

2010 WYCHAVON




Annual Report Appendix - doing more for less






2009_10 Annual Appendix

Report Author: Performance Officer <zach.butcher@wychavon.gov.uk>
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PI status		
	Target met/performance improved	30
	Performance slightly below target/little change	23
	Performance significantly below target/decreased	4
N/A	No comparisons available and/or targets not set	10











Long term trends		
	Improving	26
	No significant change	24
	Getting worse	15
N/A	Not possible to determine	2

1. SAFER: Communities that are safe and feel safe

1. To reduce crime and the fear of crime

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
BV 126	Domestic burglaries per 1,000 households	Aim to Minimise	5.4	TOP	6.6	2nd	5.3	4.5			There was a 20% reduction in domestic burglaries in 2009/10 compared to 2008/09. There were 262 domestic burglaries in 2008/09 compared to 331 in 2009/10.
BV 127a2	Serious Violent Crime per 1,000 Population	Aim to Minimise	N/A	N/A	1.00	N/A	1.13	N/A			There has been a slight increase in the number of Serious Violent Crime reported for 2009/10 by just over 15%. to 134 crimes
BV 128	Vehicle crimes per 1,000 population	Aim to Minimise	6.1	TOP	5.8	TOP	5.9	5.1			There was a significant decrease in the number of vehicle crimes for 2009/10 by over 7%.
NI 35	Building resilience to violent extremism	Aim to Maximise	N/A	N/A	2	N/A	2	N/A		Assessment carried out by Worcestershire Safer Communities Board our behalf, the overall assessment scored level 2.	
PLS 01a	How safe people feel when outside in their local area during the day	Aim to Maximise	N/A	N/A	94%		94%	95%			This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3-4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.
PLS 01b	How safe people feel when outside in their local area after dark	Aim to Maximise	N/A	N/A	67%		68%	69%			This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3-4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.

2. To tackle anti-social behaviour and disorder



Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 17 (PLS)	Perceptions of anti-social behaviour	Aim to Minimise	N/A	N/A	10.9%	TOP	7.6%	10.0%			This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3-4%, indicating levels of satisfaction have improved since the 2008 Place Survey.
NI 21 (PLS)	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	Aim to Maximise	N/A	N/A	28.5%	2nd	29.1%	30.0%			This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3 - 4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey
NI 22 (PLS)	Perceptions of parents taking responsibility for the behaviour of their children in the area	Aim to Maximise	N/A	N/A	37.4%	TOP	40.9%	38.0%			This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3 - 4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.
NI 27 (PLS)	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	Aim to Maximise	N/A	N/A	26.5%	TOP	26.0%	28.0%			This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3 - 4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.
NI 37 (PLS)	Awareness of civil protection arrangements in the local area	Aim to Maximise	N/A	N/A	23.5%	TOP	41.3%	24.0%			This is one of 18 NIs removed from 01/04/10. This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3 -4%, indicating levels of satisfaction have significantly increased since the 2008 Place Survey.

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 41 (PLS)	Perceptions of drunk or rowdy behaviour as a problem	Aim to Minimise	N/A	N/A	16.1%	TOP	14.9%	16%			This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3 - 4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.
NI 42 (PLS)	Perceptions of drug use or drug dealing as a problem	Aim to Minimise	N/A	N/A	24%	2nd	22.2%	20%			This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3 - 4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.









2. GREENER: A better environment - for today and tomorrow





1. To minimise waste and increase recycling

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 191	Residual household waste per household	Aim to Minimise	N/A	N/A	561	2nd	448	552			This indicator was previously reported as a Best Value Indicator (BV84a) on a per head of population basis. There has been a 114kg reduction in residual waste collected per household compared to 2008/09.
NI 192	Percentage of household waste sent for reuse, recycling and composting	Aim to Maximise	24.00%	2nd	32.60%	3rd	42.10 %	40.00 %			This indicator was previously calculated separately using Best Value Indicators BV82a and BV82b. The recycling rate increased from 32.6% in 2008/09 to 42.10% in 2009/10 as a result of our new waste and recycling system, which was only fully implemented in March 2009. As additional materials can now be collected, we expect a further increase in recycling in 2010/11.
PLS 02	Satisfaction with refuse collection	Aim to Maximise	N/A	N/A	82.7%	2nd	82.8%	84%			This indicator is measured through the biennial Place Survey. The 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for this survey are +/- 3 -4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.





Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
PLS 03	Satisfaction with doorstep recycling	Aim to Maximise	N/A	N/A	78.1%	TOP	77.8%	80%			This indicator is measured through the biennial Place Survey. The 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for this survey are +/- 3 -4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.

2. To balance new development with protecting the district's natural and built environment

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 157a	Major applications determined in 13 weeks	Aim to Maximise	76.47%	2nd	83.33%	2nd	74.35 %	70.00 %			This indicator has directly replaced the previous Best Value indicator BV109a. We continue to exceed the national target for this category of planning applications. We have set a higher local target for this indicator for the next 3 years.
NI 157b	Minor applications determined in 8 weeks	Aim to Maximise	75.61%	3rd	79.02%	2nd	83.58 %	80.00 %			This indicator has directly replaced the previous Best Value indicator BV109b. We continue to exceed the national target for this category of planning applications. We have set a higher local target for this indicator for the next 3 years.
NI 157c	Planning Applications: 'Other' applications	Aim to Maximise	87.77%	3rd	90.57%	2nd	94.22 %	90.00 %			This indicator has directly replaced the previous Best Value indicator BV109c. We continue to exceed the national target for this category of planning applications. We have set a higher local target for this indicator for the next 3 years.
BV 204	Planning appeals allowed	Aim to Minimise	31.1%	2nd	23.0%	TOP	57.1%	25.0%			This is a local indicator, but appeals performance is monitored at a national level. Generally we have been below the national average for percentage of appeals allowed. However for 2009/10, the number of appeals against decision was 42 of these 24 were allowed. Of the 24 allowed 14 were delegated decisions and 10 committee decisions. 9 out of the 10 committee decisions went against officers' recommendations.
NI 159	Supply of ready to develop housing sites	Aim to Maximise	N/A	N/A	128.2%	N/A			N/A	N/A	This indicator is based on data in the Annual Monitoring Report, which is published in December each year.

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 197	Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented	Aim to Maximise	N/A	N/A	26%	N/A	31%	35%			Base level data is collated by Worcestershire Biodiversity Partnership and submitted each June by Worcestershire County Council. Overall NI197 for 2009/10 is 31.1%. This represents a 4.9% increase on last year's figure of 26.2%.
PLS 04	Satisfaction with parks and open spaces	Aim to Maximise	N/A	N/A	76.24	TOP	77%	78%			









3. To create a clean environment

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 195a	Improved street and environmental cleanliness: Litter	Aim to Minimise	N/A	N/A	3%	TOP	2%	5%			This indicator was previously reported as Best Value indicator BV199a. It is based on surveys carried out over three four month periods where the lower the percentage score, the better the standard of cleanliness. Following advice from DEFRA we have been advised to include bird droppings as litter. This could reduce performance in 2010/11.
NI 195b	Improved street and environmental cleanliness: Detritus	Aim to Minimise	N/A	N/A	12%	3rd	13%	12%			This indicator was previously reported as Best Value indicator BV199a. It is based on surveys carried out over three four month periods where the lower the percentage score, the better the standard of cleanliness. There has been an improvement due to the increase in the frequency of village cleansing from quarterly to monthly introduced with the new highways and cleansing contract, however following advice from DEFRA detritus on footways is now included for the purposes of the indicator. This will cause a slight increase in results.

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 195c	Improved street and environmental cleanliness: Graffiti	Aim to Minimise	1%	TOP	0%	TOP	0%	0%			This indicator was previously reported as Best Value indicator BV199b. It is based on surveys carried out over three four month periods where the lower the percentage score, the better the standard of cleanliness. Levels of graffiti are extremely low and concentrated in retail, recreational and commercial areas. For reporting purposes we score 0%.
NI 195d	Improved street and environmental cleanliness: Fly-posting	Aim to Minimise	0%	TOP	0%	TOP	0%	0%			This indicator was previously reported as Best Value indicator BV199c. It is based on surveys carried out over three four month periods where the lower the percentage score, the better the standard of cleanliness. Levels of fly-posting are extremely low and concentrated in retail, recreational and commercial areas. For reporting purposes we score 0%.
NI 196	Local Street and Environmental Cleanliness - Fly-tipping	Aim to Minimise	N/A	N/A	1	TOP	1	1			We recorded a grade 1 "very effective" for 2009/10 due to a decrease in the number of recorded fly tipping incidents and an increase in the number of enforcement actions. Fly-tips decreased from 1008 (2008/09) to 453 (2009/10) and enforcement actions increased from 213 to 805. A large number of letters were sent due to the introduction of the wheeled bins. This makes our figures for enforcements high for this year but they are likely to come down next year, this could therefore affect our 2010/11 grading.
PLS05	Satisfaction with keeping land clear of litter and refuse	Aim to Maximise	N/A	N/A	64.4%	TOP	64.7%	66%			This indicator is measured through the biennial Place Survey. The 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for this survey are +/- 3 -4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.



4. To reduce the impacts of climate change and household energy consumption

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 185	CO2 reduction from local authority operations	Aim to Minimise	N/A	N/A	4,614,121kg		4,343,740 kg (6% reduction)	2% reduction			This indicator uses a DEFRA tool to calculate carbon dioxide (CO ₂) emissions from the delivery of local authority functions. It includes emissions from energy use in our buildings and the leisure centres, staff travel and emissions from major contractors, such as FOSCA.

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
											We emitted a total of 4,343,740kg of carbon dioxide (CO ₂) from our estate and operations in 2009/10. Although CO ₂ emissions from our buildings fell by 21% compared to last year, there was a 54% increase in vehicle fleet mileage due to an increase in the number and frequency of services provided by FOCSA, for example food waste collection, more frequent street cleaning and expansion of our garden waste service. We therefore achieved a reduction in total CO ₂ emissions of 6%.
NI 186	Per capita reduction in CO ₂ emissions in the LA area	Aim to Minimise	8.7	N/A	N/A	N/A	N/A	8.3	N/A	N/A	This indicator is supplied by DEFRA. We expect to have the 2008/09 figure in the Autumn of 2010.
NI 187(i)	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (i) Low energy efficiency	Aim to Minimise	N/A	N/A	12.47%	3rd	12.47%	11%			These indicators are based on the results of surveys, assessed annually by Act on Energy. In previous years, we sent the survey to those in receipt of Housing Benefit. The 2009/10 survey was sent to all households by the Energy Saving Trust. These results are based on 778 returns from those advising they were in receipt of benefits – so there is some variation in the method which could have had an impact
NI 187(ii)	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (ii) High energy efficiency	Aim to Maximise	N/A	N/A	36.85%	TOP	34%	37%			We received double the number of expected returns (target is 400 out of a 2,250 sample) so the statistical evidence should be accurate. It may be that we have had a lot of people falling into benefits and many of these could be people who could previously afford fuel bills and as a result were less energy efficient conscious and this may have affected the results.
NI 188	Planning to Adapt to Climate Change	Aim to Maximise	N/A	N/A	0	2nd	1	1			This is a process based indicator. We report on the level of preparedness we have reached against 5 levels of performance, graded 0 to 4. We have commenced production of a Local Climate Impacts Profile (LCLIP) which will help us assess the impacts of future changes in weather and climate on our services and assist with risk management and emergency planning.
NI 194	Air quality – % reduction in NO _x and primary PM ₁₀	Aim to Minimise	N/A	N/A	NO _x = 9.654 tonnes	N/A	NO _x = 7.758 tonnes	9.80			This indicator is calculated using the same tool as NI185. It includes nitrogen oxide (NO _x) and particulate matter (PM ₁₀) emissions from energy use in our buildings and the leisure


Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
	emissions through local authority's estate and operations				PM10 = 0.239 tonnes		(20% reduction)				centres, staff travel and emissions from major contractors, such as FOSCA. We emitted a total of 7.758kg of NOx and 171kg of PM ₁₀ from our buildings and operations in 2009/10. This is a 20% reduction compared to 2008/09, which is significantly better than our target of 2%. Our buildings remain the primary source for all three types of emissions, with our vehicle fleet (including waste contractors) accounting for a significant proportion of emissions.









5. To aid recovery from flooding and reduce the impact of future floods

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 189	Flood and coastal erosion risk management	Aim to Maximise	N/A	N/A	100%	TOP	92%	80%			The 2008/09 actions we set were fairly simple to achieve. The nature of these actions will develop over time as the draft Flood and Water Bill takes shape. We developed actions for 2009/10 and 2010/11 in consultation with the Environment Agency.

3. HEALTHIER: Improving health and well-being

1. To contribute to reducing the incidence of coronary heart disease, cancer, obesity and diabetes

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 8	Adult participation in sport and active recreation	Aim to Maximise	23.5%	2nd	22.6%	N/A	N/A	24.0%	N/A		The Active People 3 Survey Results show a decrease in participation rates, however this change is not statistically significant.





Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 119 (PLS)	Self-reported measure of people's overall health and wellbeing	Aim to Maximise	N/A	N/A	76.5%	2nd	79.8%	77%			This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3 - 4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.
NI 120a	All-age all cause mortality rate - Females	Aim to Minimise	427	N/A	444	2nd	N/A	377	N/A		These are contextual indicators that provide us with a useful measure of progress on achieving wider health outcomes. They are based on data supplied by the office for National Statistics.
NI 120b	All-age all cause mortality rate - Males	Aim to Minimise	572	N/A	577	TOP	N/A	624	N/A		
NI 121	Mortality rate from all circulatory diseases at ages under 75	Aim to Minimise	45.80	N/A	47.60	TOP	N/A	64.34	N/A		
NI 122	Mortality rate from all cancers at ages under 75	Aim to Minimise	99.70	N/A	92.80	TOP	N/A	98.30	N/A		
NI 139 (PLS)	The extent to which older people receive the support they need to live independently at home	Aim to Maximise	N/A	N/A	28.9%	3rd	32.8%	30.0%			This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3 - 4%, indicating levels of satisfaction have increased since the 2008 Place Survey.

2. To reduce health inequalities in Wychavon

4. STRONGER: Vibrant and inclusive communities with a strong economy


1. To increase the availability of affordable, decent housing

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 138 (PLS)	Satisfaction of people over 65 with both home and neighbourhood	Aim to Maximise	N/A	N/A	89.2%	TOP	87.9%	90.0%		↓	This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3 - 4%, indicating levels of satisfaction have decreased since the 2008 Place Survey.
NI 154	Net additional homes provided	Aim to Maximise	N/A	N/A	218	N/A	156	N/A		↓	
NI 155	Number of affordable homes delivered (gross)	Aim to Maximise	60	3rd	64	N/A	44	60		↓	During 2009/10 we delivered 44 affordable homes against a target of 60. This is due to some units being delivered early in 2008/09 and also some slippage into 2010/11. However, since April 2008, we have delivered a total of 106 new affordable homes and have already achieved 53% of our five year target of 200 homes by 2012/13.
NI 156	Number of households living in temporary accommodation	Aim to Minimise	N/A	N/A	12	N/A	10	11		↑	This indicator is assessed on our performance at Q4 2009/10 against Q4 performance for 2003/04. Our 2009/10 performance represents a reduction of 54.55% of homeless households in temporary accommodation against our performance in the fourth quarter of 2004.











2. To improve activities/ facilities for young people



3. To support local businesses and village services

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
BV8	% of invoices paid on time	Aim to Maximise	97.98%	TOP	98.60%	TOP	95.93 %	100.0 0%		↓	Our performance in 2009/10 as a whole was slightly below the performance in previous years. This was mainly due to the impact of introducing a new financial system in April 2009. By the end of 2009/10, however, performance was the highest it has ever been with 99.76% of invoices being paid within 30 days in March 2010.

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 152	Working age people on out of work benefits	Aim to Minimise	N/A	N/A	7.4%	N/A	N/A	9.0%	N/A	↑	This is a contextual indicator that provides us with a useful measure of progress on achieving wider economic outcomes. It is reported by Jobcentre Plus. The rate has increased and is calculated using mid-2007 working age population. This analysis now includes benefit claimants for the period when unemployment was rising fastest (November 2008-May 2009). Since then, unemployment has stabilised at a higher level and this will continue to feed in to the analysis for this indicator in the future reporting periods. Data will be available for financial year 2009/10 when February 2010 data is released on 11 August 2010.
NI 182	Satisfaction of business with local authority regulation services	Aim to Maximise	N/A	N/A	78%	N/A	79%	80%	☹	↑	This indicator is based on a monthly survey with annual reporting. The measure is weighted such that every business has to answer 'strongly agree' to both questions in order to reach 100%. This is unrealistic in a regulatory environment.
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	Aim to Maximise	89%	N/A	93%	N/A	93%	93%	😊	↑	This is one of 18 NIs removed from 01/04/10. This target is reliant on compliance by businesses with basic hygiene requirements. Due to turnover of businesses this figure is unlikely to ever reach 100%. In addition the economic downturn is resulting in businesses' scores becoming worse as spend is reduced on maintenance and cleaning. We may see this figure fall due to these factors.
NI 6 (PLS)	Participation in regular volunteering	Aim to Maximise	N/A	N/A	30.6%	TOP	32.6%	31%	😊	▬	This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3 - 4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.

4. Build vibrant and tolerant communities where people get on well together




Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 1 (PLS)	% of people who believe people from different backgrounds get on well together in their local area	Aim to Maximise	67% 2006/07	N/A	79%	3rd	78.4%	80%			This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3 - 4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.
NI 2 (PLS)	% of people who feel that they belong to their neighbourhood	Aim to Maximise	N/A	N/A	67%	TOP	67.6%	69%			This is one of 18 NIs removed from 01/04/10; however we are retaining it as a local indicator. This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3 -4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.
NI 3 (PLS)	Civic Participation in the local area	Aim to Maximise	N/A	N/A	16.2%	TOP	15.8%	17%			This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3 - 4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.
NI 4 (PLS)	% of people who feel they can influence decisions in their locality	Aim to Maximise	35% 2006/07	N/A	30.8%	TOP	29.7%	32%			This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3 - 4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.
NI 5 (PLS)	Overall/general satisfaction with local area	Aim to increase	78% 2006/07	N/A	88.5%	TOP	92%	89%			This indicator is measured through the biennial Place Survey. The 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for this survey are +/- 3 -4%, indicating levels of satisfaction have increased since the 2008 Place Survey.





Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 23 (PLS)	Perceptions that people in the area treat one another with respect and consideration	Aim to Minimise	N/A	N/A	22.3%	2nd	19.7%	21%			This is one of 18 NIs removed from 01/04/10; however we are retaining it as a local indicator. This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3 -4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.

5. To increase leisure and cultural activities





5. SUCCESSFUL: Delivering excellent and value for money services



1. To provide high performing services that meet customers' needs

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 14	Avoidable contact: the proportion of customer contact that is of low or no value to the customer	Aim to Minimise	N/A	N/A	20.6%	2nd	16.2%	N/A		This is one of 18 NIs removed from 01/04/10. We have identified a number of areas to further reduce avoidable contact, such as more detailed information regarding waste on web; incorrect numbers amended; online emails directed sent to service unit inboxes directly. Despite NI14 removal from the NI set, we are likely to keep some sort of monitoring process in place due to the valuable information returned in identifying areas to improve in future.	
NI 140 (PLS)	Fair treatment by local services	Aim to Maximise	N/A	N/A	79.8%	TOP	80.0%	80.0%			This is one of 18 NIs removed from 01/04/10. This indicator is measured through the biennial Place Survey. The 2008/09 figure is from the initial Place Survey and the 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for 2009/10 are +/- 3 -4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.



Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
PLS 07	Satisfaction with the way the district council runs things	Aim to Maximise	N/A	N/A	58.2%	TOP	58%	60%			This indicator is measured through the biennial Place Survey. The 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for this survey are +/- 3 -4%, indicating levels of satisfaction are unchanged since the 2008 Place Survey.
PLS 08	Feel informed about how their council tax is spent	Aim to Maximise	N/A	N/A	73%	N/A	77%	74%			This indicator is measured through the biennial Place Survey. The 2009/10 figure is from the Worcestershire Viewpoint survey, carried out in November 2009. The confidence intervals for this survey are +/- 3 -4%, indicating levels of satisfaction have increased since the 2008 Place Survey.

2. To increase efficiency and access to services

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 179	Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	Aim to Maximise	N/A	N/A	626	3rd	803	803			Actual cumulative efficiency gains to the end of March 2010 will be reported in July 2010 once the final accounts for 2009/10 are complete. It is expected that these will amount to approximately £1,429,000.
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	Aim to Maximise	N/A	N/A	577.6	N/A	1,656	1,500			This is one of 18 NIs removed from 01/04/10. This indicator measures the yearly total number of increases and decreases actioned against the District's caseload. The Department for Work and Pensions changed the method used for reporting the return on this indicator back to the Local Authorities. The information is provided by the DWP and the latest information available is for the period April 2009 to 16 March 2010.

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
NI 181	Time taken (days) to process Housing Benefit/Council Tax Benefit new claims and change events	Aim to Minimise	12.1	N/A	11.8	N/A	22.8	30.0			In 2009/10, our Revenues and Benefits Shared Service took 600,863 days to complete 26,320 changes. NI181 performance has shown a continued improvement at 11 days in quarter 4 (10,264 new claims and changes actioned) against 16 days in quarter 3 (5,946 new claims and changes actioned). The reduction in number of days across the year is a combination of improved processing times, coming out of back log by the end of quarter 2, and from processing a high number of 1 day rent changes, common at this time of year.

3. To keep staff and Members developed and motivated

Code	Short Name	Desired Trend	2007/08		2008/09		2009/10		Status	Long Term Trend	Notes
			Value	Quartile	Value	Quartile	Value	Target			
BV12	Working Days Lost Due to Sickness Absence	Aim to Minimise	10.05	3rd	9.20	2nd	9.46	7.00			Sickness for 2009/10 is above target, mainly due to a number of staff absent on long term absence following operations but leads to our year end total of 9.46 average sickness days per employee. 105 employees were sent letters acknowledging that they have had full year attendance without any sickness absence. We are noting a couple of cases of stress related absences and also take up of advice on the matter from our Employee Assistance Programme provider (anonymised), which is possibly indicative of the changed pressures arising from the economic climate. To address this, we anticipate introduction of a Management of Stress Policy, currently under consultation, will assist managers and employees in their management of stress being felt. We will continue to monitor trends and manage absences in accordance with our Managing sickness absence policy.