

MEETING OF THE COUNCIL – 18TH JULY 2005

REPORT OF THE CABINET

COUNCIL PLAN AND BEST VALUE PERFORMANCE PLAN 2005

1.0 PURPOSE

- 1.1 To consider the Best Value Performance Plan 2005.

2.0 BACKGROUND

- 2.1 The Council's sixth annual Best Value Performance Plan (BVPP) has been produced in accordance with Government requirements.
- 2.2 As an authority categorised in the Comprehensive Performance Assessment (CPA) as 'fair', the Council's BVPP must include:
- a) A brief summary of the authority's strategic objectives and priorities for improvement. This should reflect its corporate business planning processes and community strategy.
 - b) Arrangements for addressing the authority's improvement priorities, particularly the opportunities and weaknesses identified in CPA (or self-assessment where a CPA has not reported), and the outcomes that are expected to be achieved as a result.
 - c) Details of performance:
 - Historical performance information
 - Outturn performance over the past year on all Best Value Performance Indicators (BVPI's)
 - Targets for future performance.
 - d) A brief statement on contracts. The authority should state and certify that all individual contracts awarded during the past year which involve a transfer of staff comply, where applicable, with the requirements in the Code of Practice on Workforce Matters in Local Authority Service Contracts.
- 2.3 Those requirements have reduced with time but, as in previous years, the BVPP will be subject to audit. The audit process will not be completed until September and may lead to minor changes within the BVPP.
- 2.4 On consideration of the above the Cabinet, at its meeting held on 15th June, 2005 reported that the completed BVPP be submitted to the Council for approval.

- 2.5 The Cabinet at its meeting held on 20th April, 2005 also resolved to recommend the approval of the Council Plan for 2005/06 subject to Officers giving further consideration to specific comments made by Members at the meeting. These were as follows:
- a) Clarification was sought of the reasons for the specific reference to over half of the Borough's residents being within 10 minutes of a council access point. The Chief Executive indicated that this was in accordance with central Government targets and commitments.
 - b) Improving ease of access to Halesowen Bus Station - the Chief Executive agreed to review the inclusion of this action in the Council Plan and the Director of the Urban Environment would circulate a copy of the annual road and footway programme 2005/06 to Members.
 - c) Improving the number of young people leaving care with at least one GCSE qualification - this target had been set in line with Government targets. Members accepted the underlying principle of this proposed outcome. However, it was considered that the target of one GCSE should be reviewed. Officers would give further consideration to the comments of Members prior to the submission of the Council Plan to Council for approval.

Members also commented that the document should indicate those milestones or targets set by the Council in accordance with central Government requirements.

- 2.6 The Council Plan comprises part of the BVPP and the above comments have been taken into consideration in formulating the BVPP.
- 2.7 Publication of the BVPP was required by 30th June, 2005. The plan was therefore published on the internet by that date and a small number of paper copies were also produced. Confirmation of this action is requested.

3.0 PROPOSALS

- 3.1 That the completed BVPP as attached to this report, be approved.
- 3.2 That the Council Plan comprises part of the BVPP and that the issues raised by the Cabinet, as referred to in paragraph 2.5 above, and which have been taken into consideration in formulating the BVPP, be noted.
- 3.3 That the action taken in publishing the BVPP by the required date of 30th June, 2005, as referred to in paragraph 2.7 above, be confirmed.

4.0 FINANCE

- 4.1 There are no direct financial implications for this report.

5.0 LAW

5.1 The Best Value Performance Plan is required under Section 6 of the Local Government Act 1999.

6.0 EQUAL OPPORTUNITIES

6.1 The BVPP contains performance information in relation to equality which assists the Council in measuring progress towards implementing its equality and diversity policies.

7.0 RECOMMENDATION

7.1 That the proposals in Section 3 above be approved.

David Caunt

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LEADER OF THE COUNCIL



**BEST VALUE
PERFORMANCE
PLAN
JUNE 2005**

BEST VALUE PERFORMANCE PLAN – 2005

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BEST VALUE PERFORMANCE PLAN

SECTION 1: INTRODUCTION

The Best Value Performance Plan traditionally brings together a huge array of information on the activities of Dudley Council revealing the diversity and complexity of our organisation. We recognise however that so much information in one document can be daunting for people to take in. Once again this year we have attempted to streamline the information in the plan while still meeting our statutory obligations to publish it. In doing so, we have drawn on information published elsewhere in the hope of reinforcing our key messages.

Within this document you will find information on:-

- The overall aims and priorities of the Council for the forthcoming year.
- Our service improvement arrangements and achievements.
- Our current performance levels and targets for future improvement.

The Plan reflects the key priorities of the Council, which are set out in Section 2. The priorities themselves are based on what local people have told us are their highest concerns.

Over the last three years, the Council's overall performance has been improving and levels of public satisfaction increased. The Audit Commission, the body that inspects Councils, said in its last review of Dudley Council

“Based on Dudley's current plans, the Council is well placed to improve the services it provides to local people”

Throughout the year our performance against the key targets will be reported to the Council's Cabinet and generally available through the Authority web site, www.dudley.gov.uk

SECTION 2: THE COUNCIL'S PRIORITIES 2005/06

Our Vision, Local People Matter

Dudley Council is committed to making sure that local people get the best possible quality public services and are given every opportunity to realise their potential. We recognise and value the diversity of backgrounds, skills and needs within the borough and work hard to respond to these. We aim to serve the people of Dudley fairly and efficiently so we can improve the quality of life for everyone.

This section sets out the Council vision for the year ahead and highlights some of the priorities within our 2005/06 Council action plan.

As Dudley Council we will:

Listen to what local people say.

We will do this by: -

- Making it easier to contact us.
- Working with local community groups and organisations.
- Involving local people through area committees, area housing panels and public meetings.
- Making sure children and young people are heard.
- Using the citizens' panel to ask for views and opinions.
- Involving residents in the management of their homes through the Dudley borough tenant participation agreement.

Respond to what local people tell us.

We will do this by: -

- Taking account of what people say in our decision making process.
- Reviewing our services regularly to make sure we deliver what people want .
- Acting quickly and confidently in areas where we need to improve.
- Giving people the information they ask for.

Be **accountable** for our performance.

We will do this by: -

- Saying what we will do in clear and simple language.
- Letting local people know how well we are doing.
- Being open and honest if we make mistakes.

Provide **value** for money.

We will do this by: -

- Continuing to be one of the lowest cost Councils in the country.
- Working hard to improve Council services at every level.
- Training and supporting employees so we meet people's needs.

We have set out six key priorities for 2005/06 these are: -

- Environment matters.
- Safety matters.
- Learning matters.
- Regeneration matters.
- Caring matters.
- Quality service matters.

Environment Matters

A clean and healthy borough is at the heart of our well being and the quality of the local environment is very important to the Council. By improving and maintaining our cultural heritage, we will create a valuable and attractive environment for everyone to enjoy.

Our vision for Dudley's environment is to create a borough where: -

- The environment is clean and looked after.
- Our parks are safe, attractive, recreational spaces.
- Kerbside recycling is available to everyone.
- Council tenants and vulnerable households in the private sector live in homes of a decent standard.

How we're going to do it: -

- Be quicker at removing abandoned cars and fly tips.
- Embark on a park improvement programme and support the Friends of Parks groups.
- Roll out the kerbside recycling scheme across the borough.
- Implement an ongoing repairs and maintenance programme for Council housing stock and provide advice and support to vulnerable people in the private sector to help them repair and maintain their homes.

This will mean: -

- Removing abandoned cars in approximately 24 hours.
- Improving satisfaction with parks.
- Recycling 18% of all household waste by 2006.
- Better quality homes.

Safety Matters

The Council wants local people to feel safe and will continue to work with partners in reducing burglary and vehicle crime. Crime in the borough is falling and we want to reduce this by a further 20% over the next three years.

Our vision for a safe borough is a place where: -

- Sporting activities act as a diversion from anti social behaviour.
- People feel safe in their home, neighbourhood and town centre.
- Children & young people feel safe from anti social behaviour.
- Vulnerable older people feel safe and secure in their homes.

How we're going to do it: -

- Deliver Dudley's Community Safety Strategy, 'Safe & Sound'.
- Better street lighting and car park safety schemes.
- Establish a Local Safeguarding Children Board and work with schools and youth organisations on bullying policies.
- Promote the safety of older people by modernising the alarm call systems in Council sheltered housing.

This will mean: -

- Reducing vehicle crime and domestic burglary by 5% in 2005/06.
- Reducing crime and anti social behaviour through the use of 20 or more ASBO's.
- Safer children and schools.
- Older people feeling safer.

Learning Matters

The Council supports learners of all ages and backgrounds to achieve their potential. Opportunities include homework clubs in libraries, supplementary schools for underachieving groups and individual music tuition.

Our vision is for a learning borough where: -

- Pupils enjoy school, achieve good results and may go on to further education and training.
- Children leave school and contribute positively to the local community.
- Educational resources are used effectively and efficiently.
- All children and adults have the opportunity to learn.

How we're going to do it: -

- Improve achievement where it's most needed, particularly for children looked after by the Council.
- Ensure children attend school and enjoy learning.
- Work with partners to create training and learning opportunities to meet the needs of local people.

This will mean: -

- Improving educational achievements for all children, especially those looked after by the Council.
- Increasing school attendance.
- More adults involved in formal and informal learning

Regeneration Matters

Creating a borough, which has a successful economy offering well-paid jobs, is central to the prosperity and well being of every resident. As a Council we are working to build new opportunities for economic growth in the borough.

Our vision for a prosperous borough is a place where: -

- There is a strong transport network helping borough wide development.
- Unemployment is low, residents are skilled and sought after and there is a range of employment and training opportunities.
- Town centres are vibrant flourishing places enjoyed by residents and visitors.

How we're going to do it: -

- Work with partners to invest in and improve the local transport infrastructure.
- Invest in personal job skills through projects like Future Skills Dudley and the Netherton Regeneration Centre.
- Through the development of town centre master plans.

What this means: -

- Improving around 200 roads and footpaths during 2005/06.
- Assisting over 400 unemployed people into work by 2007.
- A planned approach to town centre improvements.

Caring Matters

Securing the safety and care of vulnerable people across the borough is very important to the Council. We will work to safeguard children effectively and protect vulnerable adults through working with partners.

Our vision for a caring borough is a place where : -

- People are healthy and active and participate in a range of leisure activities
- Poverty and social exclusion are positively tackled
- Older people have the necessary support to maintain their independence
- Vulnerable children and adults are cared for appropriately

How we're going to do it: -

- Improve sports and recreation opportunities, such as supervised activities for children.
- Ensure older residents can afford to take part in social activities.
- Work with partners to invest in nursing care.
- Support older people to live at home.
- Develop projects to prevent people becoming homeless.

This will mean: -

- Increasing the number of young people taking part in leisure activities.
- Increasing the incomes of vulnerable older people.
- Increasing the number of older people who can remain living in their own homes.
- A modernised homeless family centre in Lye with the average stay reduced from eight to six weeks.

Quality Service Matters

Providing quality services, which are low cost, offer value for money and are responsive to local needs are key priorities for Dudley Council. We want to build on our success and develop a strong reputation for high quality cost effective services.

Our vision for a borough of quality services is a place where: -

- Services are recognised as good quality and offering value for money.
- Council services always strive for continuous improvement.
- Council services and information are available to residents at times and locations convenient to them.
- High quality services are driven by the involvement of local people.

How we're going to do it: -

- Work to achieve at least £5 million worth of efficiency savings and gains
- Improve our services through the use of e-government
- Open the new Dudley Council Plus service in Castle Street Dudley
- Ensure Council services and employment opportunities are open to everyone

What this means: -

- Extended opening hours at Dudley Council Plus.
- Over half of the borough's residents to be within 10 minutes of a Council information point.
- Further improvement in providing equality in Council services.

How this links to the Borough Community Strategy

We recognise that it would not be possible for us by ourselves to realise many of the ambitions and reach many of the targets outlined in the Council Action Plan. Therefore, we work in partnership with others to ensure that local people are given every opportunity to realise their potential, and that we are able to improve the quality of life for everyone.

We are active members of the Dudley Community Partnership, investing significant resources in the partnership to help it achieve the aims set out in the Community Strategy. Since the launch of the Community Strategy in 2000 we have worked with these partners to make a difference;

- **Dudley Learning Partnership**
 - increase in take up of vocational training
- **Safe & Sound**
 - reduction in crime
- **Dudley Health & Wellbeing Partnership**
 - increase in life expectancy

- **Jobs Partnership**
 - more jobs for local people
- **Children & Young People's Partnership**
 - better life chances for looked after children
- **Strategic Housing & Environment Partnership**
 - improvements in the condition of our housing stock

There are of course many other regional and local partnerships in which we are actively engaged, all of which contribute to the quality of life in the borough, For example we work with Brierley Hill Regeneration Partnership in order to create training and employment opportunities for all the borough's residents.

Whilst we are delighted to have made significant progress, we are of course aware that there remains room for improvement. We aim to ensure that we are working effectively with our partners to meet the stated aspirations of our communities.

How we're going to do it

We continue to work with our partners whilst being mindful of the need to review what we do so that it is relevant to 2005 and beyond. We are currently reviewing all our partnership working to ensure that it is the most effective way of meeting our aims and that we are getting value for money. We are working with Dudley Community Partnership on a new community strategy that will give us a vision of how our communities want the borough to look in 15 years time.

To see a full version of the Dudley Council action plan visit www.dudley.gov.uk Performance Matters in Dudley and follow the link.

For more information on Council services call Dudley Council Plus on 01384 812345 or email dudleycouncilplus@dudley.gov.uk

For more information on Dudley's new Community Strategy follow the link from the Council's home page www.dudley.gov.uk or go directly to www.dudleyboroughchallenge.org

Performance Management

Performance Management is a key factor in successful delivery of the Council Plan. Regular monitoring of the priorities in the Council Plan will be important so that its effectiveness is continually under review and there is timely acknowledgement of success as well as emphasising actions where targets are failing. This will ensure that the aspirations in the Council Plan are delivered on time and to budget.

The key principles of the review will focus on:

- Outcomes.
- Collaborative working with partners.

- High levels of priority ownership.
- Acting upon facts.
- Continually improve service delivery.

Corporate Board and Cabinet will undertake the performance review of the Council Plan on a quarterly basis. This will ensure its effectiveness and any requirements for modification are identified and that strategies put in place.

In order to give a directorate thematic focus to the Council Plan high-level priorities, each directorate develops a more detailed Directorate Strategic Plan. Each Directorate Management Team will review the progress of its priorities set out in its strategic plan on a monthly basis.

An integral part of the performance management arrangements is the monitoring of progress against clear and linked performance indicators at divisional level and below (see diagram - Golden Thread, page 4). Issues relating to performance are communicated from Service level to Directorate Management Teams on a monthly basis and recommendations for actions arranged.

Each Directorate's performance management process takes into account the need to establish clear links between the individual contributions of employees through to the high-level strategic aspirations of the borough's Community Strategy. The Personal Review Discussions process is a proactive approach to review performance and set individual goals and performance targets, which will contribute to the delivery of the priorities set in the higher plans.

Consultation Strategy

Consultation is crucial to informing the planning process and pressure to consult comes from many origins, of which central government is a major source. This can lead to an uncoordinated approach generating a large amount of "consultation noise" across service users/receivers; duplication of topic; or instances where residents are asked to participate in more than one exercise. The Consultation Strategy seeks to reinstate order by:

- An annual planner which ties in consultation to key strategic drivers such as the budget.
- Promoting the toolkit in order to ensure consultation is conducted properly and the appropriate method is used.
- Promoting the Consultation database so that directorates can be made aware of what has been done or is proposed in order to avoid wasteful duplication.
- Seeking to ensure that no consultation is conducted for poor purpose, and that consultees get feedback.

Community Engagement

Engagement is a step beyond consultation. It means involving people beyond simply asking them for their opinion and acting upon it. The Council has led a major initiative, The Dudley Borough Challenge to promote community engagement. It implies that local people get to play a part in at least determining what should be done in the future, and even determining what part they could play in achieving the vision. The new area planning Local Development Framework will need to rely heavily on engaging local people in order to gain approval to implement area action plans. This is a material step beyond the consultation requirements of a Unitary Development Plan.

Customer Satisfaction

The Council manages a panel of 2,000 volunteers, split roughly equally by area committee. DMBC and the Health Primary Care Trusts fund this. The Panel offers a sample of the population that is demographically representative of the whole borough population. It is based on a selection process from initial invites in order to achieve representation. We have also responded to the establishment of Dudley Council Plus by developing further forms of customer contact. Customers will be interviewed in person or by telephone on a sample basis, to seek opinion on their satisfaction with the contact they have had through this mechanism.

Service User Forums

These are usually selected from the Citizens' Panel and invited to take part in a discussion environment. The objective explores further strong issues that a full Panel survey might highlight. This delivers qualitative, rich information, which can supplement the statistical proportion type of data a full survey would provide.

Internal Consultation

This has taken two forms: firstly, the staff survey (last conducted in 2003 and to be conducted again in July 2005) is a questionnaire-based method which staff are asked to fill in and return. It covers a number of aspects of working for Dudley Council at various levels in the organisation: section, division, directorate etc. It also seeks to establish the level of knowledge staff have about what the Council, is here to do.

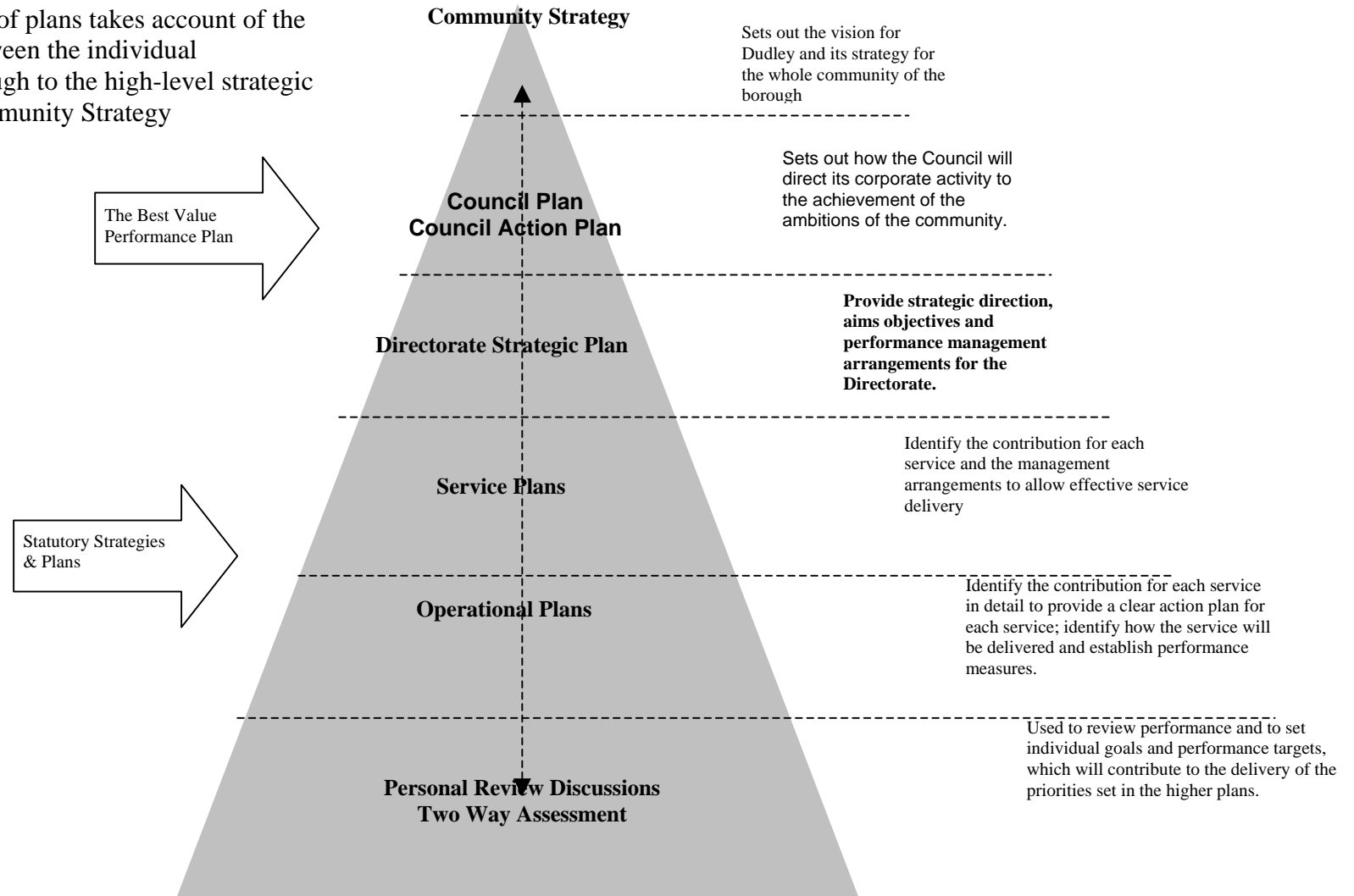
Secondly, the "Making The Difference" Programme also interviewed staff individually and in groups seeking the level of knowledge staff have and identifying areas for improvement. The Council intends to set up cross-directorate staff forums to use as an ongoing means of maintaining communication and consultation.

Consultation Database

Dudley MBC has an established internet/intranet based consultation database to document the range of consultation activities undertaken by the Council, and create a reference point for residents and employees. Support for the database is by a number of resources and the recognition that over time, consultation results add significantly to our knowledge of our services and our citizens. Through evaluation of our consultation activities, we hope to become more skilled at identifying the best means of consulting and will become better equipped to draw upon the views of citizens and use the information gained to improve our services and policies.

COUNCIL PLAN FRAMEWORK

The “Golden Thread” hierarchy of plans takes account of the need to establish clear links between the individual contributions of employees through to the high-level strategic aspirations of the boroughs Community Strategy



SECTION 3: REVIEW OF PERFORMANCE 2004/05

Comprehensive Performance Assessment Score

As part of their annual review of the Council, the Audit commission has reviewed the assessment of Council services based on the CPA framework, the latest scores are shown below with those for the previous two years.

Service	2002	2003	2004
Education	3	3	3
Social care – adults	3	3	3
Social care - children	2	2	2
Benefits	4	4	4
Libraries and Leisure	2	2	2
Environment	3	3	2
Housing	2	2	2
Use of resources	3	4	4
Overall	3	3	3

Key Features of our Corporate Performance

This section lays out what Dudley Borough Council has achieved over the last 12 months and what we plan to do in the coming year.

Local People Matter

The most important consideration for any Council is its customers, that's why for Dudley Council local people matter. Over the last year we have made progress in a number of areas to improve the services to local people.

The Facts: -

FACT 1 - The benefits shop has helped Dudley residents claim over £1m in welfare benefits including attendance allowance and income support.

FACT 2 - The Council will open its new telephone service helping to give a single point of access for information on all Council services. Up to 50 new electronic information points will be opened across the borough in 2005.

FACT 3 - 50 young disadvantaged people from Dudley will take part in the Leaps & Bounds initiative to gain new skills and personal development training.

FACT 4 - 72% of Council tenants are satisfied with housing landlord services.

Targets 2005/06

- To make it even easier to contact and do business with Dudley Council.
- To open the first of the planned customer service centres, in Castle Street Dudley (this was achieved in May), followed by others across the borough.
- To be open at times more convenient to local people – the new customer service centre and its advisors will be available from 8am – 7.30pm (weekdays) and 9am to noon on Saturdays. Customers will be able to access the centre by telephone, in person or via the internet.
- To work closely with other partner organisations to provide better local services.

Safety Matters

Making people feel safe throughout the borough is a primary concern for Dudley Council, that's why safety matters and why we've helped reduce incidents of burglary and vehicle crime in the borough by over a quarter in the last year. The Council has also successfully obtained 24 Anti Social Behaviour Orders against local offenders in the last financial year. We aim to build on these successes and reduce crime overall by a further 5% in the next 3 years.

The Facts: -

FACT 1 - 26 Community support officers have been recruited to improve local people's sense of safety.

FACT 2 - Our community safety team have upgraded the security of 278 homes in Dudley.

FACT 3 - To tackle vehicle crime the Council has given specific funds to improve car parks and the safety of local environments.

FACT 4 - The numbers of people receiving treatment for drug or alcohol misuse has increased by 44%.

Targets 2005/06

- To reduce anti social behaviour and make people feel safer in the borough by increasing out of hours support.
- To increase the number of people receiving treatment for drug or alcohol misuse to over 800.
- To fully engage with all Council partners to maximise the effectiveness of the Prolific and Other Priority Offenders scheme.
- To work with young people to prevent offending and re-offending by young people.

Regeneration Matters

Making the borough a prosperous and attractive place for residents and businesses is an important priority for the Council and reflects the fact that regeneration matters to Dudley Council. The Council has been working with Sandwell, Wolverhampton and Walsall Councils to develop a vision for the Black Country for the next 30 years. This Black Country Study aims to get the best for the Black Country.

The Facts: -

FACT 1 - Unemployment has fallen to 3.4%.

FACT 2 - A new nationally acclaimed training centre established providing construction skills for local unemployed people.

FACT 3 - Netherton Regeneration centre is currently under construction and will create a training and community centre for local people.

FACT 4 - A Masterplan to redevelop Dudley town centre has been produced and widely consulted upon. Other town centre plans have been timetabled.

Targets 2005/06

- To put into action the plans for Dudley town centre and support improvements to the zoo and castle area.
- To work towards the production of other town centre master plans.
- To ease traffic congestion by working together with other West Midlands authorities on transportation projects.
- To help residents make planning applications by making them available on the internet.

Environment Matters

The Council is committed to improving and preserving our surroundings, which is why the environment matters to the Council. As a borough we are now recycling more waste than ever. Last year we exceeded government targets for recycling by 4%. However we recognise more work is needed as environment has experienced a drop in inspection scores.

The Facts: -

FACT 1 - The target to recycle 16% of waste has been met.

FACT 2 - We have met our target to reduce the numbers of abandoned cars reported by approximately 1000.

FACT 3 - The allocation of £1m to help improve the conditions of local roads has been formalised.

FACT 4 - Established a Groundforce horticultural training programme on both Priory & Netherton Parks.

Targets 2005/06

- To provide kerbside recycling across the borough and achieve an overall recycling rate of 18%.
- To fully establish the repairs appointment process for Council tenants.
- Undertake road repairs and resurfacing using additionally allocated £1m.
- Reduce the time to remove fly tipping to 1.5 days.

Caring Matters

Ensuring vulnerable people in the borough are looked after appropriately is a key responsibility and priority for the Council. We work to safeguard children effectively and protect vulnerable adults through robust partnerships. We have helped many local people in the last year and will continue to do so in 2005/06.

The Facts: -

FACT 1 - We increased the number of households receiving intensive home care, increase of 12% since 2000.

FACT 2 - People with disabilities in the borough are getting the equipment they need more quickly.

FACT 3 - We have introduced a new strategy to help us look after children who come into the Council's care better.

FACT 4 - The Housing Directorate helps around 2000 households a year who are homeless or worried they may become homeless. Some are offered accommodation, or helped to prevent themselves becoming homeless.

Targets 2005/06

- To get more care leavers involved in education, employment or training.
- To bring together separate services in the Council and health service into an integrated mental health service for Dudley, to improve access to services and outcomes for service users.
- We will make sure that all children who need to be adopted are adopted.
- To modernise the Lye Homeless Family Centre by December 2005 and reduce the average length of stay from eight to six weeks.

Learning Matters

Helping residents of all ages in the borough to get the skills and knowledge needed to achieve is vital. Progress in the last year has been in a range of areas, GCSE achievements have been especially encouraging and we aim to do even better in 2005/06.

The Facts: -

FACT 1 - 91% of Dudley pupils achieved 5 or more A*-G grades compared to national average of 88.8%.

FACT 2 - The Wordsley & Grange schools have both been awarded specialist status by the government and will receive extra funding for new music, business and technology facilities.

FACT 3 - The new Windmill neighbourhood nursery has been opened providing 50 places for pre-school children across the borough.

FACT 4 - Older Council tenants have been given opportunities to learn and share skills at schools & colleges in the borough.

Targets 2005/06

- Continue to achieve improved school attainment for all pupils.
- Increase school attendance.
- To increase the number of school visits to museums by 10%.
- Increase the number of adults in formal and informal learning.
- To increase the numbers of older tenants taking part in skills sharing and learning projects.

What others say about us

Every year a number of different organisations inspect the Council and our services and highlight where we are doing well and where we could do better.

The body that inspects all Councils, the Audit Commission, made these comments in 2004 about us: -

“While Dudley has generally maintained its services at the level we saw last year, the service score for environment has fallen. Progress has been made in education, social care, recycling and use of resources and we expect to see these services improve in the next 12 months”

The Audit Commission recognises the Council’s potential to offer better services..

“Based on Dudley’s current plans, the Council is well placed to improve the services it provides to local people”

Other judgements on the Council and its services: -

Dudley Council strives to be the best it can and provide valuable services well. Our ability to do this is illustrated by a range of achievements and comments.

- The finance service received the top Audit Commission score for its benefits service and the way it uses resources. Their excellent customer services were also acknowledged by a Charter Mark award.
- The Council's education service was awarded 2 stars and described as showing secure capacity to sustain improvements by the education inspectorate Ofsted
- Social Services maintained their "Two Stars" status in the assessment of Inspectors.
- In primary schools results at Key Stage 2 have risen considerably. 77% English, 72% Mathematics and 85.7% Science. Our schools received national recognition for the level of improvement represented by these results.
- An inspection of children's services in October 2004 judged that the service had 'promising prospects' to improve following inspection feedback
- The waste management and street cleansing service received a "good" government inspection rating
- The Directorate of Education and Lifelong Learning was awarded 'Beacon Status' by central government in the category of 'Transforming the Workforce' for its work with school teachers and education staff
- The Council was shortlisted for the government's 'Getting Closer to Communities' Beacon Council award
- The housing directorate's call centre received a 'best practice' award for the service offered to its tenants and leaseholders
- New Swinford Hall, a care home for people leaving hospital to become fit enough to return home was a regional finalist in the Department of Health Intermediate Care Awards in 2004
- The registration service was judged by an external inspector, the General Register Office, to have reached the targets set and achieved progress against plans in 2004

Key Performance Indicators – Review of Performance

During 2004/5, performance on a set of key indicators was monitored and recorded for reporting to Corporate Board and Cabinet on a quarterly basis. There were 52 such indicators although 2 relating to complaints monitoring were combined to give one reported result and similarly 2 relating to waste recycling and composting were reported as a single result.

The indicators are reported in one of three categories, on target, within 10% of target or more than 10% away from target. At this stage we are able to report 47 of the 50 year end results. At the same point last year we were able to report on 35 of 40 such indicators.

	Over 10% off target	Within 10% of target	On target	Total
2004/05	9 (19.1%)	11 (23.4%)	27 (57.5%)	47
2003/04	10 (28.6%)	3 (8.6%)	22 (62.8%)	35

In 2002/03, before we started the current method of reporting key performance indicators, 53% of them were on target.

For the last 3 years, therefore, we have consistently hit over 50% of our targets.

Although the percentage of targets hit is down on last year it is higher than the previous year and based on a significantly greater number of PI's than in 2003/04.

In addition, over 80% of our PI's are on or within 10% of target compared with 71% in 2003/04. This is important because while targets are set to be achieved, they are also intended to be challenging and too many targets being achieved may indicate that target setting was not challenging enough. However, too few targets being achieved or almost achieved indicate unrealistic aspirations.

The performance management software which we are currently implementing will eventually allow much better scrutiny of achievement against target as it will allow for specific tolerances to be set against each indicator rather than the generalised threshold of 10% used up to this point.

'What you said about us ...'

The Council values your views and strives to provide services you are happy with. A survey of residents in 2004 found satisfaction levels to be high within the borough.

- 77% of people said they were satisfied with the way the Council responded to their query.
- 75% of people were satisfied with the results of their contact with the Council.
- 80% were satisfied with how easy it is to contact Dudley Council.
- 90% of people found the person dealing with their response was helpful.
- 85% of people found their query was dealt with in an efficient manner.

Local Public Service Agreement

In addition, 2004/05 was the second year in our three year LPSA. This agreement with government is designed to improve services in 12 target areas beyond the extent which could normally be expected.

Although it is a 3 year agreement we set 4 interim targets, to be reached by March 31, 2005. We fully achieved 2 and are still validating figures for the others.

Full details of the LPSA are on our website and details of performance are included in the quarterly reports, follow the link 'Performance Matters in Dudley' on our website.

Corporate management improvements

As part of the management improvement programme agreed and reviewed with the Audit Commission each year significant progress has been achieved in several key target areas as outlined:-

- Started a major engagement and consultation process in preparation for the production of Dudley's new Community Strategy for the period 2006 – 2020
- Used the new model for integrated Corporate Planning for the production of the 2005/6 Council Plan and Directorate Strategic Plans. This work involved the application of a new challenge process to ensure consistency and linkages across all plans.
- Consolidated corporate performance management arrangements.
- Purchased a new corporate performance management software package for use by all directorates, and made significant progress in its implementation.
- Integrated the Council's Risk Management approach into planning and performance management processes.
- Adopted a new Corporate Procurement Strategy to ensure that the Council obtains value for money in all of its procurement activity.
- Achieved all of the 2004 procurement targets required by the National Procurement Strategy for Local Government targets, and made significant progress towards 2005 targets.
- Developed a more structured approach to the Council's partnership working. This has included supporting the provision of professional management, and the development of performance management for the Local Strategic Partnership. Also produced and piloted the use of an evaluation toolkit to apply to the Council's partnerships generally, to ensure that these are effective and efficient in their furtherance of Community Plan and Council Plan objectives.

- Met 2004/5 targets relating to the replacement of the Council's major financial systems (completion date 31st March, 2006).
- Produced and started implementing a communication strategy covering employees, customers and other stakeholders.
- Attained level 2 of the Equality Standard for Local Government.

For further information on our performance visit the 'Performance Matters' section of the Dudley website where there is also a customer feedback link.

SECTION 4: FUTURE IMPROVEMENTS PLANNED

Improvement Programme

The Council Improvement programme combines plans for major improvements in services, together with actions designed to improve the way it manages its business as a whole. Those plans and actions are set out in:

- The Council Plan – a statement of the Council’s corporate service priorities.
- The Council Action Plan – continuing key operational milestones and targets linked to the priorities.
- Directorate Strategic Plans – setting out each Directorates specific key service improvements planned.

These are all available through www.dudley.gov.uk by following the link to Performance Matters in Dudley.

Building on existing improvement activities

Over the last year, improvement action has been targeted on People Management, Performance Management, Process Management, Project Management, Planning partnership Working, Procurement Replacement of Financial Systems, Risk Management and Communications.

During the next year we aim to build on these actions including.

- Completing the implementation of the new Performance Management Software system.
- Developing the Corporate Planning Framework to meet the new value for money requirements.
- Building into manager and Elected member training and development programmes, modules to reflect the national agenda and the Councils work relating to value for money, procurement, Performance Management Inspection and Strategic Planning.
- Improving political focus on performance management.
- Achieving the 2005 and 2006 targets contained in the National Procurement Strategy for Local Government.
- Expanding the range of services covered by the new Dudley Council Plus arrangements for telephoning and customer services.
- Further embedding the newly developed Risk Management Processes across the Council.
- Focusing on the communication of the new Council Plan amongst employees, partners, stakeholders and residents.

- Continuing the review of the Council Partnership Activity using the evaluation toolkit developed last year.
- Progressing the establishment of separate Children's Services and Adult and Community Services directorates in line with the Council's commitments.

SECTION 5: STATEMENT ON CONTRACTS

The authority is required to state and certify that all contracts involving the transfer of staff comply with best value requirements including workforce requirements in the Code of Practice on Workforce Matters in Local Authority Service contracts. There were no such contracts advertised between 1 April 2004 and 31 March 2005 which involved the transfer of staff.

SECTION 6: PERFORMANCE INDICATORS

Guide to Performance Indicator Tables

The following section of the BVPP contains information on performance indicators (PIs) recorded by the Council. The audit of figures contained in the plan continues until late August, after which time a full list of audited and agreed figures will be posted on our web site. The government groups the indicators under themes which do not reflect the structure of the Council. The indicators are, therefore, reported by directorate.

The PIs published below include a description, actual outturn figures for 2004/05 where required and/or available, targets for performance in the next three years where required and/or available and information to allow comparison with the performance of other metropolitan or all English authorities.

Comparative Data

The comparative data is marked MA, AE or TQ as appropriate:

MA – indicates the average of results for all metropolitan authorities in 2003/04.

AE – indicates the average of results for all English authorities in 2003/04.

TQ – stands for Top Quartile, representing the level of performance achieved by the best performing 25% of authorities. Where the TQ figure is given, this indicates an aspirational target set by central government. The statutory duty to meet those targets within 5 years has been withdrawn. Once again, the figures are for 2003/4.

Where no comparative data is shown, it is generally unavailable in the form above or not felt suitable to include without diminishing the value of all comparisons used.

Indicator References

Statutory 'Best Value' indicators are prefixed BV.

Some Social Service indicators are prefixed PAF. This refers to the Performance Assessment Framework for which these indicators must be collected. Social Service indicators may be both BV and PAF indicators or one or the other.

Some indicators are marked 'Local' and may have a further reference. These are just a few of the indicators collected for our own management information and are not required for submission to government. They are included to help give a balanced view of information collected and used in trying to achieve continuous improvement.

Further information about Performance

You will find much more information about Dudley MBC's performance under 'Performance Matters in Dudley' on our website at www.dudley.gov.uk

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

CHIEF EXECUTIVE'S DIRECTORATE

Indicator / Standard		Performance					Targets 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
CORPORATE HEALTH										
a) 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?	BV 1a	-	-	Yes	Yes	Yes	Yes	MA - 100% AE - 79%	N/A	Indicator deleted from 2005/06 onwards. A full review of the strategy was completed by March 2005 as part of writing the 'Borough Challenge.' This element does not apply as we answered yes to 1a
b) By when, month/year, will a full review of the strategy be completed? If scheduled for 2004/05 was it completed on time?	b	-	-	Nov - Mar 03/4	-	Mar 31 05	Mar 31 05			
c) Has the Authority reported progress towards implementing the community strategy to the wider community this year?, If no, by when, month/year, will this be undertaken?	c	-	-	YES	YES	YES	YES			
d) By when, month/year, does the Authority plan to have such a strategy in place? Are partnership arrangements in place to support the production of the strategy.	d	-	-	-	N/A	N/A	N/A			
a. The level (if any) of the Equality Standard for Local Government to which the authority conforms. b. The duty to promote Race Equality	BV 2	-	-	-	a) level 1 b) 58 %	a) level 2 b) 68.42%	a) - b) 63.16%	MA - 52% AE -47% TQ - 63%	Future targets 2005/6 a) 2 b) 73.68 2006/7 a) 3 b) 73.68 2007/8 a) 3 b) 73.68	
The percentage of citizens satisfied with the overall service provided by their authority	BV 3	65.90%	-	-	51%	51%	N/A			2005/6 2006/7 2007/8

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CHIEF EXECUTIVE'S DIRECTORATE

Indicator / Standard		Performance					Targets 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
The Percentage of those making complaints satisfied with the handling of those complaints	BV 4	40.00%	-	-	35%	35%	N/A		2005/6 2006/7 2007/8	Survey to be carried out every 3 years. Next survey due 2006/7
The percentage of undisputed invoices which were paid in 30 days	BV 8	92.6%	96.57%	97.10%	96.24%	95.89%	100%	MA 87.60% AE 90.71% TQ 95.90%	2005/6 100% 2006/7 100% 2007/8 100%	
The proportion of Council Tax collected	BV 9	97.5%	97.5%	97.5%	97.73%	97.5%	97.60%	MA 95.72% AE 96.87% TQ 98.29%	2005/6 97.0% 2006/7 97.4% 2007/8 97.6%	Revenues core systems replacement planned for Sept / Oct '05 will mean a dip in performance as seen in other authorities. Performance will recover in 2006/07.
The percentage of business rates which should have been received during the year that were received	BV 10	98.8%	98.60%	98.40%	98.40%	97.60%	98.40%	MA 97.60% AE 98.36% TQ 99.10%	2005/6 97.5% 2006/7 97.6% 2007/8 97.7%	Revenues core systems replacement planned for Sept / Oct '05 will mean a dip in performance as seen in other authorities. Performance will recover in 2006/07.

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

CHIEF EXECUTIVE'S DIRECTORATE

Indicator / Standard		Performance					Targets 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
The percentage of top 5% of Local Authority Staff who are women	BV11a	-	-	35.50%	34.40%	39.69%	36%	MA 38.89% AE 28.13% TQ 39.05%	2005/6 2006/7 2007/8 see comment	The authority implemented a new personnel and payroll system towards the end of 2004/5 for which reporting programmes are still being developed. This has delayed the availability of some data for indicators from BV11 to BV 17 Our target for BV11a is to remain TQ by maintaining our performance. For BV11b we aim to achieve MA or better.
The percentage of top 5% of Local Authority staff who are from an ethnic minority	BV11b	-	-	3.91%	3.74%	2.32%	3.91%	MA 3.35% AE 2.75% TQ 3.70%	2005/6 2006/7 2007/8 see comment	
Percentage of the top paid 5% of staff who have a disability. (excluding those in maintained schools)	BV11c	-	-			1.55%			2005/6 1.55% 2006/7 1.55% 2007/8 1.55%	New from 2005/06, requiring no target however the new personnel system allowed us to report a year early so we wish to at least maintain that level.
The proportion of working days/shifts lost to sickness absence (days)	BV 12	10.15	10.6	10.53	11.10	10.86	10.8	MA 11.77% AE 10.34% TQ 10.47%	2005/6 10.47 2006/7 (Met)TQ 2007/8 (Met)TQ	Hard to improve if relatively low levels attained. Thus target is based on the previous year's Top Quartile for Met councils..

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

CHIEF EXECUTIVE'S DIRECTORATE

Indicator / Standard		Performance					Targets 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Early retirements as a percentage of the total workforce	BV 14	0.4%	0.55%	1.18%	0.41%	0.19%	0.55%	MA 0.53% AE 0.63% TQ 0.17%	2005/6 2006/7 2007/8	See comment at 11a. We are about to remodel 3 directorates into 2 new directorates in response to government wishes. Previous experience of such a change in 2003/4 saw an increase in this indicator
Ill health retirements as a percentage of the total workforce	BV 15	0.2%	0.27%	0.35%	0.28%	0.12%	0.27%	MA 0.52% AE 0.39% TQ 0.17%	2005/6 2006/7 2007/8	See comment at 11a. Very difficult to control at these levels, hence target is always to maintain good performance.
a) The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with	BV 16a	-	0.96%	0.97%	0.80%		0.99%	MA 2.13%	2005/6 2006/7 2007/8	See comment at 11a.
b) the percentage of economically active disabled people in the authority area	BV 16b	-	12.70%	14.88%	14.88%	14.88%	not applicable	MA 17.86%	not applicable	
a) The percentage of local authority employees from ethnic minority communities b) the percentage of the economically active (Persons aged 18-65) Population from ethnic minority communities in the local authority area	BV 17	-	a) 4.17% b) 2.6%	a) 4.07% b) 5.82%	a) 4.30% b) 3.80%	a) b) 3.80%	part a) 4.3% part b) not applicable	a) MA 5.0% b) MA 7.4%	2005/6 2006/7 2007/8	See comment at 11a.

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CHIEF EXECUTIVE'S DIRECTORATE

Indicator / Standard		Performance					Targets 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Domestic burglaries per 1,000 households	BV 126	21.0	21.42	19.02	18.08	13.74	see comments		see comments	A 5% reduction year on year is aimed for however a target has been agreed with government which would lead to figures of 18.12 in 2004/05 and 16.29 in 2005/06
Violent crimes per 1,000 population a) committed by a stranger b) committed in a public place c) committed in connection with licensed premises d) committed under the influence e) robberies	BV127	-	a) - b) - c) - d) - e) 2.37	a) 5.18 b) 10.06 c) 1.34 d) 1.66 e) 1.71	a) 11.51 b) 10.55 c) 1.55 d) 1.72 e) 1.88	a) 12.65 b) 9.89 c) 1.63 d) 1.98 e) 1.45	a - d no targets required. e) see comments		N/A	A year on year reduction in the number of robberies of 8% is aimed for. Indicator amended from 2005/6. See below
Violent crimes per year 1,000 population in the local authority area	BV127a		-	-	-	-				New definition from 2005/6
Robberies per year per 1,000 population	BV127b		-	-	-	-				New definition from 2005/6
Vehicle crimes per 1,000 population	BV 128	18.5	17.85	17.13	18.9	14.09	see comments		see comments	Target equating to 13.82 is in the LPSA. Indicator amended from 2005/6. See Below
The number of vehicle crimes per year, per 1,000 population in the local authority area.	BV128		-	-	-	-				New definition from 2005/6

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Indicator / Standard		Performance					Targets 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	BV 156	8.00%	8.00%	10.20%	10.60%	16.79%	see comments	MA 29.58% AE 44.00% TQ 64.83%	see comments	The Council is committed to a new customer service approach, improving access to services by customers at new locations developed within the standards of the DDA. The first phase started September 2003 with a 3 year target roll out period. Dudley Council Plus Service in Castle Street Dudley, opened May 2005, is part of this process.
The percentage of interactions with the public, by type, which are capable of electronic service delivery and which are being delivered using internet protocols or other paperless methods	BV 157	-	60%	29%	71%	89%	95%	MA 68.25% AE 63.62% TQ 74.00%	2005/6 100% 2006/7 2007/8	Use of a nationally recognised toolkit first subscribed to in Sept 2002/3 has now been fully implemented.
The number of racial incidents recorded by the authority per 100,000 population	BV 174	1.60	5.77	115.37	113.11	147.2		MA 93.95% AE 75.40%	2005/6 2006/7 2007/8	
The percentage of racial incidents resulting in further action	BV 175	100.0%	100.0%	93.5%	100.0%	100.0%		MA 0.94% AE 0.52%	100%	As per Dudley Racist Incident Group protocol
The number of domestic violence refuge places per 10,000 population which are provided or supported by the authority	BV 176	0.23	0.15	0.11	0.11	0.09	0.11		not applicable	The Council supports 2 hostels through grants. Replaced by Indicator BV225. See Below

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

CHIEF EXECUTIVE'S DIRECTORATE

Indicator / Standard		Performance					Targets 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
The percentage of the following questions to which the local authority can answer yes.	BV225	-	-	-	-	-	-	-	-	New definition from 2005/6. No target required.
1) Has the local authority produced a directory of local services that can help victims of domestic violence? 2) Is there within the local authority area a minimum of 1 refuge place per ten thousand population?	BV225	-	-	-	-	-	-	-	-	New definition from 2005/6. No target required.
3) Does the local authority employ directly or fund a voluntary sector based domestic violence co-ordinator (for district councils of fewer than 35,000 households, the responsibility for co-ordinating domestic violence can be designated within the job description of an existing senior officer. For District Councils that contribute to a county wide co-ordinator, see definition)	BV225	-	-	-	-	-	-	-	-	New definition from 2005/6. No target required.
4) Has the local authority produced and adopted a multi -agency strategy to tackle domestic violence developed in partnership with other agencies? 5) Has the local authority support and facilitate a local multi-agency domestic violence forum that meets at least 4 times year?	BV225									New definition from 2005/6. No target required.

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CHIEF EXECUTIVE'S DIRECTORATE

Indicator / Standard		Performance					Targets 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
6) Has the local authority developed an information-sharing protocol and had it agreed between key statutory partners?	BV225	-	-	-	-	-	-	-	-	New definition from 2005/6. No target required.
7) Has the local authority developed, launched and promoted a 'sanctuary' type scheme to enable victims and their children to remain in their own home, where they choose to do so and where safety can be guaranteed? (For smaller district authorities, of fewer than 35,000 households this can be arranged in partnership with neighbouring authorities).	BV225	-	-	-	-	-	-	-	-	New definition from 2005/6. No target required.
8) Has there been a reduction in the percentage of cases accepted as homeless due to domestic violence that had previously been re-housed in the last two years by that local authority as a result of domestic violence?	BV225	-	-	-	-	-	-	-	-	New definition from 2005/6. No target required.
9) Does the council's tenancy agreement have a specific clause stating that perpetration of domestic violence by a tenant can be considered grounds for eviction? (for local authorities that have transferred their housing stock, the clause should be contained in the LSVT organisations' tenancy agreement.)	BV225	-	-	-	-	-	-	-	-	New definition from 2005/6. No target required.

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CHIEF EXECUTIVE'S DIRECTORATE

Indicator / Standard		Performance					Targets 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
10) Has the local authority funded and developed a domestic violence education pack in consultation with the wider domestic violence forum.	BV225	-	-	-	-	-	-	-	-	New definition from 2005/6. No target required.
11) Has the authority carried out a programme of multi-agency training in the last 12 months covering front line and managerial staff in at least two of the following groups: housing staff, social services staff providing services in the local authority area; education staff , health staff; and front line police officers?	BV225									New definition from 2005/6. No target required.
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	BV177	-	-	0	see comment			MA 81.0% AE 56.4%	not applicable	While some costing could readily be done, this particular indicator has proved to be problematic. The new definitions introduced from 2005/6 should be easier to satisfy Indicator changed to BV226 from 2005/6. See Below.
Total amount spent by local Authority on Advice and Guidance services provided by external organisations.	BV226a	-	-	-	-	-	-	-	-	New Indicator from 2005/06
Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at General Help' level and above.	BV226b	-	-	-	-	-	-	-	-	New Indicator from 2005/06

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CHIEF EXECUTIVE'S DIRECTORATE

Indicator / Standard		Performance					Targets 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and Consumer matters which is provided directly by the authority to the public.	BV226c	-	-	-	-	-	-	-	-	New Indicator from 2005/06
The energy consumption per square metre of local authority operational property, compared with comparable buildings in the UK as a whole	BV180a	-	-	Figures not available	see comment	see comment	-		N/A	Authorities are not required to produce figures for this indicator which was amended again for 2004/5 but is deleted from 2005/06
Average lamp circuit wattage compared with average consumption/wattage by local authorities in the UK	BV180b	-	-	434.59 Kwh per streetlight per year	see comment	see comment	-		N/A	As above
The authority's target for answering telephone calls to the main switchboard is 80% in 15 seconds	Local	78.30%	77.30%	79.10%	81.90%	Not available	80%		2005/6 2006/7 2007/8	Changes to the system (Dudley Council Plus) mean figures are not comparable. No future reporting in BVPP

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of FINANCE, ICT & PROCUREMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
FINANCE										
Security - whether the LA has a written and pro-active strategy for combating fraud and error which embraces specified initiatives and is communicated regularly to all staff	BV 76	Yes	Yes	Yes	Yes		N/A		N/A	
Housing Benefit Security a. The number of claimants visited, per 1000 caseload b. The number of fraud investigators employed, per 1000 caseload c. The number of fraud investigations, per 1000 caseloads d. The number of prosecutions and sanctions, per 1000 caseloads	BV 76	N/A	N/A	N/A	a) 249.5 b) 0.16 c) 25.08 d) 2.98	a) 235.91 b) .0.15 c) 26.11 d) 3.28	a) 200 b) 0.15 c) 25 d) 2.30	MA 215.59 AE 210.18 MA 0.21 AE 0.35 MA 25.97 AE 43.58 MA 1.96 AE 3.81	See comments column for targets 2005/06 2006/07 2007/08	a) 210 b) 0.15 c) 30 d) 2.50 a) 210 b) 0.15 c) 30 d) 2.50 a) 210 b) 0.15 c) 30 d) 2.50
Speed of Processing										
Average time for processing new claims	BV 78a	30 days	44.71 days	34.12 days	28.1 days	22.06 days	29 days	MA 46.5 AE 43.5 TQ 32.0	2005/6 50 days 2006/7 22 days 2007/8 18 days	Benefits core systems replacement planned for Sept / Oct '05 will mean a dip in performance as seen in other authorities. Performance will recover in 2006/07.
Average time for processing notifications of changes in circumstances	BV 78b	10 days	20.96 days	17.52 days	16.0 days	11.36 days	13 days	MA 15.1 AE 12.9 TQ 7.7	2005/6 35 days 2006/7 9 days 2007/8 9 days	Benefits core systems replacement planned for Sept / Oct '05 will mean a dip in performance as seen in other authorities. Performance will recover in 2006/07.
Percentage of renewal claims processed on time	BV 78c	75.80%	78.18%	85.56%	86.00%	indicator deleted	indicator deleted	MA 65.72 AE 66.83 TQ 80.15		Indicator Deleted from 2004/5 onwards.

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DIRECTORATE of FINANCE, ICT & PROCUREMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
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	BV 79a	96.30%	98.80%	99.00%	98.40%	99.40%	98%	MA 97.26 AE 96.92	2005/6 98% 2006/7 98% 2007/8 98%	Benefits core systems replacement planned for Sept / Oct '05 will mean a dip in performance as seen in other authorities. Performance will recover in 2006/07.
Percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	BV 79b	66.70%	63.99%	61.75%	61.84%	60.00%	58%	MA 45.66 AE 47.74	2005/6 2006/7 2007/8	Indicator amended from 2005/6. See Below
The amount of housing benefit overpayment (HB) recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period.	BV79b(i)	-	-	-	-	-	-		2005/6 40% 2006/7 40% 2007/8 40%	New indicator. No base data is available to target setting so future year targets will be reviewed in next year's BVPP.
HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period.	BV79b(ii)	-	-	-	-	-	-		2005/6 32% 2006/7 32% 2007/8 32%	
Housing Benefit HB overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period.	BV79b(iii)	-	-	-	-	-	-		2005/6 5% 2006/7 5% 2007/8 5%	

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of FINANCE, ICT & PROCUREMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Quality and Fair Access - user satisfaction survey covering issues of accessibility, staffing and communications / information	BV 80	see below	-	-			see comment		see below	Survey required every 3 years. Next survey to be undertaken in 2006/07
Overall satisfaction with (% strongly agree / agree):										
Facilities to get in touch with the benefits office	80 (a)	86.30%	-	-	77%	-	-		2006/7 79%	
The service in the benefits office	80 (b)	84.20%	-	-	81%	-	-		2006/7 83%	
The telephone service in the benefits office	80 (c)	73.90%	-	-	66%	-	-		2006/7 68%	
The staff in the benefits office	80 (d)	86.80%	-	-	82%	-	-		2006/7 84%	
The clarity and understandability of forms, leaflets and letters	80 (e)	68.70%	-	-	63%	-	-		2006/7 65%	
Time taken to give decision on claims	80 (f)	76.70%	-	-	74%	-	-		2006/7 76%	
Overall Satisfaction	80 (g)	-	-	-	79%	-	-		2006/7 81%	
Number of payers who pay by direct debit	Local	54,000	54,800	57,000	57,621	60,430	60,000		2005/6 61,000 2006/7 61,500 2007/8 62,000	

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of LAW & PROPERTY

Indicator / Standard										
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05	Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
LAW & PROPERTY										
To complete Searches within six working days	Local	100%	100%	100%	100%	100%	100%	-	2005/6 - 100% 2006/7 - 100% 2007/8 - 100%	
Average time taken to complete Searches (days)	Local	4	4	4	6	6	4	-	2005/6 - 4 2006/7 - 4 2007/8 - 4	New software implemented & slower processing during implementation & training.
To meet all appointments within 5 minutes of the specified time.	Local	96%	100%	100%	100%	100%	100%	-	2005/6 2006/7 2007/8	No target set as not to be reported in future.
To respond to letters within 5 working days.	Local	100%	100%	100%	100%	100%	100%	-	2005/6 2006/7 2007/8	No target set as not to be reported in future.
To answer phone calls within 6 rings.	Local	100%	100%	100%	100%	100%	100%	-	2005/6 2006/7 2007/8	No target set as not to be reported in future.

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
ENVIRONMENTAL SERVICES										
Total tonnage of household waste arisings - percentage recycled	BV 82a	6.47%	6.63%	7.12%	7.82%	8.70%		MA 0.00% AE 13.24%	-	
Percentage of household waste arisings which have been sent by the authority for recycling.	BV82a(i)	-	-	-	-	-		MA 0.00 AE 1%	2005/6 - 18% 2006/7 - 20% 2007/8 - 22%	Future year targets (combined BV82a & b) New definitions from 2005/6
Total tonnage of household waste arisings which have been sent by the local authority for recycling	BV82a(ii)	-	-	-	-	-				
Total tonnage of household waste arisings - percentage composted	BV 82b	5.36%	3.77%	3.90%	6.40%	-		MA 0.00 AE 3.93%	-	From 2004/5: Definition amended to include waste treated through anaerobic digestion.
Total tonnage of household waste arisings - percentage composted	BV82b	-	-	-	-	6.79%				New definitions from 2005/6
The percentage of household waste sent by the authority for composting or treatment by anaerobic digestion	BV82b(i)	-	-	-	-	-			2005/6 - see 82a(i) 2006/7 - see 82a(i) 2007/8 - see 82a(i)	
The tonnage of household waste sent by the authority for composting or treatment by anaerobic digestion	BV82b(ii)	-	-	-	-	-				

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Total tonnage of household waste arisings - percentage used to recover heat, power and other energy sources	BV 82c	62.94%	63.83%	65.63%	69.37%	-	70%	MA 0.00 AE 10.72%	-	From 2004/5: Definition amended to avoid double counting of waste that qualifies for inclusion in BV82b. New definitions from 2005/6
Total tonnage of household waste arisings - percentage used to recover heat, power and other energy sources	BV82c	-	-	-	-	67.16%			2005/6 2006/7 2007/8	
Percentage of the total tonnage of household waste arisings which have been used to recover heat, power and other energy sources.	BV82c(i)	-	-	-	-	-			2005/6 - 70% 2006/7 - 69% 2007/8 - 68%	
Tonnage of household waste arisings which have been used to recover heat, power and other energy sources.	BV82c(ii)	-	-	-	-	-				
Total tonnage of household waste arisings - percentage landfilled	BV 82d	25.24%	25.77%	23.34%	16.45%	17.34%	14%	MA 0.00 AE 71.87%		Reduction due to cessation of Saturday collection and increase in recycling and composting New definitions from 05/6
Percentage of household waste arisings which have been landfilled	BV82d(i)	-	-	-	-	-			2005/6 - 12% 2006/7 - 11% 2007/8 - 10%	

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Tonnage of household waste arisings which have been landfilled	BV82d(ii)	-	-	-	-	-				
Kg of household waste collected per head of population	BV 84a	399.37 kg	451.63 kg	419.75 kg	410.00 kg	417.55kg	405	MA 0.00 AE 439.10	2005/6 - 400kg 2006/7 - 395kg 2007/8 - 390kg	
Percentage change from the previous financial year in the number of kilograms of household waste collected per head of population	BV84b	-	-	-	-	-			2005/6 - -4.20% 2006/7 - -1.25% 2007/8 - -1.27%	New part to indicator from 2005/6
Cost of waste collection per household	BV 86	£28.50	£28.25	£28.66	£38.16			MA 0.00 AE 38.91%	2005/6 2006/7 2007/8	Figures will be included when govt.releases the RO calculation formula.
Cost of waste disposal per tonne for municipal waste	BV 87	£37.73	£35.96	£39.99	£43.24			MA AE 39.18	2005/6 2006/7 2007/8	Figures will be included when govt.releases the RO calculation formula.
Percentage of people satisfied with cleanliness standards	BV 89	60.35%	-	-	52%	-			2006/7 69%	Survey required every 3 years
Percentage of people expressing satisfaction with: Household Waste Collection	BV 90a	80.56%	-	-	81%	-			2006/7 100%	Survey required every 3 years
Percentage of people expressing satisfaction with: Recycling Facilities	BV 90b	68.58%	-	-	63%	-			2006/7 100%	
Percentage of people expressing satisfaction with: Civic Amenity Sites	BV 90c	74.05%	-	-	74%	-			2006/7 100%	
Percentage of population resident in the authority's area which are served by a kerbside collection of recyclables.	BV 91	95.00%	95.00%	16.40%	29.20%	45%	85%	MA 80.66% AE 86.22%	-	No target needed to be set in the BVPP being published in 2005. Indicator amended from 2005/6

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Percentage of households resident in the authority's area served by a kerbside collection of recyclables.	BV91a	-	-	-	-	-	-		2005/6 - 85.0% 2006/7 - 100% 2007/8 - 100%	No target needed to be set in the BVPP being published in 2005. Indicator amended from 2005/6
Percentage of households resident in the authority's area served by a kerbside collection of at least two recyclables.	BV91b	-	-	-	-	-	-		2005/6 - 85.0% 2006/7 - 100% 2007/8 - 100%	No target needed to be set in the BVPP being published in 2005. Indicator amended from 2005/6
Score against a checklist of enforcement best practice for Environmental Health	BV 166a	-	5.082	6.33	73.3	90%	90%	MA 86.54% AE 79.00%	2005/6 - 95% 2006/7 - 100% 2007/8 - 100%	The score is calculated against a checklist of 10 questions each of which may contain several parts
Score against a checklist of enforcement best practice for Trading Standards	BV 166b		7.165	7.29	80.7	90%	90%	MA 89.6% AE 87.8%	2005/6 - 95% 2006/7 - 100% 2007/8 - 100%	The score is calculated against a checklist of 10 questions each of which may contain several parts
The proportion of relevant land and highways as defined under EPA 1990 Part IV section 86 (expressed as a percentage) that is assessed as having combined deposits of litter and detritus (eg. Sand, silt and other debris) across four categories of cleanliness (Clean, Light, Significant, Heavy).	BV 199	-	-	-	21%	24%	20%	MA 24.6% AE 21.7%		Amended from 2005/6. See below
the proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level.	BV199a	-	-	-	-	-	-		2005/6 - 21% 2006/7 - 20% 2007/8 - 19%	

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
the proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible.	BV199b	-	-	-	-	-	-	-	No target needed to be set in the BVPP being published in 2005. Indicator amended from 2005/6	
the proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible.	BV199c	-	-	-	-	-	-	-	No target needed to be set in the BVPP being published in 2005. Indicator amended from 2005/6	
The year on year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'.	BV199d	-	-	-	-	-	-	-	No target needed to be set in the BVPP being published in 2005. Indicator amended from 2005/6	
The number of food premises inspections that were carried out as a percentage of those inspections that were due, to high risk premises (categories A, B, C)	Local	100%	Deleted for 01/02	99.82%	100.00%	100.00%	100	2005/6 - 100% 2006/7 - 100% 2007/8 - 100%	To be retained as a local indicator from 2002/03	

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
The number of food premises inspections that were carried out as a percentage of those inspections that were due, to high risk premises (categories D, E, F)	Local	55.95%	Deleted for 01/02	99.22%	100.00%	100.00%	100		2005/6 - 100% 2006/7 - 100% 2007/8 - 100%	To be retained as a local indicator from 2002/03
The average time taken to remove fly-tips (calendar days)	Local	2.53	2.55	2.58	1.68	0.458			2005/6 - 1.5 2006/7 - 1.2 2007/8 - 1	This indicator forms part of the LPSA agreement
CLEANSING AND PEST CONTROL										
Number of fixed penalties served	Local (WM1)	-	-	69	68	269	200		-	This indicator changed to EM2 from 2005/6
Enforcement penalties	Local (EM2)		-	-	-	-	-		2005/6 - 400 2006/7 - 600 2007/8 - 1,000	
ENVIRONMENTAL PROTECTION										
The number of Authorised Process inspections that were carried out as a percentage of those inspections that were due, for High Risk premises	Local (EP1)	-	-	41%	72.5%	109.0%	100		2005/6 - 100 2006/7 - 100 2007/8 - 100	
The number of Authorised Process inspections that were carried out as a percentage of those inspections that were due, for non -High Risk premises	Local (EP2)	-	-	64%	130%	155.0%			2005/6 - 50 2006/7 - 60 2007/8 - 70	
LA21/POLICY/STRATEGY										
To manage and co-ordinate projects relating to the raising of safety awareness for school children and older people in the Borough (1,000 people)	Local (PS1)	1280	Deleted 2001/02	1008	959	1040	1200		2005/6 - 1000 2006/7 - 1000 2007/8 - 1000	Lack of take-up of available places

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DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
TRANSPORT										
Condition of principal roads (percentage of the network with a negative residual life - arrived at by surveying at least 50% of the eligible network)	BV 96	0.24%	CVI survey 6.40. Deflectograph = 39%	3.88%	13.89%	-	-			Amended from 2002/03
Condition of principal roads: the use of TRACS (mechanised survey technique) mandatory.	BV96	-	-	-	-	37.97%	-	MA 12.21 AE 11.57	Not all authorities have been able to survey using the new TTS equipment but if data they is available it should be used. Authorities that are unable to supply data for 2004/05 will not be expected to provide targets for future years. It has been agreed that BV96 will not be used in CPA this year. Replaced by BV223 below	
Percentage of the local authority principal road network where structural maintenance should be considered.	BV223	-	-	-	-	-	-	MA 9.66% AE 8.34%	2005/6 - 40% 2006/7 & 2007/8 unable to set	
Condition of non-principal roads (arrived at by visual survey)	BV 97 a	7.97%	CVI survey 4.08	5.47%	27.75%	11.60%	8%	MA 18.96% AE 19.77%		replaced by BV224a below
Condition of unclassified roads (arrived at by visual survey)	BV 97 b	-	CVI survey 5.34	3.81%	10.74%	10.40%	8%	MA 17.94% AE 18.56%		Replaced by BV224b below
Percentage of the unclassified road network where structural maintenance should be considered	BV224b	-	-	-	-	-	-		2005/6 - 12% 2006/7 & 2007/8 unable to set	
Number of road accident casualties per 100,000 population broken down by nature of casualties and road user type:	BV 99	-	-	-	-	-	-			See below
Pedestrians - killed/serious	a(i)	16.05	18.27	12	14.42	14.42				4% reduction year on year aimed for. See amendment below from 2005/6

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DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Pedestrians - slight	a(ii)	67.74	70.53	59	59.00	47.86				1% reduction year on year aimed for. See amendment below from 2005/6
Cyclists - killed/serious	b(i)	3.21	4.17	2.95	3.93	1.31				4% reduction year on year aimed for. See amendment below from 2005/6
Cyclists - slight	b(ii)	23.12	27.57	17.04	17.04	18.03				1% reduction year on year aimed for. See amendment below from 2005/6
Motorcyclists - killed/serious	c(i)	7.38	6.41	4.59	6.23	8.19				4% reduction year on year aimed for. See amendment below from 2005/6
Motorcyclists - slight	c(ii)	14.77	25.01	26.22	26.22	21.33				1% reduction year on year aimed for. See amendment below from 2005/6
Car users - killed/serious	d(i)	25.36	14.43	15.41	14.09	8.52				4% reduction year on year aimed for. See amendment below from 2005/6
Car users - slight	d(ii)	272.9	261.62	270.42	270.40	249.34				1% reduction year on year aimed for. See amendment below from 2005/6
Other vehicle users - killed/serious	e(i)	1.61	1.92	0.33	0.66	1.97				4% reduction year on year aimed for. See amendment below from 2005/6

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Other vehicle users - slight	e(ii)	18.3	21.16	14.09	14.42	20.67				1% reduction year on year aimed for. See amendment below from 2005/6
Number of casualties - all killed/seriously injured	BV 99 (a)	-	-	-	-	105		MA 63.97 AE 64.18		4% reduction year on year aimed for. See amendment below from 2005/6
Number of casualties - children killed/seriously injured	BV 99 (b)	-	-	-	-	11		MA 22.61 AE 32.96		4% reduction year on year aimed for. See amendment below from 2005/6
Number of casualties - all slight injuries	BV 99 (c)	-	-	-	-	1089		MA 23.89 AE 54.29		1% reduction year on year aimed for. See amendment below from 2005/6
Percentage change in number of casualties from previous year - all killed/seriously injured	BV 99 (d)	-	-	-	-	-15.32%		MA 335.70 AE 328.45		4% reduction year on year aimed for. See amendment below from 2005/6
Percentage change in number of casualties from previous year - children killed/seriously injured	BV 99 (e)	-	-	-	-	-62.07%		MA 38.08 AE 41.71		4% reduction year on year aimed for. See amendment below from 2005/6
Percentage change in number of casualties from previous year - all slight injuries	BV 99 (f)	-	-	-	-	-11.25%				1% reduction year on year aimed for. See amendment below from 2005/6
Percentage difference in number of casualties from most current year and average between 1994 & 1998 - all killed/seriously injured	BV 99 (g)	-	-	-	-	-48.12%				4% reduction year on year aimed for. See amendment below from 2005/6

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DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Average percentage change in number of casualties between 1994 & 1998 - children killed/seriously injured	BV 99 (h)	-	-	-	-	-73.04%				4% reduction year on year aimed for. See amendment below from 2005/6
Average percentage change in number of casualties between 1994 & 1998 - all slight injuries	BV 99 (i)	-	-	-	-	-1.86%				1% reduction year on year aimed for. See amendment below from 2005/6
Number of people killed or seriously injured (KSI) in road traffic collisions.	BV99a(i)	-	-	-	-	-				4% reduction year on year
percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year.	BV99a(ii)	-	-	-	-	-			2005/6 - 4% 2006/7 - 4% 2007/8 - 4%	
percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average	BV99a(iii)	-	-	-	-	-			2005/6 - 20% 2006/7 - 20% 2007/8 - 20%	
Number of children (aged under 16) killed or seriously injured (KSI) in road traffic collisions.	BV99b(i)	-	-	-	-	-				5% reduction year on year
Percentage change in the number of children (aged under 16) killed or seriously injured (KSI) in road traffic collisions since the previous year.	BV99b(ii)	-	-	-	-	-			2005/6 - 5% 2006/7 - 5% 2007/8 - 5%	
Percentage change in the number of children (aged under 16) killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average.	BV99b(iii)	-	-	-	-	-			2005/6 - 25% 2006/7 - 25% 2007/8 - 25%	
Number of people slightly injured in road traffic collisions.	BV99c(i)	-	-	-	-	-				1% reduction year on year

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DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Percentage change in number of people slightly injured in road traffic collisions since the previous year.	BV99c(ii)	-	-	-	-	-	-		2005/6 - 1% 2006/7 - 1% 2007/8 - 1%	
Percentage change in number of people slightly injured in road traffic collisions since the 1994-98 average.	BV99c(iii)	-	-	-	-	-	-		2005/6 - 5% 2006/7 - 5% 2007/8 - 5%	
Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by local authority road works per km of traffic sensitive road	BV 100	0	0	0	0.8	0.15	0	MA 0.87 AE 1.25	2005/6 - 0.1 2006/7 - 0.1 2007/8 - 0.1	
The percentage of users satisfied with local provision of public transport information. a) all	BV 103	51.27%	-	-	44%	-			2006/7	Survey carried out every 3 years
Percentage of users satisfied with local bus services. a) all	BV 104	61.65%	-	-	65%	-			2006/7	
The percentage of pedestrian crossings with facilities for disabled people	BV 165	95.70%	98.82%	99.46%	99.50%	99.53%		MA 77.00% AE 82.40%	2005/6 - 98%	
The percentage of total length of footpaths and other rights of way that were easy to use by members of the public	BV 178	No surveys due to foot and mouth restriction	22.58%	Not done	Not done	66.50%		MA 60.70% AE 69.20%	2005/6 - 87% 2006/7 - 89% 2007/8 - 91%	Results may vary widely due to sample areas selected
Principal Roads not needing major repair	BV186 a	-	-	£49	£ 38.30	46.276		MA 66.11 AE 71.56	-	Indicator is deleted from 2005/06
Non-principal Roads not needing major repair	BV186 b	-	-	193.15	153.73	154.987		MA 241.46 AE 291.55	-	Indicator is deleted from 2005/06
Condition of surface footway	BV 187	-	-	not available	2.00%	15.53%		MA 26.00% AE 29.00%	2005/6 - 15.5% 2006/7 - 15.2% 2007/8 - 15.0%	Covers category 1, 1a and 2 network from 2003/04.

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DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
PARKING										
The number of secure car parks	Local (HO3)	10	10	10	11	11			2005/6 - 12 2006/7 - 12 2007/8 - 13	
The average number of days to repair a street lighting fault, which is under the control of the Local Authority	BV215a	-	-	-		-	-	-	2005/6 - 5.0days 2006/7 - 4.9days 2007/8 - 4.8days	New Indicator from 2005/06, no target need be set in the BVPP being published in 2005.
The average time taken to remove a street lighting fault, where response time is under the control of a DNO.	BV215b	-	-	-		-	-	-	2005/6 - 15days 2006/7 - 14days 2007/8 - 13days	New Indicator from 2005/06, no target need be set in the BVPP being published in 2005.
Percentage of pollution control improvements to existing installations completed on time.	BV217	-	-	-		-	-	-	2006/7 - 75% 2007/8 - 80%	New Indicator from 2005/06, no target need be set in the BVPP being published in 2005.
Number of sites of potential concern (within local authority area) with respect to land contamination	BV216a	-	-	-		-	-	-	2006/7 2007/8	New Indicator from 2005/06, no target need be set in the BVPP being published in 2005.
Number of sites of which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all sites of potential concern.	BV216b	-	-	-		-	-	-	2006/7 2007/8	New Indicator from 2005/06, no target need be set in the BVPP being published in 2005.
Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	BV218a	-	-	-		-	-	-	2005/6 - 100% 2006/7 - 100% 2007/8 - 100%	New Indicator from 2005/06, no target need be set in the BVPP being published in 2005.

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DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Percentage of new reports of abandoned vehicles investigated within 24hrs from the point at which the authority is legally entitled to remove the vehicle.	BV218b	-	-	-	-	-	-	-	2005/6 - 100% 2006/7 - 100% 2007/8 - 100%	New Indicator from 2005/06, no target need be set in the BVPP being published in 2005.
Total number of conservation areas in the local authority area.	BV219	-	-	-	-	-	-	-	2006/7 2007/8	New Indicator from 2005/06, no target need be set in the BVPP being published in 2005.
Percentage of conservation areas in the local authority are with an up-to-date character appraisal.	BV219b	-	-	-	-	-	-	-	2006/7 2007/8	New Indicator from 2005/06, no target need be set in the BVPP being published in 2005.
Percentage of conservation areas with published management proposals.	BV219c	-	-	-	-	-	-	-	2006/7 2007/8	New Indicator from 2005/06, no target need be set in the BVPP being published in 2005.

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DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
PLANNING										
Percentage of new homes build on previously developed land	BV 106	91.0%	95%	98%	98%	95%	90%	MA 81.00% AE 69.99%	2005/6 2006/7 2007/8	
Planning cost per head of population	BV 107	3.85		7.37	£8.98	-	-		N/A	Indicator Deleted from 2004/5 onwards.
Percentage of planning applications determined in line with the Government's new development control targets to determine: a) 60% of major applications, industrial/commercial in 13 weeks b) 65% of minor applications in 8 weeks, industrial/commercial c) 80% of other applications in 8 weeks	BV 109	a) 55% b) 51% c) 71%	51% 65% 86%	35.0% 60% 85%	41% 37% 74%	41.00% 50.70% 74.80%	a) 60% b) 65% c) 80%	MA 55.52% AE 51.66% MA 59.585 AE 61.09% MA 77.53% AE 78.05%	2005/6 a) b) c) 2006/7 2007/8	
Percentage of applicants and those commenting on planning applications satisfied with service received	BV 111	81.0%	-	-	69.50%	-			2005/6 2006/7 2007/8	Survey to be carried out every 3 years
Percentage of decisions delegated to officers as a percentage of all decisions	BV 188	90.0%	91.0%	90%	89.3%	-	-	MA 86.9% AE 86.1%	-	Indicator Deleted from 2004/5 onwards.
The percentage of standard searches carried out in 10 working days.	BV 179	100.0%	100.0%	100.00%	100.00%	100.00%	100.00%	MA 92.74% AE 93.41%	2005/6 - 100% 2006/7 - 100% 2007/8 - 100%	

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DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Plan-making a) 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? b) 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?	BV 200	-	-	-	a) no b) yes	a) Yes b) No	a) yes b) n/a		a) n/a b) n/a	No target need be set in the BVPP being published in 2005. Indicator amended. See Below
Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?	BV200a	-	-	-	-	-		MA 25% AE 34%		No target need be set in the BVPP being published in 2005. Indicator amended. See Below
Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	BV200b	-	-	-	-	-		MA 44% AE 42%		No target need be set in the BVPP being published in 2005. Indicator amended. See Below
Percentage of appeals allowed against the authority's decision to refuse planning applications.	BV204	-	-	-	-	42.00%			2005/6 2006/7 2007/8	New Indicator from 2004/5.
Quality of service checklist	BV205	-	-	-	-	72.00%			2005/6 2006/7 2007/8	New Indicator from 2004/5.

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DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
CULTURE & RELATED SERVICES										
Does the local authority have a local cultural strategy?	BV 114	No	No	No	0.0	-		MA 88.31% AE 81.10%	-	Indicator Deleted from 2004/5 onwards.
Percentage of residents by targeted group very satisfied/satisfied with the local authority's cultural and recreational activities. As detailed below	BV 119					-			2005/6 2006/7 2007/8	Survey required every 3 years
Sport/leisure facilities all consultees		56.44%	-	-	50%	-			2005/6 2006/7 2007/8	
Museums/galleries all consultees		51.63%	-	-	44%	-			2005/6 2006/7 2007/8	
Libraries all consultees		75.27%	-	-	72%	-			2005/6 2006/7 2007/8	
Theatres/concert halls all consultees		53.10%	-	-	47%	-			2005/6 2006/7 2007/8	
Parks/open spaces all consultees		63.32%	-	-	68%	-			2005/6 2006/7 2007/8	
The number of visits to/usage's of museums per 1,000 population.	BV 170a	205	86.6	183.6	153.0	391.43	180.76	MA 767 AE 353	-	Indicator amended from 2005/6. See Below

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DIRECTORATE of URBAN ENVIRONMENT

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
The number of those visits that were in person per 1,000 population.	BV 170b	136	78.6	133.7	148.0	170.2	175.51	MA 564 AE 510	-	Indicator amended from 2005/6. See Below
The number of pupils visiting museums and galleries in organised school groups.	BV 170c	-	-	2063	4810	3698	7000	MA 12237 AE 2132	-	Indicator amended from 2005/6. See Below
The number of visits to/usage's of local authority funded or part-funded museums in the per 1,000 population.	BV 170a	-	-	-	-	-			2005/6 2006/7 2007/8	
The number of those visits to local authority funded, or part-funded museums that were in person, per 1,000 population.	BV170b	-	-	-	-	-			2005/6 2006/7 2007/8	
The number of pupils visiting museums and galleries in organised school groups.	BV170c	-	-	-	-	-			2005/6 2006/7 2007/8	

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of SOCIAL SERVICES

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
DIRECTORATE of SOCIAL SERVICES										
Stability of placements of children looked after (the percentage of children looked after at 31 March with three or more placements during the year)	BV 49 (PAF A1)	11.1%	11.4%	13.0%	11.4%	13.1%	11.0%		2005/6 11.0% 2006/7 11.0% 2007/8 11.0%	From 2004/5: two placements with the same carers are not counted as a change of placement.
The percentage of young people leaving care aged 16 or over with at least 1 GCSE at grade A*-G, or a GNVQ. (PAF A2)	BV 50	53.3%	27.6%	35.5%	46.0%	56.8%	50.00%	MA 49.00% AE 48.00%	2005/6 57.0% 2006/7 61.0% 2007/8 65.0%	
Costs of services for children looked after (gross weekly expenditure per child looked after in foster care or in a children's home)	BV 51* (PAF B8)	£499	£514	£389	£459	£576	£475		2005/6 £571 2006/7 £565 2007/8 £560	NB: new cost calculations 2001 - not comparable to previous years. Indicator amended from 2002/03 onwards. Indicator deleted from 2005/06

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DIRECTORATE of SOCIAL SERVICES

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Relative spend on family support (expenditure on children in need (and not looked after) as a proportion of expenditure on all children's services)	(PAF E44)	21.5%	20.0%	31.2%	33.0%	34.0%	33.0%		2005/6 34.0% 2006/7 34.0% 2007/8 34.0%	NB: new cost calculations 2001 - not comparable to previous years. No longer a BVPI after 2001. Indicator amended from 2002/03 onwards.
The percentage of those young people who were looked after on 1st April in their 17th year, who were engaged in education, training or employment at the age of 19.	BV 161 (PAF A4)	64.0%	16.7%	38.5%	28.6%	46.3	42.30%	MA 52.11% AE 56.83%	2005/6 50.5% 2006/7 55.0% 2007/8 60.0%	From 2004/5: definition changed to show ratio against 19 year olds in the population who were engaged in employment and education.
The percentage of child protection cases which should have been reviewed during the year that were reviewed. (PAF C20)	BV 162	98.5%	92.7%	71.8%	96.0%	100.0%	100%	MA 96.00% AE 95.00%	2005/6 100% 2006/7 100% 2007/8 100%	Indicator amended from 2003/04 onwards
The number of looked after children 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)	BV 163	4.0%	5.1%	5.2%	4.3%	3.4%	6.0%	MA 7.7% AE 7.4%	2005/6 6.0% 2006/7 6.5% 2007/8 7.0%	Indicator amended from 2003/04 onwards

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of SOCIAL SERVICES

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Children looked after in family placements (of children looked after at 31 March, the proportion that are in foster placements or placed for adoption)	(PAF B7)	65.0%	85.10%	85.30%	83.90%	83.30%	86.0%		2005/6 84.0% 2006/7 85.0% 2007/8 85.0%	
Re-registrations on the Child Protection Register (the proportion of children registered during the year on the CPR who had been previously registered)	PAF A3	7.60%	4.10%	5.30%	8.10%	14.00%	10.1%		2005/6 10.5% 2006/7 10.5% 2007/8 10.5%	
Cautions and convictions of children looked after (the percentage of children looked after cautioned or convicted divided by the percentage of all children aged 10+ cautioned or convicted)	PAF C18	2.4%	2.5%	2.4%	2.0%	1.9%	2.0%		2005/6 1.8 2006/7 1.7 2007/8 1.6	
Health of children looked after (of CLA at 30 September for at least 12 months the average of: % with routine immunisations up to date; % with dental check in the previous year and % with annual health assessment in the previous year)	PAF C19	78.1%	81.9%	68.4%	72.1%	70.3%	80.0%		2005/6 77.0% 2006/7 80.0% 2007/8 80.0%	

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of SOCIAL SERVICES

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Duration on the child protection register (the proportion of children de-registered from the CPR during the year ending 31 March who had been on the register continuously for two years or more)	PAF C21	4.60%	8.50%	1.10%	4.60%	13.50%	4.50%	2005/6 6.0% 2006/7 5.5% 2007/8 5.0%		
Young children looked after in family placements (of children looked after at 31 March aged under 10, the proportion that are in foster placements or placed for adoption)	PAF C22	74.10%	95.40%	96.40%	96.60%	94.20%	97.0%	2005/6 97.5% 2006/7 98.0% 2007/8 98.5%	NB. Figure is higher from 2001/02 due to a change in definition. Denominator now excludes children placed at home with parents	
Children looked after absent from school (joint working) (of children looked after at 30 September who had been looked after continuously for at least 12 months and are of school age, the proportion who have missed at least 25 days of schooling for any reason)	PAF C24	11%	16.50%	12.30%	27.80%	17.90%	17.0%	2005/6 15.0% 2006/7 13.0% 2007/8 12.0%		

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of SOCIAL SERVICES

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Long term stability of children looked after (of children looked after at 31 March who have been looked after continuously for more than four years, the proportion who have been in their foster placements for a least two years)	PAF D35	49.10%	52.60%	43.50%	41.20%	46.30%	43.5%	2005/6 48.0% 2006/7 50.0% 2007/8 52.0%		
Ethnicity of children in need (the proportion of children in need that are from ethnic minorities, divided by the proportion of children in the local population that are from ethnic minorities)	PAF E45	1.4	1.6	1.2	1.2	1.2	1.2	2005/6 1.2 2006/7 1.3 2007/8 1.4		
Emergency psychiatric re-admissions (interface) (emergency psychiatric re-admissions within 90 days of hospital discharge per 100 people aged 16-64 discharged from the care of a psychiatric specialist).	PAF A6	12.00%	1.60%	-11.90%	9.20%	9.10%	7%	2005/6 - 7% 2006/7 - 7% 2007/8 - 7%	The National Priorities Guidance target is that nationally the psychiatric re-admission rate should fall by two percentage points from the 1997-98 baseline to 12.3% by 2001/2002	
Cost of intensive social care for adults (for adults aged 18+, expenditure on supported residents and home care divided by the number of supported residents + households receiving intensive home care)	BV 52 (PAF B12)	£450.00	£455.00	£425.00	£427.00	£459.00	£451	2005/6 - 485 2006/7 - 508 2007/8 - 533	Under the Best Value programme councils are expected to set annual targets for improvements consistent with achieving over five years the level achieved by the top 25% of councils in 1998-99.	

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DIRECTORATE of SOCIAL SERVICES

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Intensive home care (the number of households receiving more than 10 contact hours and 6 or more visits during a survey week per 1,000 head of population aged 65+)	BV 53 (PAF C28)	7.6	9.0	10.0	12.1	12.9	12.2	MA 14.50% AE 12.70%	2005/6 - 13 2006/7 - 13 2007/8 - 13	
People aged 65+ whom the authority helps to live at home (per 1,000 adults of the population aged 65+)	BV 54 (PAF C32)	98	99	87	82	80	85	MA 98.02% AE 89.46%	2005/6 - 82 2006/7 - 82 2007/8 - 82	There has been a change in definition for this indicator from 2004/05.
Clients receiving a review (as a percentage of adult clients receiving a service)	BV 55 (PAF D40)	21.20%	51.00%	54.00%	65.00%	70.00%	70%		2005/6 - 75 2006/7 - 75 2007/8 - 75	This indicator will be affected by the changes in the definition of assessments and reviews in RAP from 2003/04
Percentage of items of equipment costing less than £1000 provided within three weeks of assessment	BV 56 (PAF D38)	93.10%	92.00%	86.00%	87.00%		n/a	MA 81.00% AE 79.00%	2005/6 2006/7 2007/8	Under the Best Value programme councils are required to set annual targets for improvements consistent with achieving by 2004/05 the level achieved by the top 25% of councils in 1998-99 Indicator amended after 2002/3
Percentage of items of equipment delivered within 7 working days	BV 56	-	-	N/A	73.0%	77.0%	75%		2005/6 - 77 2006/7 - 77 2007/8 - 77	

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DIRECTORATE of SOCIAL SERVICES

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Users/Carers who said they got help quickly (exact definition to be agreed)	BV 57 (PAF D36)	93.00%	87.00%	N/A	N/A		n/a		2005/6 2006/7 2007/8	This PI is not required in 2004/05
Percentage of people receiving help from the authority who have been given a statement of what their needs are and how they will be met	BV 58 (PAF D39)	94.30%	92.00%	91.00%	94.00%	96.00%	96%	MA 92.54% AE 89.60% TQ 96.10%	2005/6 - 96 2006/7 - 96 2007/8 - 96	Under the Best Value programme councils are required to set annual targets for improvements consistent with achieving by 2004/05 the level achieved by the top 25% of councils in 1998-99.
Assessments per head of population (the number of assessments of service users aged 65+ per 1,000 head of population aged 65+)	BV 59 (PAFE49)	120	142	100			n/a		2005/6 2006/7 2007/8	Change in definition and indicator renumbered to E61
Users who said they were satisfied with the help they received from Social Services	BV 182	-	-	57%	N/A		70%		2005/6 2006/7 2007/8	This PI is not required in 2004/05
Users who said that if they asked for changes to services those changes were made	BV 190	-	-	66%	N/A		70%		2005/6 2006/7 2007/8	This PI is not required in 2004/05

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DIRECTORATE of SOCIAL SERVICES

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
For older clients, the average of (i) the percentage where the time from first contact to beginning of assessment is less than 48 hours (that is, 2 calendar days), and (ii) the percentage where the time from first contact to completion of assessment is less than or equal to four weeks (that is, 28 calendar days). (To be introduced as new PAF indicator.)	BV 195	-	-	-	50.00%	68.00%	60%	MA 62.2% AE 61.3%	2005/6 - 80 2006/7 - 80 2007/8 - 80	
For new older clients, the percentage where the time from completion of assessment to provision of all services in a care package is less than or equal to four weeks (that is, 28 calendar days). (PAF D43 to be amended with this new definition)	BV 196	-	-	-	91.00%	93.00%	86%	MA 83.3% AE 79.9%	2005/6 - 95 2006/7 - 95 2007/8 - 95	
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.	BV 197	-	-	-	-12.20%	Not available from Teenage Pregnancy Unit		MA 0.9% AE -2.1%	2005/6 2006/7 2007/8	The source data for the calculation of changes in conception rates has been changed to the following: http://www.dfes.gov.uk/teenagepregnancy/dsp_Content.cfm?PageID=85

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DIRECTORATE of SOCIAL SERVICES

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
The number of problem drug misusers in treatment per thousand head of population aged 15-44.	BV 198	-	-	N/A	14.40%		20%		2005/6 2006/7 2007/8	If the authority does not have the data for this indicator available by the time it publishes it's BVPP, then they will not be qualified.
Intensive home care as a proportion of intensive home and residential care (households receiving intensive home care as a percentage of households receiving intensive home care + supported residents)	PAF B11	22%	26%	28%	29%	31%	30%		2005/6 - 31 2006/7 - 32 2007/8 - 32	
Unit cost of residential and nursing care for older people (gross weekly expenditure for supported residents, aged 65+, in residential and nursing care)	PAF B13	£384	£415	£365	£375	£406	£405		2005/6 - 425 2006/7 - 447 2007/8 - 470	
Unit cost of home care for adults (gross expenditure per contact hour of home help/care)	PAF B17	£11.50	£11.31	£12.50	£12.20	£11.60	£12.50		2005/6 - 12.34 2006/7 - 12.71 2007/8 - 13.09	
Admissions of supported residents aged 65 or over to residential/nursing care (admissions of people aged 65+ to supported permanent residential/nursing care per 10,000 head of population aged 65+)	PAF C26	117	92.8	88	80	73	85		2005/6 - 75 2006/7 - 80 2007/8 - 80	

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DIRECTORATE of SOCIAL SERVICES

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Admissions of supported residents aged 18-64 to residential/nursing care (admissions of people aged 18-64 to supported permanent residential/nursing care per 10,000 head of population aged 18-64)	PAF C27	4.5	2.4	1.9	1.6	1.6	1.6	2005/6 - 1.6 2006/7 - 1.6 2007/8 - 1.6		
Adults aged under 65 with a physical disability whom the authority helps to live at home (per 1,000 adults of the population aged under 65)	PAF C29	4.8	4.5	4	4.2	4.2	4.2	2005/6 - 4.2 2006/7 - 4.2 2007/8 - 4.2	There has been a change in definition for this indicator from 2004/05.	
Adults aged under 65 with a learning disability whom the authority helps to live at home (per 1,000 adults of the population aged under 65)	PAF C30	2.6	2.8	3.4	3.1	3.3	3.2	2005/6 - 3.3 2006/7 - 3.3 2007/8 - 3.3	There has been a change in definition for this indicator from 2004/05.	
Adults aged under 65 with mental health problems whom the authority helps to live at home (per 1,000 adults of the population aged under 65)	PAF C31	3.7	3.2	2.9	2.8	2.4	2.9	2005/6 - 2.4 2006/7 - 2.4 2007/8 - 2.4	There has been a change in definition for this indicator from 2004/05.	

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DIRECTORATE of SOCIAL SERVICES

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Percentage of adults going into residential care who were offered a single room (Definition amended for 1999-2000: "The proportion of single adults going into residential and nursing care allocated single rooms")	PAF D37	93%	94%	95%	98%	98%	98%	2005/6 - 98 2006/7 - 98 2007/8 - 98		
Delayed discharge (interface indicator) (delayed discharge from hospital of older people aged 75+, per 1,000 older people aged 75+ not in hospital).	PAF D41	0.2	3.80%	4.60%	33	21	33	2005/6 - 20 2006/7 - 20 2007/8 - 20	Change in definition from 2003/04	
Ethnicity of people receiving assessment (the proportion of adult service users receiving an assessment that are from an ethnic minority, divided by the proportion of adults in the local population that are from an ethnic minority)	PAF E47	0.93	1.97	1.16	1.1	1.25	1.3	2005/6 - 1.3 2006/7 - 1.3 2007/8 - 1.3	This indicator will be affected by the changes in the definition of assessments and reviews in RAP from 2003/04	

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DIRECTORATE of SOCIAL SERVICES

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Ethnicity of adults receiving services following an assessment (the proportion of adult clients receiving services following an assessment from an ethnic minority, divided by the proportion of adult clients assessed that are from an ethnic minority)	PAF E48	0.94	0.91	0.99	1.14	1.08	1.14	2005/6 - 1.0 2006/7 - 1.0 2007/8 - 1.0	This indicator will be affected by the changes in the definition of assessments and reviews in RAP from 2003/04	
Assessments leading to provision of service (the percentage of assessments which lead to service being provided)	PAF E50	75%	70.15%	81.00%	52.00%	52.00%	52%	2005/6 - 55 2006/7 - 58 2007/8 - 62	This indicator will be affected by the changes in the definition of assessments and reviews in RAP from 2003/04	
The number of adults and older people received direct at 31 March per 100,000 population aged 18 years or over (age standardised by age groups)	BV201	-	-	5	22	40	32	2005/6 - 43 2006/7 - 51 2007/8 - 64	New indicator from 2004/5.	

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DIRECTORATE of EDUCATION & LIFELONG LEARNING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
EDUCATION										
Youth Service expenditure per head of population in Youth Service target age range	BV 33	78.33	£78.98	£70.76	£90.05	Figures pending - provisional £99.77	£98.74	MA £87.30 AE £86.75	2005/6 2006/7 2007/8	Based on Youth budget in S52 - actual data not available until Autumn 2005. Replaced by BV 221below
Percentage of young people aged 13-19 gaining a recorded outcome compared to the percentage of young people in the local authority area.	BV221a	-	-	-	-	-	-		-	Replacing BV 33 above. No target need be set in the BVPP being published in 2005.
Percentage of young people aged 13-19 gaining an accredited outcome compared to the percentage of young people in the local authority area	BV221b	-	-	-	-	-	-		-	Replacing BV 33 above. No target need be set in the BVPP being published in 2005.

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2004/05

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of EDUCATION & LIFELONG LEARNING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Percentage of primary schools with 25% or more of their places unfilled	BV 34a	9.8%	15.9%	7.30%	15.90%	13.40%	0%	MA 15.27% AE 12.90%	-	Small changes in the number of schools (of which there are 82 primary and 22 secondary) within this category can appear as large percentage variances. A comprehensive Primary Review is in progress to address surplus places. Deleted from 2005/06.
Percentage of secondary schools with 25% or more of their places unfilled	BV 34b	4.5%	4.5%	4.5%	0.0%	0.0%	0%	MA 7.42% AE 7.11%	-	
Percentage of 15 year old pupils in schools maintained by the local education authority achieving 5 or more GCSEs at grades A* to C or equivalent	BV 38	48.4%	49.60%	51.70%	50.9%	51.1%	55.00%	MA 46.2% AE 49.9%	2005/6 57.0% 2006/7 58.8% 2007/8	
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.	BV39	-	-	90.70%	88.9%	88.5%	92.00%	MA 86.10% AE 87.50%	2005/6 92.0% 2006/7 2007/8	This indicator is not a DfES target, and is not within the Education Development Plan performance monitoring framework. For this reason, the target of 92% has not been agreed but is included as an indicative target

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2004/05

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of EDUCATION & LIFELONG LEARNING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test	BV 40	70.3%	65.60%	70%	68.6%	72.0%	84%	MA 71.20% AE 72.10%	2005/6 84.0% 2006/7 84.0% 2007/8	
Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 English test	BV 41	68.3%	73.20%	72%	72.2%	77.0%	85%	MA 72.90% AE 74.70%	2005/6 85.0% 2006/7 85.0% 2007/8	
Percentage of statements of special educational need issued by the authority in a financial year and prepared within 18 weeks a. excluding	BV 43a	18.6%	48.3%	87.9%	82.8%	56.3%	87%	MA 83.20% AE 89.30%	2005/6 95% 2006/7 100% 2007/8 100%	Performance has fallen due to delays in reporting by third parties
b. including those affected by exceptions to the rule under the SEN Code of Practice	BV 43b	16.1%	43.0%	68.2%	53.7%	45.1%	75%	MA 57.30% AE 68.20%	2005/6 95% 2006/7 95% 2007/8 95%	Performance has fallen due to delays in reporting by third parties
Number of pupils permanently excluded during the year from all schools maintained by the Local education authority per 1000 pupils at all maintained schools	BV44	a) 0.1	0.16	1.18	1.26	1.79	1.06	MA 1.22% AE 1.21%		Indicator deleted from 2005/06.
		b) 1.57								
		c) 1.38								

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2004/05

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of EDUCATION & LIFELONG LEARNING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Percentage of half days missed due to total absence in secondary schools maintained by the LEA	BV 45	0.53%	0.72%	7.98%	8.24%	8.00%	7.68%	MA 8.82% AE 8.37%	2005/6 8.00% 2006/7 7.70% 2007/8 7.40%	Changed in 2002/03 to also include authorised absence.
Percentage of half days missed due to total absence in primary schools maintained by the LEA	BV 46	0.37%	0.35%	6.04%	6.35%	5.82%	5.74%	MA 5.98% AE 5.87%	2005/6 5.40% 2006/7 5.25% 2007/8 5.10%	Changed in 2002/03 to also include authorised absence.
Percentage of schools maintained by the local education authority subject to special measures	BV 48	0.90%	0.88%	0.88%	1.75%	2.61%	0%	MA 1.33% AE 1.38%		Small changes in the number of schools (of which there are 111 in total) within this category can appear as relatively large percentage variances. Indicator deleted from 2005/06.
The percentage of permanently excluded pupils provided with alternative tuition of: a. 5 hours or less b.6-12 hours c.13-19 hours d.20 hours or more	BV 159 2002/03	-	-	a) 0% b) 0% c) 0% d)100%	a) 0% b) 0% c) 0% d)100%	a) 35.9% b) 0% c) 0% d) 64.1%	a) 0% b) 0% c) 0%		2005/6 a) b) c) d) 100% 2006/7 2007/8	Performance levels of previous years failed to be maintained due to significant staff absence. Amended from 2005/6 See Below

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2004/05

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of EDUCATION & LIFELONG LEARNING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
the percentage of permanently excluded pupils offered full-time alternative educational provision of 21 hours or more.	BV159 2005/6	-	-		a) 0.00% b) 0.00% c) 0.00% d)100.0%			d) MA 80.13% AE 68.63%	2005/6 a) b) c) d)	
Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in Key Stage 3 test in; a) English b) Mathematics c) Science d) ICT assessment	BV181	-	-	a) 65 b) 66 c) 67	a) 69% b) 70% c) 69% d)72.8%	a) 69% b) 72% c) 66% d) 74%	En 76%, Ma 75%, Sc 74%, ICT 75%	a) MA 66.30% AE 67.76 b) MA 66.84% AE 69.40% c) MA 63.68% AE 66.69% d) MA 64.74% AE 65.28%	2005/6 a) 77% b) 76% c) 75% d) 76% 2006/7 a) 79% b) 79% c) 75% d) 78% 2007/8	

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2004/05

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of EDUCATION & LIFELONG LEARNING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Quality of teaching for early years and childcare services. a) Average days access to relevant training and development per practitioner delivering Foundation Stage education b) Average number of non-maintained settings per QTS teacher	BV 192	-	-	-	a) 5 b) 10	a) 3.8 b) 28	a) 5 b) 10	a) MA 4.3 AE 4.4 b) MA 7.1 AE 8.7		a) Staff recruitment issues impacted on capacity to deliver training events. This has been addressed and new team now in place. b) 2002/03 return included part time staff, which have now been discounted. This has been addressed and capacity increased. Replaced by BV222 from 2005/6 See Below
Percentage of leaders of integrated early education and childcare settings funded or part-funded by the local authority with a qualification at Level 4 or above	BV222a	-	-	-	-	-	-			See above
Percentage of leaders of integrated early education and childcare settings funded or part-funded by the local authority which have input from staff with graduate or post graduate training in teaching or child development	BV222b	-	-	-	-	-	-			See above

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2004/05

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of EDUCATION & LIFELONG LEARNING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
a. Schools Budget as a percentage of the Schools Funding Assessment b. Increase in Schools Budget on the previous year as a percentage of the increase in Schools Funding Assessment on the previous year	BV 193	-	-	-	a) 104.7% b) 100%	a) 104.9% b) 100.3%	100% min	a) MA 100.4% AE 104.50%		New indicator from 2003/04. Indicator deleted from 2005/06.
Percentage of pupils in schools maintained by the local education authority achieving level 5 or above in Key Stage 2 English and Maths	BV 194	-	-	-	a) 24% b) 25%	En 24% Ma 27%	En 33%, Ma 33%	a) MA 24% AE 26% b) MA 27.4% AE 28.2%	2005/6 En 33%, Ma 33% 2006/7 2007/8	New indicator from 2003/04 Targets indicative not statutory
Percentage first preference school admissions	Local L1									
a) Primary		93.67%	92.90%	95.10%	97.30%	96.30%	96.0%		2005/6 96.00% 2006/7 96.00% 2007/8 96.00%	
b) Secondary		87.89%	92.60%	93.90%	92.00%	92.90%	90.0%		2005/6 90.0% 2006/7 90.0% 2007/8 90.0%	

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2004/05

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of EDUCATION & LIFELONG LEARNING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
The number of visits per 1,000 population to public libraries	BV 117	4.46	4.37	4,340	4,180	5,145				Data collected through electronic people counters in all but 1 library, resulting in more accurate data for this indicator from 2004/05. Indicator deleted from 2005/06.
The percentage of library users who found the book/information they wanted, or reserved it, and were satisfied with the outcome.	BV 118a	66.8%	-	-	64%	-			2005/6 2006/7 2007/8	Survey required every 3 years
The percentage of library users very or fairly satisfied with reservations	BV 118b	not required	-	-	see comment	see comment			2005/6 2006/7 2007/8	The survey used was approved by the Audit Commission but did not provide this information so we can no longer report on this figure.
The percentage of library users who found the information they required	BV 118c	74%	71.30%	-	89%	-			2005/6 2006/7 2007/8	Survey required every 3 years

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2004/05

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of EDUCATION & LIFELONG LEARNING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Compliance against the PLSSs is assessed on: i) the number of PLSS the authority has complied with ii) the general progress the authority has made against the PLSS from the previous financial year, iii) where the PLSS have not met, the number of individual standards that authorities are within 5% of achieving; and iv) provision to the general public apart from that offered in static libraries (ie mobile libraries and other service points as defined within Public Library Services Standard PLSS1.	BV 220	74%	71.30%	-	89%	-		2005/6 2006/7 2007/8	Survey required every 3 years	

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of HOUSING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
HOUSING										
The proportion of unfit private sector dwellings made fit or demolished as a result of action by the local authority	BV 62	1.8%	3.68%	4.46%	4.38% (Revised to 4.42%)	4.86%	5.60%	MA 4.41% AE 3.39%	Deleted BVPI from 2005/06	Performance has improved. However, outturn needs to be averaged back to the last stock condition survey dated April 2002, thus three year average. Target set based on original guidance and no longer applicable. Indicator deleted from 2005/06 and subject to a review as a local performance measure. No future targets required.
Energy Efficiency - The average SAP rating of local authority owned dwellings	BV 63	34	35	49	52	59	53	MA 56%^ AE 60%	2005/6 63 2006/7 64 2007/8 65	Significant improvement in SAP rating, at 59 for 2004/05. This exceeds the Met. Auth average of 56 but fell short of top quartile performance of 61 SAP rating.

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of HOUSING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
The number of private sector vacant dwellings that are returned into occupation or demolished during the year as a direct result of action by the local authority. (This is a new definition for 2002/03)	BV 64	0.7%	0.40%	11	23	51	30		2005/6 55 2006/7 60 2007/8 65	Significant improvement in performance due to dedicated staff time allocated to improving performance in this area and greater partnership working. Dudley also chairs the West Midlands Empty Homes forum which has assisted us in seeking ways of bringing empty homes back into use.
Local authority rent collection and arrears: proportion of rent collected. Definition amended from 2005/6 to "Rent collected by Local Authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings.	BV 66a	96.5%	96.8%	96.8%	97.10%	97.5%	97.20%	MA 96.13% AE 95.26%	2005/6 97.55% 2006/7 97.60% 2007/8 97.65%	Dudley is one of the leading authorities in rent collection with dedicated rent collection initiatives provided to maximise our rent collection levels
The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants.	BV66b	-	-	-	-	-				New indicator from 2005/06

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of HOUSING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Percentage of local authority tenants in arrears who have had notices seeking Possession served.	BV66c	-	-	-	-	-				New indicator from 2005/06
Percentage of local authority tenants evicted as a result of rent arrears.	BV66d	-	-	-	-					New indicator from 2005/06
Satisfaction of tenants of council housing with the overall service provided by their landlord a) all tenants b) black and minority ethnic tenants c) non black and minority ethnic tenants	BV 74	a) 72% b) 36% c) 74%	Next survey due 2003/4	a) 72% b) 33%	a) 71.4% b) 61.4% c) 71.9%	Survey Every 3 Years	a)n/a b)n/a c)n/a	2006/07 date of next survey a) 76% b) 75% c) 76%	Performance has remained static for all tenants with a significant improvement in satisfaction levels for black and minority ethnic tenants. Definition amended from 2006/7 Survey. See Below	
The percentage of all Council tenants, or a representative sample of Council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed.	BV74a	-	-	-	a) 71.4%	Survey Every 3 Years	-	Date of next survey 2006/07 a) 76%		
Satisfaction of ethnic minority local authority tenants (excluding white minority tenants) with the overall service provided by their landlord	BV74b	-	-	-	b) 61.4%	Survey Every 3 Years	-	Date of next survey 2006/07 b) 75%		

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of HOUSING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Satisfaction of non-ethnic minority local authority tenants with the overall service provided by their landlord	BV74c	-	-	-	c) 71.9%	Survey Every 3 Years	-		Date of next survey 2006/07 c) 76%	
Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord; with results further broken down by a) all tenants b) black and minority ethnic and c) non-black and minority ethnic tenants	BV 75	56.00%	Next survey due 2003/4	Next survey due 2003/4	a) 58.6%	Survey Every 3 Years	n/a	2006/07 date of next survey a) 63% b) 60% c) 63%	Overall improvement in satisfaction comparing survey in 2000/01 to 2003/04. Definition amended from 2006/7 Survey. See Below	
					b) 47.60%	Survey Every 3 Years				
					c) 59.1%	Survey Every 3 Years				
Satisfaction of Council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord	BV75a	-	-	-	a) 58.6%	Survey Every 3 Years	-	2006/07 next survey a) 63%		

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of HOUSING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Satisfaction of non-ethnic minority Council housing tenants with their opportunities for participation in management and decision making in relation to housing services provided by their landlord	BV75b	-	-	-	b) 47.60%	Survey Every 3 Years	-		2006/07 next survey b) 60%	
Satisfaction of ethnic minority Council housing tenants (excluding white minority) with their opportunities for participation in management and decision-making in relation to housing services provided by their landlord	BV75c	-	-	-	c) 59.1%	Survey Every 3 Years	-		2006/07 next survey c) 63%	
Does the authority follow the CRE's Code of practice for rented housing	BV 164	Yes	Yes	Yes	Yes	Yes	Yes -	MA 67% AE 39%		Amended from 2002/03. Add Good Practice Standards for social landlords on tackling harassment included in Code of Practice for Social Landlords: Tackling Racial Harassment.

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of HOUSING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
<p>The average length of stay in</p> <p>a) bed & breakfast accommodation</p> <p>b) hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and a priority need</p>	BV183	-	-	<p>a) 0 weeks</p> <p>b) 7.70 weeks</p>	<p>(a) 1 week</p> <p>(b) 10 weeks</p>	<p>a) 0 weeks</p> <p>b) 8 weeks</p>	<p>a) 1 week</p> <p>b) 8 weeks</p>	<p>a) MA 3.06 AE 6.81</p> <p>b) MA 6.01 AE 14.96</p>	<p>2005/6</p> <p>a) 0</p> <p>b) 6</p> <p>2006/7</p> <p>a) 0</p> <p>b) 0</p> <p>2007/8</p> <p>a) 0</p> <p>b) 0</p>	<p>There has been dedicated resources assigned to the homelessness team and service improvements identified within a Homelessness Strategy and Action Plan</p>
<p>a) The proportion of LA homes which were non-decent as at 1 April 2002</p> <p>b) The percentage change in proportion of non-decent LA homes between 2 April 2002 and 1 April 2003</p>	BV184	-	-	<p>a) 33.3%</p> <p>b) 18.0%</p>	<p>a) 27.3%</p> <p>b) 1.6%</p>	<p>a) 28.0%</p> <p>b) 7.1%</p>	<p>a) 28.0%</p> <p>b) 7.3%</p>	<p>a) MA 53% AE 37%</p> <p>b) MA 8.4 AE 8.6</p>	<p>2005/6</p> <p>a) 26%</p> <p>b) 7.7%</p> <p>2006/7</p> <p>a) 25%</p> <p>b) 8.0%</p> <p>2007/8</p> <p>a) 24%</p> <p>b) -4.2%</p>	<p>Performance in line with long term targets. There is a full awareness of the decent homes standards with targeted initiatives delivered to achieve the government standard by 2010.</p>

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of HOUSING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
Percentage of responsive (but not emergency) repairs during 2002/03, for which the authority both made and kept an appointment	BV185	-	-	0	0	89.75%	55%	MA 45.7% AE 49.2%	2005/6 90% 2006/7 92% 2007/8 94%	Dudley has taken significant steps in implementing an appointment system during 2004/05. This system is now fully operational and provides the means to monitor our performance in accordance with the Best Value definition. Targets were set based on existing top quartile levels prior to full implementation of the system and targets will now be set to reflect improving the current performance outturn. Indicator deleted from 2005/06 but maintained as a local indicator.

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of HOUSING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
%age of tenants owing over 13 weeks rent	LPSA Round One Local PI	-	4.6%	4.6%	4.00%	3.90%	3.50%	2005/6 3.3% 2006/7 3.2% 2007/8 3.1%	Improving performance but increased targeted initiatives required to achieve future years targets.	
Percentage rent lost through local authority dwelling becoming vacant	Gershon Local PI	2.5%	2.2%	2.0%	2.2%	2.0%	2.15%	2005/6 1.9% 2006/7 1.9% 2007/8 1.9%	Deleted in 2002/03 as a BVPI but will continue as a Local PI and Gershon measure.	
The number of people sleeping rough within a single night within the area of the local authority.	BV202	-	-	-	-	1		2005/6 Under 10 2006/7 Under 10 2007/8 Under10	New Indicator from 2004/5.	
The percentage change in the average number of families, which include dependent children or a pregnant woman, placed in a temporary accommodation under the homelessness legislation compared with the average from	BV203	-	-	-	-	82.50%		2005/6 20% 2006/7 15% 2007/8 10%	New Indicator from 2004/5.	

DUDLEY MBC BEST VALUE PERFORMANCE PLAN 2005/06

DIRECTORATE of HOUSING

Indicator / Standard		Performance					Target 2004/05	Averages and Top Quartiles	Future Year Targets	Comments
Description	Indicator	Actual 2000/01	Actual 2001/02	Actual 2002/03	Actual 2003/04	Actual 2004/05				
The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings	BV211a	-	-	-	-			2006/7 2007/8	New Indicator from 2005/06.	
Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings.	BV211b	-	-	-	-			2006/7 2007/8	New Indicator from 2005/06.	
Average time taken to re-let local authority housing	BV212	-	-	-	-			2006/7 2007/8	New Indicator from 2005/06, no target need be set in the BVPP being published in 2005.	
Number of Households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and of whom housing advice casework intervention resolved their situation.	BV213	-	-	-	-			2006/7 2007/8	New Indicator from 2005/06, no target need be set in the BVPP being published in 2005.	
Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years.	BV214	-	-	-	-			2006/7 2007/8	New Indicator from 2005/06, no target need be set in the BVPP being published in 2005.	

Explanations of variances of +/- 15% between target set for 2004/05 and actual performance.

The Council is required to provide explanations of instances where the performance in 2004/05 varies by more than 15% from the target. Explanations given here are for figures occurring in the performance indicator section of the Best Value Performance Plan.

Chief Executives Directorate	
BV 11b	<p>Percentage of the top 5% of LA staff from an ethnic minority Target 2004/05 - 3.91% Actual 2004/05 - 2.32% These figures represent a small number of people, therefore changes in those numbers translate to a significant percentage change</p>
BV 14	<p>Early retirements as a percentage of the total workforce Target 2004/05 - 0.55% Actual 2004/05 - 0.19% These figures represent a small number of people, therefore changes in those numbers translate to a significant percentage change</p>
BV 15	<p>Ill health retirements as a percentage of the total workforce Target 2004/05 - 0.27% Actual 2004/05 - 0.12% These figures represent a small number of people, therefore changes in those numbers translate to a significant percentage change</p>
BV 176	<p>The number of domestic violence refuge places per 10,000 population Target 2004/05 - 0.11 Actual 2004/05 - 0.087 This figure is derived from calculations relating to grants given and actual expenditure. Although grants remained at around the same level, expenditure at one hostel rose significantly.</p>
Directorate of Finance, ICT and Procurement	
BV76a	<p>Number of claimants visited per 1,000 caseload Exceeded Target This was the first year of working to new VF/Visiting arrangements therefore little baseline data from which to set targets.</p>
BV76d	<p>Number of prosecutions and Sanctions per 1,000 caseload Difficulty in Setting targets because of uncertainty of how changes to benefit legislation would affect performance</p>

Directorate of Urban Environment	
BV 82d	<p>% household waste that is landfilled Actual 17.34% Target 14% BVPI 82 a,b,c,d all add up to 100% so they can't vary independently of each other. Landfill was slightly up because recycling waste slightly down, but can also be affected by waste growth in non burnable components like CA Site Waste, Street Cleansing, bulky items etc. which we have no control over. Recycling implementation programme was delayed by budget making process i.e. no progress from Dec 2004 to March 2005. Programme for borough coverage was Spring 2005, however now Aut. 2005.</p>
BV 91	<p>%age of population served by kerbside collection of recyclables Actual 45% Target 85% Recycling implementation programme was delayed by budget making process between December 2004 and March 2005</p>
BV199	<p>Proportion of relevant land and highways as defined under EPA 1990 Actual 21% Target 24% Reasons still being reviewed</p>
Local (WM1)	<p>Number of fixed penalties served Actual 269 Target 200 Reasons still being reviewed</p>
BV97a	<p>Condition of non-principal roads Actual 11.60% Target 8% 2004/5 survey undertaken by accredited surveyors, rules and parameters for processing survey data changed to Rule Set 5.01, Target set against previous Rule Set</p>
BV97b	<p>Condition of unclassified roads Actual 10.40% Target 8% 2004/5 survey undertaken by accredited surveyors, rules and parameters for processing survey data changed to Rule Set 5.01, Target set against previous Rule Set.</p>
BV100	<p>Number of days temporary traffic controls or road closure Actual 0.25 Target 0 Unable to predict target as programme for future years work is not programmed, however, to try to minimise works affecting traffic sensitive streets targets are set wherever possible.</p>
BV109a	<p>Major applications industrial/commercial in 13 weeks Actual 41.00% Target 60% Difference is in part due to staff resourcing problems but also as the number of applications was low, each application had a greater impact on the actuals.</p>
BV109b	<p>Minor applications Industrial/commercial in 8 weeks Actual 50.70% Target 65% Difference is in part due to staff resourcing problems but also as the number of applications was low, each application had a greater impact on the actuals.</p>
BV170a	<p>Visits to/usage's of museums per 1,000 population Actual 391.43 Target 180.76 Reasons still being reviewed</p>

BV170c	<p>Number of pupils visiting museums and galleries in school groups Actual 3698 Target 7000 Reasons still being reviewed</p>
Social Services	
BV49 (PAF A1)	<p>Stability of placements of children looked after Actual 13.1% Target 11.0% Improved recording on Swift (SSD client database) of children and young people missing from their placement for over 24 hours has increased the % with 3 or more placement moves during the year. However, performance is good and Dudley remains in the top PAF blob banding for this indicator.</p>
BV51* (PAF B8)	<p>Costs of services for children looked after Actual £576 Target £475 Increased cost of external placements including an increase in the proportionate costs to Social Services. Reduction of internal residential provision as a result of inspection requirements. Impact of the inability to recruit a full staff group and the subsequent reliance on agency staff.</p>
BV163	<p>Number of looked after children during the year Actual 3.4% Target 6.0% Impact of severe staff shortages in adoption service resulting in reduced activity. Increase in the number and duration of Looked After Children has increased the denominator of the indicator. Small cohort counts for large variances. Dudley are maintaining excellent performance in the complementary indicator "The % of children adopted who were adopted within 12 months of their best interest decision being made"</p>
BV201	<p>Number of adults and older people received direct at 31 March Actual 40 Target 32 Actual figure has shown a positive increase, higher than target is better performance. A higher number of clients have taken up Direct Payments than anticipated through the establishment of the Direct Payments Team.</p>
Education	
BV34a	<p>Percentage of primary schools with 25% or more of their places unfilled Actual 13.40% Target 0% Small changes in the number of schools (of which there are 82 primary) within this category can appear as large percentage variances. A comprehensive Primary Review is in progress to address surplus places. Indicator deleted from 2005/06</p>
BV43a	<p>%age of statements of SEN Actual 56.3% Target 87% Performance has fallen due to delays in reporting by third parties</p>
BV43b	<p>Those affected by exceptions to the rule under SEN code of practice Actual 45.1% Target 75% Performance has fallen due to delays in reporting by third parties</p>
BV159a	<p>%age of permanently excluded pupils provided with alternative tuition of a. 5 hours or less Actual 35% Target 0% Performance levels of previous years failed to be maintained due to significant staff absence</p>

BV192a	<p>Average days access to relevant training and development Actual 3.8 Target 5 Staff recruitment issues impacted on capacity to deliver training events. This has been addressed and new team now in place.</p>
BV192b	<p>Average number of non-maintained settings per QTS teacher Actual 28 Target 10 2002/03 return included part time staff, which have now been discounted. This has been addressed and capacity increased.</p>
BV194	<p>%age of pupils in schools maintained by LEA a. Actual En24% Target En 33% b. Actual Ma 27% Target Ma 33% Targets indicative rather than statutory</p>
Housing	
BV64	<p>Number of private sector vacant dwellings that are returned into occupation or demolition Actual 51 Target 30 Significant improvement in performance due to dedicated staff time allocated to improving performance in this area and greater partnership working. Dudley also chairs the West Midlands Empty Homes forum which has assisted us in seeking ways of bringing empty homes back into use.</p>
BV183a	<p>Average length of stay in bed and breakfast accommodation Actual 0 weeks Target 1 week There has not been a significant variance in performance as the outturn rounds the average number of days to the nearest whole week. However, there have been dedicated resources assigned to the homelessness team and service improvements identified within a Homelessness Strategy and Action Plan</p>
BV185	<p>%age of responsive (but not emergency) repairs Actual 89.75% Target 55% Dudley has taken significant steps in implementing an appointment system during 2004/05. This system is now fully operational and provides the means to monitor our performance in accordance with the Best Value definition. Targets were set based on existing top quartile levels prior to implementation of the system and targets will now be set to reflect improving the current performance outturn.</p>

Explanations of variances of +/- 15% between 2004/05 and 2003/04 actual figures

The Council is required to provide explanations of instances where the performance in 2004/05 varies by more than 15% from the performance in 2003/04. Explanations given here are for figures occurring in the performance indicator section of the Best Value Performance Plan.

Chief Executives Directorate	
BV 11b	<p>Percentage of the top 5% of LA staff from an ethnic minority Actual 2003/04 - 3.74% Actual 2004/05 - 2.32% These figures represent a small number of people, therefore changes in those numbers translate to a significant percentage change</p>
BV 14	<p>Early retirements as a percentage of the total workforce Actual 2003/04 - 0.41% Actual 2004/05 - 0.19% These figures represent a small number of people, therefore changes in those numbers translate to a significant percentage change</p>
BV 15	<p>Ill health retirements as a percentage of the total workforce Actual 2003/04 - 0.28% Actual 2004/05 - 0.12% These figures represent a small number of people, therefore changes in those numbers translate to a significant percentage change</p>
BV 156	<p>Percentage of authority buildings accessible Actual 2003/04 - 10.60 Actual 2004/05 - 16.79% Although the number of buildings in total has changed very little, several non-compliant buildings have been removed from the remit of this indicator and several compliant ones have replaced them.</p>
BV 174	<p>The number of racial incidents recorded by the authority per 100,000 people Actual 2003/04 - 113.11 Actual 2004/05 - 147.2 The variance is due almost entirely to the number of reports from schools increasing as protocols are developed and acted upon.</p>
BV 176	<p>The number of domestic violence refuge places per 10,000 population Actual 2003/04 - 0.11 Actual 2004/05 - 0.087 This figure is derived from calculations relating to grants given and actual expenditure. Although grants remained at around the same level, expenditure at one hostel rose significantly.</p>

Directorate of Finance, ICT and Procurement	
BV 78a	<p>Average time for processing new claims Actual 2003/04 - 28.1 Actual 2004/05 - 22.06 Performance improved as a result of additional staffing resources via DWP funding.</p>
Directorate of Urban Environment	
BV 91	<p>Percentage of population resident served by a kerbside collection of recyclables Actual 2003/04 - 29.20% Actual 2004/05 - 45% Variation due to the phased introduction of the service across the whole borough.</p>
BV 166a	<p>Score against a checklist of enforcement best practice for Environmental Health Actual 2003/04 - 73.3 Actual 2004/05 - 90% The targets for BV 166a show an incremental year on year increase as part of a process of continuous improvement. For 2003/2004 the target was 80% against which 73.3% was achieved. In 2004/2005 the target of 90% was achieved.</p>
BV 97a	<p>Condition of non-principal roads (arrived at by visual survey) Actual 2003/04 - 27.75% Actual 2004/05 - 11.60% 2004/5 survey undertaken by accredited surveyors, rules and parameters for processing survey data changed to Rule Set 5.01.</p>
BV 99 a(2)	<p>Pedestrians - slight Actual 2003/04 - 59.00 Actual 2004/05 - 47.86 These targets represent an average or linear assessment of the overall level of accident reduction needed to meet Central Governments 10 year targets for reducing road accidents between 2000 and 2010. In practice the Council is already ahead of it's projected linear target for reducing road accidents and well on course for meeting the 2010 targets.</p> <p>Road safety Several of our road safety results vary by more than 15% but this is because they are based on very small figures which can be significantly affected in terms of percentage change by, in some cases, one incident.</p>
BV 100	<p>Number of days of temporary traffic controls per km of traffic sensitive road Actual 2003/04 - 0.8 Actual 2004/05 - 0.25 2003/4 data was influenced by major road improvement works at Jews Lane.</p>

BV 186a	<p>Principal Roads not needing major repair Actual 2003/04 - £38.30 Actual 2004/05 - 46.276 Source data is BV 96, survey methodology was changed from CVI surveys to TTS, no correlation between the two types of data source. Funding for principal road maintenance is through LTP which is allocated by Central Government and not the Council.</p>
BV 187	<p>Condition of surface footway Actual 2003/04 - 2.00% Actual 2004/05 - 15.54% 2003/4 actual was given as 2.0 as we were not confident with the source data. Source data for 2004/5 provided by accredited surveyors.</p>
BV 109	<p>Percentage of planning applications determined in line with the government's new development control targets to determine: b) 65% of minor applications industrial/commercial in 13 weeks Actual 2003/04 - 37% Actual 2004/05 - 50.70% The 03/04 performance was poor in part due to staff resourcing problems. The improvement shown in the 04/05 end of year figures has been achieved through the implementation of a new service delivery protocol which was implemented during the later part of 04/05.</p>
BV 170a	<p>The number of visits to/usage's of museums per 1,000 population Actual 2003/04 - 153.0 Actual 2004/05 - 391.43 Reasons still to be determined</p>
BV 170c	<p>The number of pupils visiting museums and galleries in organised school groups Actual 2003/04 - 4810 Actual 2004/05 - 3698 Reasons still to be determined</p>
Social Services	
BV 50	<p>The percentage of young people leaving care aged 16 or over with at least 1 GCSE at grade A*-G, or a GNVQ. (PAF A2) Actual 2003/04 - 46.0% Actual 2004/05 - 56.8% There has been an improvement in this indicator due to the impact of the improvement plan. In addition to this additional SW and ESW posts have been provided within Education Support Service to address completion of Personal Education Plans for Looked After Children and to monitor attendance. A mentoring scheme for Looked After Children and a Dowry for Schools which take in Looked After Children mid-term will also have impacted on this indicator.</p>

BV 161 (PAF A4)	<p>Percentage of those young people who were looked after on 1st April in their 17th year, who were engaged in education, training or employment at the age of 19.</p> <p>Actual 2003/04 - 28.6% Actual 2004/05 - 46.3</p> <p>Impact of improvement plan. Change in definition - 2003/04 figure is a percentage. The 2004/05 figure is a ratio of "The percentage of those young people who were looked after on 1st April in their 17th year, who were engaged in education, training or employment at the age of 19" to "The percentage of the above for all nineteen year olds in the local population". The number in the SSD cohort is small, improvement relates to 4 additional young people with positive outcomes.</p>
BV 163	<p>The number of looked after children 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 the date. (PAF C23)</p> <p>Actual 2003/04 - 4.3% Actual 2004/05 - 3.4%</p> <p>Impact of severe staff shortages in adoption service resulting in reduced activity. Increase in the number and duration of Looked After Children has increased the denominator of the indicator. Small cohort counts for large variances. Dudley are maintaining excellent performance in the complementary indicator "The % of children adopted who were adopted within 12 months of their best interest decision being made"</p>
BV 195	<p>For older clients the average of (1) (2)</p> <p>Actual 2003/04 - 50.00% Actual 2004/05 - 68.00%</p> <p>Increase for PAF D55 is a positive one and to be compliant with DOH guidance changes were made in the recording process at team level and priority was given to monitor this indicator for the last 6 months. Clarification of guidance for D55 from DOH particularly with regards to start of assessment</p>
BV 201	<p>The number of adults and older people received direct at 31 March per 100,000 population aged 18 years or over (age standardised by age groups)</p> <p>Actual 2003/04 - 22 Actual 2004/05 - 40</p> <p>Increase for PAF C51 is a positive one and is due to the establishment of a Direct Payments Team who actively promote the take up of Direct Payments as per Government guidance.</p>
Education	
BV 34a	<p>Percentage of primary schools with 25% or more of their places unfilled</p> <p>Actual 2003/04 - 15.90% Actual 2004/05 - 13.40%</p> <p>Small changes in the number of schools (of which there are 82 primary) within this category can appear as large percentage variances. A comprehensive Primary Review is in progress to address surplus places. Indicator deleted from 2005/06.</p>

BV 43a	<p>Percentage of statements of special educational need issues by the authority in a financial year and prepared within 18 weeks a. excluding</p> <p>Actual 2003/04 - 82.8% Actual 2004/05 - 56.3% Performance has fallen due to delays in reporting by third parties</p>
BV 48	<p>Percentage of schools maintained by the local education authority subject to special measures</p> <p>Actual 2003/04 - 1.75% Actual 2004/05 - 2.61% Small changes in the number of schools (of which there are 111 in total) within this category can appear as relatively large percentage variances. Indicator deleted from 2005/06.</p>
BV 159 2002/03	<p>The percentage of permanently excluded pupils provided with alternative tuition of: d) 20 hours or more.</p> <p>Actual 2003/04 - 100% Actual 2004/05 - 64% Performance levels of previous years failed to be maintained due to significant staff absence.</p>
BV 192	<p>Quality of teaching for early years and childcare services. A) Average days access to relevant training and development per practitioner delivering foundation stage education b) Average number of non-maintained settings per QTS teacher.</p> <p>a) Actual 2003/04 - 5 b) Actual 2003/04 - 10 Actual 2004/05 - 3.8 Actual 2004/05 - 28</p> <p>a) Staff recruitment issues impacted on capacity to deliver training events. This has been addressed and new team now in place. b) 2002/03 return included part time staff, which have now been discounted. This has been addressed and capacity increased.</p>
BV 117	<p>The number of visits per 1,000 population to public libraries</p> <p>Actual 2003/04 - 4,180 Actual 2004/05 - 5 Data collected through electronic people counters in all but 1 library, resulting in more accurate data for this indicator from 2004/05. Indicator deleted from 2005/06.</p>
Housing	
BV 64	<p>The number of private sector vacant dwellings that are returned into occupation or demolished during the year as a direct result of action by the local authority. (This is a new definition for 2002/03)</p> <p>Actual 2003/04 - 23 Actual 2004/05 - 51 Significant improvement in performance due to dedicated staff time allocated to improving performance in this area and greater partnership working. Dudley also chairs the West Midlands Empty Homes forum which has assisted us in seeking ways of bringing empty homes back into use.</p>

BV 184	<p>b) The percentage change in proportion on non-decent LA homes between 2 April 2002 and 1 April 2003.</p> <p>Actual 2003/04 - 1.6%</p> <p>Actual 2004/05 - 7.1%</p> <p>Full awareness of decent homes standards with targeted initiatives delivered to achieve the government standard by 2010. Higher percentage change figure denotes better performance with Dudley aiming to achieve 100% decent homes by the due date.</p>
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BVPI Satisfaction Surveys

During 2003/4 the council was required to undertake a number of surveys to provide information for the Best Value Performance Plan 2004. The plan contains percentage satisfaction figures but we are also required to provide 'base' figures and 'confidence intervals' which are given below along with their BV reference.

'Base' Figure - the number of people repoding to a question

'Confidence intervals' - a margin of error for the satisfaction level shown. Where a confidence interval of 5% is shown on a satisfaction level of 50% we take the actual satisfaction level to lie in the range of 45% - 55%.

A high response rate to a question would reduce the confidence interval, as would consistency of responses.

These figures were agreed with ODPM in Autumn 2004 following publication of last year's plan, figures contained in that plan should therefore be treated as provisional..

BVPI	Result %	Base No	Confidence Interval
General			
3 Citizen satisfaction with the overall service provided	51.00%	1719	2.36
4 Complainants satisfied with the handling of their complaint	35.00%	297	5.41
Tenant satisfaction			
74a Tenant satisfaction- overall service with landlord- all tenants	72.00%	1021	2.74
74b Satisfaction of tenants-black and minority ethnic tenants	60.00%	130	8.42
74c Satisfaction of tenants-non-black and minority ethnic tenants	75.00%	879	3.2
75a Tenant satisfaction - participation in management - all tenants	60.00%	835	3.2
75b Participation in management - black and minority ethnic tenants	47.60%	105	26.8
75c Participation in management - non-black and minority ethnic tenants	59.10%	716	3.9
Benefits service			
80a Contact/access facilities in the benefits office	77.00%	984	2.64
80b Service in the benefit office	81.00%	654	3.02
80c Telephone service (benefits)	66.00%	322	5.18
80d Staff in benefit office	82.00%	960	2.41
80e Clarity of forms and leaflets	63.00%	1007	2.98
80f Time taken for a decision	74.00%	1019	2.7
80g Overall satisfaction with benefits service	79.00%	1032	2.48
Waste management			
89 Citizen satisfaction with cleanliness standard in their area	52.00%	1752	2.34
90a Citizen satisfaction with household waste collection	81.00%	1726	1.87
90b Citizen satisfaction with waste recycling	63.00%	1626	2.35
90c Citizen satisfaction with waste disposal (local tips)	74.00%	1264	2.41
Transport			
103 respondents satisfied with public transport information	44.00%	1267	2.73
104 Respondents satisfied with the local bus service	65.00%	1302	2.59
Planning service			
111 Applications satisfied with the service received	69.50%	311	5.22

Library service			
118a Users - found a book to borrow	0.676%	3018	0.012
118c Users - satisfied with library overall	0.821%	4577	0.012
Leisure and culture			
119a Satisfaction with sports/leisure facilities	50.00%	1558	2.48
119b Satisfaction with libraries	72.00%	1640	2.16
119c Satisfaction with museums/galleries	44.00%	1537	2.48
119d Satisfaction with theatres/concert halls	47.00%	1562	2.47
119e Satisfaction with parks and open spaces	68.00%	1669	2.24