

London Borough of Barnet
Best Value Performance Plan
Amended post audit - March 2009

Fulfilling statutory requirements for the Best Value Performance Plan 2008/9

This document contains the following:

- Outturn against national Best Value Performance Indicators (BVPIs) for financial year 2007/8
- Targets for 2008/9 to 2010/11 & comparison against top performing England Councils
- Statement on contracts

Key:

Pink boxes - amended/final data

TQ - National Top Quartile performance 2007/8 (2006/7 for satisfaction data)

User Satisfaction Best Value Performance Indicators

Reported on a triennial basis (next surveys due 2009/10)

Indicator Reference	Performance Objective	Actual result for 2003/4	Top England Councils 2006/7	Target for 2006/7	Actual result for 2006/7	Improvement shown as	Target achieved	Direction of Travel	Target 2009/10	Comments	
3	% people satisfied with overall council service	60%	58%	67%	57%	Increase	No	▼	62%	TQ	
4	% people satisfied with council complaint handling	30%	37%	41%	31%	Increase	No	▲	38%		
80	Satisfaction with benefits service										
	a) Contact with office	70%	82%	75%	56%	Increase	No	▼	75%		
	b) Service in office	70%	84%	60%	59%	Increase	No	▼	70%		
	c) Telephone service	53%	79%	60%	40%	Increase	No	▼	65%		
	d) Staff in office	71%	84%	75%	61%	Increase	No	▼	75%		
	e) Forms	65%	65%	70%	58%	Increase	No	▼	70%		
	f) Speed of service	62%	75%	65%	50%	Increase	No	▼	75%		
	g) Overall	73%	82%	75%	62%	Increase	No	▼	75%		
111	Planning applicants satisfied with service	54.5%	80%	75%	64%	Increase	No	▲	70%	TQ	
89	Satisfaction with environmental cleanliness	59%	73%	65%	74%	Increase	Yes	▲	77%	TQ	
90	User survey: satisfaction with										
	a) Waste collection	81%	85%	85%	83%	Increase	No	▲	87%		
	b) Recycling	61%	75%	65%	62%	Increase	No	▲	68%		
	c) Waste disposal	69%	85%	73%	77%	Increase	Yes	▲	85%		
	d) Doorstop recycling	67%	N/A	78%	68%	Increase	No	▲	82%		
118	Library user survey: % satisfaction										
	a) Found books	66.4%	90%	65%	80%	Increase	Yes	▲	82%	Top quartile figure does not include District councils	
	b) Found information	65.3%	80.5%	75%	70%	Increase	No	▲	75%		
	c) Overall satisfaction	86.6%	94.3%	88%	88%	Increase	Yes	▲	90%		
119	% satisfaction with leisure facilities										
	a) Sport & leisure	38%	63%	49%	47%	Increase	No	▲	55%		
	b) Libraries	66%	77%	76%	66%	Increase	No	▬	72%		
	c) Museums & galleries	22%	51%	42%	27%	Increase	No	▲	36%		
	d) Theatres/Concert Halls	22%	53%	41%	25%	Increase	No	▲	32%		
	e) Parks and Open Spaces	72%	78%	77%	78%	Increase	Yes	▲	83%	TQ	

Corporate Health: Best Value Performance Indicators

Indicator Reference	Performance Objective	Actual result for 2006/7	Top England Councils 2007/8	Target for 2007/8	Actual result for 2007/8	Improvement shown as	Target achieved	Direction of Travel	Improvement Targets			Comments
									2008/9	2009/10	2010/11	
2	a) Equality Standard for Local Government : Level to which Barnet conforms	Level 3	N/A	Level 4	4	Increase	Yes	▲	4	5	N/A	
	b) % score against checklist on duty to promote racial equality	74%	84%	79%	84%	Increase	Yes	▲	79%	79%	85%	TQ
8	% invoices paid in 30 days	92.5%	97%	100%	96.54%	Increase	No	▲	100%	100%	100%	
9	% Council Tax collected	94.60%	98.5%	96.0%	95.71%	Increase	No	▲	96.5%	97%	97%	
10	% non-domestic rates received	97.70%	99.4%	99%	98.10%	Increase	No	▲	99%	99%	99%	
11a	% top 5% of earners that are women	52%	44.8%	52%	52.38%	Increase	Yes	▲	52%	52%	52%	TQ
11b	% top 5% of earners from ethnic minorities	9.71%	4.4%	10.5%	11.31%	Increase	Yes	▲	12%	12.5%	13%	TQ
11c	% top 5% of earners that have a disability	1.71%	5.6%	2%	1.79%	Increase	No	▲	2.4%	3%	3.5%	
12	Average days lost due to sickness absence for council employees	6.97 days	8.3 days	7 days	8.24	Decrease	No	▼	7.5%	7.0%	6.5%	
14	% employees retiring early	1.32%	0.1%	1%	0.49%	Decrease	Yes	▲	0.4%	0.35%	0.3%	
15	% employees retiring on grounds of ill health	0.09%	0%	0.1%	0.17%	Decrease	No	▼	0.2%	0.18%	0.15%	
16	a) % employees declaring they meet the Disability Discrimination Act 1995 definition of disability	1.46%	4.6%	1.7%	1.31%	Increase	No	▼	1.7%	1.9%	2.1%	
	b) % economically active disabled people in Barnet	10.67%	N/A	20%	10.79%	N/A	N/A	N/A	N/A	N/A	N/A	
17	a) % council employees from ethnic minority communities	22.6%	5.5%	24%	23.3%	Increase	No	▲	24.5%	25%	25.5%	TQ Figure rounded by Audit Commission from 23.28%
156	% public council buildings accessible to disabled people	41%	N/A	60%	50.0%	Increase	No	▲	70%	70%	75%	

Education: Best Value Performance Indicators

Indicator Reference	Performance Objective	Actual result for 2006/7	Top England Councils 2007/8	Target for 2007/8	Actual result for 2007/8	Improvement shown as	Target achieved	Direction of Travel	Improvement Targets			Comments
									2008/9	2009/10	2010/11	
38	% 15 year olds achieving 5+ GCSEs at A*-C or equivalent	64.8%	63.3%	69%	69.60%	Increase	Yes	▲	71	N/A	N/A	TQ
39	% 15 year olds achieving 5 GCSEs or equivalent at A*-G (inc English & Maths)	90%	92%	92.50%	93%	Increase	Yes	▲	92	N/A	N/A	TQ
40	% pupils achieving Level 4 or above in Key Stage 2 Maths	82%	79%	87%	82%	Increase	No	▬	84%	N/A	N/A	TQ
41	% pupils achieving Level 4 or above in Key Stage 2 English	85%	83%	87%	85%	Increase	No	▬	85%	N/A	N/A	TQ
43	% statements of special educational need (SEN) prepared in 18 weeks											
	a) excluding	100%	100%	100%	100%	Increase	Yes	▬	100%	100%	100%	TQ (43a)
	b) including	55.1%	99.2%	84%	40%	Increase	No	▼	84%	88%	95%	
45	% half days missed due to total absence in secondary schools	7%	7.2%	7.02%	6.90%	Decrease	Yes	▲	7%	N/A	N/A	TQ
46	% half days missed due to total absence in primary schools	5.80%	4.9%	5.80%	5%	Decrease	Yes	▲	4.90%	4.80%	4.70%	TQ
181	% 14-year olds achieving Level 5+ in Key Stage 3:											
	a) English	81%	77.8%	84%	80%	Increase	No	▼	85%	N/A	N/A	TQ (181a,b,c&d)
	b) Maths	82%	79%	83%	80%	Increase	No	▼	85%	N/A	N/A	
	c) Science	78%	77%	81%	78%	Increase	No	▬	83%	84%	N/A	
	d) ICT	77%	77.9%	80%	77%	Increase	No	▬	80%	N/A	N/A	
194	% pupils achieving Level 5 or above in Key Stage 2											
	a) English	41%	36%	45%	41%	Increase	No	▬	44%	N/A	N/A	TQ
	b) Maths	42%	34%	45%	41%	Increase	No	▼	44%	N/A	N/A	TQ
221	Outcomes from youth work: % young people aged 13-19 gaining											
	a) a recorded outcome	35%	67%	50%	54%	Increase	Yes	▲	60%	60%	60%	a) Figure rounded by Audit Commission from 54.4 b) Figure rounded by Audit Commission from 25.3
	b) an accredited outcome	15%	31%	25%	25%	Increase	Yes	▲	30%	30%	30%	
222	Quality of Early Years & Childcare Leadership:											
	a) % of leaders with a qualification at Level 4 or above	26%	53%	35%	23%	Increase	No	▼	45%	55%	65%	TQ (222b) Figure rounded by Audit Commission from 23.36%
	b) % with input from staff with graduate or post graduate training	100%	100%	100%	100%	Increase	Yes	▬	100%	100%	100%	

Social Care and Health: Best Value Performance Indicators

Indicator Reference	Performance Objective	Actual result for 2006/7	Top England Councils 2007/8	Target for 2007/8	Actual result for 2007/8	Improvement shown as	Target achieved	Direction of Travel	Improvement Targets			Comments
									2008/9	2009/10	2010/11	
49	% children looked after* on 31 March in any year with 3+ placements in the year	12%	N/A	11%	9.2%	Decrease	Yes	▲	11%	10%	9%	
50	% young people leaving care aged 16+ with at least 1 GCSE at A*-G or GNVQ	62.96%	N/A	75%	55.8%	Increase	No	▼	75%	78%	N/A	
161	Care leavers in education, employment or training at age 19	0.62	N/A	0.78	0.62	Increase	No	▲	0.8	0.83	N/A	Final data
162	% reviews of child protection cases	100%	N/A	100%	100%	Increase	Yes	▬	100%	100%	100%	
163	Adoptions of children looked after	5.1%	N/A	8%	7.35%	Increase	No	▲	9	9%	N/A	
197	% change in conceptions to females under 18 (per 1,000 females aged 15-17)	18.4%	N/A	-23.3%	23.10%	Decrease	No	▼	7	-8%	-24%	
53	Households receiving intensive home care per 1,000 population 65+	11.64	N/A	13.2	13	N/A	No	▲	13.2	14.0	15.0	
54	Older people helped to live at home per 1,000 population 65+	58.63	N/A	70	55.3	Increase	No	▼	58	60	62	
56	% equipment delivered within 7 days	89.60%	N/A	92%	81.33	Increase	No	▼	90	91%	92%	
195	New clients 65+ - the average of the % where the time from 1st contact to beginning of assessment is less than or equal to i) 48 hrs (2 calendar days) and ii) 4 weeks (28 calendar days)	92.30%	N/A	95%	95.5	Increase	Yes	▲	92	95%	95%	
196	Acceptable waiting time for care packages - % care packages provided within 4 weeks	88.88%	N/A	90%	90.4	Increase	Yes	▲	90	91%	91%	
201	Adults/older people receiving direct payments per 100,000 population (over 18)	137.55	N/A	175	179.4	N/A	Yes	▲	212	251	291	

* 'Children looked after' are children who have been placed in the care of the local authority

Housing: Best Value Performance Indicators

Indicator Reference	Performance Objective	Actual result for 2006/7	Top England Councils 2007/8	Target for 2007/8	Actual result for 2007/8	Improvement shown as	Target achieved	Direction of Travel	Improvement Targets			Comments
									2008/9	2009/10	2010/11	
63	Average Standard Assessment Procedure (SAP) rating for energy efficiency of council owned dwellings	69	73	70	70.4	Increase	Yes	▲	69	70	71	Final figure
64	Private sector vacant dwellings returned to occupation/demolished as a direct result of action by the Council	568	112.5	400	531	Increase	Yes	▼	400	400	400	TQ
66	Rent collection and arrears recovery											
	a) proportion of rent collected	96.97%	98.6%	97.62%	97.84%	Increase	Yes	▲	97.92	98.22%	98.22%	
	b) tenants with 7 weeks+ rent arrears	6.82%	3.5%	5.90%	6.29%	Decrease	No	▲	6%	5%	4%	
	c) number of Notices Seeking Possession served	41.09%	14.8%	32%	33.96%	Decrease	No	▲	30%	29%	28%	
	d) % evicted as result of arrears	0.33%	0.21%	0.29%	0.23%	Decrease	Yes	▲	0.21%	0.20%	0.19%	
74	a) Satisfaction of Local Authority tenants with service provided	71%	83%	78%	71%	Increase	No	▬	75%	75%	78%	NB This data is based on the three year Tenant Satisfaction Survey so 2007/08 outturn is the same as 2006/07 outturn
	b) ethnic minority tenants	65%	83%	72%	65%	Increase	No	▬	72%	77%	82%	
	c) non- ethnic minority ethnic tenants	73%	83%	79%	73%	Increase	No	▬	79%	81%	82%	
75	a) Tenant satisfaction in opportunities for participation	56%	70%	65%	56%	Increase	No	▬	60%	60%	60%	
	b) ethnic minority tenants	58%	71%	60%	58%	Increase	No	▬	60%	67%	75%	
	c) non-ethnic minority tenants	55%	70%	66%	55%	Increase	No	▬	66%	71%	75%	
184	a) Proportion council homes 'non-decent' at the start of the financial year	46%	9%	41%	39%	Decrease	Yes	▲	32%	16%	9%	Figure rounded by Audit Commission from 38.77%
	b) % change in proportion of 'non-decent' council homes between the start and end of financial year	16.8%	32.7%	14.63%	20.1%	Increase	Yes	▲	34.29%	60.87%	100.00%	Figure rounded by Audit Commission from 20.07%

Housing: Best Value Performance Indicators

Indicator Reference	Performance Objective	Actual result for 2006/7	Top England Councils 2007/8	Target for 2007/8	Actual result for 2007/8	Improvement shown as	Target achieved	Direction of Travel	Improvement Targets			Comments
									2008/9	2009/10	2010/11	
212	Average time taken to re-let local authority housing	27 days	25	26.5 days	28 days	Decrease	No	▼	26.5 days	26 days	26 days	Figure rounded by Audit Commission from 27.9 days
183b	Average stay in: Hostels for households with children/pregnant woman unintentionally homeless & in priority need	0 weeks	0 weeks	4 weeks	16.57 weeks	Decrease	No	▼	4	4	4	Figure amended by external auditors
202	People sleeping rough on a single night in Barnet	0-10 people	0	0-10 people	7	Decrease	Yes	▬	0-10 people	0-10 people	0-10 people	Final figure
213	No. of homeless households for whom housing advice casework intervention resolved their situation	3	6	3.16	4	Increase	No	▲	3.34	3.53	3.53	Figure rounded by Audit Commission from 4.12
76	Benefit Fraud per 1,000 caseloads											
	b) Fraud investigators	0.15	N/A	0.178	0.18	N/A	N/A	N/A	0.178	0.173	0.169	
	c) Fraud investigations	32.18	N/A	38.2	44.71	N/A	N/A	N/A	45.42	44.22	43.06	
	d) Prosecutions & sanctions	4.44	N/A	4.25	6.01	N/A	N/A	N/A	N/A	N/A	N/A	The DWP are no longer setting targets for the number of prosecutions and sanctions per 1,000 caseload. We have set our target for 2008/09 based on good practice and current legislation.
78a	Time to process new benefit claims	78.2 days	21.3 days	35 days	27.98 days	Decrease	Yes	▲	30 days	29 days	N/A	
78b	Time to process notifications of changes of circumstance relating to benefit claims	42.70 days	7.4 days	15 days	13.41 days	Decrease	Yes	▲	13 days	13 days	N/A	
79a	% benefit calculations correct on basis of information available	98.40%	99.2%	98.50%	99.4	Increase	Yes	▲	98.50%	98.50%	N/A	TQ
79b	Recoverable overpayments											
	i) HB overpayments recovered as a % of those deemed recoverable during the year	52.20%	82.4%	65%	55.72%	Increase	No	▲	60%	60%	60%	
	ii) HB overpayments recovered as % of total amount of HB overpayments	26.57%	36.8%	35%	28.36%	Increase	No	▲	30%	30%	30%	
	iii) % written off	0.15%	N/A	5%	1.78%	N/A	N/A	N/A	5%	5%	5%	

Environment: Best Value Performance Indicators

Indicator Reference	Performance Objective	Actual result for 2006/7	Top England Councils 2007/8	Target for 2007/8	Actual result for 2007/8	Improvement shown as	Target achieved	Direction of Travel	Improvement Targets			Comments
									2008/9	2009/10	2010/11	
82ai/bi	% household waste recycled/composted	29.47%	43%	35%	30.68%	Increase	No	▲	35%	37%	40%	Figure amended by external auditors
82aii/bii	Tonnes household waste recycled/composted	41,946.22	31,013.2	50,500	44176.07	Increase	No	▲	50,200	53,000	57,100	TQ Figure amended by external auditors
84	Household waste collected per head of population											
	a) kilograms	431.6kg	387kg	424kg	438.7	Decrease	No	▼	416.5	409	401	Final data
	b) % change from previous year	-0.26%	-3.8%	-2%	1.64%	Decrease	No	▼	-1.77%	-1.80%	-2.0%	
86	Cost of waste collection per household	£55.19	£44.5	£61.43	£57.73	Decrease	Yes	▼	£68.25	£68.48	£72.66	
91	% population served by kerbside recycling collection											
	a) 1 type of recyclable	100%	100%	100%	100%	Increase	Yes	▬	100%	100%	100%	TQ
	b) 2 types of recyclables	100%	100%	100%	100%	Increase	Yes	▬	100%	100%	100%	TQ
199	Local street & environment cleanliness											
	a) Litter & debris	16.3%	6.6%	12%	9%	Decrease	Yes	▲	TBC	N/A	N/A	
	b) Graffiti	14%	1%	7%	14%	Decrease	No	▬	11%	10%	9%	199b - final data TQ (199d)
	c) Fly posting	2%	0%	1%	2	Decrease	Yes	▬	2	2	2	
	d) Fly-tipping	2	1	2	1	Decrease	Yes	▲	1	1	1	

Environment: Best Value Performance Indicators

Indicator Reference	Performance Objective	Actual result for 2006/7	Top Engalnd Councils 2007/8	Target for 2007/8	Actual result for 2007/8	Improvement shown as	Target achieved	Direction of Travel	Improvement Targets			Comments
									2008/9	2009/10	2010/11	
99	Road accident casualties											
	All killed/seriously injured											
	a(i) Number of casualties	146	78.5	197.1	147	Decrease	Yes	▼	188.2	188.2	179.2	
	a(ii) % change over previous year	-15.1	-10%	-4.35%	0.7	Decrease	No	▼	-4.55%	-4.76%	-5.0%	Figure rounded by Audit Commission from 0.68
	a(iii) % change over 1994-8 average	-45.7%	-43.5%	-26.7%	-45.31%	Decrease	Yes	▼	-30%	-33.3%	-36.7%	TQ
	Children killed/seriously injured											
	b(i) Number of casualties	22	9	20.7	10	Decrease	Yes	▲	19.4	18.1	16.8	TQ
	b(ii) % change over previous year	-8.3%	-30.9%	-5.88%	-54.6	Decrease	Yes	▲	-6.25	-6.67%	-7.14%	TQ Figure rounded by Audit Commission from 54.55
	b(iii) % change over 1994-8 average	-29.0%	-62.6%	-33.3%	-67.7	Decrease	Yes	▲	-37.5	-41.7%	-45.8%	TQ Figure rounded by Audit Commission from -67.74
	All slight injuries											
	c(i) Number of casualties	1210.0	654.5	1654.6	1200	Decrease	Yes	▲	1639.8	1625.1	1610.3	
	c(ii) % change over previous year	-13.4%	-10.0%	-0.88%	-0.8%	Decrease	No	▼	0.89%	-0.90%	-0.91%	Figure rounded by Audit Commission from 0.83%
c(iii) % change over 1994-8 average	-31.7%	-31.1%	-6.7%	-32.3	Decrease	Yes	▲	-7.5%	-8.3%	-9.2%	TQ Figure rounded by Audit Commission from -32.31	
100	Temporary traffic controls/road closure days/km of traffic sensitive streets	0 day/km	0.1 day/km	0.1 day/km	0 days	Decrease	No	▼	0.1	0.1	0.1	Final data
165	% pedestrian crossings with disabled facilities	93.30%	97.1%	95%	93.3%	Increase	No	▼	95%	95%	95%	Figure rounded by Audit Commission from 93.28
178	Footpaths/rights of way easy to use	100%	90.1%	100%	100%	Increase	No	▼	100%	100%	100%	TQ Final data
187	% footways with condition index below deficiency threshold	16%	14%	13%	34%	Decrease	No	▼	103%	13%	13%	
215	Condition of non principal roads - % where structural maintenance should be considered											
	a) non District Network Operator control	2.62 days	3 days	2.5 days	2.08 days	Decrease	No	▼	2.5	2.4	2.3	TQ (215a)
	b) District Network Operator control	13.25 days	14.5 days	10 days	15.46 days	Decrease	No	▼	10	10	10	
223	Condition of principal roads - % where structural maintenance should be considered (new survey method)	9%	3%	6%	3%	Decrease	Yes	▲	5%	6%	6%	TQ
224	Condition of non principal roads - % where structural maintenance should be considered											
	a) Classified	10%	5	9%	9%	Decrease	Yes	▲	9%	9%	9%	
	b) Non-classified	9%	8.5	6%	10%	Decrease	No	▼	6.5%	6.5%	6.5%	

Environment: Best Value Performance Indicators												
Indicator Reference	Performance Objective	Actual result for 2006/7	Top England Councils 2007/8	Target for 2007/8	Actual result for 2007/8	Improvement shown as	Target achieved	Direction of Travel	Improvement Targets			Comments
									2008/9	2009/10	2010/11	
166	Score against checklist of enforcement best practice:											
	a) Environmental Health (EH)	87.9%	100%	100%	88%	Increase	No	▲	100%	100%	100%	
	b) Trading Standards (TS)	90%	100%	95%	90%	Increase	No	▬	100%	100%	100%	
216	Contaminated land sites:											
	a) of potential concern	266	N/A	200	200	Decrease	Yes	▲	160.02	131	105	
	b) with sufficient detailed information	23%	11.5%	20%	20%	Increase	No	▼	18%	20%	20%	Figure rounded by Audit Commission from 19.9% TQ
217	% of pollution control improvements completed on time.	100%	100%	90%	100%	Increase	Yes	▬	90%	90%	90%	TQ
218	Abandoned vehicles dealt with in 24 hours											
	a) % new reports investigated from notification	89.17%	99.7%	97%	97.30%	Increase	Yes	▲	97.5%	98%	N/A	
	b) % removed when legally entitled	96.39%	100%	97%	97.79%	Increase	Yes	▲	97.5%	98%	N/A	
106	New homes built on previously developed land	100%	96.4%	95%	100%	Increase	Yes	▲	96%	97%	97%	TQ
109	% planning applications determined											
	a) Major in 13 weeks	88%	79.1%	72%	93.44%	Increase	Yes	▲	79%	80%	85%	TQ
	b) Minor in 8 weeks	80.89%	83.7%	75%	81.86%	Increase	Yes	▲	79%	80%	82%	Final data
	c) Other in 8 weeks	88.92%	91.8%	85%	88.59%	Increase	Yes	▼	90%	91%	92%	
200	a) Development scheme by 28 March 2005 and thereafter maintain a 3-year rolling programme	Yes	N/A	Yes	Yes	N/A	Yes	▲	Yes	Yes	Yes	
	b) Meet milestones	Yes	N/A	Yes	Yes	N/A	Yes	▲	Yes	Yes	Yes	
204	% appeals allowed against planning decisions	39.0%	26.7%	39%	32%	Decrease	Yes	▲	38%	37%	34%	
205	Score against planning quality of service checklist	100%	100%	80%	100%	Increase	Yes	▲	96%	97%	99%	TQ

Culture and Related Services: Best Value Performance Indicators

Indicator Reference	Performance Objective	Actual result for 2006/7	Top England Councils 2007/8	Target for 2007/8	Actual result for 2007/8	Improvement shown as	Target achieved	Direction of Travel	Improvement Targets			Comments
									2008/9	2009/10	2010/11	
170	a) Usage of museums per 1,000 population	51	1067	60	47	Increase	No	▼	62	63	63	
	b) Visits to museums in person per 1,000 population	29	620	53	28	Increase	No	▼	50	50	50	
	c) Pupils visiting museums in organised school groups per 1,000 population	1441	8866	1400	2784	Increase	Yes	▲	2500	2500	2500	
219	Conservation areas:											
	b) % with up-to-date character appraisal	29%	43.63%	40%	38%	Increase	No	▲	N/A	N/A	N/A	
220	Compliance against Public Library Service Standards	2	N/A	2	2	Increase	Yes	—	3	3	3	

Community Safety and Well Being: Best Value Performance Indicators

Indicator Reference	Performance Objective	Actual result for 2006/7	Top England Councils 2007/8	Target for 2007/8	Actual result for 2007/8	Improvement shown as	Target achieved	Direction of Travel	Improvement Targets			Comments
									2008/9	2009/10	2010/11	
126	Domestic burglaries per 1,000 households	18.4	5.8	17.89	19.9	Decrease	No	▼	18.2	18.01	N/A	Figure rounded by Audit Commission from 19.86
127	Violent offences per 1,000 population:											
	a) Violent crime	20.9	13.1	13.89	19.7	Decrease	No	▲	Targets to be agreed with police	Targets to be agreed with police	Targets to be agreed with police	Figure rounded by Audit Commission from 19.67
	b) Robberies	3.2	0.3	3.11	2.9	Decrease	Yes	▲	2.88	2.84	2.81	Figure rounded by Audit Commission from 2.9
128	Vehicle crimes per 1,000 population	16.10	7	13.89	14.1	Decrease	No	▲	13.39	13.12	12.92	
174	Racial incidents recorded by council per 100,000 population	148.92	N/A	Not suitable for target setting	131.16	Decrease	N/A	▲	Not suitable for target setting			
175	% racial incidents resulting in further action	41%	100%	100%	100%	Increase	Yes	▲	100%	100%	100%	TQ
225	Actions against domestic violence	90.90%	N/A	90%	81.8%	Increase	No	▼	90%	100%	100%	
226	Advice/guidance services:											
	a) Total expenditure	£650,000	N/A	£668,070	£752	N/A	N/A	N/A	N/A	N/A	N/A	a) Figure rounded by Audit Commission from £751.66
	b) CLS quality mark	95.05%	N/A	95%	90.03%	Increase	No	▼	N/A	N/A	N/A	
	c) Direct provision	£600,945.16	N/A	£617,651	£964,274	N/A	N/A	N/A	N/A	N/A	N/A	

Statement on contracts

The following contracts awarded during 2007/8 comply with the Code of Practice on Workforce Matters in Local Authority Service Contracts.

Contracts awarded in 2007/8 which involved staff transfers were:

April 2007 - provision under Highways Term Maintenance Contract for sign shop (transferred to J Crowleys - TUPE element not implemented yet)

