	608.68
<p><b>Commentary on performance:</b> The target published in the 2002/03 BVPP is shown in brackets and was based on an incorrect interpretation of the PI. The target used by the Council during 2003/04 is also shown.</p>								
BV187	Condition of footways - categories 1, 1a and 2 footways.	New PI in 2002/3	35.92%	16.12%	33.40%	30.90%	28.40%	25.90%

		Actual			Target			
PI Ref	Performance Indicator	2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
	<p><b>Commentary on performance:</b> The figure provided is based on a survey of a limited percentage of the footway network and as such is not necessarily reflective of the condition of the whole network.</p>							
<b>Street cleaning</b>								
BV199	The proportion of relevant land and highways as defined under EPA 1990 Part IV section 86 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).	New PI in 2003/4	18%	30%	17%	15%	15%	
	<p><b>Commentary on performance:</b> The PI requires only three surveys per year (although Nottingham is undertaking monthly local surveys in 2004/05 given the focus on improving the cleanliness of the City). As this is a new indicator, the 2003/04 target was based on recommendations by ENCAMS Actual performance has exceeded target.</p>							

City Development Transferred Services Best Value indicators for 2003/04

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Road Safety</b>								
BV099a	Road Safety-Pedestrians (Adult/Children)-KSI	43	36.33 (34)	30.71	43	40.32	37.15	33.99
<p><b>Performance commentary:</b>  <u>General comment on BVPI99</u>                      The data for the set of BV099 PIs shown for 'actual 2003/04' relates to the calendar year 2002 and is the out-turn which we are required to report in this BVPP; it should be considered against the target for 2003/04. Since 1979, the overall trend for road safety shows a steady decrease in the number of fatal and serious casualties, in line with national targets. The figures shown in brackets for the 2002/03 out-turn have been superseded reflecting updated population data against which these PIs are calculated.</p>								
BV099a (si)	Road Safety-Pedestrians(Adult/Children)-Slight Injury	89	85.77 (80)	79.78	98	102.67	101.61	100.55
<p><b>Performance commentary:</b>                      As BV099a</p>								
BV099b	Road Safety-Cyclists(Adult/Children)-KSI	14	8.61 (8)	9.36	12	11.8	10.89	9.98
<p><b>Performance commentary:</b>                      As BV099a</p>								

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
BV099b (si)	Road Safety-Cyclists(Adult/Children)-Slight Injury.	45	44.57 (43)	31.09	47	49.41	48.90	48.39
	<b>Performance commentary:</b> As BV099a							
BV099c	Road Safety-2 Wheel Motor Vehicle-KSI.	13	18.35 (17)	16.85	14	13.56	12.56	11.56
	<b>Performance commentary:</b> As BV099a							
BV099c (si)	Road Safety-2 Wheel Motor Vehicle-Slight Injury.	33	41.95 (39)	40.07	28	29.79	29.48	29.18
	<b>Performance commentary:</b> As BV099a							
BV099d	Road Safety-Car Users-KSI.	24	26.22 (25)	23.22	30	28.54	26.42	24.3
	<b>Performance commentary:</b> As BV099a							
BV099d (si)	Road Safety-Car Users-Slight Injury.	342	325.47 (307)	287.64	278	292.53	289.51	286.48
	<b>Performance commentary:</b> As BV099a							
BV099e	Road Safety-All Other vehicle Users-KSI.	2	4.87 (5)	3.37	4	4.05	3.75	3.45
	<b>Performance commentary:</b> As BV099a							
BV099e (si)	Road Safety-All Other Road Vehicle Users-Slight Injury.	48	61.42	43.07	50	52.31	51.78	51.24

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
	<b>Performance commentary:</b> As BV099a							
<b>Access to City Council buildings</b>								
BV156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	14.40%	21.30%	21.30%	25%	32%	35%	37%
	<b>Performance commentary:</b> New Departmental commentary: A programme of works is ongoing and it is anticipated that all buildings with up to five Part M defects will have been modified to fully comply with Part M by October 2004. This could potentially result in a further 20 buildings meeting BV 156 (resulting in 32% of all buildings meeting BV 156) though it is difficult to provide exact figures before detailed design feasibility is undertaken for each of the buildings.							

PI Ref	Performance Indicator	Actual			Target			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Footpaths and pedestrian crossings</b>								
BV165	The percentage of pedestrian crossings with facilities for disabled people.	76%*	76%	77.60%	78.8%	79.3%	84.4%	87.2%
<b>Performance commentary:</b> A short delay occurred in implementing 2 new 'puffin' crossings which will now be implemented in April 2004. This contributed to the failure to meet the 2003/04 target, which would otherwise have been only marginally undershot.								
BV178a	The percentage of total length of footpaths and other rights of way which were easy to use by members of the public.	100%	100%	93%	100%	100%	100%	100%
<b>Performance commentary:</b> A final survey conducted this year revealed one obstructed footpath. Action is being taken to resolve this situation..								
BV178b	Has the local highways authorities: used the CSS/CA methodology for calculation of the percentage of total length of footpaths and other rights of way which were easy to use by members of the public?	Yes	No	Yes	Yes	Yes	Yes	Yes

City Development Best Value Indicators for 2003/04

PI Ref	Performance Indicator	Actuals			targets			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/7
<b>Private sector dwellings made fit or demolished</b>								
BV062	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority.	4.10%	5%	4.60%	6.30%	6.30%	6.30%	6.30%
<p><b>Performance commentary:</b>                      Performance has dipped this year due to two main factors - firstly, fewer improvement grants were paid than anticipated, and secondly staff resources were reallocated to areas of activity deemed to be of a higher priority.</p>								
BV064	The number of private sector vacant dwellings that are returned into occupation or demolished during 2003/04 as a direct result of action by the local authority.	New PI for 2002/03	115	78	120	150	167	115
<p><b>Performance commentary:</b>                      Performance has dipped this year due to the reallocation of staff resources to areas of activity deemed to be of a higher priority. The Council has entered an LPSA agreement relating to this PI and has stretch targets for the coming two years.</p>								

PI Ref	Performance Indicator	Actuals			targets			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/7
<b>Local bus services</b>								
BV102	Local bus services (passenger journeys per year).	72.22m	72.91m	72.56 m	73.6 m	N/A	79.345 m	N/A
	<p><b>Performance commentary:</b>  The outturn for 2003/04 was 72.56m against a target of 73.6m and the 2002/03 actual of 72.91m. The dip in 2003/4 was due to a severe problem with driver recruitment which lead to some routes being temporarily withdrawn from the network. Some of these have now been reinstated and driver recruitment has now eased. It is anticipated that, following a successful bid to Government for bus subsidy on two main work-based corridors, that there should be a positive improvement in 2004/5. During the course of 2003/04 an LPSA stretch target was successfully negotiated with the government. The stretch target is for an increase of 8.2 million public passenger journeys in 2005/06 compared to 2000/01 - around 1.4m per annum. The target for 2005/06 is 79.345m. The 2006/07 target will be dependent on LPSA experiences, final allocated pump priming funding and the level of success. It is expected that by that time detailed proposals for Workplace Parking Levy (WPL) and consultation will have been completed.</p>							

PI Ref	Performance Indicator	Actuals			targets			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/7
BV103a	Percentage of users satisfied with local provision of public transport information - all.	71% in 2000/01	No survey	58%	75%	No survey		59%
	<p><b>Performance commentary:</b> Satisfaction monitoring can be a notoriously variable affair, especially when asking about fairly general non-specific aspects. Comparing just 2 sets of results across a 3-year span can be skewed as a result of extraneous factors that can make a particular period lower/higher than another, such as, the recent severe problems with driver recruitment and the resulting temporary withdrawal of some bus routes. Therefore, quarterly monitoring of a targeted population of users, asking specific questions relating to different aspects of bus travel is undertaken locally to better spot trends and explain fluctuations and results show no long term decline in satisfaction.</p> <p>Targets for BV103 and BV104 were set for 2003/04 based on actual results for 2000/01 and adding around a 5% improvement. However, during the three year period, the City has seen many changes and often disruption to its public transport services and road network as it strives to achieve its long term vision for transport, as set out in the LTP. Over the coming years further changes and improvements are planned in terms of changing the design of the City, extending the tram network, further integrating public transport and rolling out a wide range of transportation initiatives. Therefore future public transport satisfaction targets need to reflect the above points.</p>							
BV103b	Percentage of users satisfied with local provision of public transport information - seen information.	80% in 2000/01	No survey	72%	85%	No survey		73%
	<p><b>Performance commentary:</b> See BV103a</p>							
BV103c	Percentage of users satisfied with local provision of public transport information - not seen information.	56% in 2000/01	No survey	41%	60%	No survey		42%
	<p><b>Performance commentary:</b> See BV103a</p>							

PI Ref	Performance Indicator	Actuals			targets			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/7
BV104a	Percentage of users satisfied with local bus services - all.	75% in 2000/01	No survey	61%	76%	No survey		62%
	<b>Performance commentary:</b> See BV103a							
BV104b	Percentage of users satisfied with local bus services - users.	76% in 2000/01	No survey	64%	77%	No survey		65%
	<b>Performance commentary:</b> See BV103a							
BV104c	Percentage of users satisfied with local bus services - non-users.	36% in 2000/01	No survey	30%	40%	No survey		31%
	<b>Performance commentary:</b> See BV103a							
<b>Planning</b>								
BV106	Percentage of new homes built on previously developed land.	97%	99%	92.8%	87%	87%	87%	87%
	<b>Performance commentary:</b> The performance out-turn is higher than targeted but performance should be judged over the whole of the Local plan period. The target of 87% is that which is published in the Local Plan. It covers a ten-year time frame up to 2011. During the course of that period, as more greenfield sites (with planning permission) become available, the year on year actual percentages will fall.							
BV107	Planning cost per head of population.	£9.08	£8.39	£7.94 (est.)	£8.71	£8.94	£9.64	£9.87
	<b>Performance commentary:</b> The costs per head of population have been kept low and well within target, yet performance in relation to dealing with planning applications has improved significantly. <i>NR: This BV/PI is being deleted</i>							
BV109a	Percentage of major planning applications determined in 13 weeks.	New PI for 2002/03	44%	67%	60%	60%	60%	60%
	<b>Performance commentary :</b> Performance for the year has exceeded the Government set target.							

PI Ref	Performance Indicator	Actuals			targets			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/7
BV109b	Percentage of minor planning applications determined in 8 weeks.	New PI for 2002/03	60%	93%	65%	65%	65%	65%
	<b>Performance commentary:</b> Performance for the year has exceeded the Government set target.							
BV109c	Percentage of other planning applications determined in 8 weeks.	New PI for 2002/03	77%	95%	80%	80%	80%	80%
	<b>Performance commentary:</b> Performance for the year has exceeded the Government set target.							
BV111a	Percentage of planning applicants satisfied with the service received.	74.9% in 2000/01	No survey	74.1% (est.)	80%	No survey	75%	
	<b>Performance commentary:</b> Levels of satisfaction have remained similar to those achieved in 2000/01. However, in hindsight the targets set for 2003/04 were a little optimistic and have since been revised. Nevertheless, the satisfaction results are pleasing, especially given the significant improvement in the speed of determining planning applications during 2003/04.							
BV111b	Percentage of successful planning applicants satisfied with the service received .	78.7% in 2000/01	No survey	77.4% (est.)	90%	No survey	78%	
	<b>Performance commentary:</b> See BV111a							
BV111c	Percentage of unsuccessful planning applicants satisfied with the service received.	44.2% in 2000/01	No survey	45.8% (est.)	70%	No survey	46%	
	<b>Performance commentary:</b> See BV111a							

PI Ref	Performance Indicator	Actuals			targets			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/7
<b>Environmental Health and Trading Standards</b>								
BV166a	Score against a checklist of enforcement best practice for environmental health.	82%	93%	79%	90%	90%	90%	90%
	<b>Performance commentary:</b> Performance has declined this year as a result of staffing resources being reallocated to meet recent higher priority statutory inspection and investigation activities.							
BV166b	Score against a checklist of enforcement best practice for trading standards.	73%	85%	90%	90%	90%	90%	90%
	<b>Performance commentary:</b> Although performance dipped over the last few months of the year, the target has still been met. This level of performance would have placed us in the 1st quartile of Unitary authorities in 2002/03.							
<b>Planning</b>								
BV188	The number of decisions delegated to officers as a percentage of all decisions.	New PI for 2002/03	85%	91%	90%	90%	90%	90%
	<b>Performance commentary:</b> The performance out-turn has slightly exceeded the Government set target.							
BV200a	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?	New PI for 2003/04	No	No	No	Yes	Yes	
	<b>Performance Commentary:</b> The PI is solely based on a response to a single question. The Local Plan is scheduled for adoption by the end of 2004, the JSP by mid 2005 and the Waste Local Plan by the end of 2004.							
BV200b	If 'No', are there proposals on deposit for an alteration or replacement, with a published timetable for adopting those alterations or the replacement plan within three years?	New PI for 2003/04	Yes	Yes	Yes	Yes	n/a	

PI Ref	Performance Indicator	Actuals			targets			
		2001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/7
	<b>Performance commentary:</b> See BV200a							

Leisure & Community Services Best Value Indicators for 2003/04

PI Ref	Performance Indicator	Actual			Target			
		20001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Youth service expenditure</b>								
BV033	Net Youth Service expenditure (LEA expenditure only) per head of population in the youth service target age range.	£119.00	£110.08	£111.52 (est.)	£124.74	£120.45	£124.06	£127.78
<p><b>Commentary on performance:</b>                      The actual to 31 March 2004 is an estimated figure pending close down of accounts. Projected expenditure for the year is less than forecast and the end of year calculation also took into account an increase in the 13-19 target age range of 600.</p>								
<b>Local cultural strategy</b>								
BV114	The adoption by the authority of a Local Cultural Strategy (score against checklist).	New PI for 2002/03	100%	100%	100%	100%	100%	100%
<p><b>Commentary on performance:</b>                      Annual review of this Indicator at the end of March 2004, shows that the requirements continue to be fully met. This Indicator will be deleted from 2004/2005.</p>								
<b>Libraries</b>								
BV117	The number of physical visits per 1,000 population to public library premises.	6400	5374	4948	6000	5500	5600	5700

PI Ref	Performance Indicator	Actual			Target			
		20001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
	<p><b>Commentary on performance:</b> The actual to 31 March 2004 is based on the results of a one week official annual visitor survey using CIPFA definitions and procedures which takes place in November. A one week sample is vulnerable to local variations that included sampling around Bonfire Night, straight after half term, poor weather and an absence of children's events. Consequently the greatest decline was in children's visits, with adult visits remaining nearly stable. In addition, 2003/04 has seen a progressive introduction of e-services allowing access without visiting the library. However, following last year's results, it was felt that a wide-ranging review was necessary to address fundamental issues impacting upon the service. This will report in the autumn of 2004.</p>							
BV118a	The percentage of library users who found a book to borrow.	New PI for 2002/03	54.10%	58.50%	60%	60%	61%	65%
	<p><b>Commentary on performance:</b> The annual percentage forms part of the results of the PLUS (Public Library User Survey) carried out in October 2003. Data entry and outcomes outsourced to IPF (Institute of Public Finance), with the report being received in March 2004. The survey result shows an improvement on 2002/03 of 4.4% but we did not achieve our target. The variance between 2003/04 target and 2003/04 actual is not greater than +/-10%.</p>							
BV118b	The percentage of library users who found the information they wanted.	New PI for 2002/03	64.40%	71%	69.50%	71%	72%	72%
	<p><b>Commentary in performance:</b> The annual percentage forms part of the results of the PLUS (Public Library User Survey) carried out in October 2003. Data entry and outcomes outsourced to IPF, with the report being received in March 2004. The survey result shows an improvement on 2002/03 of 6.6%. The increase in the 2003/04 actual of 10.2% compared to the target for the year, was achieved through wider availability of electronic information sources and improved training of staff.</p>							
BV118c	The percentage of library users who were satisfied with the service.	New PI for 2002/03	87.20%	89.1%	92%	92%	93%	93%
	<p><b>Commentary on performance:</b> The annual percentage forms part of the results of the PLUS (Public Library User Survey) carried out in October 2003. Data entry and outcomes outsourced to IPF, with the report being received in March 2004. The survey result 89.1 % shows an improvement on 2002/03 of 1.9% but the target for the year was not achieved. The variance between 03/04 target and 03/04 actual is not greater than +/-10%.</p>							

PI Ref	Performance Indicator	Actual			Target			
		2000/01	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
<b>Levels of satisfaction</b>								
BV119a	Satisfaction with sports and leisure facilities.	58% in 2000/01	No survey	56%	62%	No survey	57%	
<p><b>Commentary on performance:</b> The actual shown for 2003/04 (weighted data) accords with the 2003 General Satisfaction Survey preliminary report, as supplied by the Council's Customer and Information Services Section. The major reason for a reduction in overall satisfaction levels, compared to 2000/2001, (tri-annual survey), is reduced non-user satisfaction levels. The impact of non-user responses masks the fact that user satisfaction levels continue to be high and levels of dissatisfaction remain low. The percentage of satisfied users of sport and leisure facilities increased from 74% in 2000/2001 to 78% in 2003/2004 (unweighted data). The reduction in non-user satisfaction is the result of a very large percentage of non-users choosing to state that they were neither satisfied or dissatisfied with services. This might not appear to be an unexpected outcome but in 2000/2001, considerably higher levels of non-users expressed satisfaction with services and this would suggest variations in sampling. Non user satisfaction with sport and leisure facilities decreased from 43% in 2000/01 to 35% in 2003/04 (unweighted data).</p>								
BV119b	Satisfaction with libraries.	70% in 2000/01	No survey	65%	74%	No survey	66%	
<p><b>Commentary on performance:</b> The actual shown for 2003/04 (weighted data) accords with the 2003 General Satisfaction Survey preliminary report, as supplied by the Council's Customer and Information Services Section. The major reason for a reduction in overall satisfaction levels, compared to 2000/2001, (tri-annual survey), is reduced non-user satisfaction levels. The impact of non-user responses masks the fact that user satisfaction levels continue to be high and levels of dissatisfaction remain low. The percentage of satisfied users of libraries increased from 85% in 2000/2001 to 90% in 2003/2004 (unweighted data). The reduction in non-user satisfaction is the result of a very large percentage of non-users choosing to state that they were neither satisfied or dissatisfied with services. This might not appear to be an unexpected outcome but in 2000/2001, considerably higher levels of non-users expressed satisfaction with services and this would suggest variations in sampling. Non user satisfaction with libraries decreased from 51% in 2000/01 to 42% in 2003/04 (unweighted data).</p>								
BV119c	Satisfaction with museums.	60% in 2000/01	No survey	50%	62%	No survey	52%	

PI Ref	Performance Indicator	Actual			Target			
		20001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
	<p><b>Commentary on performance:</b> The actual shown for 2003/04 (weighted data) accords with the 2003 General Satisfaction Survey preliminary report, as supplied by the Council's Customer &amp; Information Services Section. The major reason for a reduction in overall satisfaction levels, compared to 2000/2001, (tri-annual survey), is reduced non-user satisfaction levels. The impact of non-user responses masks the fact that user satisfaction levels continue to be high and levels of dissatisfaction remain low. The percentage of satisfied users of museums remains constant at 76% (unweighted data). The reduction in non-user satisfaction is the result of a very large percentage of non-users choosing to state that they were neither satisfied or dissatisfied with services. This might not appear to be an unexpected outcome but in 2000/2001, considerably higher levels of non-users expressed satisfaction with services and this would suggest variations in sampling. Non user satisfaction with museums decreased from 44% in 2000/01 to 32% in 2003/04 (unweighted data).</p>							
BV119d	Satisfaction with arts activities and venues.	70% in 2000/01	No survey	66%	72%	No survey	67%	
	<p><b>Commentary on performance:</b> The actual shown for 2003/04 (weighted data) accords with the 2003 General Satisfaction Survey preliminary report, as supplied by the Council's Customer &amp; Information Services Section. The major reason for a reduction in overall satisfaction levels, compared to 2000/2001, (tri-annual survey), is reduced non-user satisfaction levels. The impact of non-user responses masks the fact that user satisfaction levels continue to be high and levels of dissatisfaction remain low. The percentage of satisfied users of arts activities and venues/Theatres &amp; Concert Halls remained almost constant - 88% in 2003/2004 compared to 89% in 2000/2001 (unweighted data). The reduction in non-user satisfaction is the result of a very large percentage of non-users choosing to state that they were neither satisfied or dissatisfied with services. This might not appear to be an unexpected outcome but in 2000/2001, considerably higher levels of non-users expressed satisfaction with services and this would suggest variations in sampling. Non user satisfaction with arts activities and venues/Theatres &amp; Concert Halls decreased from 49% in 2000/01 to 39% in 2003/04 (unweighted data).</p>							
BV119e	Satisfaction with parks and open spaces.	70% in 2000/01	No survey	70%	73%	No survey	71%	

PI Ref	Performance Indicator	Actual			Target			
		20001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
	<p><b>Commentary on performance:</b> The actual shown for 2003/04 (weighted data) accords with the 2003 General Satisfaction Survey preliminary report, as supplied by the Council's Customer &amp; Information Services Section. Overall satisfaction levels with parks and open spaces - users and non users remain constant at 70%. User satisfaction increased from 75% in 2000/01 to 81% in 2003/04 (unweighted data). Non-user satisfaction dropped from 51% in 2000/01 to 31% in 2003/04 (unweighted data). Dissatisfaction levels continue to be low. The reduction in non user satisfaction is the result of a very large percentage of non users choosing to state that they were neither satisfied nor dissatisfied with services. This might not appear to be an unexpected outcome but, as the figures above show, in 2000/01 considerably higher numbers of non users expressed satisfaction with services and this would suggest variations in sampling.</p>							
<b>Museums</b>								
BV170a	The number of visits to/usages of museums per 1,000 population.	1834	2371	2344	2150	2250	1850	1850
	<p><b>Commentary on performance:</b> End of year actual confirms projected performance of 9% in advance of target for 2003/04. Improved performance primarily reflects increased summer attendances and increased December activities which proved attractive to visitors.</p>							
BV170b	The number of visits to/usages of museums that were in person per 1,000 population.	1790	2333	2297	2105	2100	1806	1806
	<p><b>Commentary on performance:</b> End of year actual equates to 9% in advance of target for 2003/04. In addition to this primarily reflecting increased summer attendances and increased December activities which proved attractive to visitors as previously reported, visitor numbers were higher than projected in the final quarter due to increased visitors during the February half-term period.</p>							
BV170c	Number of pupils visiting museums and galleries in organised school groups.	25233	25311	22235	25280	22000	17534	17534

PI Ref	Performance Indicator	Actual			Target			
		20001/02	2002/03	2003/04	2003/04	2004/05	2005/06	2006/07
	<p><b>Commentary on performance:</b> The Museums Education Service continued to operate to capacity during 2003/04. The apparent reduction in performance in 2003/04 entirely reflects the fact that the District Auditor, following an enquiry into another Authority's figures, now requires these figures to be calculated in a different way. The target had been based on figures produced by the former counting method commonly used throughout the museum sector. It is unclear if all authorities will be compared using the same method.</p>							

## **Statement of Responsibility**

Nottingham City Council is responsible for the preparation of this Performance Plan and for the information and assessments set out within it, and for any assumptions contained herein and estimates on which they are based. The Council is also responsible for setting in place appropriate performance management and internal control systems from which the information and assessments in the Performance Plan have been derived. The Council is satisfied that the information and assessments included in the plan are in all material respects accurate and complete and that the plan is realistic and achievable.

## Supplementary Information

The following BVPIs are not reported in the Best Value Performance Plan 2004/05 for the reasons stated -

BVPI	Reason
BV30 – Percentage of 3 year olds receiving a good quality, free, early years education place in the voluntary/private sectors	BVPI deleted in 2003/04
BV36a – Expenditure per pupil under 5	
BV36b - Expenditure per primary pupil 5 and over	
BV36c - Expenditure per secondary pupil 16 and under	
BV55 – Clients receiving a review as a percentage of adult and older clients receiving a service	
BV115 – Cost of physical visits to public libraries	
BV180a – The energy consumption/m2 of local authority property compared with comparable buildings in the UK as a whole	Difficulties in calculation have been recognised by the Audit Commission and so the requirement to publish figures for 2003/04 and targets for 2004/05 onwards has been withdrawn by the ODPM
BV180b – Average lamp circuit energy consumption for street lights, compared with UK national average	
BV182 – percentage satisfied with help from social services	BVPI deleted in 2003/04
BV 201 - The number of adults and older people receiving direct payments at 31 March per 100,000 population aged 18 years or over (age standardised by age groups).	New BVPIs introduced by OPDM for 2004/05 onwards – no compulsion to provide target data in the Best Value Performance Plan but services will be working towards providing actual data at year end.
BV 202 - The number of people sleeping rough on a single night within the area of the local authority.	
BV 203 - 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.	
BV 204 - Percentage of appeals allowed against the authority's decision to refuse planning applications.	
BV 205 - Quality of planning service checklist.	