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National and Local Performance Indicator Results

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INTRODUCTION

National and Local Performance Indicator Results

The Council's Annual Report 2005/06 incorporates our Best Value Performance Plan for 2006/07 and contains details of our corporate vision, values and priorities together with improvements in our services during 2005/06 and developments planned for 2006/07. It contains some information about how the Council is performing.

This booklet "Performance Indicators and Targets 2005/06" gives further details of our performance against all the national and some locally set indicators.

This document together with the Annual Report fulfils the Council's requirement to publish.

Information on, or further copies of, this report can be obtain from

- Council's public reception areas
- Public Libraries
- Head of Policy and Improvement

MR NORMAN JONES

TELEPHONE > 01785 619 199
 EMAIL > npjones@staffordbc.gov.uk
 POST > Norman Jones
 Head of Police and
 Improvement
 Civic Centre
 Riverside
 Stafford
 ST16 3AQ

- Our Website: www.staffordbc.gov.uk

If you require a large print copy please contact:

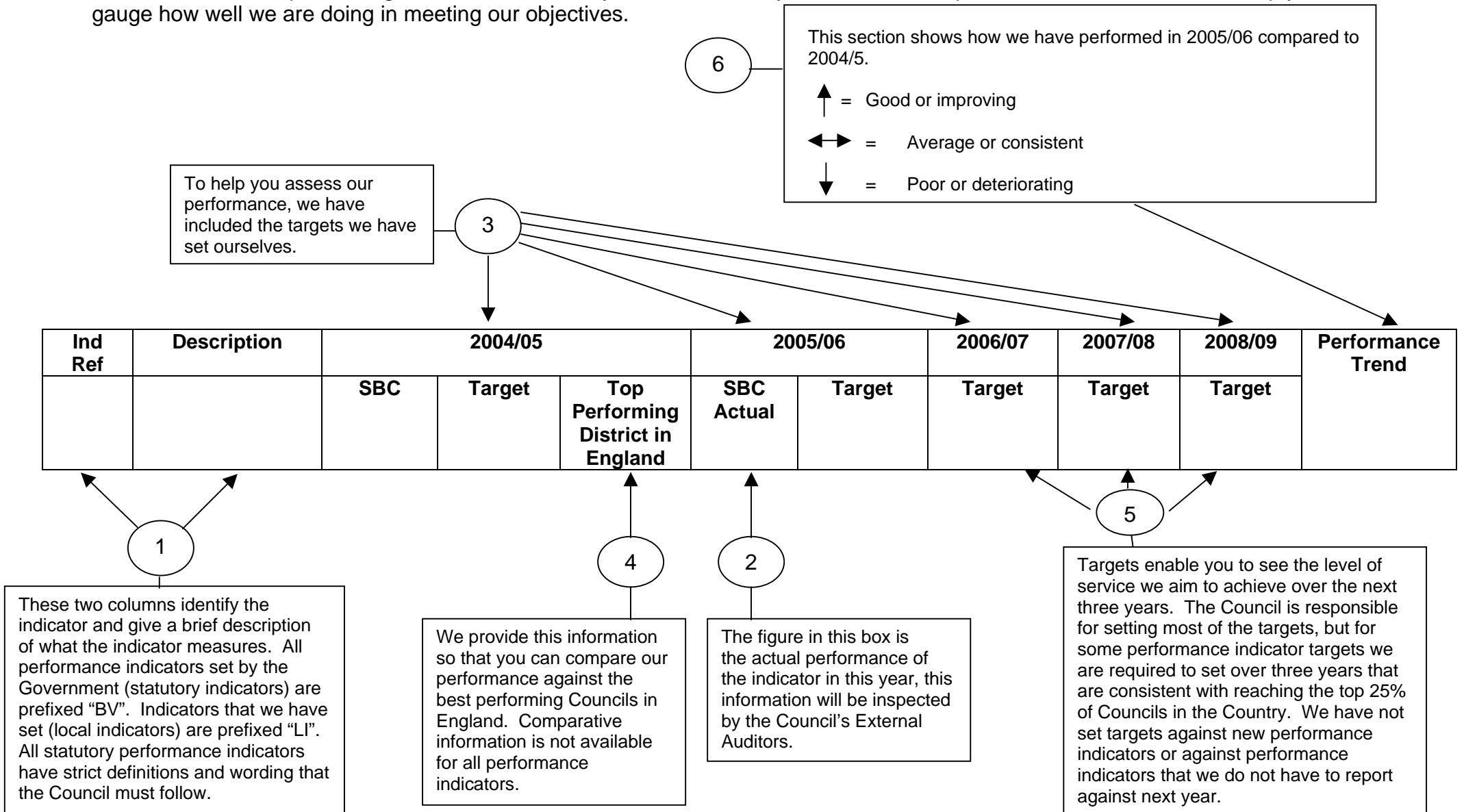
MR NORMAN JONES
 TELEPHONE> 01785 619 199
 EMAIL>npjones@staffordbc.gov.uk
 POST> Norman Jones
 Head of Policy and
 Improvement
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 ST16 3AQ

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An explanation of our performance indicators and targets

Within sections three to six are national and local performance indicators for the various services that we provide. The indicators are divided into sections and the indicators in the section relate specifically to one of our priorities, prosperity, community safety, management of public spaces and waste management.

Each indicator has specific targets for the next three years and an analysis of the current performance trend which will help you to gauge how well we are doing in meeting our objectives.



OUR CORE SERVICES

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
CORPORATE SERVICES										
BV2a	The level of the Equality Standard for Local Government to which the authority conforms.	0	1	-	0	1	2	2	2	↔
BV2b(i)	Does the LA have a RES in place?	Yes	Yes	-	Yes	Yes	Yes	Yes	Yes	↔
BV2b(ii)	Are there continuing improvements for race equality from application of the RES?	44.40%	44.40%	63	55.5%	55%	66%	72.2%	N/A	↑
BV3	Satisfaction Survey The % of citizens satisfied with the overall service provided by the Authority	N/A	N/A	N/A	N/A	N/A	60%	N/A	N/A	
BV4	% of complainants satisfied with the handling of their complaint	N/A	N/A	N/A	N/A	N/A	42%	N/A	N/A	
BV8	% of undisputed invoices which were paid in 30 days	84.33%	100%	97%	84.10%	100%	100%	100%	100%	↓
BV9	% of Council Tax collected	98.20%	98.20%	98.50%	96.10%	98.30%	98.30%	98.30%	98.50%	↓
BV10	% of Business Rates received	98.90%	98.70%	99.20%	97.40%	98.80%	98.80%	99%	99%	↓
BV11a	% of top 5% earners that are women	26.03%	29%	28.93%	24.21%	30%	27%	28%	29%	↓
BV11b	% of top 5% of earners from black and minority ethnic communities	0%	3%	2%	0%	3%	3%	3%	3%	↔

OUR CORE SERVICES

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
BV11c	Top 5% of staff that have a disability	← New Indicator 2005/06 →			0%	-	← Targets will be set when trends analysed →			
BV12	The number of working days lost to sickness absence	11.10 days	11.21 days	8.48%	8.92 days	9.9 days	9.3 days	8.4 days	8.4 days	↑
BV14	Early retirements as a % of the total workforce	0.70%	0.45%	0.00%	1.51%	0.45%	0.40%	0.35%	0.36%	↓
BV15	The % of employees retiring on grounds of ill health as a % of the total workforce	0.14%	0.10%	0.00%	0.17%	0.10%	0.05%	0%	0%	↓
LI PU44	Total % of calls answered within 15 seconds	85.55%	90%	Local Indicator	89.34%	90%	90%	90%	90%	↑
BV16	The % of local authority employees that meet the DDA 1995 disability definition	2.03%	1%	4.10%	1.27%	1%	1.25%	1.5%	1.5%	↓
	(b) the % of economically active disabled people in the area	6%	6%	-	6%	6%	6%	6%	6%	↔
BV17	The % of local authority employees from minority ethnic communities	1.7%	1.10%	2.5%	1.27%	1.21%	1.3%	1.4%	1.4%	↓
	(b) the % of economically active minority ethnic community in the area	2%	2%	-	2%	2%	2%	2%	2%	↔
BV156	% of the Authority's buildings in which all public areas are suitable for and accessible to disabled people	28.57%	55%	-	35%	60%	90%	95%	95%	↑
BV 157	E-government :e-enabled interactions	36.58%	100%	84.69%	100%	100%	Indicator deleted 2006/07			↑

OUR CORE SERVICES

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
TECHNOLOGY SERVICES										
LI IT1	System Downtime % of days with downtime e-mail and file servers	1.1%	2%	Local Indicator	0.55%	1%	1%	1%	1%	↑
LI IT2	System Downtime % of days with downtime – main server A	0%	1%	Local Indicator	1.10%	1%	1%	1%	1%	↓
LI IT10	Computer Help Desk Activity % of reports resolved within period as a fraction of those reports received	97.88%	98%	Local Indicator	95.83%	98%	98%	98%	98%	↓
INTERNAL AUDIT										
LI IA3	Customer satisfaction with Audit Service	91.34%	87.3%	Local Indicator	95.80%	88%	88.5%	88.6%	91.5%	↑
LI IA5	% of recommendations implemented	96%	95%	Local Indicator	96.6%	96%	96%	96%	97%	↔
FINANCIAL CONTROL										
LI FC8	Debtor days outstanding	24 days	45 days	Local Indicator	29 days	30 days	30 days	30 days	30 days	↓
LI FC12	Amount outstanding over 3 months as a % of the Annual Debit (Car Parks)	3.37%	3.9%	Local Indicator	2.79%	3.8%	3.8%	3.8%	3.5%	↑
INSURANCE AND RISK MANAGEMENT										
LI I9	Claims processed in accordance with Woolfe Protocols	100%	100%	Local Indicator	100%	100%	100%	100%	100%	↔
LEGAL AND ADMINISTRATION SERVICES										
LI LA3	Sale of Council Housing: Average time taken to issue draft conveyances (days)	7.67 days	10 days	Local Indicator	17.17 days	8 days	8 days	8 days	8 days	↓

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
HOUSING SERVICES										
BV63	Energy Efficiency – the average SAP rating of LA owned dwellings	57.57%	58%	67%	64.02%	60%	← Housing Stock Successfully Transferred 6 February 2006 →			↑
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	0	0	25.00	0	0	0	0	0	↔
BV66a	The proportion of rent collected	97.27%	100%	98.74%	97.92%	← Housing Stock Successfully Transferred 6 February 2006 →			↑	
BV66b	The number of LA tenants with more than 7 weeks rent arrears as a percentage of total number of tenants	← New Indicator 2005/06 →			4.29%	← Housing Stock Successfully Transferred 6 February 2006 →				
BV66c	% of LA tenants in arrears served with Notices Seeking Possession	← New Indicator 2005/06 →			42.69%	← Housing Stock Successfully Transferred 6 February 2006 →				
BV66d	% of LA tenants evicted as a result of rent arrears	← New Indicator 2005/06 →			0.44%	← Housing Stock Successfully Transferred 6 February 2006 →				
BV74a	Satisfaction Survey Satisfaction with Landlord – % of all tenants stating they are satisfied with the overall service provided by landlord	N/A	N/A	N/A	N/A	N/A	← Housing Stock Successfully Transferred 6 February 2006 →			

PROSPERITY

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
BV74b	Satisfaction of ethnic minority LA tenants with overall service provided by landlord	N/A	N/A	N/A	N/A	N/A	← Housing Stock Successfully Transferred 6 February 2006 →			
BV74c	Satisfaction of non-ethnic minority LA tenants with overall service provided by landlord	N/A	N/A	N/A	N/A	N/A	← Housing Stock Successfully Transferred 6 February 2006 →			
BV75a	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by landlord	N/A	N/A	N/A	N/A	N/A	← Housing Stock Successfully Transferred 6 February 2006 →			
BV75b	Satisfaction of ethnic minority council housing tenants with their opportunities for participation in management and decision making in relation to housing services provided by their landlord	N/A	N/A	N/A	N/A	N/A	← Housing Stock Successfully Transferred 6 February 2006 →			
BV75c	Satisfaction of non ethnic minority council housing tenants with their opportunities for participation in management and decision making in relation to housing services provided by their landlord	N/A	N/A	N/A	N/A	N/A	← Housing Stock Successfully Transferred 6 February 2006 →			
BV164	CRE Code of Practice	No	Yes	-	No	Yes	Yes	Yes	N/A	↔

PROSPERITY

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
BV184a	% of homes non-decent at 1 April	42.9%	45%	17%	39.90%	31%	← Housing Stock Successfully Transferred 6 February 2006 →		↑	
BV184b	% change in non-decent homes between 1 April and 31 March	10.29%	7%	-	6.99%	20%	← Housing Stock Successfully Transferred 6 February 2006 →		↓	
BV211a	Repairs and Maintenance - Proportion of planned repairs and maintenance expenditure of HRA dwellings compared to responsive maintenance expenditure on same	← New Indicator 2005/06 →			72.60%	← Housing Stock Successfully Transferred 6 February 2006 →				
BV211b	Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings	← New Indicator 2005/06 →			45.40%	← Housing Stock Successfully Transferred 6 February 2006 →				
BV212	Average time taken to re-let LA housing	← New Indicator 2005/06 →			77.9%	← Housing Stock Successfully Transferred 6 February 2006 →				
HOMELESSNESS										
BV183a	Average stay in B&B (weeks)	0.57	2	1	1	2	2	2	2	↓
BV183b	Average stay in hostel (weeks)	9	2	0	5 weeks	2	2	2	2	↑
BV202	Number of people sleeping rough on a single night within local authority area	Less than 10	Less than 10	-	1	Less than 10	Less than 10	Less than 10	Less than 10	↑

PROSPERITY

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
BV203	The % change in average number of families placed in temporary accommodation, compared with average from previous year	0%	0%	-9.4%	371.3%	0%	0%	0%	0%	↓
BV213	Number of households who considered themselves as homeless who approached LA housing advice services whose intervention resolved their situation	← New Indicator 2005/06 →			542	← Targets will be set when trends analysed →				
BV214	Proportion of households accepted as homeless by the same Authority within the last two years	← New Indicator 2005/06 →			0.65%	← Targets will be set when trends analysed →				
LI BV67	% of Homelessness Decisions made within target (33 days)	100%	95%	Local Indicator	98.55%	95%	95%	95%	95%	↓
HOUSING AND COUNCIL TAX BENEFITS										
BV76a	Number of claimants visited per 1,000 caseload	217	150	297	385	380	380	380	380	↑
BV76b	Number of fraud investigators employed per 1,000 caseload	0.48	0.5	-	0.59	0.5	0.5	0.5	0.5	↑
BV76c	Number of fraud investigations per 1,000 caseload	56	60	59	57	65	65	65	65	↑
BV76d	Number of prosecutions and sanctions per 1,000 caseload	7.08	10	6.25	12	11	11	11	11	↑
BV78a	Average time for processing new claims (days)	39 days	32 days	28 days	39.28 days	31 days	30 days	28 days	26 days	↔

PROSPERITY

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
BV78b	Average time for processing notifications of changes of circumstance (days)	8 days	8 days	7 days	10 days	7 days	7 days	7 days	7 days	↓
BV79a	% of cases in which benefit calculation was correct	95.8%	98.5%	99%	97.40%	99%	99%	99%	99%	↑
BV79b(i)	% of overpayments that were recovered in the year	42.63%	60%	53.59%	66.90%	60%	60%	60%	60%	↑
BV79b(ii)	% of overpayment debt outstanding at start of period plus amount of overpayments identified during the period	← New Indicator 2005/06 →			30.73%	40%	40%	40%	40%	
BV79b(iii)	Overpayments written off during the period as a % of total amount of overpayment	← New Indicator 2005/06 →			4.30%	10%	10%	10%	10%	
BV80	Satisfaction Survey Overall satisfaction with Housing Benefit Service	N/A	N/A	N/A	N/A	N/A	85%	N/A	N/A	
PLANNING SERVICES										
BV106	% of new homes built on previously developed land	61%	60%	90.10%	84%	60%	60%	60%	60%	↑
BV109a	% of major applications in 13 weeks	56.40%	56%	71.25%	60.87%	60%	60%	60%	60%	↑
BV109b	% of minor applications in 8 weeks	63.43%	60%	75.33%	71.18%	65%	70%	70%	70%	↑
BV109c	% of other applications in 8 weeks	82.37%	75%	88.03%	88.38%	80%	80%	80%	80%	↑
BV111	Satisfaction Survey % of planning applicants satisfied with the service	N/A	N/A	N/A	N/A	N/A	70%	N/A	N/A	

PROSPERITY

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
	received									
BV200a (amended 05/06)	Did the local planning authority submit the Local Development Scheme (LDS) by 28 March 2005 and thereafter maintain a 3-year rolling programme?	N/A	N/A	N/A	Yes	Yes	Yes	Yes	Yes	
BV200b (amended 05/06)	Has the local planning authority met the milestones which the current Local Development Scheme sets out?	N/A	N/A	N/A	Yes	Yes	Yes	Yes	Yes	
BV200c (amended 05/06)	Did the local Planning Authority publish an annual monitoring report by December of the last year?	N/A	N/A	N/A	Yes	Yes	Yes	Yes	Yes	
BV204	% of appeals against the authority's decision to refuse planning applications	23.21%	40%	24%	36.20%	40%	40%	40%	40%	↓
BV205	Quality of service checklist	89%	89%	89%	94%	94%	100%	100%	100%	↑
BUILDING CONTROL										
LI BC1	Income as a % of Cost of the Recoverable Element of the service	135.97%	100%	Local Indicator	140.95%	100%	100%	100%	100%	↑
LI BC2	% of Building Control Applications determined within relevant target	89.8%	100%	Local Indicator	88.24%	100%	100%	100%	100%	↓
LI BC3	% of Applications where initial response was within target	47.75%	75%	Local Indicator	57%	75%	75%	75%	75%	↓

PROSPERITY

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
LI BC5	% of sites receiving same day inspection (notified before 10.00 am)	99.62%	100%	Local Indicator	99.38%	100%	100%	100%	100%	↓
BV179	% of land charge enquiries resolved within 10 working days	97.75%	95%	100%	87%	97%	97%	97%	97%	↓
STAFFORD MARKET										
LIM9	% of vacant stall area - Food	16.60%	16%	Local Indicator	10.98%	15%	15%	15%	15%	↑
LIM10	% of vacant stall area - General	5%	9%	Local Indicator	8.45%	9%	9%	9%	9%	↓
LIM11	% of vacant stall area - Overall	10.62%	9.8%	Local Indicator	9.10%	10%	10%	10%	10%	↑

COMMUNITY SAFETY

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
COMMUNITY SAFETY										
BV126	Domestic burglaries per 1,000 households	4.63	10.67	6.18	6.60	4.96	← Targets to be set in conjunction with Police Authority →		↓	
BV127a	Violent crimes committed by a stranger per 1,000 population	2.24	N/A	2.45	21.45	18.30	← Targets to be set in conjunction with Police Authority →		↓	
BV127b	Violent crimes committed in a public place per 1,000 population	2.17	N/A	5.22	0.41	18.30	← Targets to be set in conjunction with Police Authority →		↑	
BV128	% of vehicle crimes detected per 1,000 population	7.78	8.98	6.84	5.76	7.03	← Targets to be set in conjunction with Police Authority →		↑	
BV174	The number of racial incidents recorded per 100,000 population	Not reported		N/A	-	← Targets to be set in conjunction with Police Authority →				
BV175	% of racial incidents that resulted in further action	Not reported		N/A	-	← Targets to be set in conjunction with Police Authority →				
BV225 (previously BV176)	Actions against domestic violence	← New Indicator 2005/06 →			63.63%	← Targets will be set when trends analysed →				
BV226a (previously BV177)	Total amount spent by LA on advice and guidance services provided by external organisations	← New Indicator 2005/06 →			£142,605	← Targets will be set when trends analysed →				

COMMUNITY SAFETY

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
BV226b	% of monies spent on advice and guidance services provision given to organisations holding the CLS Quality mark	← New Indicator 2005/06 →			£54.34	← Targets will be set when trends analysed →				
BV226c	Total amount spent on advice and guidance on housing, welfare benefits and consumer matters by LA to the public	← New Indicator 2005/06 →			£147,500	← Targets will be set when trends analysed →				
LEISURE										
BV119	Satisfaction Survey % of residents satisfied with the local authority's (a) Sport/Leisure facilities (c) Museums/galleries (d) Theatres/concert halls	N/A	N/A	N/A	N/A	N/A	45%	N/A	N/A	
		N/A	N/A	N/A	N/A	N/A	46%	N/A	N/A	
		N/A	N/A	N/A	N/A	N/A	53%	N/A	N/A	
LI TC1	Recreation Centres Total number of customers at all sites	426,171	416,000	Local Indicator	413,548	422,000	507,800	543,000	553,630	↓
LI TC2	Total number of customers per 1,000 population – all sites	3,532	877	Local Indicator	3,427	3,663	4,208	4,500	4,588	↓
LI RC3	% of complaints responded to within 5 days (RRC)	94%	95%	Local Indicator	100%	95%	95%	95%	95%	↑
LI WC3	% of complaints responded to within 5 days (W.Park)	100%	95%	Local Indicator	100%	95%	95%	95%	95%	↔
LI AC3	% of complaints responded to within 5 days (Alleyes)	100%	95%	Local Indicator	100%	95%	95%	95%	95%	↔
BV170a (amended 05/06)	The number of visits/usages to funded or part-funded museums per 1,000 population	372	493	811	378	377	414	390	390	↑
BV170b (amended	The number of visits to funded or part-funded museums in	338	361	466	332	340	365	352	352	↓

COMMUNITY SAFETY

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
05/06)	person per 1,000 population									
BV170c (amended 05/06)	The number of pupils visiting in organised school groups	2175	3050	3181	2581	2421	3146	3000	3000	↑
ENVIRONMENTAL & HEALTH SERVICES										
BV166	Score against checklist of enforcement best practice for a) environmental health	80%	90%	-	80%	90%	90%	90%	90%	↔
LI S5	Food Hygiene - % inspected when due: Categories A – C	83.27%	80%	Local Indicator	77.47%	83%	83%	84%	85%	↓
LI S65	Pest Control Service Requests – Average initial response time (for cases resolved during period)	1.87 days	2 days	Local Indicator	1.53 days	2 days	2 days	2 days	2 days	↑
LI S71	Stray Dogs: Service Request % within target	100%	90%	Local Indicator	96.17%	95%	95%	95%	95%	↓

MANAGEMENT OF PUBLIC SPACES

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
BV119(e)	Satisfaction Survey % of residents satisfied with the local authority's Parks/open spaces	N/A	N/A	N/A	N/A	N/A	70%	N/A	N/A	
BV 199 (05/06)	The proportion of relevant land and highways assessed as having combined deposits of (a) litter & detritus (b) graffiti (c) fly posting (d) fly tipping	N/A	N/A	N/A	17.5%	18%	18%	17%	16%	
		N/A	N/A	N/A	3.74%	5%	5%	5%	5%	
		N/A	N/A	N/A	0.68%	5%	5%	5%	5%	
		N/A	N/A	N/A	N/A	No current data to set realistic targets				
BV 216a	Contaminated Land Number of "sites of potential concern" with respect to and contamination	← New Indicator 2005/06 →			578	← Targets will be set when trends analysed →				
BV 216b	Number of sites where sufficient information is available to decide whether remediation of land is necessary, as a % of all "sites of potential concern"	← New Indicator 2005/06 →			5%	← Targets will be set when trends analysed →				
BV 217	% of pollution control improvements to existing installations completed on time	← New Indicator 2005/06 →			96%	← Targets will be set when trends analysed →				
BV 218a	% of new reports of abandoned vehicles investigated within 24 hours of notification	← New Indicator 2005/06 →			100%	← Targets will be set when trends analysed →				

MANAGEMENT OF PUBLIC SPACES

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
BV 218b	% of abandoned vehicles removed within 24 hours from when LA is legally entitled to remove the vehicle	← New Indicator 2005/06 →			64.29%	← Targets will be set when trends analysed →				
LI SC2	Average number of days to remove fly tips	1.38 days	2 days	Local Indicator	1 day	2 days	1 day	1 day	1 day	↑
LIP1	Public Conveniences % of sites of a high or acceptable standard of cleanliness	71.09%	90%	Local Indicator	100%	95%	95%	95%	95%	↑
LIP2	Public Conveniences % of public convenience sites closed during the quarter	1.25%	5%	Local Indicator	0%	8%	8%	8%	8%	↑
BV219a	Conservation Areas:- Total number of conservation areas in the LA area	← New Indicator 2005/06 →			29	← Targets will be set when trends analysed →				
BV219b	% of Conservation areas with an up to date character appraisal	← New Indicator 2005/06 →			0	← Targets will be set when trends analysed →				
BV219c	% of Conservation areas with published management proposals	← New Indicator 2005/06 →			0	← Targets will be set when trends analysed →				

WASTE MANAGEMENT

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
BV82a i (amended 05/06)	Waste Management - % of household waste recycled	8.76%	9.2%	19.35%	10.45%	9%	9%	9%	9%	↑
BV82a ii	Total tonnage of household waste arisings sent by the Authority for recycling	← New Indicator 2005/06 →			5776.23	5000	5200	5500	5500	
BV82b i (amended 05/06)	% of household waste composted or treated by anaerobic digestion	6.11%	7.3%	10.56%	13.73%	16%	22%	22%	22%	↑
BV82b ii	Tonnage of household waste composted	N/A	N/A	N/A	7597.24	9500	14000	14000	14000	
BV84a	Kg of household waste collected per head of population	441kg	440kg	381kg	454kg	522kg	522kg	522kg	522kg	↓
BV84b	% change from previous financial year in the number of Kgs of household waste collected per head of population	← New Indicator 2005/06 →			3.15%	← Targets will be set when trends analysed →				
BV86	Cost of waste collection per household	£33.73	£32.00	£35.62	£36.59	£33.00	£34.00	Targets will be set when new contract is finalised on 1 Jan 2008		↓
BV89	Satisfaction Survey - % of people satisfied with cleanliness standards	N/A	N/A	N/A	N/A	N/A	68%	N/A	N/A	

WASTE MANAGEMENT

Ind Ref	Description	2004/05			2005/06		2006/07	2007/08	2008/09	Performance Trend
		SBC	Target	Top Performing District in England	SBC	Target	Target	Target	Target	
BV90	% of people satisfied with: (a) household waste collection (b) i Waste recycling ii Doorstep recycling	N/A	N/A	N/A	N/A	N/A	90%	N/A	N/A	
BV91a	% of households resident in the Authority's area served by kerbside collection of recyclables	85%	87%	100%	84.95%	87%	100%	100%	100%	↔
BV91b	% of households resident in the Authority's area served by kerbside collection of at least two recyclables	85%	87%	100%	84.95%	87%	100%	100%	100%	↔
LI S91	Waste Collection Service Requests - % within target	98.37%	95%	N/A	99%	95%	95%	95%	95%	↑

CONCLUSION

We hope you have found this information useful. If you require any further information regarding the Council's performance against indicators referred to in this document please contact:

Head of Policy and Improvement:

MR NORMAN JONES

TELEPHONE> 01785 619 199
 EMAIL>npjones@staffordbc.gov.uk
 POST> Norman Jones
 Head of Policy and
 Improvement
 Civic Centre
 Riverside
 Stafford
 ST16 3AQ

**If you require a large print
 copy please contact:**

MR NORMAN JONES
 TELEPHONE> 01785 619 199
 EMAIL>npjones@staffordbc.gov.uk
 POST> Norman Jones
 Head of Policy and
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 Riverside
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Our Website:
www.staffordbc.gov.uk

This Booklet can be made available on request in large print, for details please contact 01785 619199. Email 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 ਸੰਬੰਧ ਵਿਚ 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۔

