

## Overall Summary

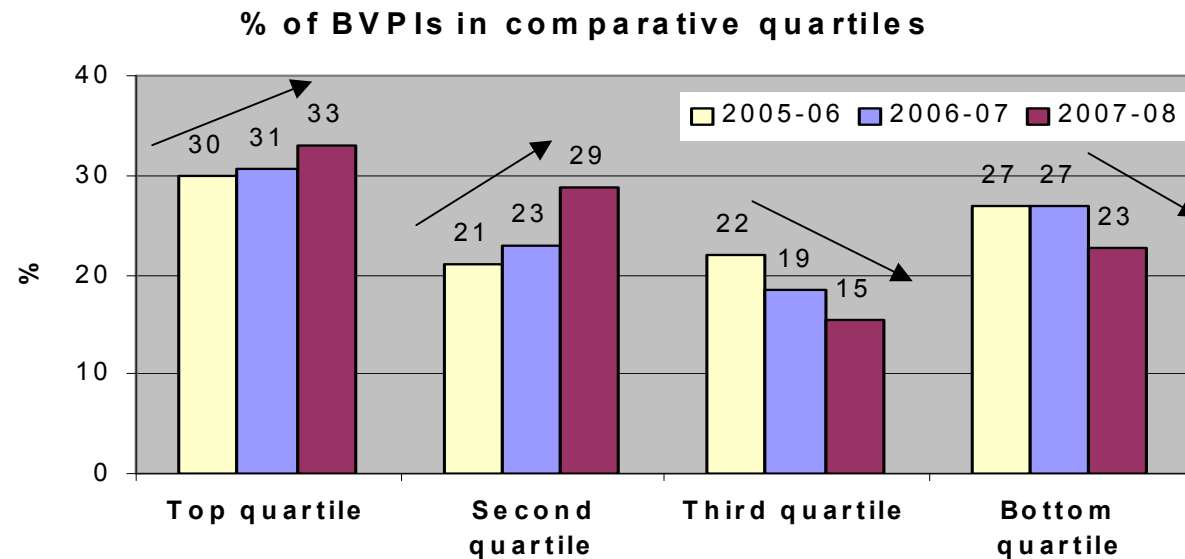
Overall there has been widespread improvement across the council's services, particularly in areas of housing, community safety, waste recycling & landfill, missed bin collection and sickness absence. Education provision & attainment continue to perform highly, with notable improvements in adult education provision and the number of school children taking regular exercise.

Our CPA result has improved this year, with the council maintaining its 3 star (good) status, but having now been assessed as improving well for its direction of travel, rather than improving adequately. York has also gained an 'outstanding' status for their recent JAR inspection.

York compares extremely well on performance with other unitary authorities, with a significant number (79%) of indicators showing an improvement or staying the same. This resulted in just over a quarter of indicators (28%) moving up a quartile. 62% of our BVPIs are performing in the top 2 quartiles and 33% are in the top quartile.

Nearly 70% of indicators are higher than the 2006/07 unitary average and this should result in some of our CPA service block scores improving for next year. This reflects well on York as it is one of the lower funded unitary authorities and for many indicators to be above the unitary average shows significant improvement.

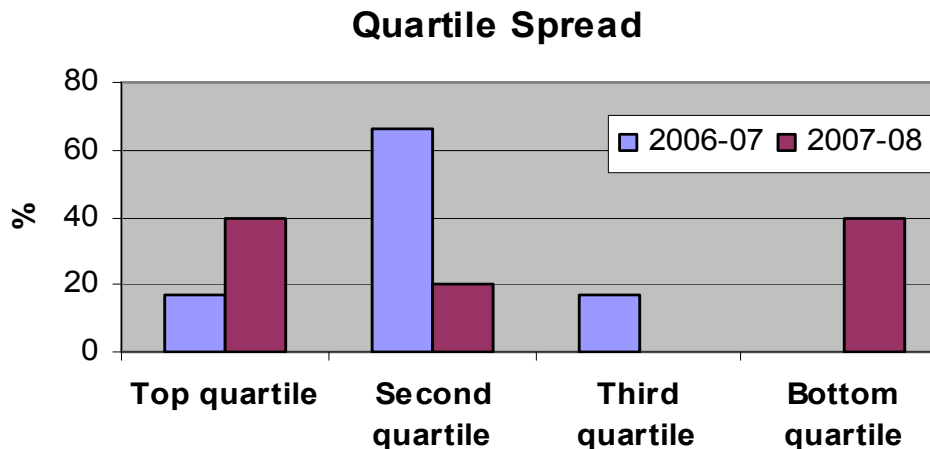
There are also a few areas for concern. Overall satisfaction with council services is still fairly low at 51%, but this reflects a 7 percentile jump on 2006/07 and now places us above the unitary average. This increase is also bucking a national downturn trend on overall satisfaction with local authorities. Other areas for attention include teenage pregnancies, waiting times for new older clients in adult services for assessment and road traffic accidents.



## Adult Social Services

This theme covers services such as independent living, elderly person homes and support for carers. Overall performance across these services has been mixed with more areas showing improvement than a decline. There are more indicators in the top quartile this year, however because of the small number of indicators these are always likely to move up and down more from year to year.

Year	06-07	07-08
Number of indicators	12	10
Improvement headlines		
Indicators showing improvement	7 (58%)	7 (70%)
Indicators showing a decline	5 (42%)	3 (30%)
Stable or N/A indicators	0 (0%)	0 (0%)
Comparative headlines		
Indicators in top quartile	1 (16.5%)	2 (40%)
Indicators in second quartile	4 (67%)	1 (20%)
Indicators in third quartile	1 (16.5%)	0 (0%)
Indicators in bottom quartile	0 (0%)	2 (40%)
Indicators moving down a quartile	0 (0%)	2 (40%)
Indicators moving up a quartile	2 (33%)	2 (40%)



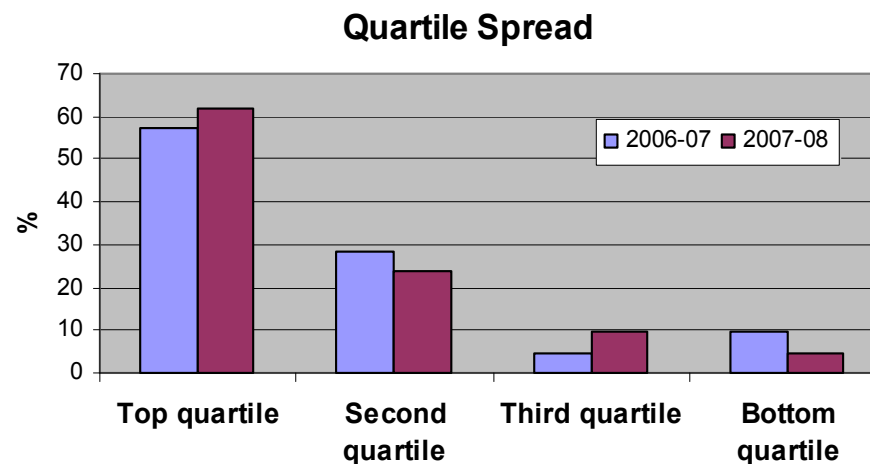
Main code	Description	Directorate	Outturn				Improving 07-08	Above Average	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
<b>BVPI 195</b>	% of new older clients (aged 65 and over) waiting an acceptable time for assessments to be started and completed	HASS	74.57%	73.51%	80.5%	71.50%	No		76.5%	2005/06 Quartile Information Used			4	Down	
<b>BVPI 196</b>	% of new clients over the age of 65 waiting an acceptable length of time (within four weeks) for care packages	HASS	84.65%	84.72%	88.0%	92.30%	Yes		91.0%	2005/06 Quartile Information Used			1	up	

Main code	Description	Directorate	Outturn				Improving 07-08	Above Average	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
<b>BVPI 201</b>	Number of adults and older people receiving direct payments at 31 march per 100,000 population aged 18 years (age standardised by age group)	HASS	24.5	35.46	77	125	Yes		75	2005/06 Quartile Information Used			1	up	
<b>BVPI 53</b>	The number of households receiving intensive homecare per 1000 population aged 65 or over	HASS	9.01	9.39	9.29	7.36	No		9.70	2005/06 Quartile Information Used			4	down	
<b>BVPI 54</b>	Older people helped to live at home per 1000 population aged 65 or over	HASS	86.96	91.72	86.51	87.82	Yes		92	2005/06 Quartile Information Used			2	Same	
<b>BVPI 55</b>	% of items of equipment delivered and adaptations made within 7 working days	HASS	96.00%	94.30%	93%	96%	Yes		96.0%						
<b>CYP8.5</b>	% of care leavers with 5+ GCSEs or Equiv A* - C	LCCS	8.70%	0.00%	12.5%	3.70%	No		13.0%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Life Chances
<b>PAF C72</b>	Older people admitted on a permanent basis to supported Residential or Nuring Care (per 10,000 population)	HASS	new	63.58	58.84	69.52	Yes		62	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
<b>PAF C73</b>	Adults 18-64 admitted on a permanent basis to supported Residential or Nuring Care (per 10,000 population)	HASS	new	0.93	1.33	1.04	Yes		1.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
<b>PAF D39</b>	Percentage of customers receiving a statement of their needs and how they will be met	HASS	87.00%	90.00%	92.21%	94.22%	Yes		93%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

## Children & education

This theme covers services such as educational attainment and children's social services. Performance across these services is traditionally very high and provides the only 4 star service block for CPA and has just received an outstanding score on the JAR inspection. These indicators have shown significant improvement since last year with a high majority (74%) of indicators making improvement with more being in the top quartile than last year. Over 90% of comparable indicators are above the unitary average.

Year	06-07	07-08
Number of indicators	35	35
Improvement headlines		
Indicators showing improvement	28 (80%)	26 (74%)
Indicators showing a decline	7 (20%)	7 (20%)
Stable or N/A indicators	0 (0%)	2 (6%)
Comparative headlines		
Indicators in top quartile	12 (57%)	13 (62%)
Indicators in second quartile	6 (29%)	5 (24%)
Indicators in third quartile	1 (5%)	2 (10%)
Indicators in bottom quartile	2 (10%)	1 (5%)
Indicators moving down a quartile	5 (24%)	4 (19%)
Indicators moving up a quartile	4 (19%)	6 (29%)



Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 162	% of child protection cases which should have been reviewed during the year that were reviewed	LCCS	94.87%	96.00%	100%	98.30%	No	100%	2005/06 Quartile Information Used			4	down	Life Chances	
BVPI 163	Number of looked after children adopted during the year as a % of the number of children looked after at 31st March who have been looked after for 6 months or more at that date	LCCS	17.79%	9.64%	8.15%	10.66%	Yes	10.0%	2005/06 Quartile Information Used			1	up		

Main code	Description	Direct-orate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 181a	Percentage of end of KS3 pupils in schools maintained by the local education authority achieving level 5 or above in the Key Stage 3 test in English	LCCS	75.00%	79.00%	77.00%	81%	Yes	Yes	83.00%	76.50%	71.80%	67.00%	1	Same	
BVPI 181b	Percentage of end of KS3 pupils in schools maintained by the local education authority achieving level 5 or above in the Key Stage 3 test in Maths	LCCS	77.00%	80.00%	82.00%	81%	No	Yes	84.00%	81.00%	76.33%	72.00%	1	Same	
BVPI 181c	Percentage of end of KS3 pupils in schools maintained by the local education authority achieving level 5 or above in the Key Stage 3 test in Science	LCCS	73.00%	76.00%	78.00%	79%	Yes	Yes	83.00%	77.50%	71.54%	67.00%	1	Same	
BVPI 181d	Percentage of end of KS3 pupils in schools maintained by the local education authority achieving level 5 or above in the Key Stage 3 test in ICT	LCCS	68.65%	79.00%	80.00%	84%	Yes	Yes	81.00%	75.00%	70.21%	66.00%	1	Same	
BVPI 194a	% of pupils achieving level 5 or above in Key Stage 2 - English	LCCS	33.00%	28.00%	37.00%	38%	Yes	Yes	42.0%	35.00%	30.43%	27.00%	1	Same	
BVPI 194b	% of pupils achieving level 5 or above in Key Stage 2 - Maths	LCCS	35.00%	35.00%	37.00%	37%	Stable	Yes	40.0%	34.00%	31.53%	28.00%	1	Same	
BVPI 197	Change in the number of conceptions to females under 18, resident in an area, per 1000 females aged 15-17 resident in the area, compared with the baseline year of 1998	LCCS	12.00%	13.00%	24.2%	15.30%	Yes		-23.3%	□	□	□			Life Chances
BVPI 221a	Number of young people aged 13-19 gaining a recorded outcome from youth work, as a % of the number of 13-19 year olds in youth work	LCCS	new	56.00%	58%	59%	Yes	Yes	60%	65.00%	50.15%	36.00%	2	Same	Life Chances

Main code	Description	Direct-orate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 221b	Number of young people aged 13-19 gaining a accredited outcome from youth work, as a % of the number of 13-19 year olds in youth work	LCCS	new	28.00%	30%	29%	No	Yes	30%	30.00%	23.24%	11.00%	2	Down	Life Chances
BVPI 222a	% 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	LCCS	new	9.30%	36.3%	44.0%	Yes	Yes	70%	45.00%	36.85%	25.00%	2	Up	
BVPI 222b	% 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	LCCS	new	0.00%	4%	35%	Yes	No	75%	100.00%	67.57%	30.00%	3	Up	
BVPI 38	% of 15 year old pupils in schools maintained by the LEA achieving 5 or more A* - C GCSEs or equivalent	LCCS	56.60%	59.80%	61.7%	67.50%	Yes	Yes	67.5%	61.80%	56.26%	50.30%	1	Up	
BVPI 39	% of 15 year old pupils in schools maintained by the LEA achieving 5 or more GCSEs or equivalent at grades A* - G (including Maths and English)	LCCS	90.50%	89.90%	90.9%	91.70%	Yes	Yes	95.2%	91.80%	88.36%	86.00%	2	Same	
BVPI 40	% of pupils in schools maintained by the LEA achieving level 4 or above in the Key Stage2 Maths test	LCCS	79.00%	78.00%	78%	81%	Yes	Yes	85.0%	78.00%	74.98%	73.00%	1	Same	
BVPI 41	% of pupils in schools maintained by the LEA achieving level 4 or above in the Key Stage2 English test	LCCS	80.00%	81.00%	81%	84%	Yes	Yes	85.0%	81.20%	78.38%	75.00%	1	Up	

Main code	Description	Direct- orate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 43a	% of proposed statements of SEN issued by the authority in a financial year and prepared within 18 weeks (excluding those affected by "exceptions to the rule" under the SEN code of Practice)	LCCS	100.00%	90.00%	100%	100%	Stable	Yes	100.0%	100.00%	96.96%	98.15%	1	Same	Life Chances
BVPI 43b	% of proposed statements of SEN issued by the authority in a financial year and prepared within 18 weeks (including those affected by "exceptions to the rule" under the SEN code of Practice)	LCCS	80.00%	79.40%	96%	89.47%	No	Yes	90%	100.00%	88.21%	85.00%	3	Down	Life Chances
BVPI 45	% of half days missed due to total absence in secondary schools maintained by the LEA	LCCS	7.89%	7.13%	7.28%	7.62%	No	Yes	7.00%	7.42%	8.14%	8.68%	2	Down	
BVPI 46	% of half days missed due to total absence in primary schools maintained by the LEA	LCCS	4.78%	4.70%	5.23%	4.63%	Yes	Yes	4.49%	5.28%	5.75%	6.15%	1	Same	
BVPI 49	Stability of placements of children looked after - % of children looked after at 31st March with 3 or more placements during the last financial year	LCCS	18.24%	17.14%	14.65	10.70%	Yes		10.00%						Life Chances
BVPI 50	Educational qualifications of children looked after by reference to the % of young people leaving care aged 16 or over with at least 1 GCSE at grades A* - G or GNVQ (amended version)	LCCS	56.52%	46.00%	37.5	76.60%	Yes		62%	2005/06 Quartile Information Used			1	up	Life Chances
AE1	No. of pupils in 'Out of School' provision	LCCS	216.00	177.00	125	109	Yes		100	□	□	□			

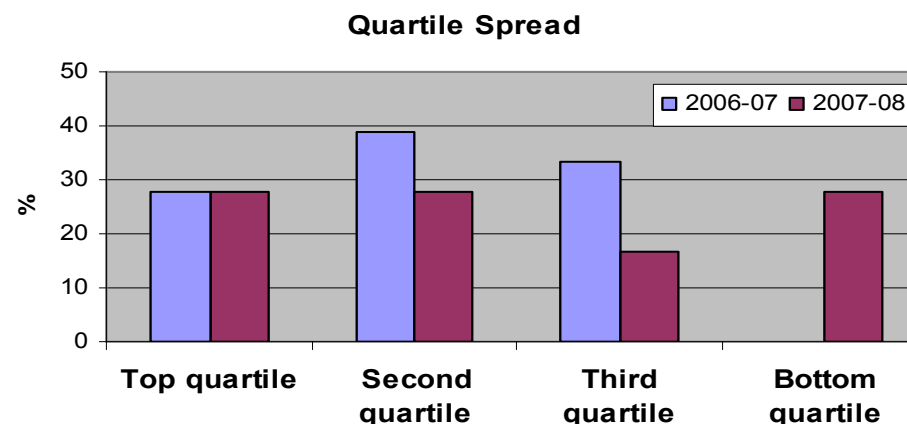
Main code	Description	Direct-orate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
AE2	No. of days provided in 'Out of School' provision	LCCS	2.00	2.40	3.6	3.8	Yes		5.0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
CYP1.1	% of school children (5-16) doing at least 2 hrs of sport a week	LCCS	new	62.00%	71%	90%	Yes		85%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Healthy Lifestyles
CYP11.1	Number of primary schools designated as meeting the core offer for Extended Schools.	LCCS	no data	8.00	15	53	Yes		54	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
CYP4.8	Number of schools with dedicated counselling resource.	LCCS	new	10.00	10	12	Yes		12	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
CYP7.1	% of children under 16 who have been looked after for 2.5 years who have been in the same placement for at least 2 years or who have been placed for adoption.	LCCS	new	73.90%	57.1%	65%	Yes		77.00%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Life Chances
CYP8.10	% of pupils living in the 30% most deprived areas in the country (IDACI) gaining 5 A*-C, including maths and English, at GCSE.	LCCS	new	26.00%	25%	29%	Yes		35%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Life Chances
CYP8.6	% of LAC absent from school for more than 25 days	LCCS	15.38%	12.19%	17.58%	21.10%	No		12.00%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
CYP8.7	% of pupils living in the 30% most deprived areas in the country (IDACI) gaining L4+ in English at KS2.	LCCS	new	66.00%	67%	69%	Yes		72.00%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Life Chances
CYP8.8	% of pupils living in the 30% most deprived areas in the country (IDACI) gaining L4+ in maths at KS2.	LCCS	new	62.00%	64%	68%	Yes		71.00%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Life Chances
CYP8.9	% of pupils living in the 30% most deprived areas in the country (IDACI) gaining L4+ in science at KS2.	LCCS	new	75.00%	75%	78%	Yes		79.00%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Life Chances
EY8	% of 3-year-olds receiving a good quality free early years education place in the voluntary, private or maintained sectors	LCCS	1.05	1.01	104.14%	102.50%	No		100.0%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			



## Community Safety

This theme covers areas such as crime, anti-social behaviour, road safety, licensing, racial incidents and street lighting. Performance across this fairly broad area has generally been good with several areas are showing improvement; however there are more in the bottom quartile than last year due to the road traffic accident BVPs. Over half of those with comparable data are above the unitary average. Crime has improved well over the last 3 years with a high reduction in crime levels.

Year	06-07	07-08
Number of indicators	47	47
Improvement headlines		
Indicators showing improvement	26 (55%)	19 (40%)
Indicators showing a decline	11 (23%)	9 (19%)
Stable or N/A indicators	10 (21%)	19 (40%)
Comparative headlines		
Indicators in top quartile	5 (28%)	5 (28%)
Indicators in second quartile	7 (39%)	5 (28%)
Indicators in third quartile	6 (33%)	3 (17%)
Indicators in bottom quartile	0 (0%)	5 (28%)
Indicators moving down a quartile	3 (17%)	7 (39%)
Indicators moving up a quartile	5 (28%)	5 (28%)



Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07) 07/08	2007/08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 126	Domestic burglaries per 1000 households	NS	13.64	13.08	12.76	11.66	Yes	Yes	17.95 (equates to LPSA2 target of 1501)	8.98	14.10	17.00	2	Up	
BVPI 127a	Violent crime per 1,000 population	NS	23.5	21.97	19.20	18.15	Yes	Yes	18.47	18.75	25.85	34.88	1	Up	
BVPI 127b	Robberies per 1,000 population	NS	0.93	0.67	0.70	0.69	Yes	Yes	0.96	0.60	1.45	1.83	2	Same	

Main code	Description	Direct- orate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 128	Number of vehicle crimes per 1000 population	NS	14.93	16.65	19.03	13.08	Yes	Yes	16.86	10.50	15.54	21.98	2	Up	
BVPI 166a	Score against a checklist of enforcement best practice for Environmental Health	NS	100.00%	100.00%	100%	100%	Stable	Yes	100%	100.00%	96.86%	96.68%	1	Same	
BVPI 166b	Score against a checklist of enforcement best practice for Trading Standards	NS	100.00%	100.00%	100%	100%	Stable	Yes	100%	100.00%	96.49%	96.93%	1	Same	
BVPI 174	The number of racial incidents reported to the authority and subsequently recorded, per 100,000 population	NS	24.03	25.95	19.27	19.29	Stable		27						
BVPI 175	The percentage of racial incidents reported to the authority that resulted in further action	NS	100.00%	100.00%	100%	100%	Stable	Yes	100%	100.00%	96.04%	99.26%	1	Same	
BVPI 198	The number of problem drug mis-users in treatment per 1000 head of population aged 15-44	NS	9.84	10.45	10.90	n/a	#N/A		12.29						
BVPI 215a	The average number of days taken to repair a street lighting fault, which is under the control of the local authority.	City Strategy	new	1.06 days	2.49	5.9	No	No	1.9 days	3.55	5.32	6.64	3	Down	
BVPI 215b	The average time taken to repair a street lighting fault, where the response time is under the control of a DNO (Distribution Network Operator)	City Strategy	new	18.9 days	13.47 days	10.36	Yes	Yes	28 working days	14.44	27.08	35.69	1	Up	
BVPI 225	Actions Against Domestic Violence: % of 11 best practice questions to which the authority can answer yes	NS	new	80.00%	72.7%	81.80%	Yes		90.9%						
BVPI 226a	Total amount spent by the local authority on Advice and Guidance services provided by external organisations	City Strategy	new	370710	£355,563				£359,935						

Main code	Description	Direct-orate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 226b	% 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	City Strategy	new	52.78%	50.19%				50%						
BVPI 226c	Total amount spent by the local authority on Advice and Guidance in areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public	City Strategy	new	467063	£424,237				£434,843						
BVPI 99ai	Number of people killed or seriously injured (KSI) in road traffic collisions	City Strategy	100	114	101	160	No	No	95	59	89	106	4	Down	
BVPI 99aii	% change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year	City Strategy	-16.70%	14.00%	-11.40%	54.40%	No	No	-6.9%	-19.80%	-4.01%	7.00%	4	Down	
BVPI 99aiii	% change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 1994-1998 average	City Strategy	-26.90%	-16.80%	-26.30%	16.80%	No	No	-30.7%	-40.70%	-26.26%	-15.50%	4	Down	
BVPI 99bi	Number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions	City Strategy	7	16	7	12	No	No	10	6	11	16	3	Down	
BVPI 99bii	% change in the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions since the previous year	City Strategy	-56.30%	128.57%	-56.30%	71.40%	No	No	-9.1%	-40.00%	14.35%	40.00%	4	Down	
BVPI 99biii	% change in the number of children (aged under 16) killed or seriously injured (KSI) in road traffic collisions since the 1994-1998 average	City Strategy	-50.00%	14.30%	-50.00%	-14.3	No	No	-28.6%	-57.80%	-41.80%	-33.30%	4	Down	
BVPI 99ci	Number of people slightly injured in road traffic collisions	City Strategy	730	719	651	589	Yes	Yes	651	489	693	930	2	Up	

Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 99cii	% change in the number of people slightly injured in road traffic collisions since the previous year	City Strategy	2.10%	-1.40%	-9.50%	-9.50%	Stable	Yes	-1.1%	-11.00%	-2.35%	0.10%	2	Same	
BVPI 99ciii	% change in the number of people slightly injured in road traffic collisions since the 1994-1998 average	City Strategy	4.70%	3.20%	-6.60%	-15.50%	Yes	Yes	-6.6%	-24.00%	-9.72%	-5.60%	3	Same	
CC2	% of people feeling that York is a safe city in which to live	NS	47.00%	50.60%	53%	55%	Yes		68%	☐	☐	☐			
COLI 102	The percentage of illegal alcohol sales detected through Test Purchase Programme	NS	17.00%	15.00%	12.10%	8.60%	Yes		8%	☐	☐	☐			
COLI 104	The percentage of residents reporting that 'noisy neighbours or loud parties' in their area represent either a 'very big problem' or a 'fairly big problem'	NS	new	13.00%	14%	13%	stable		9%	☐	☐	☐			
COLI 12 (a)	% improvement in the level of business compliance with trading standards legislation	NS	0.91	0.85	100%	n/a			92% PI is being changed to reflect CPA	☐	☐	☐			
COLI 22	% of people concerned about young people hanging around the streets	NS	67.00%	53.00%	54%	53%	Yes		49%	☐	☐	☐			
COLI 26	% of young offenders aged 10-17 who are supervised by YOT in training and jobs	LCCS	71.26%	57.00%	61.40%	69.30%	Yes		90%	☐	☐	☐			
COLI 28	% of residents willing to report crime and anti-social behaviour.	NS	57.00%	76.30%	70%	69%	stable		78%	☐	☐	☐			
COLI 29	% of people concerned about going out alone in York	NS	27.00%	25.00%	26%	26%	stable		24%	☐	☐	☐			

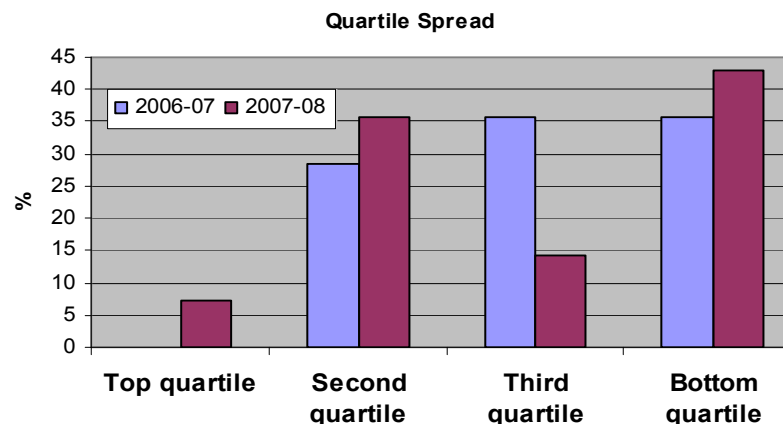
Main code	Description	Direct-orate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
COLI 30	% people concerned about leaving the house empty.	NS	55.00%	44.00%	43%	40%	stable		40%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
COLI 32	Number of criminal damage cases in the York area recorded by police	NS	4568.00	4381.00	4,189	3697	Yes		4,034	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
COLI 92	% of residents who think that their local area is a safe area in which to live.	NS	new	66.70%	69%	n/a	#N/A		73%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
COLI 95	No of incidents of theft or unauthorised taking of a cycle	NS	1360.00	1457.00	1,414	1198	Yes		1,391	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
COLI 97	% of residents surveyed concerned about street robbery	NS	46.00%	23.00%	25%	27%	No		19%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
COLI 98	% of residents surveyed concerned about physical assault	NS	34.00%	17.00%	19%	23%	No		14%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
COLI 99	% of residents surveyed concerned about car crime	NS	63.00%	48.00%	46%	47%	stable		42%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
CYP15.1	Percentage of young people supervised by YOT who re-offend	LCCS	42.00%	46.60%	?	30.50%	Yes		34.60%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
CYP15.2	Average number of offences committed by a young offender whilst subject to bail or remand	LCCS	new	3.00	?	2.7	Yes		2.80	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
CYP6.1	The proportion of secondary school pupils who have experienced regular bullying	LCCS	6.80%	6.50%	5.1%	no survey	0		6.4%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
E32 (CPA)	% of high-risk premises visited by trading standards	NS	new	0.98	100%	n/a			100%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

Main code	Description	Direct-orate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
SSC1.2	Number of theft or unauthorised taking of a vehicle (including attempts) - in York.	NS	new	970.00	660	492	Yes		682	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
SSC1.3	Number of thefts from a vehicle in York (including attempts).	NS	new	2083.00	2,363	1680	Yes		2085	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
SSC1.4	Number of 'vehicle interference' incidents in York.	NS	new	770.00	492	303	Yes		348	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
SSC3.2	Increase in % of people who feel informed about what is being done to tackle anti-social behaviour in their local area.	NS	new	new	29%	30%	stable		35%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

## Corporate Health

Performance for Corporate Health looks at progress against CPA, LPSA performance for reward grants; staff performance & welfare; equalities and feedback from our customers (i.e. Customer First statistics and customer satisfaction results). The overall improvement headlines are shown in the table and graph below. More indicators are showing improvement than last year with a few indicators showing quartile movement to a higher quartile. Only 43% of those with comparable data are above the unitary average which is an improvement from last year (40%).

Year	06-07	07-08
Number of indicators	29	29
Improvement headlines		
Indicators showing improvement	12 (41%)	18 (62%)
Indicators showing a decline	12 (41%)	5 (17%)
Stable or N/A indicators	5 (17%)	6 (21%)
Comparative headlines		
Indicators in top quartile	0 (0%)	1 (7%)
Indicators in second quartile	4 (29%)	5 (36%)
Indicators in third quartile	5 (36%)	2 (14%)
Indicators in bottom quartile	5 (36%)	6 (43%)
Indicators moving down a quartile	4 (29%)	3 (21%)
Indicators moving up a quartile	4 (29%)	3 (21%)



Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 10	% of non-domestic rates (NNDR) due for the financial year which were received by the authority	Resources	96.74%	96.87%	98.20%	98.34%	Yes	No	98.95%	99.30%	98.82%	98.50%	4	Same	
BVPI 11a	% of top 5% of earners who are women	Chief Executive's	48.00%	44.00%	39.27%	38.04%	no	No	42%	49.13%	43.80%	38.57%	4	down	
BVPI 11b	% of top 5% of earners from black and ethnic minority communities	Chief Executive's	0.00%	0.00%	0.00%	0	Stable	No	2.00%	3.85%	2.97%	1.00%	4	Same	
BVPI 11c	% of top 5% of earners who have a disability (excluding those in maintained schools)	Chief Executive's	0.0432	0.0572	2.50%	2.74%	Yes	Yes	3.00%	3.28	2.56	1.32	2	Same	
BVPI 12	Number of working days/shifts lost due to sickness absence	Chief Executive's	13.5 days	12.48 days	12.91 days	9.54	Yes	Yes	12	8.70	9.60	10.78	3	Up	
BVPI 14	% of employees retiring early (excluding ill-health retirements) as a % of the total workforce	Chief Executive's	1.07%	0.78%	0.75%	0.13%	Yes	Yes	0.60%	0.25%	0.74%	0.95%	1	Up	
BVPI 15	% of employees retiring on grounds of ill-health as a % of the total workforce	Chief Executive's	0.22%	0.29%	0.30%	0.33%	No	No	0.25%	0.14%	0.20%	0.25%	4	Down	
BVPI 15b	% of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	Resources	42.00%	72.00%	81.00%	87%	Yes		85.00%						
BVPI 16a	% of local authority employees who declare that they meet the Disability Discrimination Act 1995 disability definition	Chief Executive's	2.19%	1.90%	2.15%	2.24%	Yes	No	2.35%	3.05%	2.31%	1.36%	2	Same	
BVPI 16b	% of the economically active population in the local authority area declaring that they meet the Disability Discrimination Act 1995 disability definition.	Chief Executive's	11.70%	11.70%	11.70%	11.70%	Same		11.70%						
BVPI 17a	% of local authority employees from ethnic minority communities	Chief Executive's	1.23%	1.38%	1.27%	1.59%	Yes	No	1.40%	5.60%	4.69%	1.20%	3	Same	

Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 2a	The level of the Equality Standard for local government to which the authority conforms in respect of gender, race and disability	Chief Executive's	1	2	2	2	Stable		3						
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)	Chief Executive's	58.00%	74.00%	74%	74%	Stable	No	79%	89.00%	77.64%	74.00%	4	Same	
BVPI 3	% of citizens satisfied with the overall service provided by their authority	Chief Executive's	53.00%	50.00%	44.00%	51%	Yes	yes	47%	46.00%	49.63%	54.00%	2	Up	Customer focus
BVPI 4	% of complainants satisfied with the handling of their complaint	Resources & Chief Executive	0.21	0.24	33.00%	30%	No	no	?				4	down	Customer focus
BVPI 8	% of invoices for commercial goods and services that were paid by the authority within 30 days of such invoices being received by the authority.	Resources	94.30%	93.08%	93.29%	92.82%	No	Yes	95.50%	94.57%	91.96%	89.29%	2	Same	
BVPI 9	% of council tax collected	Resources	95.10%	96.07%	96.80%	97.32%	Yes	Yes	97.5%	98.05%	96.55%	95.46%	2	Same	
CD3	Average number of people attending Ward Committee meetings	NS	27.70	30.14	37.6	38.1	Yes		45	□	□	□			
CG2	% of phone calls answered with 20 seconds	Resources	94.00%	93.30%	90.0%	94.00%	Yes		95%	□	□	□			
CG3	% of letters replied to within 10 working days	Resources	79.00%	94.00%	95.0%	97.00%	Yes		95%	□	□	□			
CG4	% of visitors seen by an officers within 10 minutes	Resources	0.98	0.99	99.0%	99.00%	stable		100%	□	□	□			
CG5	% of visitors referred to the correct officer within a further 10 mins	Resources	0.98	0.97	98.0%	97%	stable		100%	□	□	□			

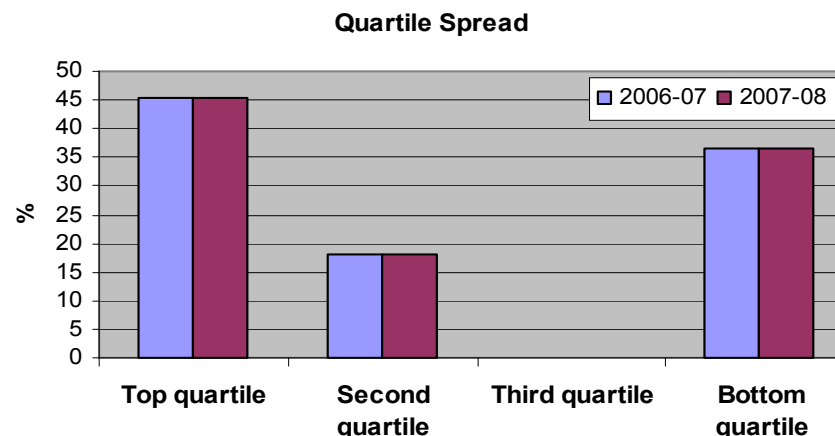


Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
CM10	% of stage 2 complaints responded to and problem solved within 10 working days	Resources	68.00%	76.00%	83.0%	78%	Yes		95%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
CM11	% of stage 3 complaints responded to and problem solved within 10 working days	Resources	55.00%	40.00%	50.0%	69%	Yes		95%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
COLI 40	Number of people participating in ward committee decisions each year	NS	3554.00	4858.00	4,609	5081	Yes		4,500	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
COLI 53	% of residents who feel that the Council takes their views into consideration when making decisions which affect them	Chief Executive's	25.00%	29.00%	25%	27%	Yes		34%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
CP11a	Number of RIDDOR accidents among Council staff	Chief Executive's	58.00	61.00	62	63	No		59	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
CP13a	No of days lost for stress related illness divided by all full time equivalent staff	Chief Executive's	2.5 days	1.97 days	2.34 days	1.64	Yes		2 days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
HCOP9.1	Number of new successful benefits claims or increases in existing awards achieved with the help of the City of York Council	Resources	new	1070.00	530	1773	Yes		2,840	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

## Culture

This theme covers services such as libraries, sports & leisure, museums & galleries and the maintenance of parks & open spaces. Overall performance across these areas has remained good with a similar amounts showing improvement as well decline. There has been no quartile movement however over three quarters of the comparable indicators are above the unitary average.

Year	06-07	07-08
Number of indicators	35	32
Improvement headlines		
Indicators showing improvement	17 (49%)	11 (38%)
Indicators showing a decline	7 (20%)	9 (31%)
Stable or N/A indicators	11 (31%)	12 (38%)
Comparative headlines		
Indicators in top quartile	5 (45%)	5 (45%)
Indicators in second quartile	2 (18%)	2 (18%)
Indicators in third quartile	0 (0%)	0 (0%)
Indicators in bottom quartile	4 (36%)	4 (36%)
Indicators moving down a quartile	0 (0%)	0 (0%)
Indicators moving up a quartile	1 (9%)	0 (0%)



Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 118 a	Libraries: % of users reporting success in obtaining a specific book to borrow	LCCS	No survey	No survey	85.6%	No Survey	stable		no survey	90.15%	87.43%	84.95%	n/a		
BVPI 118 b	Libraries: % of adult library users reporting success in gaining information as a result of a search or enquiry	LCCS	No survey	No survey	86%	No Survey	stable		no survey	81.55%	77.51%	74.20%	n/a		
BVPI 118 c	Libraries: % of users who were satisfied with the overall library service	LCCS	No survey	No survey	92%	No Survey	stable		no survey	94.90%	92.74%	90.83%	n/a		
BVPI 119 a	% of residents satisfied with the cultural & recreational provision in the city - Sports and leisure	LCCS	44.00%	40.00%	41%	44%	Yes	No	40%	63.00%	57.59%	54.50%	4	Same	Healthy Lifestyles
BVPI 119 b	% of residents satisfied with the cultural & recreational provision in the city - Libraries	LCCS	64.00%	66.00%	73%	73%	Stable	Yes	67%	75.00%	72.17%	69.00%	2	Same	

Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 119 c	% of residents satisfied with the cultural & recreational provision in the city - Museums & Galleries	LCCS	62.00%	67.00%	76%	73%	No	Yes	70%	56.50%	46.43%	37.00%	1	Same	
BVPI 119 d	% of residents satisfied with the cultural & recreational provision in the city - Theatres and concert halls	LCCS	65.00%	67.00%	68%	69%	Stable	Yes	74%	62.00%	50.13%	40.50%	1	Same	
BVPI 119 e	% of residents satisfied with the cultural & recreational provision in the city - Parks and Open Spaces	LCCS	70.00%	76.00%	78%	75%	No	Yes	76%	79.00%	74.02%	69.75%	2	Same	
BVPI 170a	The number of visits to/usages of local authority funded or part-funded museums per 1000 population	LCCS	3134	4028	4987	4144	No	Yes	4000	1998	1667	393	1	Same	
BVPI 170b	The number of those visits that were in person per 1000 population	LCCS	1916	2515	2689	2662	No	Yes	2608	1016	857	232	1	Same	
BVPI 170c	The number of pupils visiting museums and galleries in organised school groups	LCCS	23837	26387	26133	26694	Yes	Yes	27000	18813	13752	3470	1	Same	
BVPI 220	Compliance Against the Public Library Service Standards (PLSS).	LCCS	2	1	1	2	Yes		3						
BVPI 220 (i)	Compliance Against the Public Library Service Standards (PLSS). The number of PLSS the authority has complied with	LCCS	8	8	8	12	Yes		16						
BVPI 220 (ii)	Compliance Against the PLSS. The general progress the authority has made against the PLSS from the previous financial year	LCCS	0.5	0		50%	Yes		0.0						
BVPI 220 (iii)	Compliance Against the PLSS where the PLSS are not met, the number of individual standards that authorities are within 5% of achieving	LCCS	0	0.5	0.5	0.5	Stable		0.0						

Main code	Description	Direct- orate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 220 (iv)	Compliance Against the PLSS provision to the general public apart from that offered in static libraries (i.e. mobile libraries and other service points as defined within PLSS1).	LCCS	Achieved under PLS 1	Achieved under PLS 1	Achieved under PLS 1	Achieved under PLS 1	Achieved under PLS 1		Yes						
C4 (CPA)	Libraries - active borrowers as a % of the population	LCCS	N/A	N/A	20.6%	19.20%	No		30%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
CYP7	% of residents satisfied with leisure activities for young people (measured through residents opinion survey)	LCCS	25.00%	29.00%	17%	21%	Yes		38%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Healthy Lifestyles
HCOP2.3	Swimming pools and sports centres: Number of swims and other visits (per 1,000 population)	LCCS	3216.00	3993.00	4013	3909	No		4300	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Healthy Lifestyles
LP13	Number of sites meeting Civic Trust Green Flag Award standards	LCCS	1.00	2.00	3	3	stable		3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
LP3	The percentage of playgrounds that conform to National Playing Fields Association Standards	LCCS	32.00%	36.00%	49%	50%	Yes		50%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
PLS 1	Proportion of households living within specified distance of a static library (1 and 2 miles)	LCCS	91.00%	91.00%	91%	91%	stable		91%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
PLS 10	Time to replenish the lending stock on open access or available for loan	LCCS	5.85	5.90	6.88%	5.78%	Yes		6.50	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
PLS 2	Aggregate opening hours per 1000 population of libraries	LCCS	107.00	105.00	105	107	Yes		106	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
PLS 3	Percentage of static libraries (as defined by CIPFA) providing access to electronic resources connected to the internet	LCCS	1.00	1.00	100%	100%	stable		100%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
PLS 4	Total number of electronic workstations with access to the internet and the libraries catalogue available to users per 1000 population	LCCS	7.00	6.00	8	8	stable		7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

Main code	Description	Direct- orate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
PLS 5(i)	% of requests for books met within 7 days	LCCS	49.00%	60.00%	67%	60%	No		68%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
PLS 5(ii)	% of requests for books met within 15 days	LCCS	63.00%	75.00%	80%	77%	No		81%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
PLS 5(iii)	% of requests for books met within 30 days	LCCS	78.00%	88.00%	93%	90%	No		94%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
PLS 6	The number of library visits per 1000 population	LCCS	4627.00	4764.00	4688	4217	Yes		5100	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
PLS 9	Libraries: Annual items added per 1000 population	LCCS	189.00	179.00	161	177	Yes		216	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
SSC12.2	% of population that are within 20 minutes travel time of a range of 3 different sports facility types of which one has achieved a specific quality assured standard.	LCCS	new	new	24.59%	24.59%	stable		24.59%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Healthy Lifestyles

### ***Economy***

This theme covers services such as economic development, employment & skills, and life chances for children looked after. Overall performance across these services has continued to be steady with most indicators being local and therefore comparative analysis is not possible.

Year	06-07	07-08
Number of indicators	17	12
<b>Improvement headlines</b>		
Indicators showing improvement	6 (35%)	5 (42%)
Indicators showing a decline	4 (24%)	3 (25%)
Stable or N/A indicators	7 (41%)	4 (33%)
<b>Comparative headlines</b>		
Indicators in top quartile	0 (0%)	0 (0%)
Indicators in second quartile	0 (0%)	0 (0%)
Indicators in third quartile	0 (0%)	1 (100%)
Indicators in bottom quartile	1 (100%)	0 (0%)
Indicators moving down a quartile	1 (100%)	0 (0%)
Indicators moving up a quartile	0 (0%)	1 (100%)

Local Indicators – No Comparator Data

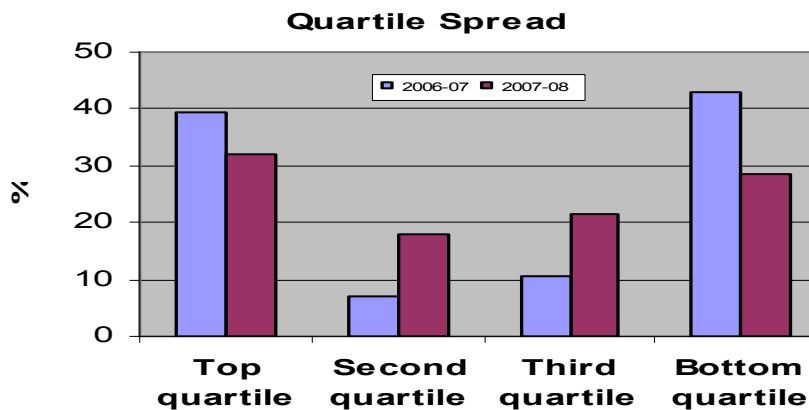
Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 161	Ratio of % of young people looked after on 1st April in their 17th year (aged 16), who were engaged in education, training or employment at age of 19, to the % of young people in the population who were engaged in education, training or employment aged 19	LCCS	0.9694	0.74	0.58	0.63	Yes		0.80	2005/06 Quartile Information Used			3	up	Life Chances
BVPI 17b	% of the economically active population (aged 18-65) from ethnic minority communities in the local authority area	Chief Executive's	2.35%	2.35%	2.35%	2.35%	Same		2.35%						
CYP12.1	% of 16-19 year olds who are NEET with LDD.	LCCS	no data	11.10%	17.6%	19.00%	No		10.00%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Life Chances
CYP16.1	% of 16-18 year olds not in education, employment or training (NEET)	LCCS	4.50%	3.80%	3.73%	3.87%	No		3.90%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Life Chances
CYP16.2	% of young people (aged 19) with Level 2 qualifications.	LCCS	new	new	72%	71.00%	No		75%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
CYP17.1	% of young people achieving vocational qualifications at age 16.	LCCS	new	33.30%	40.5%	42.00%	Yes		40%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
EDE 4.5	The number of adults achieving an entry level 3 qualification as part of the Skills for Life strategy through Adult and Community Learning York	LCCS	new	27	17	24	Yes		33%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Skills & employability
EDE 4.6	The number of adults achieving an entry level 1 qualification as part of the Skills for Life strategy through Adult and Community Learning York	LCCS	new	64.00	67	107	Yes		87	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Skills & employability

Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
EDE 4.7	The number of adults achieving an entry level 2 qualification as part of the Skills for Life strategy through Adult and Community Learning York	LCCS	new	124.00	151	151	stable		220	□	□	□			Skills & employability
EDE 4.8	The number of adults registering and completing courses through public libraries	LCCS	new	763.00	897	1002	Yes		840	□	□	□			Skills & employability
VJ 15a	York's unemployment rate compared to regional rate	City Strategy	1.5% below	1.5% below	1.5% below	1.50%	stable		1.5% below	□	□	□			Skills & employability
VJ 15b	York's unemployment rate compared to national rate	City Strategy	0.01	1.3% below	1.2% below	1.10%	stable		1% below	□	□	□			Skills & employability

### Environment & cleanliness

This theme covers services such as street cleanliness, waste management & collection, and trading standards. Overall, performance across these services has continued to be good with several areas showing a high level of improvement. Fewer indicators are in the bottom quartile and of those with comparable data, 61% are above the unitary average.

Year	06-07	07-08
Number of indicators	43	40
Improvement headlines		
Indicators showing improvement	27 (63%)	23 (58%)
Indicators showing a decline	13 (30%)	8 (20%)
Stable or N/A indicators	3 (7%)	9 (23%)
Comparative headlines		
Indicators in top quartile	11 (39%)	9 (32%)
Indicators in second quartile	2 (7%)	5 (18%)
Indicators in third quartile	3 (11%)	6 (21%)
Indicators in bottom quartile	12 (43%)	8 (29%)
Indicators moving down a quartile	5 (18%)	4 (14%)
Indicators moving up a quartile	10 (36%)	7 (25%)



Main code	Description	Direct-orate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 199a	% of relevant land & highways that is assessed as having combined deposits of 'litter' and 'detritus' that fall below acceptable levels	NS	24.00%	22.50%	19.2%	13.50%	Yes	No	17.0%	7.80%	11.58%	14.58%	3	Up	Cleaner streets
BVPI 199b	% of relevant land & highways from which unacceptable levels of 'graffiti' are visible	NS	new	7.78%	6%	4%	Yes	Yes	4%	1.75%	4.69%	6.00%	3	Up	Cleaner streets
BVPI 199c	% of relevant land & highways from which unacceptable levels of 'fly-posting' is visible	NS	new	1.00%	0%	1%	No	No	1%	0.00%	0.57%	1.00%	4	Down	Cleaner streets
BVPI 199d	The year on year reduction in the total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'	NS	new	3	3	2	Yes	Yes	2				2	Up	Cleaner streets
BVPI 216a	Number of 'sites of potential concern' [within the local authority area], with respect to land contamination	NS	new	1672	1,683	1,654	Yes		1,595						
BVPI 216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of 'sites of potential concern'.	NS	new	0.00%	1	1	Stable	No	0.30%	5.00%	7.41%	1.00%	4	Same	
BVPI 217	% of pollution control improvements to existing installations completed on time	NS	new	93.50%	100%	100%	Stable	Yes	90%	100.00%	90.28%	90.00%	1	Same	
BVPI 218a	% of new reports of abandoned vehicles investigated within 24 hrs of notification	NS	new	95.79%	99.77%	98.08%	No	Yes	95%	99.30%	90.34%	83.31%	2	Down	
BVPI 218b	% of abandoned vehicles removed within 24 hrs from the point at which the Authority is legally entitled to remove the vehicle	NS	new	89.93%	91.01%	85.71%	No	No	95%	98.52%	86.53%	81.48%	3	Same	
BVPI 219a	Total number of conservation areas in local authority area	City Strategy	33	34	34.00	n/a	Stable		Deleted						



Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 219b	% of conservation areas in local authority area with an up-to-date character appraisal	City Strategy	new	2.94%	1.00%	2%	Yes	No	2%	54.00%	33.50%	5.00%	4	Same	
BVPI 219c	% of conservation areas with published management proposals	City Strategy	new	0	0.00%	n/a	Stable	Yes	Deleted	40.63%	21.71%	0.00%	4		
BVPI 82ai	% of household waste arisings which have been sent by the Authority for recycling	NS	12.88%	16.50%	23.30%	25.98%	Yes	Yes	24.70%	21.71%	18.89%	15.52%	1	Same	Waste & recycling
BVPI 82aii	Total tonnage of household waste arisings which have been sent by the Authority for recycling	NS	12970	16100	23,440	25530	Yes	Yes	25,100	21036	17250	13277	1	Same	Waste & recycling
BVPI 82bi	% of household waste sent by the Authority for composting or treatment by anaerobic digestion	NS	4.89%	7.58%	16.63%	17.38%	Yes	Yes	16.91%	12.28%	9.76%	6.78%	1	Same	Waste & recycling
BVPI 82bii	Tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	NS	4920	7390	16,730	17080	Yes	Yes	17,180	12753	9002	4760	1	Same	Waste & recycling
BVPI 82ci	% of total tonnage of household waste arisings which have been used to recover heat, power and other energy sources	NS	CYC does not have incinerator	0.00%	0%	0%	Stable	No	0%	4.01%	12.22%	0.00%	4	Same	Waste & recycling
BVPI 82cii	Tonnage of household waste arisings which have been used to recover heat, power and other energy sources	NS	CYC does not have incinerator	0.00%	0%	0%	Stable	No	0%				4	Same	Waste & recycling
BVPI 82di	% of household waste arisings which have been landfilled	NS	82.23%	75.92%	60.07%	56.63%	Yes	Yes	58.39%	59.89%	58.66%	71.66%	1	Up	Waste & recycling
BVPI 82dii	Tonnage of household waste arisings which have been landfilled	NS	82780	74070	60, 428.55	55640	Yes	No	59,330	38193	54190	71342	3	Same	Waste & recycling
BVPI 84a	Number of kg of household waste collected per head of population	NS	546.5kg	526.78kg	538.54kg	512.25	Yes	Yes	540.19kg	473kg	516kg	539kg	3	Up	Waste & recycling

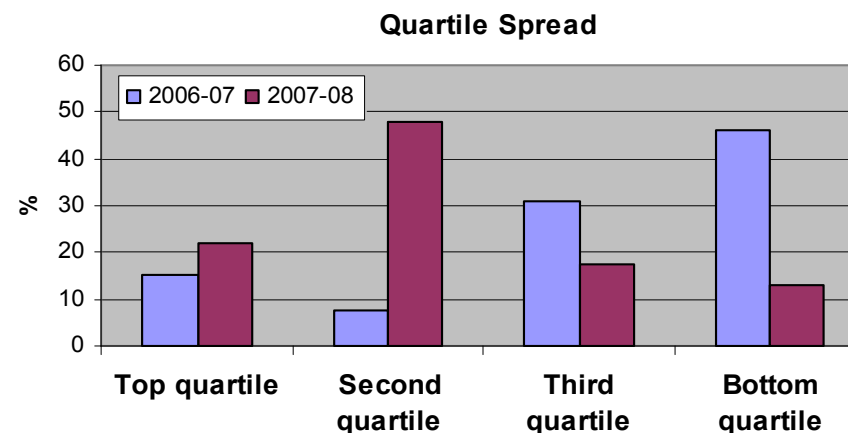
Main code	Description	Direct-orate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 84b	% change from the previous financial year in the number of kg of household waste collected per head of population	NS	1.02%	-3.61%	2.23%	-4.88%	Yes	Yes	0.31%	-2.21%	0.88%	3.90%	1	Up	Waste & recycling
BVPI 86	Cost of household waste collection per household	NS	£38.45	£42.37	£39.61	£43.95	No	Yes	£39.96	£37.59	£52.75	£57.63	2	Same	Waste & recycling
BVPI 87	Cost of waste disposal per tonne of municipal waste	NS	£25.75	£32.44	£31.98	£34.58	No	Yes	£34.50	£38.95	£48.40	£56.79	1	Same	
BVPI 89	% of people satisfied with local cleanliness	NS	63.00%	61.00%	71%	67%	No	Yes	70%	71.00%	64.35%	58.00%	2	Down	Waste & recycling
BVPI 90a	% of people satisfied with household waste collection	NS	87.00%	69.00%	72%	75%	Yes	No	73%	84.00%	78.52%	72.00%	3	Up	Waste & recycling
BVPI 90b	% of people satisfied with waste recycling facilities	NS	62.00%	54.00%	75%	77%	Yes	Yes	77%	73.25%	69.46%	66.00%	1	Same	Waste & recycling
BVPI 90c	% of people satisfied with waste disposal (Local tip)	NS	69.00%	67.00%	86%	85%	Stable	Yes	88%	85.25%	80.76%	78.00%	2	Down	Waste & recycling
BVPI 91a	% of households resident in the authority's area served by kerbside collection of at least one recyclable	NS	new	86.77%	91.60%	91.39%	Stable	No	91.57%	100.00%	94.42%	94.25%	4	Same	
BVPI 91b	% of households resident in the Authority's area served by kerbside collection of at least two recyclables	NS	new	81.69%	86.70%	86.98%	Yes	No	87.15%	100.00%	90.70%	91.68%	4	Same	
COLI 117	% of people satisfied with the York area	NS	81.00%	75.00%	74%	75.00%	stable		75%	□	□	□			Cleaner streets

Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
COLI 3	Number of missed collections per 100,000 collections of household waste	NS	63.36	97.52	77.63	55.6	Yes		60	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
COLI 5	% of people satisfied with their local area/neighbourhood	NS	81.00%	73.00%	75%	78%	Yes		78%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Cleaner streets
COLI 77a	Average time taken to remove obscene graffiti (days) - amended version	NS	new	1.98 days	1.55 days	1.46	Yes		2 days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Cleaner streets
COLI 77b	Average time taken to remove non-obscene graffiti (days)	NS	new	4.94 days	2.46 days	2.5	Yes		4 days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Cleaner streets
EDE3.8	Air Quality: Mean annual nitrogen dioxide concentrations measured at 40 locations within the Air Quality Management Area (not to exceed 30 µg/m3 by 31 December 2011.)	NS	35.00	33.00	37	38	No		no target set	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
VH 5a	Time taken to remove fly tips (global DEFRA figure)	NS	new	1.53 days	1.69 days	1.22	Yes		2 days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
VH 5b	Time taken to remove fly tips (CSO figure)	NS	new	1.04 days	0.87 days	1.08	No		1 day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
VW 19	Percentage of missed collections put right by the end of the next working day	NS	0.47	0.61	58.24%	80%	Yes		100%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
VW 33	Number of households served by a kerbside collection of recyclables	NS	69,018	71,113	76,522	76,749	Yes		76,550	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Waste & recycling

## Housing & benefits

This theme covers services such as housing management & repairs, homelessness, and housing/council tax benefit provision. Overall performance across these services has been very good with a high proportion of indicators showing levels of improvement, this adds to the continued improvement from the previous year. 70% of indicators are in the top 2 quartiles compared with 23% last year.

Year	06-07	07-08
Number of indicators	48	43
Improvement headlines		
Indicators showing improvement	25 (52%)	23 (53%)
Indicators showing a decline	15 (31%)	4 (9%)
Stable or N/A indicators	8 (17%)	16 (37%)
Comparative headlines		
Indicators in top quartile	4 (15%)	5 (22%)
Indicators in second quartile	2 (8%)	11 (48%)
Indicators in third quartile	8 (31%)	4 (17%)
Indicators in bottom quartile	12 (46%)	3 (13%)
Indicators moving down a quartile	7 (27%)	1 (4%)
Indicators moving up a quartile	4 (15%)	11 (48%)



Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and the good practice standards for social landlords on tackling harassment included in 'Tackling Racial Harassment: Code of Practice for Social Landlords?'	HASS	Yes	Yes	Yes	Deleted	Stable		Yes						
BVPI 183a	Average length of stay in B&B accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need	HASS	7 Weeks	4.66 weeks	3.33	Deleted	Stable		3 weeks	1.08 w	2.71 w	3.33 w	n/a		Affordable housing

Main code	Description	Direct-orate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 183b	Average length of stay in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need	HASS	16 Weeks	10.71 weeks	5.67	10.08	No	No	6 weeks	0.00 w	8.28 w	13.00 w	3	Same	Affordable housing
BVPI 184a	Proportion of local authority homes that were non-decent at the start of the financial year	HASS	15.81%	19.37%	11%	10%	Yes	Yes	10.06%	11.75%	30.63%	43.50%	1	Same	Affordable housing
BVPI 184b	% change in the proportion of non-decent local authority homes between the start and end of the financial year	HASS	-21.06%	34.28%	8.3%	11%	Yes	No	21.60%	31.75%	15.78%	2.95%	2	Up	Affordable housing
BVPI 202	Number of people sleeping rough on a single night within the area of the local authority	HASS	1	2	8	2	Yes	Yes	4	0	3	6	2	Up	Affordable housing
BVPI 203	The % 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.	HASS	0.16%	0.31%	-4.32%	deleted	Stable		-18.71%	-25.00%	-11.15%	4.03%	n/a		Affordable housing
BVPI 212	Average time taken to re-let local authority housing.	HASS	new	32 days	24	19	Yes	Yes	21 days	28 days	39 days	45 days	1	Same	Affordable housing
BVPI 213	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.	HASS	new	2	3.458	3.35	Yes	No	2.40	7.25	5.26	2.00	3	Same	Affordable housing

Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low	07/08		
BVPI 214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years.	HASS	new	3.46%	7.01%	deleted	Stable		5.20%	0.00%	1.97%	3.66%	n/a		Affordable housing
BVPI 63a	Energy efficiency - average SAP (Standard Assessment Procedure) rating of local authority owned dwellings - Using SAP 2001 rating	HASS	66 SAP	70 SAP	71 SAP	71	Stable	Yes	72	75 SAP	70 SAP	67 SAP	2	Same	
BVPI 63b	Energy efficiency - average SAP (Standard Assessment Procedure) rating of local authority owned dwellings - Using SAP 2005 rating	HASS	N/A	N/A	65 SAP	n/a			66						
BVPI 64	Number of non-local authority owned vacant dwellings that are returned to occupation or demolished during the financial year as a direct result of action by the local authority	HASS	25 dwellings	21 dwellings	21 dwellings	24	Yes	No	22 dwellings	118	92	33	4	Same	
BVPI 66a	Rent collected by the authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	HASS	95.84%	97.19%	97.46%	97.86%	Yes	Yes	97.86%	98.56%	97.74%	96.88%	2	Up	
BVPI 66b	% of local authority tenants with more than 7 weeks (gross) rent arrears	HASS	new	9.69%	8.399%	6.19%	Yes	Yes	7.81%	4.94%	6.98%	8.40%	2	Up	
BVPI 66c	% of local authority tenants in arrears who have had notices seeking possession serviced	HASS	new	17.65%	20.50%	19.13	Yes	Yes	18.50%	17.01%	25.36%	33.35%	2	Same	Affordable housing
BVPI 66d	Percentage of Local Authority tenants evicted as a result of rent arrears	HASS	new	0.83%	0.62%	0.37%	Yes	Yes	0.57%	0.23%	0.39%	0.50%	3	Up	Affordable housing

Main code	Description	Direct-orate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low	07/08		
BVPI 74a	Satisfaction of tenants of Council housing with the overall service provided by their landlord	HASS	79.97%	No survey was carried out	80.485%	88%	Yes	Yes	89%	80.00%	76.85%	74.00%	1	Same	
BVPI 74b	Satisfaction of ethnic minority local authority tenants (excluding white minority tenants) with the overall service provided by their landlord	HASS	76.92%	No survey was carried out	66.67%	76%	Yes	Yes	89%	81.00%	73.74%	67.00%	2	Up	
BVPI 74c	Satisfaction of non-ethnic minority local authority tenants with the overall service provided by their landlord	HASS	80.03%	No survey was carried out	80.869%	88%	Yes	Yes	89%	81.00%	77.19%	74.00%	1	Same	
BVPI 75a	Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord	HASS	71.56%	No survey was carried out	56.69%	64%	Yes	No	76%	69.00%	64.59%	61.00%	2	Up	
BVPI 75b	Satisfaction of ethnic minority council housing tenants (excluding white minority tenants) with opportunities for participation	HASS	57.14%	No survey was carried out	33.33%	70%	Yes	Yes	76%	70.00%	63.40%	54.00%	1	Up	
BVPI 75c	Satisfaction of non-ethnic minority council housing tenants with opportunities for participation	HASS	71.74%	No survey was carried out	56.92%	63%	Yes	No	76%	70.00%	64.40%	61.00%	2	Up	
BVPI 76a	Housing Benefit & Council Tax Benefit (HB & CTB) - No of claimants visited per 1000 caseload	Resources	392.76	454.27	348.01	Deleted	Stable								
BVPI 76b	HB & CTB - No of fraud investigators per 1000 caseload	Resources	0.44	0.51	0.50	0.49	Yes		0.51						

Main code	Description	Direct- orate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 76c	HB & CTB - No of fraud investigations per 1000 caseload	Resources	60.37	43.33	44.60	43.2	Yes		45						
BVPI 76d	HB & CTB - No of prosecutions/sanctions per 1000 caseload	Resources	2.13	5.53	4.22	3.96	Yes		5						
BVPI 78a	HB & CTB - speed of processing new claims	Resources	73.23 days	40.22 days	35 days	28.8	Yes	Yes	32 days	25.6 d	30.7 d	34.2 d	2	Up	
BVPI 78b	HB & CTB - speed of processing change of circumstance notifications	Resources	18.87 days	27.93 days	15 days	12.3	Yes	Yes	15 days	8.8 d	14.4 d	17.5 d	3	Same	
BVPI 79a	Accuracy of processing HB & CTB claims: % of cases for which the authority's calculation of HB/CTB is accurate	Resources	94.60%	97.00%	97.80%	98.6	Yes	Yes	98.40%	99.20%	97.31%	96.40%	2	Up	
BVPI 79bi	The amount of Housing Benefit overpayments (HB) recovered as a percentage of all HB overpayments.	Resources	new	36.29%	70.33%	60.85%	No	No	45%	74.34%	71.24%	66.27%	4	Down	
BVPI 79bii	HB overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year.	Resources	new	17.23%	22.89%	22.71%	No	No	29%	38.37%	33.27%	27.09%	4	Same	
BVPI 79biii	Housing Benefit (HB) overpayments written off as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year.	Resources	new	6.19%	7.12%	5%	Yes		6%						
BVPI 80a	Benefits satisfaction survey - contact/access	Resources	No Survey	74.00%	66.00%	No survey	stable		?						

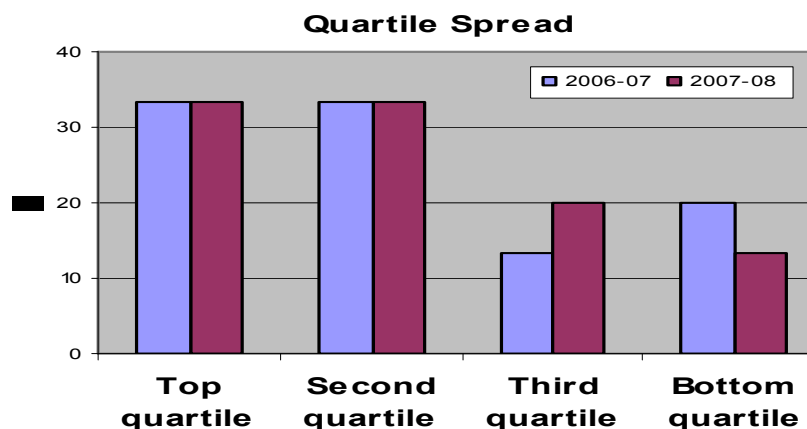


Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 80b	Benefits satisfaction survey - service in benefits office	Resources	No Survey	72.00%	72.00%	No survey	stable		?						
BVPI 80c	Benefits satisfaction survey - telephone service	Resources	No Survey	60.00%	59.00%	No survey	stable		?						
BVPI 80d	Benefits satisfaction survey - staff in benefits office	Resources	No Survey	74.00%	73.00%	No survey	stable		?						
BVPI 80e	Benefits satisfaction survey - clarity of forms	Resources	No Survey	58.00%	50.00%	No survey	stable		?						
BVPI 80f	Benefits satisfaction survey - time taken for decision	Resources	No Survey	53.00%	54.00%	No survey	stable		?						
BVPI 80g	Benefits satisfaction survey - overall satisfaction	Resources	No Survey	68.00%	62.00%	No survey	stable		?						
SSC15.1	% of affordable homes secured on new housing developments, as outlined in Planning Policy H2a and supplementary planning guidance.	City Strategy	new	new	22.58%	n/a	stable		?	☐	☐	☐			Affordable housing
SSC15.2	The number of completed affordable homes within the financial year. Completions are defined as rented homes occupied for the first time and legal completion of the initial sale for discount for sale homes	HASS	new	new	new	New Indicator	stable		200	☐	☐	☐			Affordable housing
SSC15.3	Number of private rented sector homes made decent.	HASS	new	new	38	35	No		35	☐	☐	☐			Affordable housing

## Transport & planning

This theme covers services such as strategic & operational transport, planning applications and the maintenance of highways & footpaths. Performance across these services has remained steady with many indicators remaining in the same quartiles as last year. Over 70% of those indicators with comparable data are above last year's unitary average.

Year	06-07	07-08
Number of indicators	28	23
Improvement headlines		
Indicators showing improvement	7 (25%)	5 (22%)
Indicators showing a decline	6 (21%)	8 (35%)
Stable or N/A indicators	15 (54%)	10 (43%)
Comparative headlines		
Indicators in top quartile	6 (35%)	5 (33%)
Indicators in second quartile	6 (35%)	5 (33%)
Indicators in third quartile	2 (12%)	3 (20%)
Indicators in bottom quartile	3 (18%)	2 (13%)
Indicators moving down a quartile	4 (24%)	2 (13%)
Indicators moving up a quartile	2 (12%)	3 (20%)



Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 100	Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by roadwork's, per km of traffic sensitive road	City Strategy	0 days	0 days	0 days	0	Stable	Yes	0 days	0.0 days	1.1 days	1.5 days	1	Same	
BVPI 102	Number of local bus passenger journeys originating in the authority area undertaken each year (passengers using local bus network)	City Strategy	14.3 million	14,493,549	15144371	14.65m	No	Yes	16.7 million	13657070	11475012	5658838	1	Same	EF Transport
BVPI 103	% of 'users' satisfied with local provision of public transport information	City Strategy	55.00%	59.00%	54.00%	53%	Stable	Yes	?	56.00%	50.76%	45.50%	2	Same	EF Transport

Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 104	% of all respondents satisfied with the local bus service	City Strategy	67.00%	74.00%	71.00%	68%	No	Yes	?	64.00%	57.22%	50.75%	1	Same	EF Transport
BVPI 106	% of new homes built on previously developed land	City Strategy	98.00%	96.39%	94.63%	94.80%	Yes	Yes	65%	97.63%	79.43%	65.86%	2	Same	
BVPI 109a	% of major planning applications determined in line with the Government's new development control targets (to determine 52% of major applications in 13 weeks)	City Strategy	38.46%	64.29%	86.27%	73.44%	No	Yes	65%	81.90%	72.57%	65.97%	2	Down	
BVPI 109b	% of minor planning applications determined in line with the Government's new development control targets (to determine 58% of minor applications in 8 weeks)	City Strategy	61.12%	67.27%	72.39%	76.03%	Yes	No	75%	82.59%	77.48%	72.74%	3	Up	
BVPI 109c	% of 'other' planning applications determined in line with the Government's new development control targets (to determine 73% of other applications in 8 weeks)	City Strategy	81.65%	84.37%	88.20%	88.12%	Yes	No	90%	92.66%	88.51%	85.09%	3	Same	
BVPI 111	% of planning applicants satisfied with the service received	City Strategy	No survey	No survey	87.00%	81.00%	No	Yes	N/A	76.00%	70.85%	65.00%	1	Same	
BVPI 165	% of pedestrian crossings with facilities for disabled people	City Strategy	99.00%	100.00%	67%	74%	Yes	No	69%	100.00%	79.30%	70.38%	3	Up	
BVPI 178	% of total length of footpaths and other rights of way which are easy to use by the general public (e.g. signposted or waymarked where they leave the road)	City Strategy	61.10%	68.32%	77.25%	69.23%	No	No	71.0%	92.95%	80.87%	72.58%	4	Down	
BVPI 179	% of standard searches carried out within 10 working days	City Strategy	100.00%	100.00%	100.00%	n/a	Stable		100%						
BVPI 187	Condition of footpaths - % of category 1, 1a and 2 footpath network where structural maintenance should be considered	City Strategy	15.81%	11.30%	Not available until June	12	Yes	Yes	14.0%	14.50%	23.22%	31.00%	1	Up	

Main code	Description	Directorate	Outturn				Improving 07-08	Above Ave	2007/08 target	Comparative Performance			Quartile Position (based on 06-07)	2007/ 08 Quartile shift	Supports corporate priority
			04/05	05/06	06/07	07/08				High	Average	Low			
BVPI 200a	Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?	City Strategy	Revised indicator for 2005/06	Yes	Yes	n/a			Yes						
BVPI 200b	Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	City Strategy	Revised indicator for 2005/06	No	Yes	n/a			Deleted						
BVPI 200c	Did the Local Planning Authority publish an annual monitoring report by December of last year?	City Strategy	Revised indicator for 2005/06	Yes	Yes	Deleted			Yes						
BVPI 204	Percentage of planning appeals allowed against the authority's decision to refuse planning applications	City Strategy	45.00%	27.80%	27.27%	29%	No	Yes	25%	26.00%	33.39%	38.65%	2	Same	
BVPI 205	The local authority's score against a 'quality of planning services' checklist	City Strategy	78.00%	94.00%	94.00%	94%	Stable	Yes	94%	100.00%	93.60%	94.00%	4	Same	
BVPI 223	% of the local authority principal road network where structural maintenance should be considered	City Strategy	new	6.00%	0.00%	n/a	Stable		6.0%						
BVPI 224a	Percentage of the non-principal classified road network where maintenance should be considered	City Strategy	new	10.00%	0.00%	n/a	Stable		10.0%						
BVPI 224b	Percentage of the non-principal unclassified road network where maintenance should be considered	City Strategy	new	11.88%	Not available until June	12	Stable	Yes	15.0%				2	Same	
CYP1.2	% of school pupils walking to school	City Strategy	?	0.53	See notes	0.59	Yes		?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			EF Transport
CYP1.3	% of school pupils cycling to school	City Strategy	?	0.11	See notes	0.08	No		?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			EF Transport