
















Chief Executive's - BVPIs and Local Indicators - Corporate Measures

Key: Improving  Stable  Declining 

Resident satisfaction (Corporate)

Indicator code	Description	2005/06 actual	2006/07 Year End Actual	2006/07 target	2007/08 target	2008/09 target	2009/10 target	Good Performance is?	Performance Compared to Previous Year	
BVPI 3	% of citizens satisfied with the overall service provided by their authority.	50%	44%	77%	47%	50%	53%	High	Declining	
CG12	% of people who feel the Council keeps them informed	50%	54%	53%	56%	59%	60%	High	Improving	
CG13	% of people surveyed satisfied with the amount of information provided by the Council	46%	44%	49%	49%	52%	55%	High	Declining	
COLI 53	% of residents who feel that the Council takes their views into consideration when making decisions which affect them	29%	25%	30%	34%	37%	39%	High	Declining	

Serving our customers (Corporate)

Indicator code	Description	2005/06 actual	2006/07 Year End Actual	2006/07 target	2007/08 target	2008/09 target	2009/10 target	Good Performance is?	Performance Compared to Previous Year	
CG2	% of phone calls answered with 20 seconds	93%	90%	95%	95%	95%	95%	High	Declining	
CG3	% of letters replied to within 10 working days	94%	95%	95%	95%	95%	95%	High	Stable	
CG4	% of visitors seen by an officer within 10 minutes	99%	99%	100%	100%	100%	100%	High	Stable	
CG5	% of visitors referred to the correct officer within a further 10 mins	97%	98%	100%	100%	100%	100%	High	Stable	
CM10	% of stage 2 complaints responded to and problem solved within 10 working days	76%	83%	95%	95%	95%	95%	High	Improving	
CM11	% of stage 3 complaints responded to and problem solved within 10 working days	40%	50%	95%	95%	95%	95%	High	Improving	
BVPI 4	% of complainants satisfied with the handling of their complaint.	24%	33%	42%	42%	46%	50%	High	Improving	
COLI 60	Number of the Local Government Ombudsman complaints to the Council that resulted in maladministration	1	0	0	0	0	0	Low	Improving	




Promoting equalities (Corporate)

Indicator code	Description	2005/06 outturn	2006/07 Year End Actual	2006/07 target	2007/08 target	2008/09 target	2009/10 target	Good Performance is?	Performance Compared to Previous Year	
BVPI 11a	% of top 5% of earners who are women	44.00%	39.27%	45%	42%	44%	46%	High	Declining	↘
BVPI 11b	% of top 5% of earners from black and ethnic minority communities	0.00%	0.00%	1.00%	2.00%	3.00%	3.80%	High	Stable	↔
BVPI 11c	% of top 5% of earners who have a disability (excluding those in maintained schools)	5.72%	2.50%	6.00%	3.00%	3.50%	4.00%	High	Declining	↘
BVPI 16a	% of local authority employees who declare that they meet the Disability Discrimination Act 1995 disability definition	1.90%	2.15%	2.10%	2.35%	2.55%	2.75%	High	Improving	↗
BVPI 16b	% of the economically active population in the local authority area declaring that they meet the Disability Discrimination Act 1995 disability definition.	11.70%	11.70%	11.70%	11.70%	11.70%	11.70%	n/a	n/a	n/a
BVPI 17a	% of local authority employees from ethnic minority communities	1.38%	1.27%	1.50%	1.40%	1.50%	1.60%	High	Declining	↘
BVPI 17b	% of the economically active population (aged 18-65) from ethnic minority communities in the local authority area	2.35%	2.35%	2.35%	2.35%	2.35%	2.35%	n/a	n/a	n/a
BVPI 2a	The level of the Equality Standard for local government to which the authority conforms in respect of gender, race and disability	2	2	3	3	3	4	High	Stable	↔
BVPI 2b	Duty to promote race equality: Quality of authorities Race Equality Scheme (measured as the proportion of 19 questions to which the authority can answer yes)	74.0%	74.0%	74%	79%	84%	89%	High	Stable	↔















Staff health, well-being and turnover (Corporate)

Indicator code	Description	2005/06 actual	2006/07 Year End Actual	2006/07 target	2007/08 target	2008/09 target	2009/10 target	Good Performance is?	Performance Compared to Previous Year	
BVPI 12	Number of working days/shifts lost due to sickness absence	12.48 days	12.91 days	11.5	12	11	10	Low	Declining	↘
CP13a	No of days lost for stress related illness divided by all full time equivalent staff	1.97	2.34 days	1.8	2.0	1.8	1.6	Low	Declining	↘
BVPI 14	% of employees retiring early (excluding ill-health retirements) as a % of the total workforce	0.78%	0.75%	0.50%	0.60%	0.45%	0.30%	Low	Improving	↗
BVPI 15	% of employees retiring on grounds of ill-health as a % of the total workforce	0.29%	0.30%	0.25%	0.25%	0.20%	0.15%	Low	Stable	↔
CP11a	Number of RIDDOR accidents among Council staff	61	62	61	59	56	54	Low	Stable	↔
COLI 58a	% of staff turnover (including retirements, resignations, dismissals and redundancies)	13.09%	12.02%	12.00%	11.50%	11.00%	10.50%	Low	Improving	↗
CP 14	% of staff who have had an appraisal in the past 12 months	74.48%	84.45%	80%	90%	92%	95%	High	Improving	↗

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Directorate Management - (Chief Executive's)

Indicator code	Description	2005/06 actual	2006/07 Year End Actual	2006/07 target	2007/08 target	2008/09 target	2009/10 target	Good Performance is?	Performance Compared to Previous Year	
F1	% of budget spent	98.4%	95.50%	<100%	<100%	<100%	<100%	On Target or below	n/a	n/a
F2 (BVPI 8)	% of invoices paid within 30 days	88% (Cex)	90.85% av. (Cex)	95%	94% (Cex)	95% (Cex)	96% (Cex)	High	Improving	
CP11a	Number of RIDDOR accidents among Council staff	0	0	0	0	0	0	Low	Stable	
S1 (BVPI 12)	No of staff days lost due to sickness absence	8.98 (Cex)	5.07	<8 (Cex)	7 (Cex)	6 (Cex)	5 (Cex)	Low	Improving	
S2 (CP13a)	No of staff days lost due to stress related illness.	0.45 (Cex)	0.57	<1.5 (Cex)	1.4 (Cex)	1.3 (Cex)	1.2 (Cex)	Low	Declining	
CP14	% of staff who have been appraised in the past 12 months.	45% (Cex)	91.4% (Cex)	100%	100%	100%	100%	High	Improving	
Coli 58a	% of staff turnover (including retirements, resignations, dismissals and redundancies)	16.8% (Cex)	14.0%	12.0%	12.0%	11.5%	11.0%	Low	Improving	
CG2	% of Phone calls answered within 20 seconds	97%	95%	>97% (Cex)	96% (Cex)	96% (Cex)	96% (Cex)	High	Declining	
CG3	% of Letters replied to within 10 working days	98%	97%	99% (cex)	99% (cex)	99% (cex)	99% (cex)	High	Stable	
CG4	% of Visitors seen by an officer within 10 minutes	100%	100%	100%	100%	100%	100%	High	Stable	
CG5	% of Visitors referred to the correct officer within a further 10 minutes	99%	100%	100%	100%	100%	100%	High	Stable	
CM10	% of Stage 2 complaints responded to and problem solved within 10 working days.	100%	100%	95%	95%	95%	95%	High	Stable	
CM11	% of Stage 3 complaints responded to and problem solved within 10 working days.	0%	n/a	95%	95%	95%	95%	High	Stable	
CP11a	The number of RIDDOR accidents amongst Council Staff (Cexecs)	0	0	0	0	0	0	Low	Stable	
Coli 57	Staff Satisfaction Rating	57%	Result mid June	No staff survey	70%	No staff survey	not set	High	n/a	n/a
COLI 110	Number of customers accessing information on the new Committee Management System via the council website.	New indicator for 2006/07	Data not available	90,000	92,000	95,000	100,000	High	n/a	n/a
COLI 85*	Percentage of registered participants satisfied with current public participation scheme	68%	50%	80%	n/a*	n/a*	n/a*	High	Declining	

* measure to be replaced as decision can affect participants satisfaction. New measure to be devised.