

Stafford Borough Council  
**ANNUAL REPORT**  
**2007/08**



2006-2007  
*Transforming the Delivery of  
Services Through Partnerships*

## **FOREWORD**

By Councillor Mrs Judith Dalgarno, Leader of the Council

It gives me great pleasure to present the Borough Council's Annual Report which covers the financial year 2007/08.

The Council has four priorities Prosperity for All, Cleaner, Greener, Safer Communities, Health and Wellbeing, Leading and Delivering for our Community. Outlined below are some highlights from each of the priorities which will give a flavour of how the Authority is working for the community it serves.

### **Prosperity for All**

The Stafford Renewed showcase was the first opportunity for residents to see the total picture of the future Town Centre schemes, which amount to £500 million worth of investment for the area. The proposals will bring major brand retailers to the town centre including a department store, restaurants, hotels, shops, car parking, leisure and entertainment as well as offices and houses.

### **Cleaner, Greener, Safer Communities**

We entered into a new waste contract with Biffa, which resulted in recycling rates almost doubling compared to previous years. A massive 95% of households have supported the service using the new innovative blue bin.

A Community Safety Inspection by the Audit Commission has indicated that the Borough Council in partnership with others, notably the Police has reduced crime rates in the Borough by 18% over three years. The Borough and its partners were complimented on the various initiatives undertaken in particular the measures taken to reduce the incidence of domestic violence.

### **Health and Wellbeing**

We completed a brand new leisure centre for the community of Stafford. The new £15 million complex boasts an impressive eight lane 25-metre swimming pool, a teaching pool with state of the art moveable floor, an Easyline gym circuit for gentle workouts housed in its own private studio, a multi-purpose fitness studio, Bodytonic beauty suite and massage, squash courts, a four-court sports hall, a training suite available for a range of courses and room hire, and a crèche facility.

### **Leading and Delivering for our Community**

The Authority worked closely with Staffordshire County Council and other partners to refresh the Local Area Agreement, which will result in enhanced and joined up services in the areas of Crime and Disorder, Economic Regeneration, Sustainable Development, Health and Social Care and Services for Children and Young People.



I do hope that you find this report interesting to read and if you have any comments about the contents of this Report or about Council services you can contact me at Stafford Borough Council, Civic Centre, Riverside, Stafford, Tel 01785 619427 or e-mail [jdalgarno@staffordbc.gov.uk](mailto:jdalgarno@staffordbc.gov.uk)

*Councillor Mrs Judith Dalgarno  
Leader of the Council*

## PROGRESS AGAINST OUR CORPORATE AIMS

### PRIORITY 1 - PROSPERITY FOR ALL

The Authority places great importance on ensuring that throughout Stafford Borough its communities and citizens have enhanced prospects for prosperity, choice and quality of life.

Our Focus for 2007/08	Our Achievements for 2007/08
1(a) Provide the relevant planning framework for economic growth	<ul style="list-style-type: none"> <li>• Completed the consultation on the issues and options for the Local Development Framework involving all relevant parties</li> <li>• Refocused the Development Control Service to ensure that Stafford Borough Council is not longer a Standards Authority for the Planning Service</li> <li>• Secured over £1M under the Government's Local Authority Business Growth Initiative, 5<sup>th</sup> best for all English Districts.</li> </ul>
1(b) Ensure our town centres are attractive, vibrant and distinctive places	<ul style="list-style-type: none"> <li>• Organised a series of retail marketing workshops for new and existing enterprises to help them improve</li> <li>• Progress has been made on the major development opportunities within Stafford Town Centre including               <ul style="list-style-type: none"> <li>➤ Riverside/Tesco</li> <li>➤ St Georges</li> <li>➤ North Walls Car Park</li> <li>➤ Tipping Street</li> </ul> </li> <li>• Another successful year for cultural events including               <ul style="list-style-type: none"> <li>➤ Stafford Festival</li> <li>➤ Party in the Park</li> <li>➤ Mayor's Parade</li> <li>➤ Christmas lights switch on</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>Stafford Borough continued to support the Destination Management Partnership (DMP) to promote sustainability to tourism businesses and encourage visitors to think 'green' during their time in the County</li> </ul>
1(c) Promote regeneration in the rural areas	<ul style="list-style-type: none"> <li>Completed extensive consultation on the Rural Workspace Programme which will inform future development of the scheme</li> <li>All schemes and proposals for Stone have progressed in accordance with the Town Centre Vision and Stone Market Town Initiative including <ul style="list-style-type: none"> <li>➤ £335,000 investment improving the landscape around the canal</li> <li>➤ Shop front improvement scheme</li> <li>➤ New car parking arrangement which have provided an additional 70 spaces</li> </ul> </li> <li>We have provided financial support in terms of a Co-ordinator for the County Renewals Project which aims to produce green electricity for both Staffordshire and the national grid</li> </ul>
1(d) Promote the take up of benefits and the Council's services	<ul style="list-style-type: none"> <li>Helped residents to identify and claim an additional £900,000 of Housing and Council Tax benefit to which they are entitled</li> <li>Reduced the number of days it took to process new benefit claims and changes of circumstances by over 50%</li> </ul>
1(e) Provide support for new and existing enterprises in the Borough	<ul style="list-style-type: none"> <li>Gave business advice and assistance to 161 businesses. Thirty-six companies have been created in starter units supported by the Borough Council.</li> <li>Provide support for new and existing businesses in the Borough by working with various enterprise agencies including Princes Trust and Stafford Enterprise</li> </ul>
1(f) Ensure the supply of new employment sites in the Borough	<ul style="list-style-type: none"> <li>Assisted a number of businesses to relocate and expand into the area – Alstom, Areva, United Ceramics, Talbots and St Gobain</li> </ul>

## PRIORITY 2 - CLEANER, GREENER, SAFETY COMMUNITIES

The Authority recognises that these are a very important issues for people. We will work with partners to ensure that the people of our community are safe in their homes and neighbourhoods.

<b>Our Focus for 2007/08</b>	<b>Our Achievements for 2007/08</b>
2(a) Work towards zero landfill	<ul style="list-style-type: none"> <li>• Implemented a new domestic waste contract from 04 February 2008 with a three bin system for recycling, garden waste and residual waste to 54,000 households.</li> <li>• Introduced a co-mingled collection of recyclable materials with an innovative blue caddy incorporated into the blue wheeled bin for paper.</li> <li>• Introduced paper recycling facilities to 30 schools as part of our recycling programme.</li> <li>• Increased the number of mini recycling facilities throughout the Borough by 7 to flats/sheltered housing accommodation.</li> <li>• Provided recycling facilities to 91% of homes in the Borough before the start of our new recycling service and 95% of homes after commencement of the new contract</li> <li>• Recycled and composted over 30% of household waste collected</li> </ul>
2(b) Enhance and maintain clean public spaces	<ul style="list-style-type: none"> <li>• Obtained Green Flag status for Victoria Park</li> <li>• Declared Ferndown Drive Local Nature Reserve, as part of our ongoing commitment to conserve and enhance bio-diversity</li> <li>• Set up the Cycle Route Volunteer Work Party, who clear up our local cycle paths</li> <li>• Employed an Enforcement Officer to reduce incidents of littering, fly posting, fly tipping and graffiti</li> <li>• Declared an Order under the Clean Neighbourhoods and Environment Act 2005 controlling dog fouling in the whole Borough</li> <li>• Continued to improve our response times for the removal of fly tipping</li> <li>• Improved signage and litter enforcement has improved the security and appearance of our public spaces</li> </ul>

<p>2(c) Make Stafford Borough a safer place</p>	<ul style="list-style-type: none"> <li>• Assisted in reducing crime within the Borough by 18% over in three year period.</li> <li>• Undertook Operation Impact projects in Stone and Doxey leading to crime reduction</li> <li>• Entered into on going discussion with Stafford and Rural Homes about the provision of additional refuge places for women and families</li> <li>• Introduced the Sanctuary Scheme which provides safe areas in homes to prevent or reduce the incidents of domestic violence</li> <li>• The introduction of decriminalised parking on 1 November 2007.</li> <li>• Work has been completed in Stonefield Park and Victoria Park to improve safety and security by reducing areas of dense planting</li> </ul>
<p>2(d) Promote sustainable development</p>	<ul style="list-style-type: none"> <li>• Sustainable Community Strategy has been developed which takes into account LAA targets, six year Corporate Plan and Sustainable Development Action Plan.</li> <li>• Had a record number of entries in the Council's Green Awards, which promote and celebrate good environmental practice</li> </ul>
<p>2(e) Enhance the built environment</p>	<ul style="list-style-type: none"> <li>• All major development schemes have benefited from the provision of urban design advice</li> <li>• Stafford conservation area appraisal has been completed and the one for Stone is currently being consulted upon</li> <li>• Environmental improvement schemes such as Waterscape have been successfully project managed with partners to enhance the riverside walkway</li> </ul>

### PRIORITY 3 - HEALTH AND WELLBEING

The Authority recognises that health and wellbeing are important issues to the residents of our Borough. The Council will seek to enhance these areas as it speaks with partners and delivers its services

<b>Our Focus for 2007/08</b>	<b>Our Achievements for 2007/08</b>
3(a) Promote healthy living across the Borough	<ul style="list-style-type: none"> <li>• Facilitated in the opening of the Signpost Centre to residents on the Highfields Estate offering multi agency services at one location</li> <li>• Several health initiatives have been undertaken for example Life Bites and 5 Alive both undertaken in conjunction with the Primary Care Trust to improve participation in physical activity and improve the diets of borough residents</li> <li>• Record number of entries to the Stafford Half Marathon.</li> <li>• Fuel poverty has been addressed in 650 homes across the Borough during this year by facilitating access to insulation and heating grants</li> <li>• Introduced the new smoke-free provisions in enclosed public places throughout the Borough</li> <li>• Reached the 100 milestone for training-up Volunteer Walk Leaders, to help with our popular Walking for Health programme</li> <li>• Introduced the “Rate my Place” scheme - a web based advice service providing inspection reports and a star rating scheme for food businesses operating in the Borough</li> <li>• Introduction of a referral scheme in conjunction with the Health Authority for long term unemployed to access rehabilitation via leisure activities</li> </ul>
3(b) Develop leisure opportunities and cultural activities	<ul style="list-style-type: none"> <li>• Robust business plan adopted and endorsed by independent consultants for new £15 Leisure Centre</li> <li>• Celebrated the 25th anniversary of the Gatehouse Theatre, arranged the first rock ‘n’ roll Panto to be seen in Stafford</li> <li>• We have started to refresh our Cultural Strategy which looks at cultural and leisure services across the whole of the Borough and across agencies</li> </ul>

<p>3(c) Ensure an adequate supply of housing which meets identified housing needs and the decent homes standard</p>	<ul style="list-style-type: none"> <li>• Completed work on a Borough-wide housing stock condition survey, to help the Council make better use of its resources by targeting assistance to areas of greatest need</li> <li>• Spent £567,000 on supporting adaptations to help disabled people live in their homes</li> </ul>
<p>3(d) Ensure affordable housing</p>	<ul style="list-style-type: none"> <li>• Commissioned research into rural homelessness</li> <li>• Negotiated with developers to provide new affordable homes in urban areas and actively promoted new affordable homes in rural areas, during the year 42 affordable homes were built</li> </ul>
<p>3(e) Assist the voluntary and community sectors to provide services and advice</p>	<ul style="list-style-type: none"> <li>• Developed an agreement with the voluntary and community sector in respect of joint working for the community - the Borough Compact</li> <li>• Training was undertaken in conjunction with Stafford District Voluntary Services (SDVS) and Skills Base in respect of Borough Compact awareness.</li> </ul>

## PRIORITY 4 - LEADING AND DELIVERING FOR OUR COMMUNITY

The Authority will strive to be a high performing authority that takes a lead in representing the interests of its community at local, regional and national level.

Our Focus for 2007/08	Our Achievements for 2007/08
4(a) To work in partnership for the benefit of our community	<ul style="list-style-type: none"> <li>• Governance arrangements for Local Area Agreement (LAA) and Local Strategic Partnership (LSP) were refreshed to form a Local Delivery Board and four task groups</li> <li>• Entered into an agreement with Stoke City Council and 3 other districts to share Decriminalised Parking Enforcement (DPE) Back Office Service</li> </ul>
4(b) Ensure that the organisation can demonstrate value for money and remains fit to meet future challenges	<ul style="list-style-type: none"> <li>• Improved procurement processes have resulting in savings in the following areas               <ul style="list-style-type: none"> <li>➤ Decriminalised parking services</li> <li>➤ Hygiene and vending services at Stafford Leisure Centre leading to improvements to service delivery</li> <li>➤ Provision of the contact centre out of hours service by Stoke City Council</li> </ul> </li> <li>• The Authority participated in benchmarking clubs for financial services to develop the use of financial benchmarking and identify and introduce best practice</li> <li>• A review of the Council's budget was completed which resulted in a gap of £2.3M being bridged whilst holding the Council Tax increase below inflation</li> </ul>
4(c) Improve the level and quality of engagement with our community	<ul style="list-style-type: none"> <li>• A People's Panel has been established to seek opinions of Stafford Borough residents</li> <li>• Member task and finish group determined a way forward for rationalising the Council's publicity that is sent to householders in the form of a relaunched newspaper</li> <li>• Regular monitoring of press/media coverage established that negative coverage was no more than 14% during 2007/8</li> <li>• Development of the website has seen an increase in public usage with over 2,000 forms completed, 350 planning applications submitted and over £1M paid on on-line.</li> </ul>

	<ul style="list-style-type: none"> <li>• Installed an information kiosk in Alleyne's Sports Centre to allow the public to view our website free of charge</li> <li>• Continued improvements to the Planning Public Access website allowing access to all planning applications since 1993</li> </ul>
4(d) Ensure we are seen as a "customer first" organisation	<ul style="list-style-type: none"> <li>• Customer Contact Centre extended to include the Revenues and Benefits Service. Dealt with over 61% of customer requests for information and services at first point of contact within the Contact Centre</li> <li>• The Gatehouse Theatre booking system was web enabled allowing customers to book tickets for all shows on line</li> </ul>
4(e) Improving Service Performance	<ul style="list-style-type: none"> <li>• Improvements to several computer systems including further roll out of the Financial Management system, further development of the Human Resources system and the e-mail archiving system</li> <li>• Improvements have been made to the financial budget monitoring reports to ensure transparency and accountability</li> <li>• 'Inphase' IT system was developed in readiness for the new format of reporting performance to members and officers</li> <li>• In Pursuit of Success introduced giving overall local authority performance information to Corporate Management Group and the Cabinet.</li> </ul>

## FINANCIAL INFORMATION

### Day to day spending ...

#### What did we spend the money on?

We show the cost of running our services in our income and expenditure account. This account shows you the net costs in 2007/2008 of the Council's main services and the amount left to be financed from local and national tax income.

What we spent	Net Expenditure 2007/08 £000
Central services to the public - council tax collection and elections	1,775
Cultural and related services - such as leisure centres and parks	5,415
Environmental services - such as waste collection and recycling	5,799
Planning	2,593
Transport and car parks - including travel tokens	2,133
Housing	943
Corporate and democratic costs	1,809
Non-distributed costs	<u>34</u>
Net cost of services	20,501
(Plus: net transfers of money to/from reserves and other adjustments)	1,216
Less: Income from cash investments	(1,336)
Less: internal capital charges	<u>(3,105)</u>
Cost of local services met by local and national taxes	17,276

#### How did we pay?

We spent £17.276 million on running services after allowing for income and transfers from reserves. →

We financed our spending using local and national taxes as follows:

How we paid for services	2007/08 £000
Local Taxes - Council Tax (District only)	6,929
National Taxes - Government grant	2,440
Business Rates - National pool	7,284
Use of Council balances	623
Total Income	<b>17,276</b>

## Capital spending ...

### What did we spend the money on?

We also spend money on improving and repairing our land and property so we can offer first class public facilities. Substantial amounts of money are also spent on grants to provide more social housing, to improve the quality of existing houses and to enable disabled people to live in their own homes. We have to account for this type of spending separately from the day to day running cost of services.

<b>What we spent</b>	<b>2007/08 £000</b>
Purchase of wheeled bins	1,304
Disabled facilities and other grants	897
Improvements to leisure facilities	442
Waterscape project	268
New car park in Stone	207
Improvements to public buildings	178
IT enhancements	153
Grounds maintenance equipment	92
CCTV refurbishment	40
Cemeteries and crematorium improvements	52
Other capital spending	<u>108</u>
	<b><u>3,741</u></b>
<b>How did we pay</b>	
Grants and contributions	782
Capital reserves	2,926
Revenue financing	<u>33</u>
	<b><u>3,741</u></b>

## Our Worth

### What we are worth?

At the end of each financial year, we draw up a balance sheet that represents how much Stafford's land and buildings are worth, what is owed to others, what others owe us and how much cash we have:

<b>Net assets</b>	<b>31 March 2008</b>
	<b>£000</b>
Value of land and property	46,882
Cash in bank and cash investments	14,185
Money owed to Stafford Borough Council	11,186
Money owed by Stafford Borough Council	(36,155)
<b>Total assets less total liabilities</b>	<u>36,098</u>
<b>Council reserves</b>	
Capital reserves	40,967
Revenue reserves	8,045
Non-cash backed reserves	(12,914)
<b>Total</b>	<u>36,098</u>

### Statement by the Head of Finance

As Head of Finance, I can confirm that this year's statement of accounts has been prepared in line with the Accounting Code of Practice. The figures in this summary were compiled having regard to proper account practices.

Stafford Borough's 2007/08 accounts are subject to audit by an auditor appointed by the Audit Commission - the Government's public spending watchdog.

A full copy of the audited statement of accounts will be available on request in October.

Please telephone 01785 619249 to obtain a copy.

B A Law BA (Hons) CIPFA  
Head of Finance

### Contracts for Services and Procurement

The Council is required to produce on an annual basis, a brief statement on contracts and in particular which contracts awarded in the last financial year, have involved the transfer of staff. During 2007/08 no contracts were awarded involving the transfer of staff.

## **HOW WE COMPARE**

### **Performance Data**

The Borough Council is required to provide service performance information for national comparison in the form of Best Value Performance indicators. In addition, the Council also maintains performance information in a number of other areas, which it deems relevant to do so. This information is provided via local performance indicators.

The Appendix to this report sets out our performance information including national and local indicators comparing our targets for 2007/08 with actual performance. In previous Annual Reports the performance indicator information also contained a three year rolling programme for improved performance. Due to the introduction of the new National Performance Framework most Best Value Indicators have been deleted and therefore three year targets have only been provided for those which have continued into the new indicator set. Details of these are included on the final pages of this report. (Still being verified for Audit Commission purposes).

### **Performance Levels**

During 2007/08 of our performance areas measured against national indicators 56% improved, 29% declined and 15% remained the same.

Service areas where performance has improved significantly include waste recycling and composting, processing new housing and council tax benefit claims and changes of circumstances for existing claimants, street cleanliness, processing of planning applications and reductions in all types of crime.

Performance has declined in some areas these were benefit fraud investigations and recovery of benefit overpayments and visits to heritage sites.

# Do you have any .....

## Comments?

## Queries?

## Ideas?

if so please contact .....

Norman Jones  
Head of Policy and Improvement

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This Booklet can be made available on request in large print,  
for details please contact 01785 619199. Email  
[npjones@staffordbc.gov.uk](mailto:npjones@staffordbc.gov.uk)

[Arabic]

ولو كنت بحاجة إلى مزيد من المعلومات بخصوص هذا المنشور فيرجى الاتصال بمجلس بلدة  
ستافورد [Stafford Borough Council] على الرقم 01785 619 000 .

[Hindi]

यदि आपको इस प्रकाशन के बारे में अधिक जानकारी की आवश्यकता हो तो कृपया स्टैफोर्ड बरो  
परिषद [Stafford Borough Council] से 01785 619 000 पर संपर्क करें।

[Punjabi]

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪ੍ਰਕਾਸ਼ਨ ਦੇ ਬਾਰੇ ਵਿੱਚ ਹੋਰ ਜਾਣਕਾਰੀ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਟੈਫੋਰਡ ਬਾਰੋ  
ਪਰਿਸ਼ਦ [Stafford Borough Council] ਨੂੰ 01785 619 000 ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ।

[Urdu]

اگر آپ کو اس اشاعت کے بارے میں مزید معلومات کی ضرورت ہو تو براہ کرم اسٹیفورڈ بروکونسل  
[Stafford Borough Council] سے 01785 619 000 پر رابطہ کریں۔

## ANNUAL REPORT TABLES

Indicator	2007/2008	
	SBC	Target
BV2a - The level of the Equality Standard for Local Government to which the authority conforms	1	2
BV2b(i) - Does the LA have a RES in place?	Yes	Yes
BV2b(ii) - Are the continuing improvements for race equality from application of the RES?	57%	66%
BV8 - % of undisputed invoices which were paid in 30 days	98.47%	100%
BV9 - % of Council Tax collected	96.97%	98.30%
BV10 - % of Business Rates received	96.98%	98.80%
BV11a - % of top 5% earners that are women	17.28%	28.00%
BV11b - % of top 5% of earners from black and minority ethnic communities	0.00%	3.00%
BV11c - Top 5% of staff that have a disability	4.00%	0.15%
BV12 - The number of working days lost to sickness absence	8.41 days	8.4 days
BV14 - Early retirements as a % of the total workforce	0.41%	0.35%
BV15 - The % of employees retiring on grounds of ill health as a % of the total workforce	0.41%	0.00%
BV16(a) - The % of local authority employees that meet the DDA 1995 disability definition	3.53%	1.50%
BV16(b) - The % of economically active population in the local authority area who have a disability	13.10%	7.00%
BV17(a) - The % of local authority employees from minority ethnic communities	1.23%	1.40%
BV156 - % of the Authority's buildings in which all public areas are suitable for and accessible to disabled people	45%	45%
BV64 - The number of private sector vacant dwellings that are returned into occupation or demolished during 2004/05 as a direct result of action by local authority	15	9
BV183b - Average days stay in hostel accommodation	4.7	6
BV202 - Number of people sleeping rough on a single night within local authority area	1	5
BV213 - Number of households who considered themselves as homeless who approached LA housing advice services whose intervention resolved their situation	0.27	1
BV76b - Number of fraud investigators employed per 1,000 caseload	0.33	0.50
BV76c - Number of fraud investigations per 1,000 caseload	69.07	65
BV76d - Number of prosecutions and sanctions per 1,000 caseload	4.05	11
BV78a - Average time for processing new claims (days)	32.93	30
BV78b - Average time for processing notifications of changes of circumstance (days)	9.06	9.00
BV79a - % of cases in which benefit calculation was correct	98.40%	99.00%
BV79b(i) - % of overpayments that were recovered in the yr	60.48%	60.00%
BV79b(ii) - % of overpayment debt outstanding at start of period plus amount of overpayments identified during the period	39.36%	40.00%

Indicator	2007/2008	
	SBC	Target
BV79b(iii) - Overpayments written off during the period as a % of total amount of overpayment	1.34%	10.00%
BV82a(i) - % of household waste recycled	13.90%	11.00%
BV82a(ii) - Total tonnage of household waste arisings sent for recycling	7,680	5,500
BV82b(i) - % household waste composted	19.81%	18.00%
BV82b(ii) - Tonnage of household garden waste	10,946	11,000
BV84a - Kgs of household waste collected	447.70	470
BV84b - % change in household waste collected	-4.20%	1.75%
BV86 - Cost of Waste collection	£49.19	£45.00
BV91a - Kerbside collection of recyclables (one recyclables)	96.42%	93.00%
BV91b - Kerbside collection of recyclables (two recyclables)	96.42%	93.00%
BV199a - Street & Env Cleanliness - Litter & Detritus	10.60%	16.0%
BV199b - Local Street and Env Cleanliness - graffiti	4.50%	4%
BV199c - Local Street & Env Cleanliness - fly posting	0.90%	4%
BV199d - Local Street & Env Cleanliness - fly tipping	Results calc by DEFRA in June	4
BV106 - % of new homes built on previously developed land	89.49%	60.00%
BV109a - % of major applications in 13 weeks	58.33%	60%
BV109b - % of minor applications in 8 weeks	53.37%	70%
BV109c - % of other applications in 8 weeks	69.53%	82%
BV200a - Did the local planning authority submit the Local Development Scheme (LDS) by 28 March 2005 and thereafter maintain a 3-year rolling programme?	Yes	Yes
BV200b - Has the local planning authority met the milestones which the current Local Development scheme sets out?	Yes	Yes
BV204 - % of appeals against the authority's decision to refuse planning applications	43.86%	37%
BV205 - Quality of service checklist	94.4%	100%
BV219b - Conservation areas - Character appraisals	3.45%	6.90%
BV126 - Domestic burglaries per 1,000 households	4.76	6.84
BV 127a - Violent crimes committed by a stranger per 1,000 population	18.17	21.29
BV 127b - Violent crimes committed in a public place per 1,000 population	0.32	0.29
BV128 - % of vehicle crimes detected per 1,000 population	5.75	8.68
BV174 - The number of racial incidents recorded per 100,000 population	Nil	N/A
BV175 - % of racial incidents that resulted in further action	N/A	100%
BV225 - Actions against domestic violence	90.9%	90.9%
BV226a - Total amount spent by LA on advice and guidance services provided by external organisations	£127,820	£132,658
BV226b - % of monies spent on advice and guidance services provision given to organisations holding the CLS Quality mark	56.91%	59.00%
BV226c - Total amount spent on advice and guidance on housing, welfare benefits and consumer matters by LA to the public	£100,463	£100,463

Indicator	2007/2008	
	SBC	Target
BV170a - The number of visits/usages to funded or part-funded museums per 1,000 population	335	397
BV170b - The number of visits to funded or part-funded museums in person per 1,000 population	294	348
BV170c -Number of pupils visiting in organised school groups	3184	3000
BV166 - Score against checklist of enforcement best practice for (a) environmental health	100%	100%
BV216a - No of sites of potential concern with respect to land contamination	701	658
BV216b - Info on contaminated land	12.55%	10.00%
BV217 - Pollution Control Improvements	Nil	98.00%
BV218a - % new abandoned vehicles investigated within 24 hrs	100.00%	97.00%
BV218b – Removal of Abandoned vehicles	70.83%	78.00%

BV217 - NIL - No pollution control improvements were due for 2007/8, therefore the target was met

**Table of New Indicators that were in the original BVPI Set**

Best Value Performance Indicator Reference	New Indicator Set Reference	2007-08		2008-09	2009-10	2010-11
		SBC	Target	Target	Target	Target
BV78a - Average time for processing new claims (days)	NI 181 Time taken to process Benefit/Council Tax Benefit new claims and change events	32.93 days	30 days	28 days	28 days	28 days
BV78b - Average time for processing notifications of changes of circumstance		9.06 days	9 days	8.5 days	8 days	8 days
BV82a(i) - % of household waste recycled	NI 192 Percentage of household waste sent for reuse, recycling and composting	13.90%	11%	15%	15.5%	16.5%
BV82b(i) - % household waste composted		19.81%	18%	25%	25.5%	26%
BV84a - Kgs of household waste collected per head of population	NI 191 Residual household waste per household	477.7Kg	470Kg	680Kg	670Kg	670Kg
BV199a - Street & Env Cleanliness - Litter & Detritus	NI 195 Improved street and environmental cleanliness - litter, detritus, graffiti and fly posting	10.6%	16%	14%	12%	12%
BV199b - Local Street and Env Cleanliness - graffiti		4.5%	4%	4%	3%	3%
BV199c - Local Street & Env Cleanliness - fly posting		0.90%	4%	3%	3%	3%
BV 199d – Local Street and Env Cleanliness – fly tipping	NI 196 Improved street and environmental cleanliness - fly tipping	Results calc by DEFRA in June	4	3	3	3
BV109a - % of major applications in 13 weeks	NI 157 Processing of planning applications	58.33%	60%	63%	67%	67%
BV109b - % of minor applications in 8 weeks		53.37%	70%	72%	75%	75%
BV109c - % of other applications in 8 weeks		69.53%	82%	84%	86%	86%