

Performance Indicator Outturns for 2007/08



Striving for Excellence
...for the people of Poole

Borough of Poole's Performance Indicator Outturns 2007/08

This publication should be read with the Council's Corporate Strategy, Striving for Excellence that fulfils the requirements of our Best Value Performance Plan. It presents performance for 2007/08 against targets agreed through the Council's annual business planning and performance management cycle.

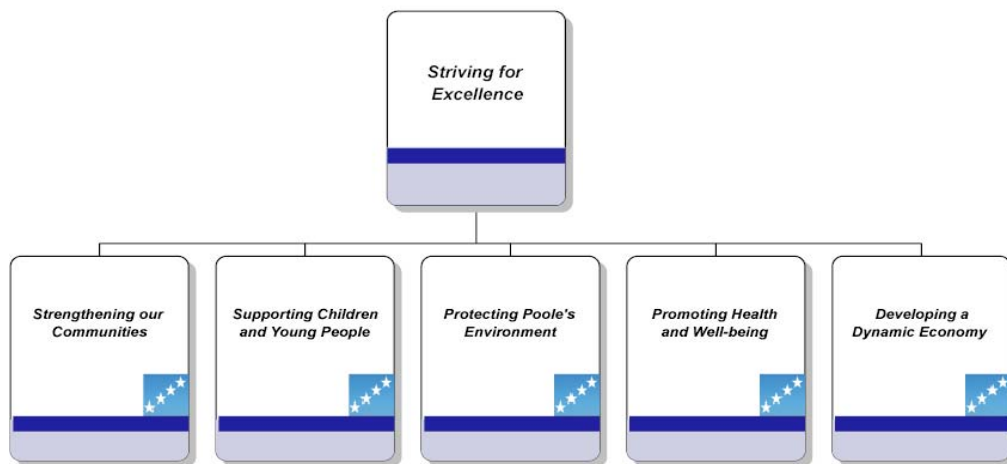
This is the last year of reporting against a range of statutory performance indicators, which include Best Value (BV) and Performance Assessment Framework (PAF) measures. These have been replaced by a new set of 198 National Indicators (NIs), which came into effect in April 2008. Poole Partnership will monitor progress against these through delivery of Poole's Local Area Agreement in addition to the Council's existing performance management processes.

Each measure has a unique reference number and a prefix which denotes the type of indicator:

BV	Best Value Performance Indicator
PAF	Department of Health Performance Assessment Framework indicator
BoP	Borough of Poole local indicator

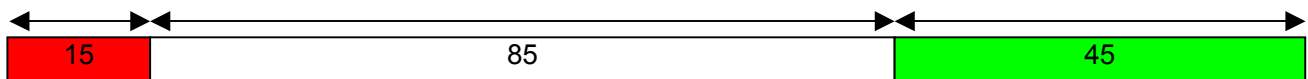
Performance Measurement Systems

The Council's Service Units are responsible for ensuring the soundness of systems used to measure performance in their relevant service areas and for the timely provision of performance information. This enables the Council's Corporate Performance Team to provide quarterly performance updates to the Strategic Management Team and Cabinet and monitor progress with the delivery of the Council's objectives:



Comparative Quartile Performance

Comparison of this authority's performance to that of other Unitary Authorities in 2006/07 against the Best Value indicators has shown that of 145 indicators, 45 came in the top quartile and 15 came in the bottom quartile, giving an overall figure of **90%** performing at an average or top quartile level.



The relevant outturns are shaded either **green (top quartile)** or **red (bottom quartile)** in the 2006/07 actual column in the following pages. Progress against those in the bottom quartile will continue to be monitored by the Council's Management Team and reported to Cabinet on a quarterly basis.

The final performance reported for 2007/08 is, at the time of going to print, still subject to external audit and verification. Financial performance measures are reported as best estimates and amendments to these and any other outturns as a result of audit will be published in the Autumn.

All individual contracts comply with the Best Value requirements including workforce requirements in the Code of Practice on Workforce Matters in Local Authority Service Contracts.

Performance Indicators		Actual 2006/07	Target 2007/08	Actual 2007/08
Adult Social Services				
BV53	Intensive home care per 1,000 population aged 65 or over.	8.6	8.8	9.3
BV54	Older people (aged 65 or over) helped to live at home per 1,000 population aged 65 or over.	99.4	100	104.37
BV56	Percentage of items of equipment costing less than £1,000 delivered within 7 working days.	80	86	93
BV195	Acceptable waiting time for assessments - where time from first contact to completion of assessment is less than or equal to 4 weeks	90.05	91	93
BV196	Acceptable waiting times for care packages - provision of all services in a care package within 4 weeks	90.2	91	91
BV201	The number of adults and older people receiving direct payments at 31 March per 100,000 population aged 18 years or over (age standardised by age groups).	126.61	184	126
PAFB17	Cost of home care for adults with physical or sensory disabilities	17	17.78	21.1
PAFC29	Adults with physical or sensory disabilities helped to live at home per 1,000 population.	6.86	6.5	7.4
PAFC31	Adults with mental health problems helped to live at home per 1,000 population.	4.35	4.4	5.5
PAFD40	Clients receiving a review as a percentage of adult clients receiving a service.	79.6	85	79
BoP 26	Number of supported residents aged over 65 in independent residential care.	387	390	383
BoP 27	Provision of specialist dementia home care hours per week - aged 65 and over.	573	700	719
Building Consultancy Services				
BoP74	Percentage of full plan applications checked and either a letter or decision notice sent within three weeks of the application receipt.	76.3	85	78.94
BoP75	Percentage of completion Certificates issued within 5 working days of a satisfactory completion inspection.	78	89	73
Children and Young People's Integrated Services				
BV43a	Percentage of statements of special educational need issued by the authority in a financial year and prepared within 18 weeks (a) excluding those affected by 'exceptions to the rule' under the SEN Code of Practice	96	100	97
BV43b	Percentage of statements of special educational need issued by the authority in a financial year and prepared within 18 weeks (b) including those affected by 'exceptions to the rule' under the SEN Code of Practice	90	100	94
BV45	Percentage of half days missed due to total absence in secondary schools maintained by the LEA.	8.24	7.5	8.4
BV46	Percentage of half days missed due to total absence in primary schools maintained by the LEA.	5.99	5.5	5.32
BV221a	Percentage of young people aged 13-19 gaining a recorded outcome compared to the percentage of young people in the local authority area.	66	60	65
BV221b	Percentage of young people aged 13-19 gaining an accredited outcome compared to the percentage of young people in the local authority area.	21	30	21
BV222a	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.	28	21	28

Performance Indicators		Actual 2006/07	Target 2007/08	Actual 2007/08
BV222b	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.	100	100	100
BoP87	Number of children in independent / partnership schools.	45	50	54
BoP91	Numbers of children eligible for free school meals (this is a measure of the % of pupils actually taking a free meal to school against all those who are eligible to receive a free school meal).	85	90	88
BoP97	Percentage of admission appeals that reach Stage 2.	87	100	99
BoP98	Percentage of first preferences met by the closing date.	90	95	92
BoP106	Student Awards for complete applications received by 22 June to provide confirmation of loan entitlement by 3 August.	93	100	93
BoP142	The percentage of the population 13-19 year old reached.	37	25	45
Children & Young People's Social Care				
BV49	Stability of placements of children looked after by the authority by reference to the percentage of children looked after on 31st March in any year with three or more placements during the year.	18.3	10.5	7.6
BV50	Educational qualifications of children looked after (interface indicator with education services) by reference to the percentage of young people leaving care aged 16 or over with at least 1 GCSE at grades A*-G General National Vocational Qualification (GNVQ).	44.4	57.5	66.7
BV161	Employment, education and training for care leavers.	0.75	0.95	1
BV162	Reviews of child protection cases.	100	100	100
BV163	Adoptions of children looked after.	5.9	7	7.8
PAFC18	Ratio of looked after children aged 10 plus cautioned or convicted during the year to all children cautioned or convicted	2.5	1.7	2
PAFC19	Children looked after for at least a year who have had a health assessment and dental check in the last 12 months	93.2	93	93.3
PAFD78	Percentage of children under 16 looked after for 2.5 or more years who have been in the same placement for 2 years.	56.4	75	58.1
Children and Young People's Services - Strategy, Quality and Improvement				
BV38	Percentage of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A* - C or equivalent	64	67	66
BV39	Percentage of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A*-G including English and Maths.	93.2	94.5	92
BV40	Percentage of pupils in schools maintained by the LEA achieving Level 4 or above in the Key Stage 2 Mathematics test.	76.1	82	73
BV41	Percentage of pupils in schools maintained by the LEA achieving Level 4 or above in the Key Stage 2 English test.	82.6	84	79
BV181a	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: English.	77.6	82	75
BV181b	Percentage of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in: Mathematics.	83	81	80

Performance Indicators		Actual 2006/07	Target 2007/08	Actual 2007/08
BV181c	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: Science.	80.8	82	79
BV181d	Percentage of 14 year old pupils in schools maintained by the LEA achieving Level 5 or above in the Key Stage 3 test in: ICT assessment.	75	78	77
BV194a	Percentage of pupils in schools maintained by the LEA achieving Level 5 or above in Key Stage 2 in English.	35.2	36	34
BV194b	Percentage of pupils in schools maintained by the LEA achieving level 5 or above in the Key Stage 2 test in Mathematics.	31.1	33	30
BV197	Percentage 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.	-24	-40	-24
BoP149	% of pupils achieving at least Level 2 or more in writing test tasks by the end of Key Stage 1.	86.5	88	86
BoP166	% of 5 - 16 year olds in school sports partnerships engaged in 2 hours a week minimum on high quality PE and school sport within and beyond the curriculum. CPA 2008	88	85	91
Culture and Community Learning				
BV170a	The number of visits to/uses of local authority funded or part funded museums and galleries per 1,000 population.	387	890	1026
BV170b	The number of visits to/uses of local authority funded or part funded museums and galleries that were in person 1,000 population.	95	540	813
BV170c	Number of pupils visiting museums and galleries in organised school groups.	6361	6500	4073
BV220	Compliance against the Public Library Service Standards (PLSS)	4	4	3
BoP23	Arts - Cost of local authority expenditure per attendance.	3.46	2.98	3.41
BoP24	Arts - Number of attendances.	293214	335000	292899
BoP25	Arts - Number of performances and events taking place in the community.	1318	1000	1759
BoP100	Total issues per year (libraries) per head of population. To be retained and modified as number per 1,000 population	6.93	7	6.59
BoP124	Number of IT sessions per head of population. To be retained and modified as number per 1,000 population	1.33	1.24	1.17
BoP125	Peoples Network Active Users - Use ICT at least once a year.	10624	10000	9927
BoP145	Adult learning - % Increase in retention rates	88	87	88
BoP146	Adult learning - % Increase in achievement rates	69	80	94
BoP147	Adult learning - % of current learners re-enrolling	52	53	44
In the 3 performance indicators above the figure shown as the actual for 2007/08 is the final figure for 2006/07 which was submitted to the Learning Skills Council in December 2007 for ratification.				
PLSS0(a)	Stock Turnover - book issues / books available for loan	5.62	5.7	5.62
PLSS0(b)	Stock level - books available for issue per 1,000 population.	1075.78	1070	1038.88
PLSS1a	Proportion of households living within one mile of a static library. CPA 2008	89	89	89

Performance Indicators		Actual 2006/07	Target 2007/08	Actual 2007/08
PLSS1b	Proportion of households living within 2 miles of a static library. CPA 2008	100	100	100
PLSS2	Aggregate scheduled operating hours per 1,000 population for all libraries. CPA 2008	147	148	151
PLSS3	Percentage of static libraries providing access to electronic information resources connected to the internet. CPA 2008	100	100	100
PLSS4	Total number of electronic workstations available to users per 10,000 population. CPA 2008	7	7	7
PLSS5i	Requests - Percentage of requests for books met within 7 days. CPA 2008	65	62	62
PLSS5ii	Percentage of requests for books met within 15 days. CPA 2008	80	78	75
PLSS5iii	Percentage of book requests met within 30 days. CPA 2008	90	88	90
PLSS6	Number of visits per 1,000 population. CPA 2008 Retain for future monitoring	6823	6794	6471
PLSS9	Annual items added through purchase per 1,000 population. CPA 2008	243	243	190
PLSS10	Time taken to replenish the lending stock on open access or available on loan - expressed in years. CPA 2008	5.2	5.2	6.48
PLSS11	Cost per visit (Libraries) - Expenditure. CPA 2008	2593679	2273480	2352248
PLSS12	Number of visits (Libraries).	935486	931500	885915
PLSS13	Active borrowers as a % of population (x-ref to BoP99) CPA 2008	24.55	25	23.42
Customer Services and Communications				
BoP7	Satisfaction of residents who felt the Council kept them well informed about the services and benefits it provides (source: Poole Opinion Panel)	55		81
BoP155	Percentage of voicemail enquiries responded to within 4 working hours	88	95	95
Environmental and Consumer Protection Services				
BV82ai	Percentage of household waste arisings which have been sent by the authority for recycling.	23.32	24	23.28
BV82aia	Total tonnage of household waste arisings which have been sent by the Authority for recycling	18358	16730	18127
BV82bi	Percentage of the total tonnage of household waste arisings which have been sent for composting or treatment by anaerobic digestion.	10.26	10	15.75
BV82bii	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	8080	10081	12262
BV82ci	Percentage of the total tonnage of household waste arisings which has been used to recover heat, power and other energy sources.	0.43	0.44	0.08
BV82cii	Tonnage of household waste arisings which have been used to recover heat, power and other energy sources	341	351	59
BV82di	Percentage of the total tonnage of household waste arisings which have been landfilled.	67.12	69.5	59.26
BV82dii	The tonnage of household waste arisings which have been landfilled	52836	53893	47453
BV84a	Number of kilograms of household waste collected per head of population.	574.2	584	568.7
BV84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of population.	2.64	2	-1
BV86	Cost of waste collection per household.	35.78	33.53	33.73
BV87	Cost of waste disposal per tonne for municipal waste.	48.96	51.86	51.42

Performance Indicators		Actual 2006/07	Target 2007/08	Actual 2007/08
BV91a	Percentage of households in the authority's area which are served by a kerbside collection of recyclables.	100	100	100
BV91b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables.	100	100	100
BV166a	Score against a checklist of enforcement best practice for environmental health	90	90	90
BV166b	Score against a checklist of best practice for Trading Standards	90	90	90
BV199a	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.	12.95	13	12
BV199b	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible.	2.9	2.9	6
BV199c	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible.	0	0	0
BV199d	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'.	0	0	0
BV216a	Number of 'sites of potential concern' [within the local authority area] with respect to land contamination.	611	580	603
BV216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all sites of potential concern'.	4	5	4.71
BV217	Percentage of pollution control improvements to existing installations completed on time.	33	100	100
BV218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	90	95	97
BV218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle.	63.6	75	79
BoP110	Number of collections missed per 100,000 collections of household waste.	18	30	18
BoP168	Percentage of programmed high risk regulatory inspection undertaken (new 2006/07)	87	90	83
Financial Services				
BV8	The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority, retained for future monitoring as a Local Indicator	92.82	94	94.75
BV9	Percentage of Council Tax collected, retained for future monitoring as a Local Indicator	98.23	98.5	98.38
BV10	The percentage of non-domestic rates due for the financial year which were received by the authority, retained for future monitoring as a Local Indicator	98.88	99	98.77
BV76b	The number of fraud investigators employed, per 1,000 caseload.	0.36	0.38	0.36
BV76c	The number of fraud investigations per 1,000 caseload.	25.58	30	22.89
BV76d	The number of prosecutions and sanctions, per 1,000 caseload.	1.81	3	3.65
BV78a	Average time for processing new claims.	29.46	34	24.62
BV78b	Average time for processing notifications of changes of circumstances.	15	10	12.72

Performance Indicators		Actual 2006/07	Target 2007/08	Actual 2007/08
BV79a	Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available to determination for a sample of cases checked post-determination.	94.4	98	97
BV79bi	The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a percentage of all HB overpayments during that period.	73	68	64.75
BV79bii	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	35.7	34	32.65
BV79biii	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	6.72	5.5	5.58
Housing and Community Services				
BV64	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.	35	50	45
BV126	Number of domestic burglaries per 1,000 households.	4.71	5	4.9
BV127a	Violent crime per year, per 1,000 population in the Local Authority Area	18.64	19.7	16.68
BV127b	Robberies per year, per 1,000 population in the Local Authority area	0.25	0.3	0.32
BV128	Vehicle crimes per 1000 population.	8.62	8.6	6.39
BV174	The number of racial incidents recorded by the authority per 100,000 population.	12.39	16	22.6
BV175	The percentage of racial incidents that resulted in further action.	100	100	100
BV183a	The average length of stay in bed and breakfast accommodation in weeks.	0.64	1	1.29
BV183b	The average length of stay in weeks in hostel accommodation of households which include dependent children and pregnant women and which are unintentionally homeless and in priority need.	12.16	8	8.29
BV202	The number of people sleeping rough on a single night within the area of the local authority.	4	3	1
BV203	The percentage change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year.	-19.69	-15	-10.75
BV213	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation	7.68	7	8.44
BV214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	1.61	1	0
BV225	Actions Against Domestic Violence - % of questions from a checklist to which a local authority can answer 'yes' The purpose of this BVPI is to assess the overall provision and effectiveness of local authority services designed to help victims of domestic violence and prevent further domestic violence.	63.6	82	63.6
BoP102	Average number of families in Bed & Breakfast.	1.58	3	2.68

Performance Indicators		Actual 2006/07	Target 2007/08	Actual 2007/08
BoP103	Average length of 'long stay' homeless people in bed & breakfast in weeks.	2.12	3	1.49
Housing - Poole Housing Partnership				
BV63	Energy Efficiency: the average SAP rating of local authority owned dwellings.	70	71	75
BV66a	Local authority rent collection and arrears: proportion of rent collected.	99.4	99	97.9
BV66b	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.	4.92	7.5	5.24
BV66c	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served.	4.4	10	4.84
BV66d	Percentage of local authority tenants evicted as a result of rent arrears.	0.07	0.1	0.07
BV184a	The proportion of LA homes which were non-decent at the start of the financial year.	53	44	44
BV184b	The % of change in proportion of non-decent LA homes between the start and the end of the financial year. .	9	17	17
BV212	Average time taken to re-let local authority housing now measured in calendar days - formerly BoP 212.	26	29	12
BoP111a	The average weekly cost per local authority dwelling of management.	15.15	15.18	15.26
BoP111b	The average weekly costs per local authority dwelling of repairs.	17.37	17.97	18.26
BoP120	Percentage of rent lost through local authority dwellings becoming vacant	0.73	0.79	0.41
BoP121	Percentage of urgent repairs completed within Government time limits.	97.9	98.5	99
ICT and Business Support				
Socitm 1	Customer satisfaction rating (out of 7).	4.16	4.57	4.6
Socitm 2a	SLA target for completion of fault calls	97.09	96	97.81
Socitm 2b	SLA target for completion of minor requests for work	92.83	91	91.37
Legal and Democratic Services				
BoP37	The % turnout for local elections	36.58	36	38.6
BoP122	Publication of the Forward Plan carried out within set time limits with all deadlines being met.	100	100	100
Leisure Services				
BoP126	Public satisfaction with the care of open spaces (grounds maintenance - % satisfied and very satisfied).	81	85	79
BoP128	Public satisfaction with leisure centres.	66	65	n/a
BoP129	Leisure centre visits (total number of all three centres).	637624	745000	725982
BoP130	Access to Leisure (Number of visits).	66584	75000	45889
BoP131	Blue and Green Flag Awards for Poole beaches and parks.	4	5	5
BoP151	Public satisfaction with bereavement services provided by the Borough of Poole (introduced 2006)	no data available	70	99
Personnel and Training Services				
BV11a	The percentage of top 5% of earners that are women.	43.08	46	41.46
BV11b	The percentage of top 5% of earners from black and minority ethnic communities.	1.09	2.2	1.11
BV11c	Percentage of the top-paid 5% of staff who have a disability (excluding those in maintained schools).	6.57	2.5	6.63

Performance Indicators		Actual 2006/07	Target 2007/08	Actual 2007/08
BV12	The number of working days/shifts lost to sickness absence.	9.1	8.25	9.11
BV14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce.	0.95	0.6	0.89
BV15	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	0.17	0.275	0.1
BV16a	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the authority area.	2.36	2.28	2.11
BV16b	Percentage of economically active people in the authority area who have a disability	9.95	9.95	9.95
BV17a	The percentage of local authority employees from ethnic minority communities.	1.5	1.6	1.6
BV17b	Percentage of the economically active (persons aged 18-65) population from ethnic minority communities in the local authority area.	1.22	2	1.22
BoP3	The authority will achieve and maintain the Investors in People standards	100	100	100
BoP113	Voluntary leavers as a percentage of staff in post	9.38	10	8.89
Planning Design and Control Services				
BV109a	Percentage of planning applications determined in line with the Government's new development control targets to determine: 60% of major applications in 13 weeks. BECOMES NI157a	63	65	68
BV109b	Percentage of planning applications determined in line with the Government's new development control targets to determine: 65% of minor applications in 8 weeks. BECOMES NI157b	70	70	73
BV109c	Percentage of planning applications determined in line with the Government's new development control targets to determine: 80% of other applications in 8 weeks. BECOMES NI157c	85	85	88
BV204	Percentage of appeals allowed against the authority's decision to refuse planning applications.	26	30	32
BV205	Quality of service checklist.	83	89	83
BV219a	Total number of conservation areas in the local authority area	21	21	21
BV219b	Percentage of conservation areas in the local authority area with an up-to date character appraisal.	14	43	19
BV219c	Percentage of conservation areas with published management proposals	0	43	14
BoP16	Householder application determined within 8 weeks.	87	90	89
BoP18	Protected tree applications determined within 8 weeks.	76	80	38
Property Services				
BV156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	38.89	38.89	38.89
Strategic Planning				
BV2a	The level of the Equality Standard for Local Government to which the authority conforms.	2	2	2
BV2b	The duty to promote race equality - percentage score against the RES check list.	57.9	68.4	73.7
BV106	Percentage of new homes built on previously developed land.	100	85	100
BV200a	Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?	Yes	Yes	Yes

Performance Indicators		Actual 2006/07	Target 2007/08	Actual 2007/08
BV200b	Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	No	Yes	No
BV226a	Total amount spent (£'s) by the Local Authority on Advice and Guidance services provided by external organisations.	247266	n/a	190893
BV226b	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.	61.35	n/a	79.06
BV226c	Total amount spent (£'s) on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public.	710148	n/a	744479
Strategy Directorate				
Bop6	Proportion as a percentage of all Tourism Partners (continuing businesses) choosing to maintain or increase their commitment to the Poole Tourism Partnership	93	90	93
Transportation Services				
BV99ai	Number of casualties - all killed / seriously injured.	43	50	64
BV99aii	Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year.	-38.6	-40	48.84
BV99aiii	Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 1994-1998 average.	-37	-40	-6.16
BV99bi	Number of children (aged under 16) killed or seriously injured (KSI) in road traffic collisions.	2	6.14	6
BV99bii	Percentage change in the number of children (aged under 16) killed or seriously injured (KSI) in road traffic collisions since the previous year.	-111.86	0	200
BV99biii	Percentage change in the number of children killed or seriously injured (KSI) in road traffic collisions since the 1994-1998 average.	-111.86	0	-34.78
BV99ci	Number of people slightly injured in road traffic collisions.	486	559.48	514
BV99cii	Percentage change in the number of people slightly injured in road traffic collisions since the previous year.	-22.36	-10.63	5.76
BV99ciii	Percentage change in the number of people slightly injured in road traffic collisions since the 1994-1998 average.	-18.9	-10.60	-14.25
BV100	Number of days temporary traffic controls or road closure on traffic sensitive roads caused by local authority road works per kilometre of traffic sensitive roads.	0.11	0.15	0.05
BV102	Local bus services (passenger journeys per year).	7877098	7825000	8653404
BV165	Percentage of pedestrian crossings with facilities for disabled people.	20.63	30	20.63
BV178	Percentage of total length of footpaths and other rights of way which were easy to use by members of the public.	52.78	87	64
BV187	% of categories 1, 1a and 2 footways that might require structural maintenance	12	12	8
BV215a	The average number of days taken to repair a street lighting fault, which is under the control of the local authority.	5	5	1.9
BV215b	The average time taken (days) to repair a street lighting fault, where response time is under the control of a DNO (Distribution Network Operator).	12.38	10	11.43

Performance Indicators		Actual 2006/07	Target 2007/08	Actual 2007/08
BV223	Percentage of the local authority principal road network where structural maintenance should be considered.	6	6	4
BV224a	Percentage of the non-principal classified road network where maintenance should be considered.	10	10	4
BV224b	Percentage of the unclassified road network where structural maintenance should be considered.	4	5	2
BoP9	Percentage of residents satisfied with (a) pavement maintenance	50	57	50
BoP9b	Percentage of residents satisfied with b) road maintenance.	49	54	51
BoP11	% of eligible residents taking up the concessionary fares bus pass.	71.69	73	75.79
BoP13	Number of users of Council town centre car parks per year (000's).	2853	3000	3310
BoP15	Percentage of users satisfied with Council car parks.	70	70	56
BoP20	Number of reported car crimes in Council town centre car parks.	10	50	17
BoP119	Proportion of town centre commuters using alternative transport.	53	57	55
BoP123	In year collection rate of penalty charge notices issued.	75	76	77

If you require further information on the performance measures contained within this publication please contact the Corporate Performance Team on 01202 633587

**For further information on statutory indicators
please see the Audit Commission website www.audit-commission.gov.uk**