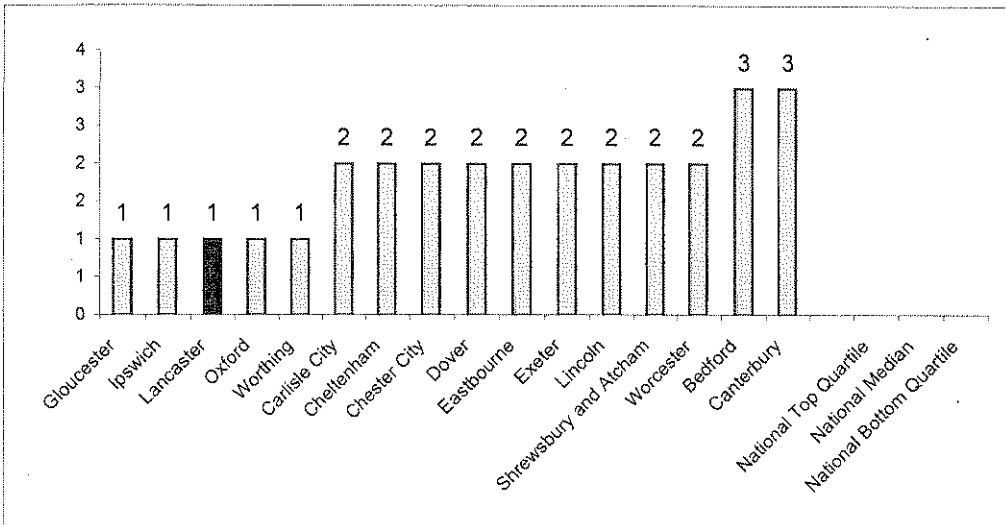


# 1. Corporate Health

## 1.1 Equality Standard for Local Government (BVPI 2a)



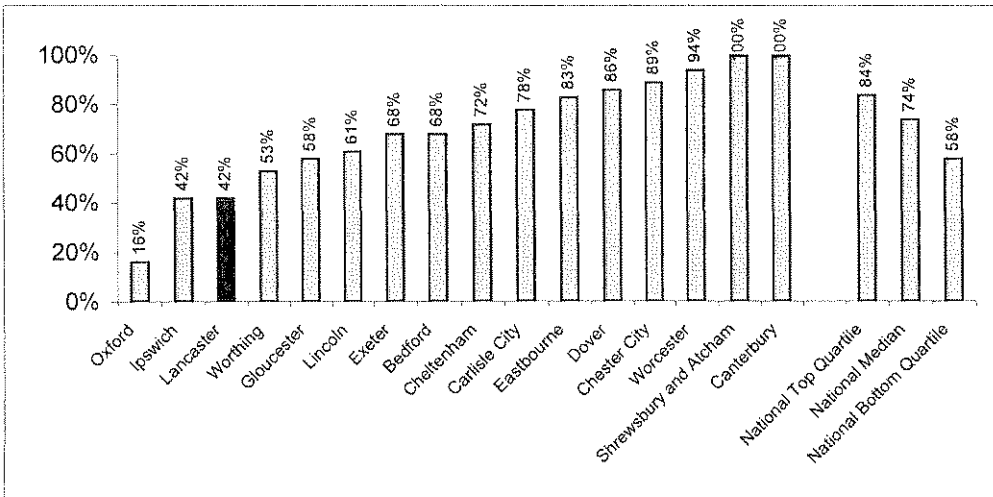
National Top Quartile= N/a

National Median= N/a

National Bottom Quartile= N/a

N/a

## 1.2 The duty to promote race equality (BVPI 2b)



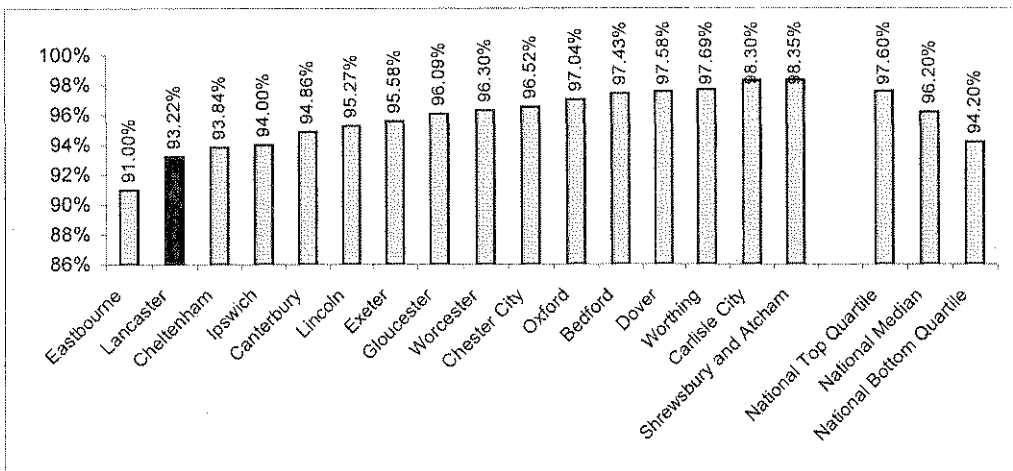
National Top Quartile= 84%

National Median= 74%

National Bottom Quartile= 58%



## 1.3 The percentage of undisputed invoices paid on time (BVPI 8)



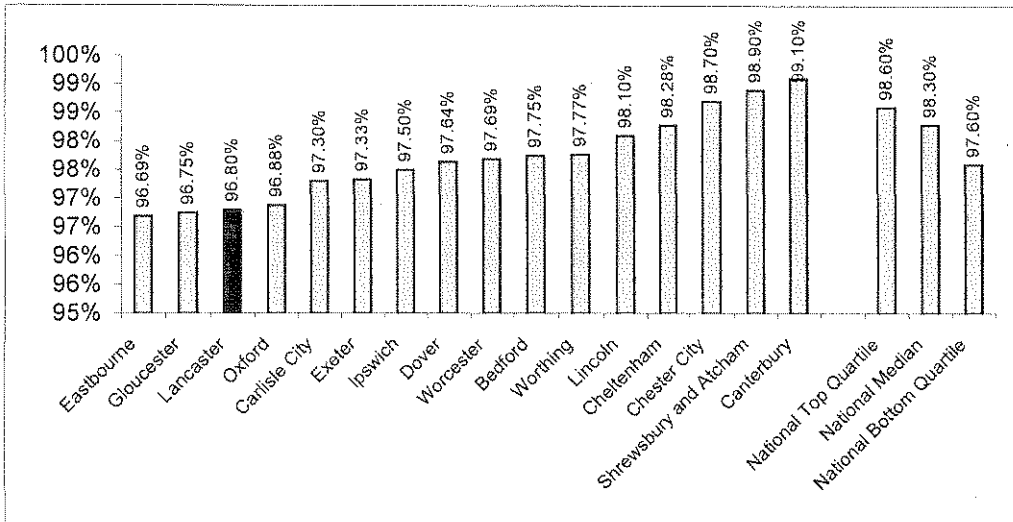
National Top Quartile= 97.6%

National Median= 96.20%

National Bottom Quartile= 94.20%



**1.4 Percentage of council tax collected (BVPI 9)**



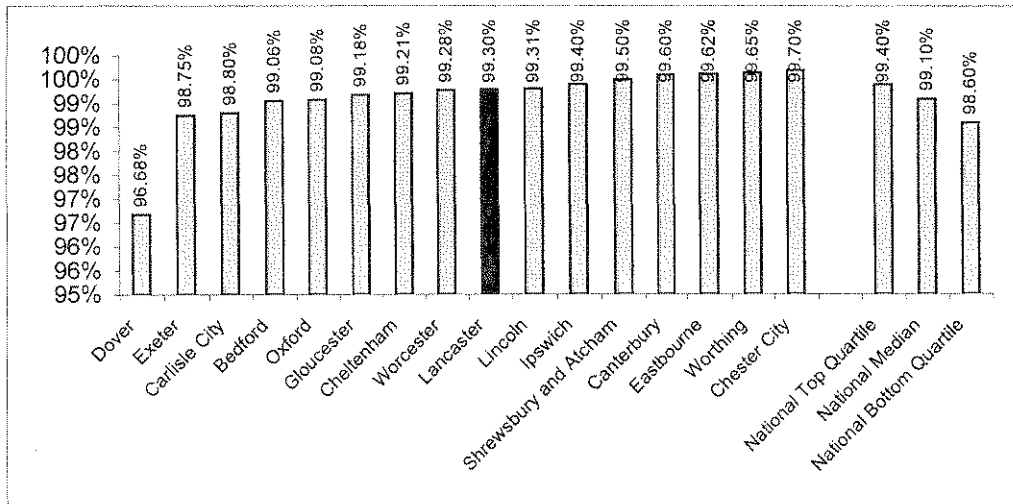
National Top Quartile= 98.60%

National Median= 98.30%

National Bottom Quartile= 97.6%



**1.5 The percentage of non-domestic rates collected (BVPI 10)**



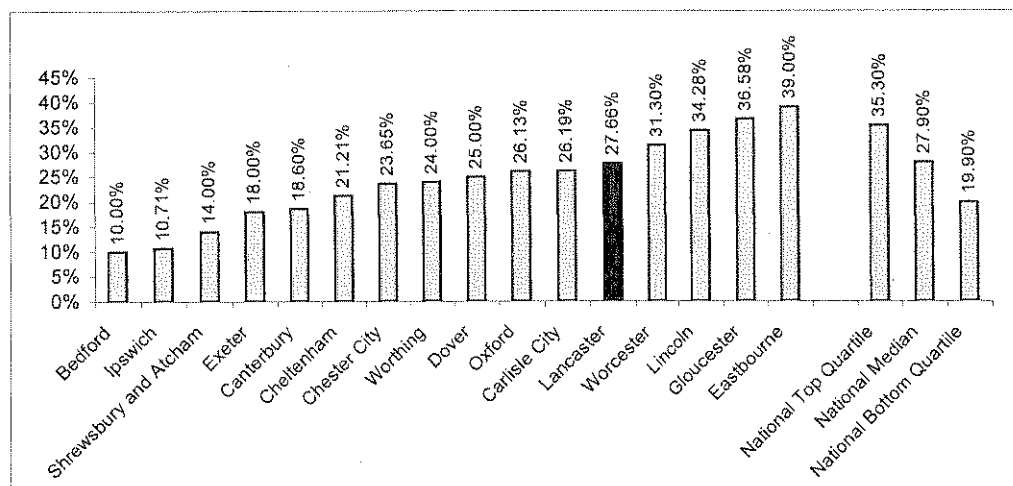
National Top Quartile= 99.4%

National Median= 99.1%

National Bottom Quartile= 98.6%



**1.6 The percentage of top 5% of earners that are women (BVPI 11a)**



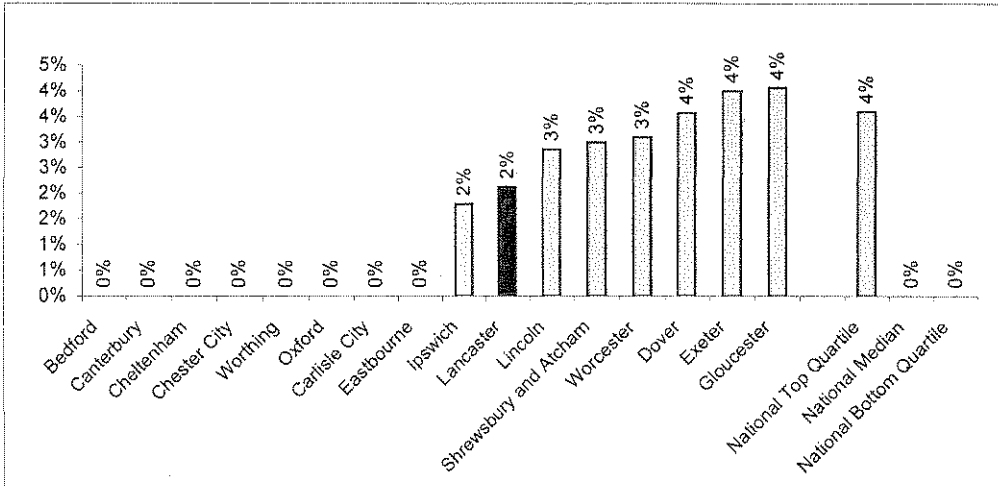
National Top Quartile= 35.3%

National Median= 27.9%

National Bottom Quartile= 19.9%



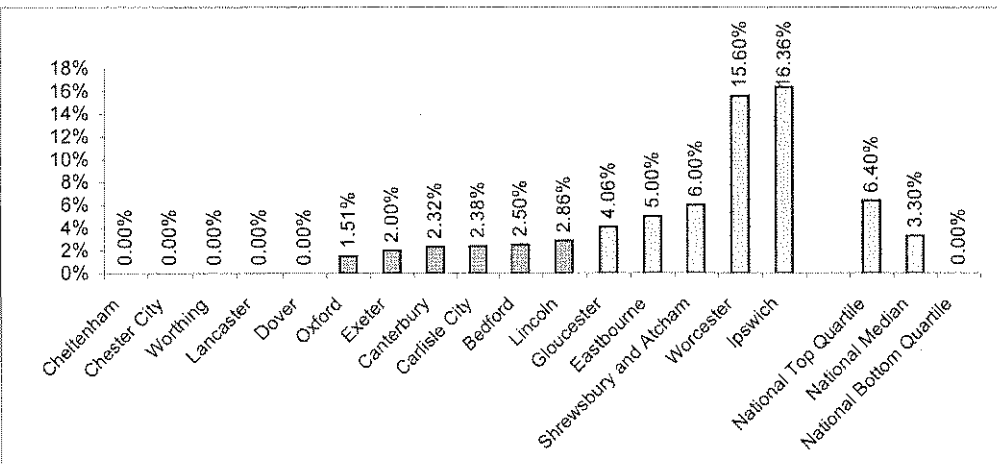
1.7 The percentage of top 5% of earners from minority ethnic communities (BVPI 11b)



National Top Quartile= 3.6%  
 National Median= 0.00%  
 National Bottom Quartile= 0.00%



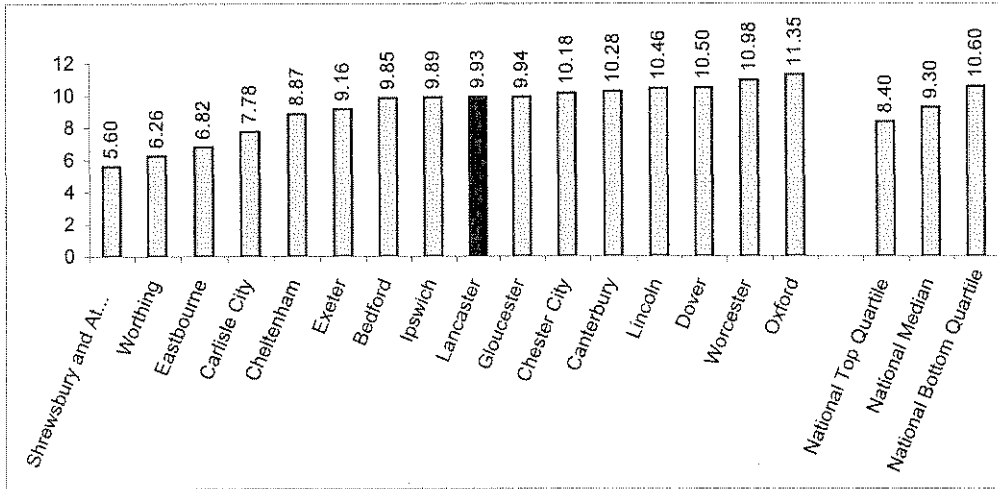
1.8 The percentage of top 5% of staff who have a disability (BVPI 11c)



National Top Quartile= 6.25%  
 National Median= 3.13%  
 National Bottom Quartile= 0.00%



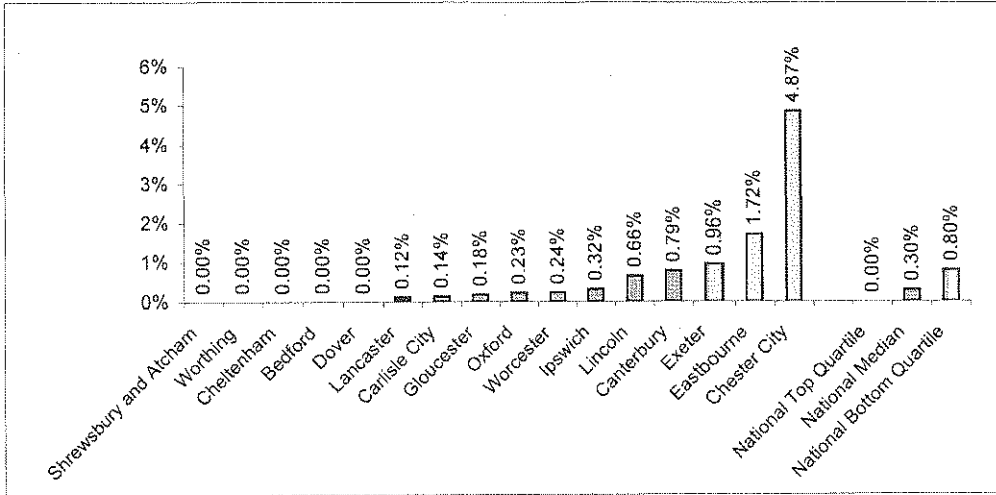
1.9 The number of working days lost due to sickness absence (BVPI 12)



National Top Quartile= 8.4  
 National Median= 9.3  
 National Bottom Quartile= 10.6



**1.10 Percentage of employees retiring early, excluding ill-health retirements (BVPI 14)**



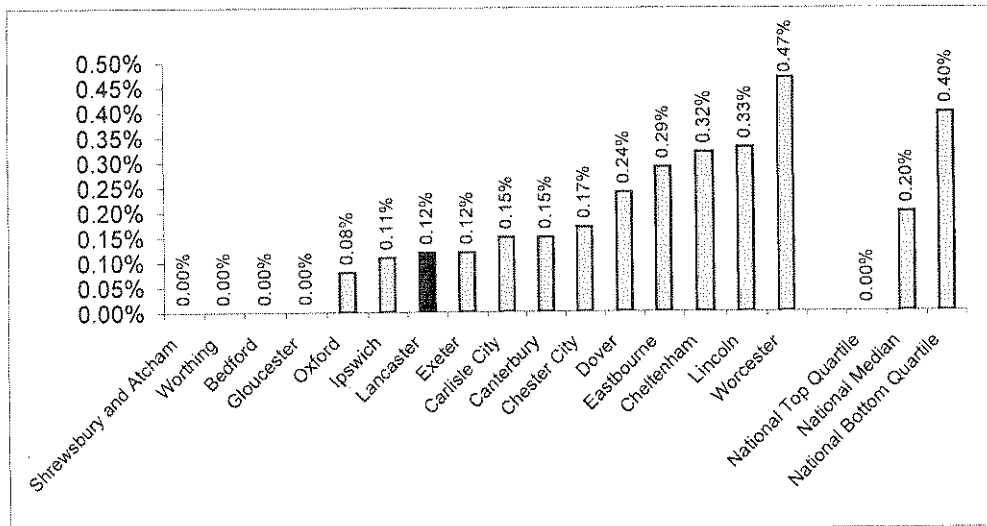
National Top Quartile= 0.00%

National Median= 0.3%

National Bottom Quartile= 0.8%



**1.11 Percentage of employees retiring on the grounds of ill health (BVPI 15)**



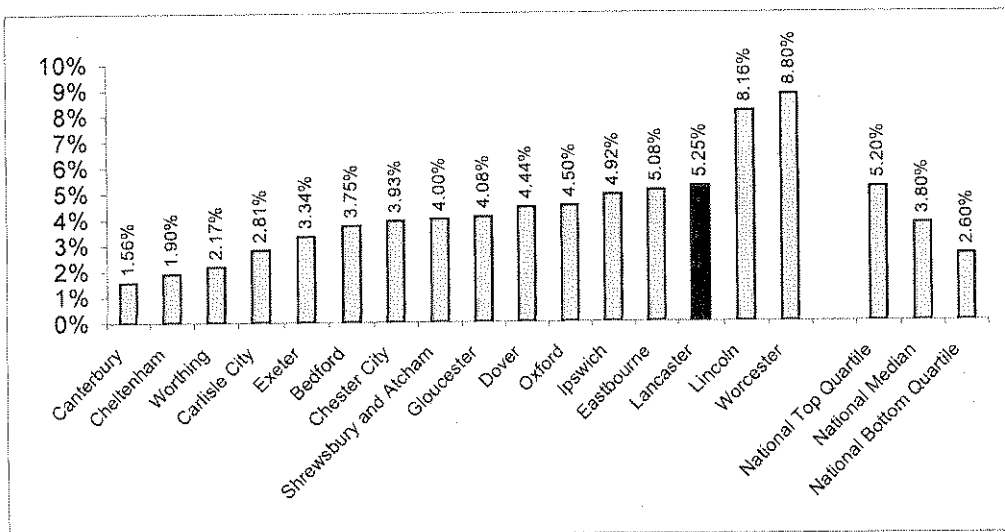
National Top Quartile= 0.00%

National Median= 0.2%

National Bottom Quartile= 0.4%



**1.12 The percentage of local authority employees with a disability (BVPI 16a)**



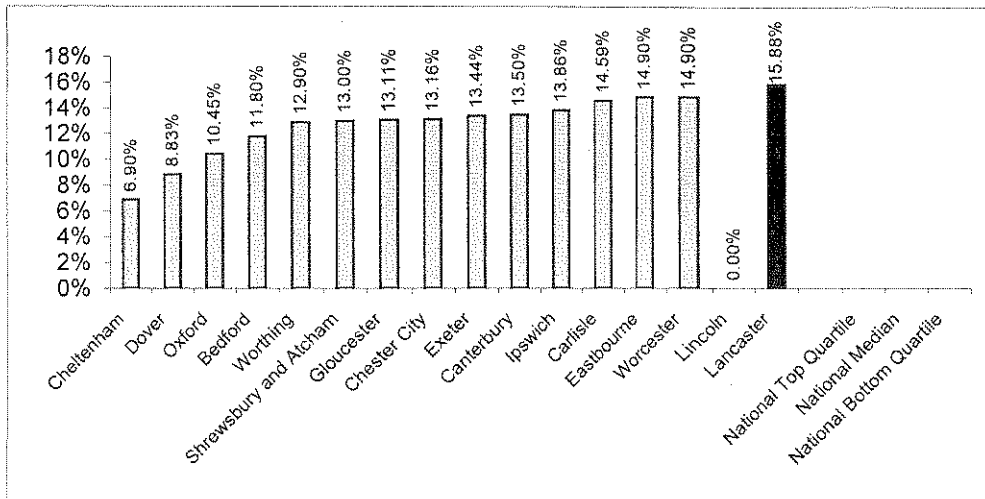
National Top Quartile= 5.2%

National Median= 3.60%

National Bottom Quartile= 2.39%

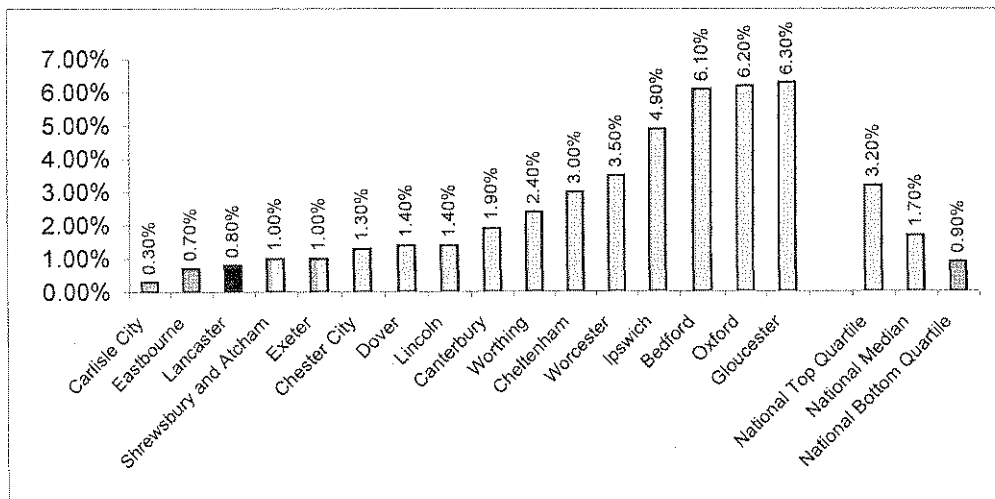


**1.13 Percentage of economically active population with a disability (BVPI 16b)**



National Top Quartile= n/a  
 National Median= n/a  
 National Bottom Quartile= n/a  
 n/a

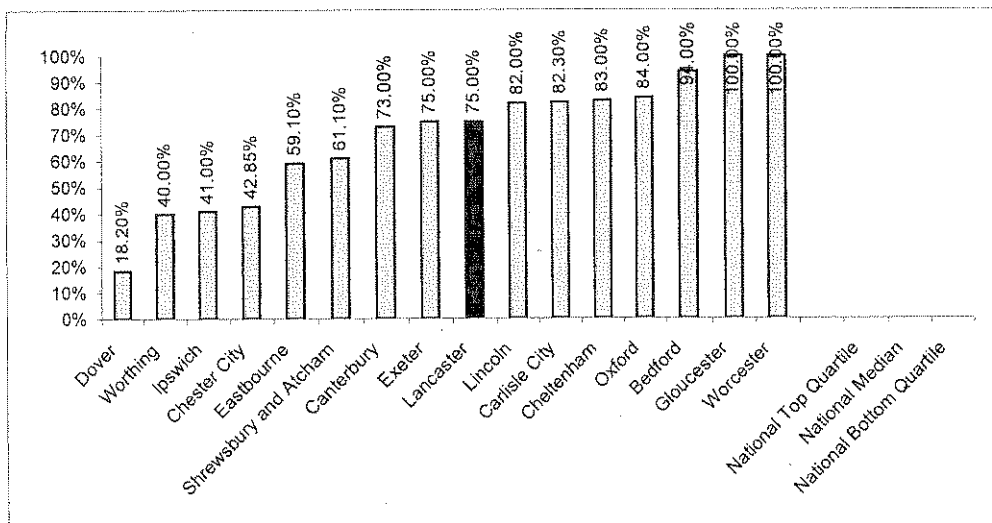
**1.14 Proportion of local authority employees from minority ethnic communities (BVPI 17a)**



National Top Quartile= 3.2%  
 National Median= 1.7%  
 National Bottom Quartile= 0.9%



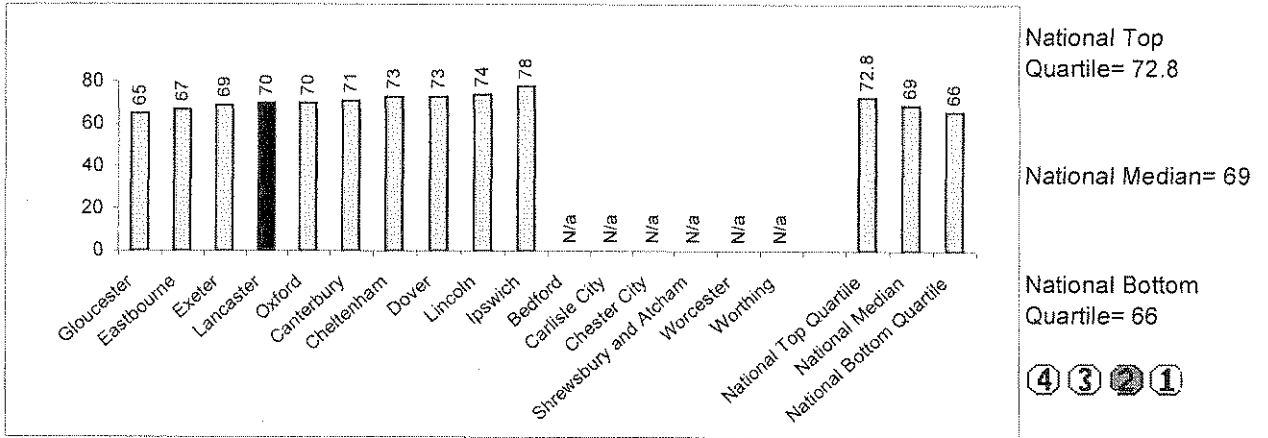
**1.15 Percentage of authority buildings which are accessible to people with a disability (BVPI 156)**



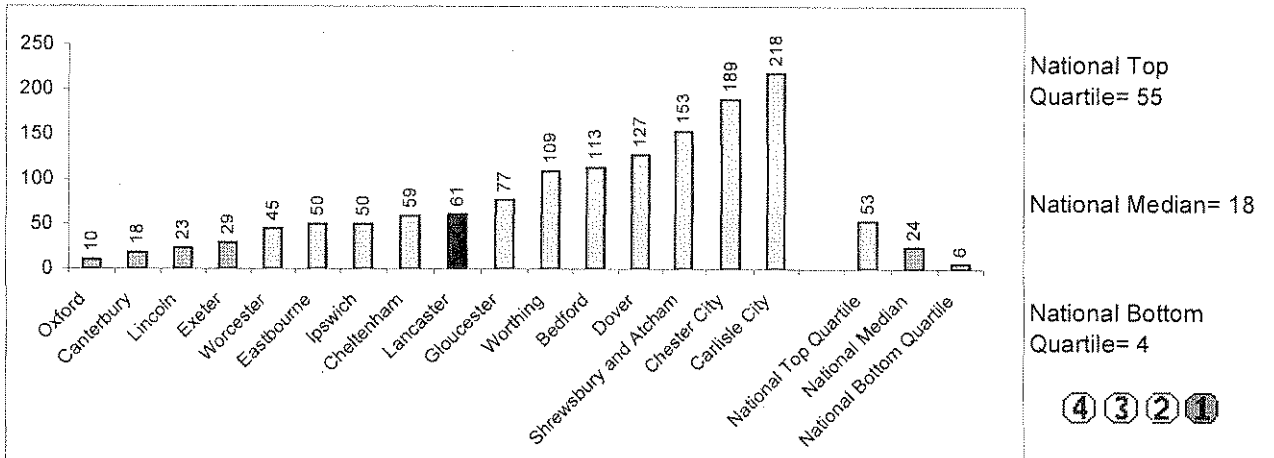
National Top Quartile= N/a  
 National Median= N/a  
 National Bottom Quartile= N/a  
 N/a

## 2. Housing

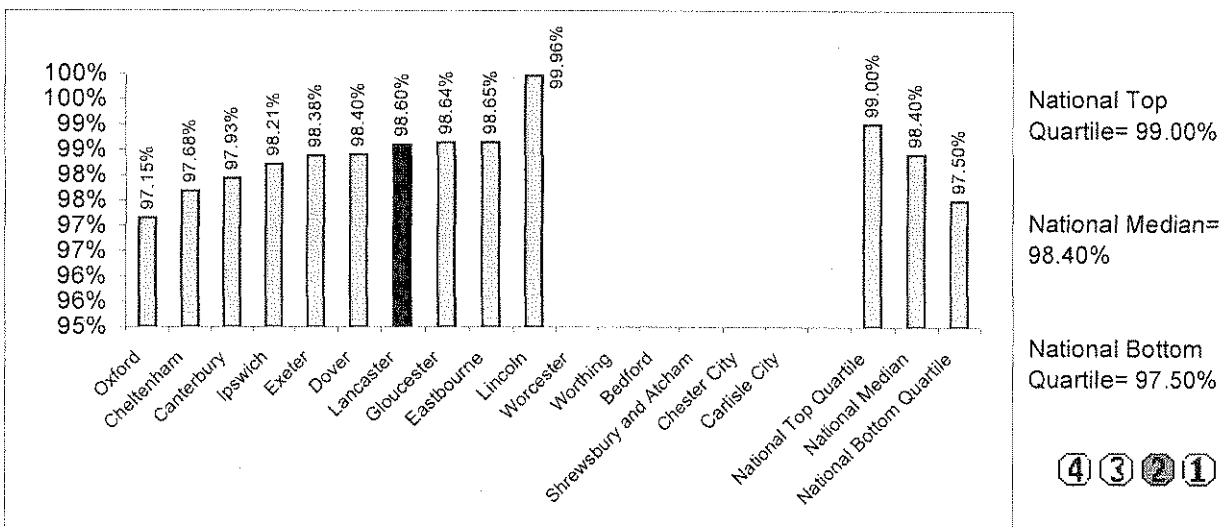
### 2.1 Energy Efficiency- the average Standard Assessment Procedure (SAP) rating of local authority owned dwellings (BVPI 63)



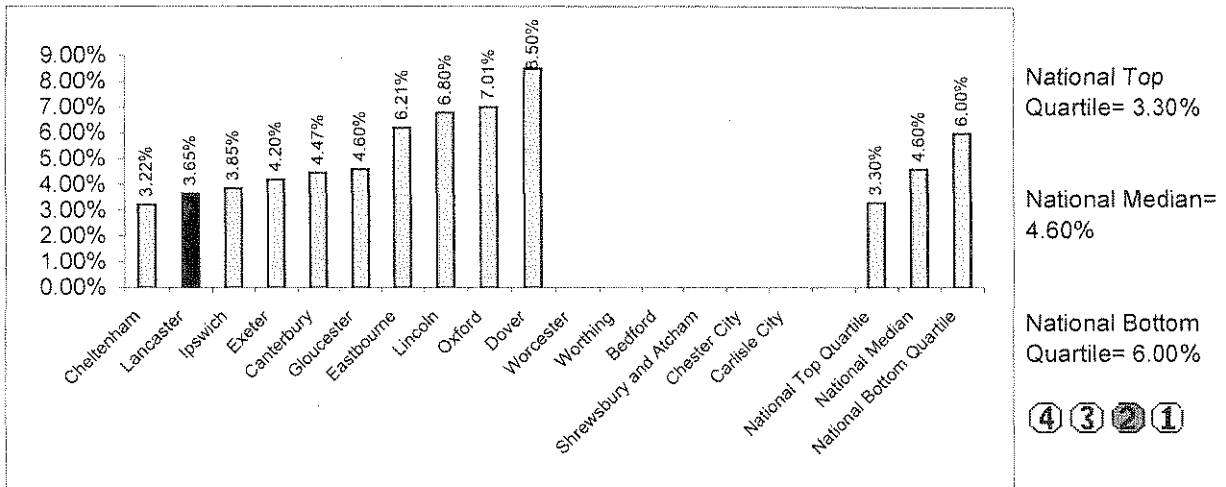
### 2.2 The number of private sector vacant dwellings that are returned into occupation (BVPI 64)



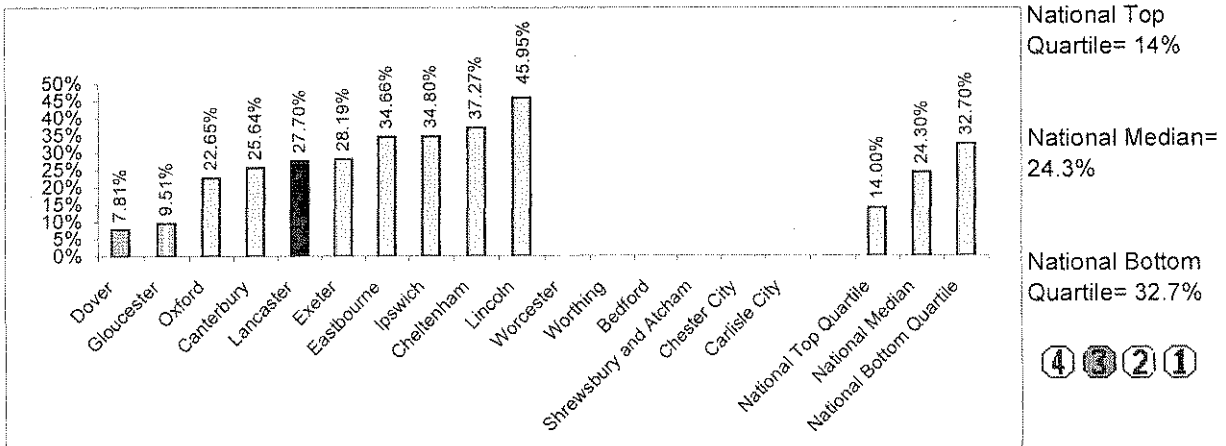
### 2.3 Rent collected as a proportion of rents owed on Housing Revenue Account Dwellings (BVPI 66a)



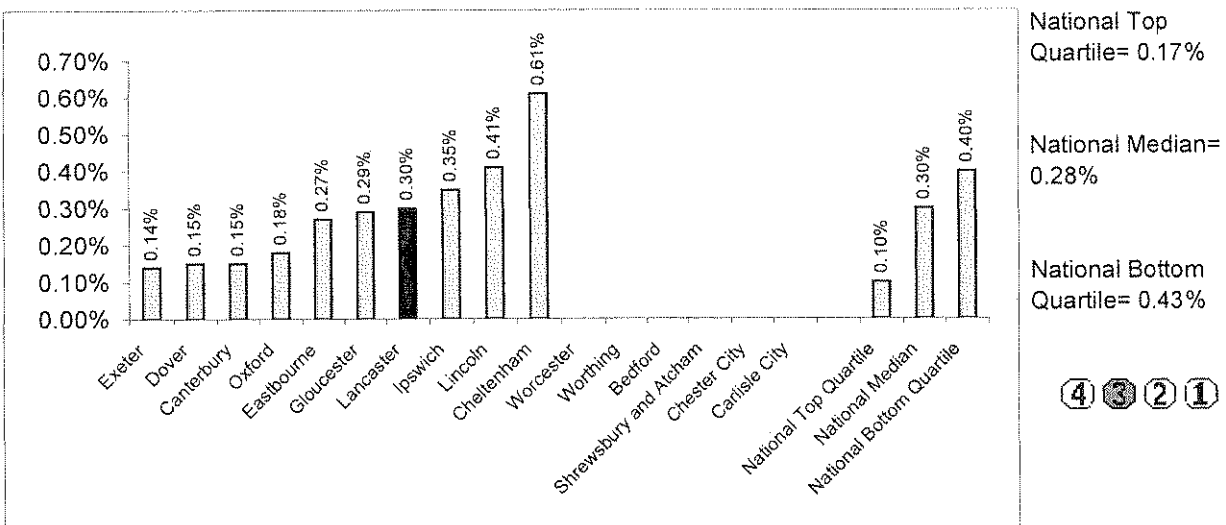
**2.4 The percentage of local authority tenants with more than seven weeks of (gross) rent arrears (BVPI 66b)**



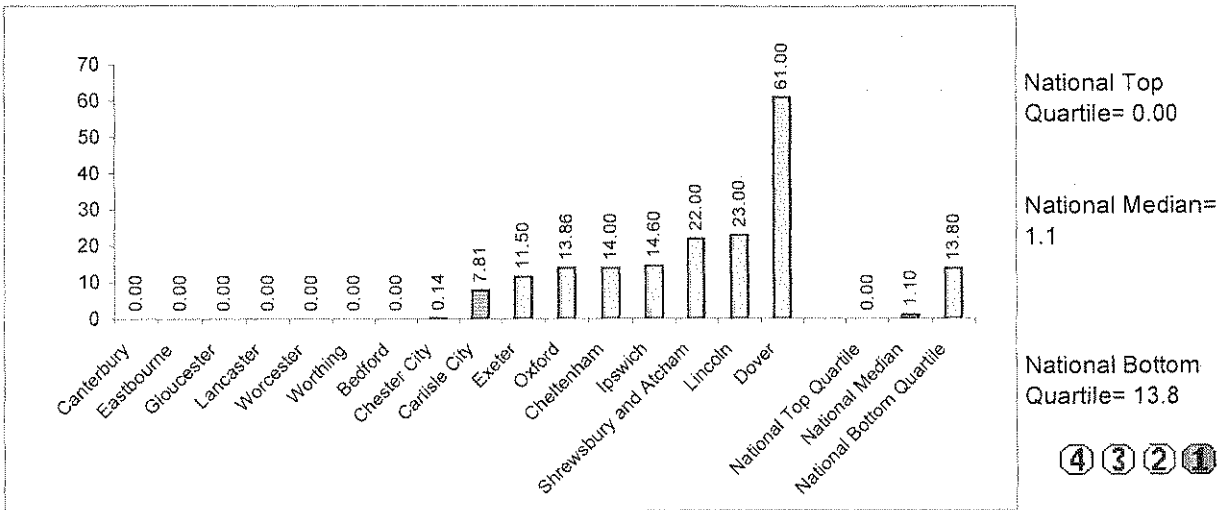
**2.5 Percentage of local authority tenants in arrears who have had Notices Seeking Possession served (BVPI 66c)**



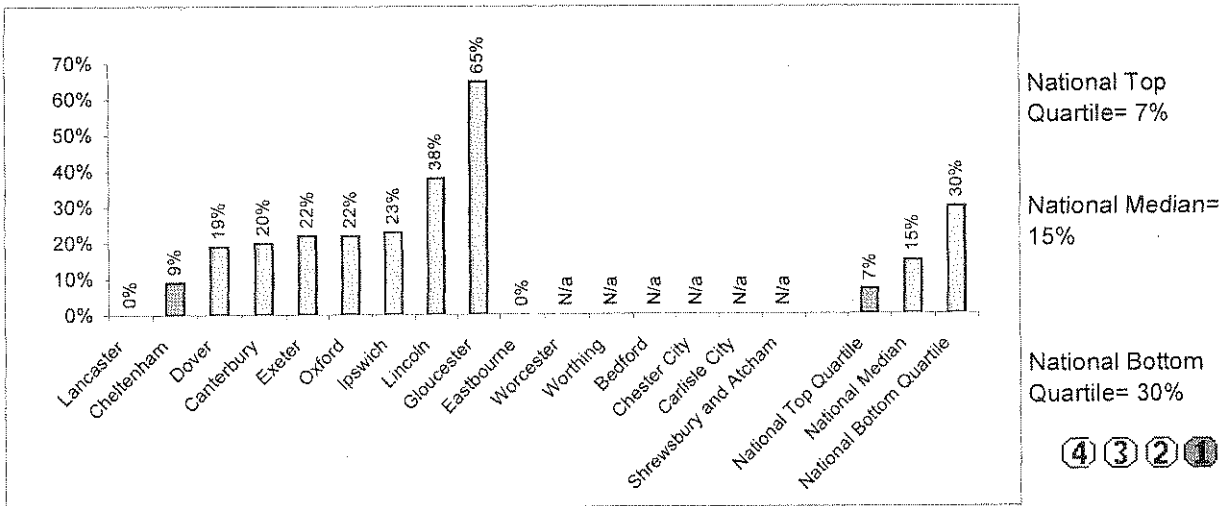
**2.6 Percentage of local authority tenants evicted as a result of rent arrears (BVPI 66d)**



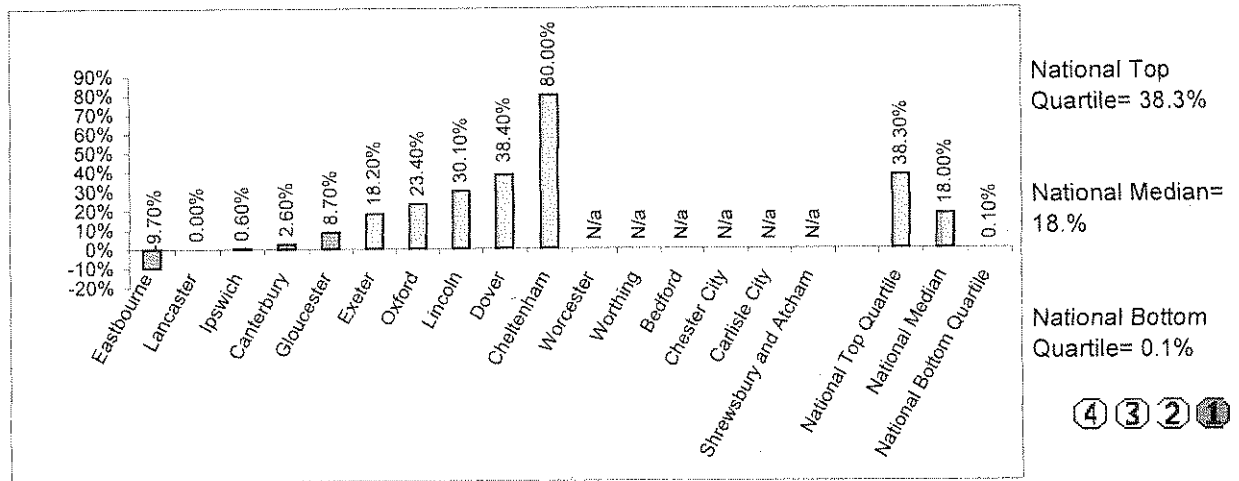
**2.7 Average length of stay in hostel accommodation (weeks) (BVPI 183b)**



**2.8 Proportion of local authority homes which were non-decent at the start of the financial year (BVPI 184a)**

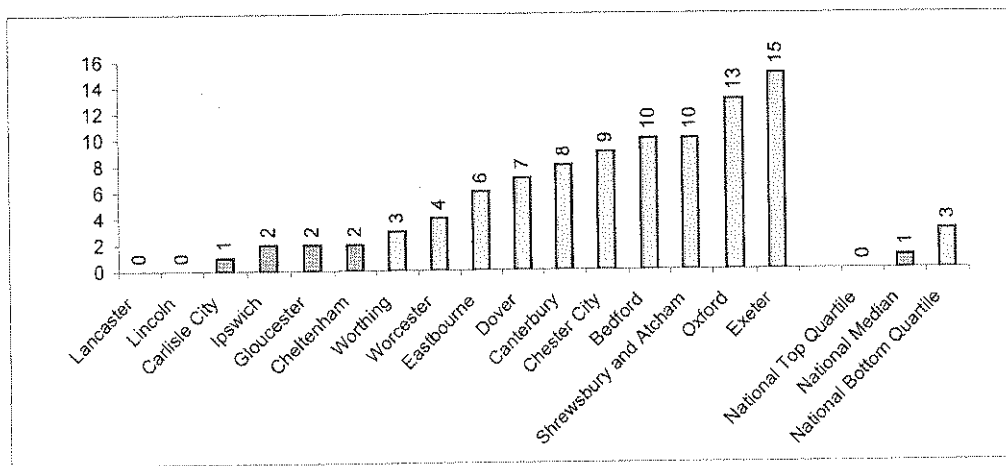


**2.9 Percentage change in the proportion of non decent homes (BVPI 184b)**





**2.10 Number of people sleeping rough on a single night (BVPI 202)**



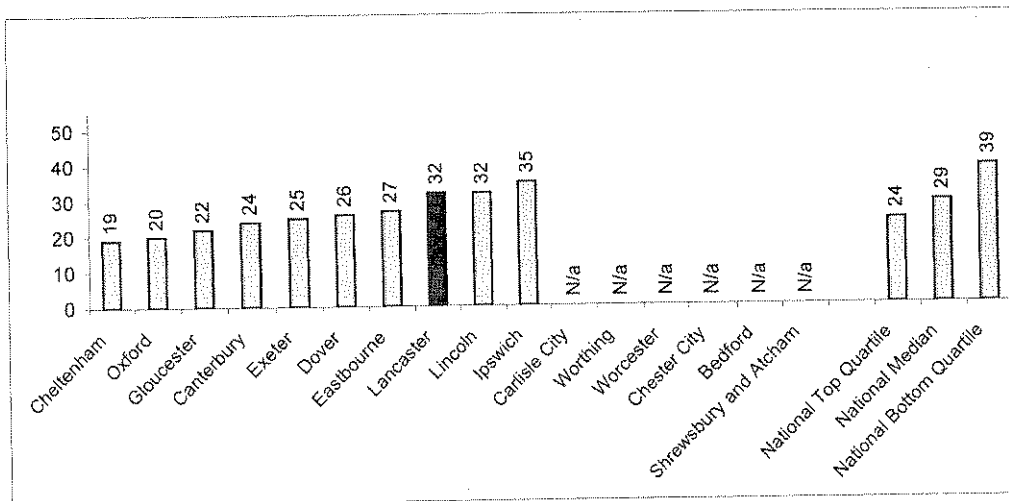
National Top Quartile= 0

National Median= 1

National Bottom Quartile= 3



**2.11 Average time taken to re-let local authority housing in days (BVPI 212)**



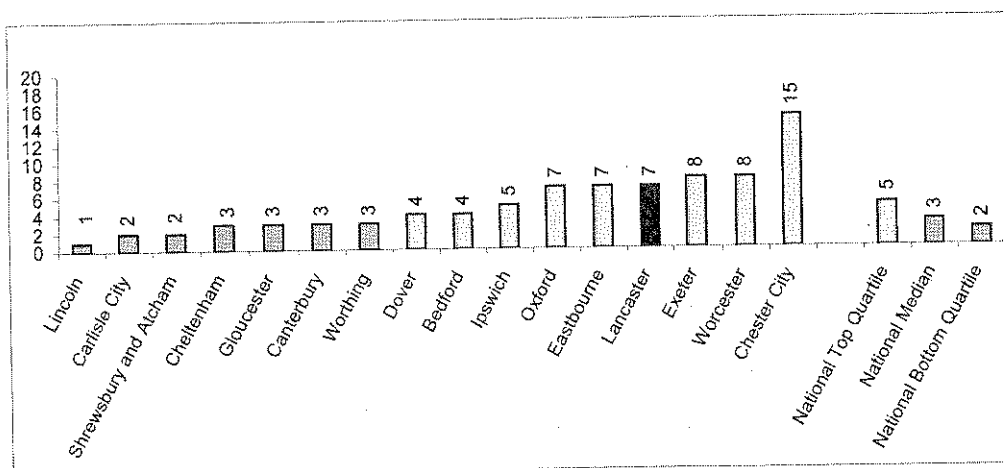
National Top Quartile= 24

National Median= 29

National Bottom Quartile= 39



**2.12 Number of households (per 100) who considered themselves homeless, who approached the local authority and for whom housing advice casework intervention resolved their situation (BVPI 213)**



National Top Quartile= 5

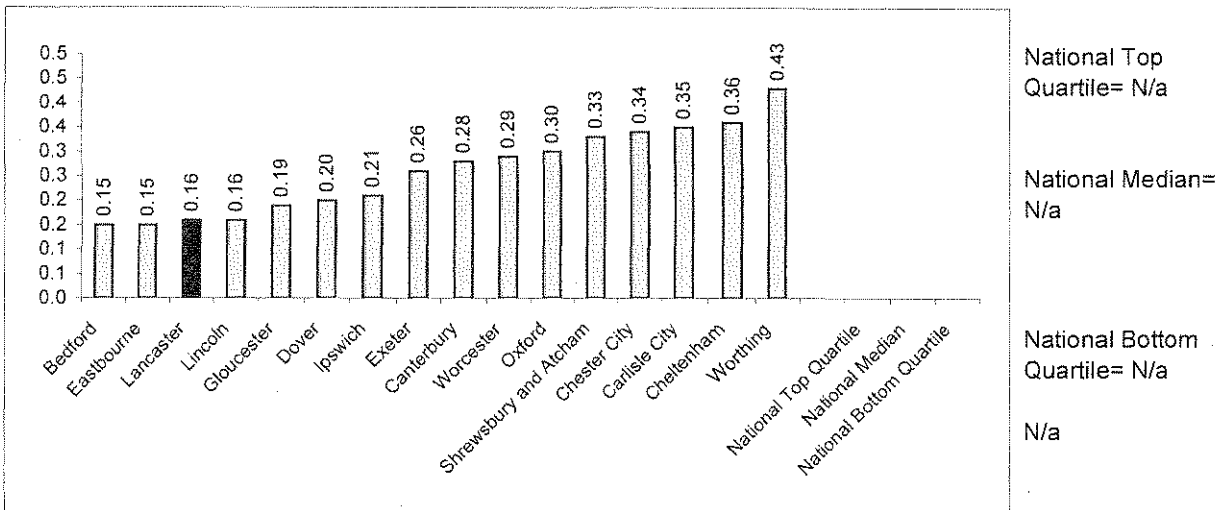
National Median= 3

National Bottom Quartile= 2

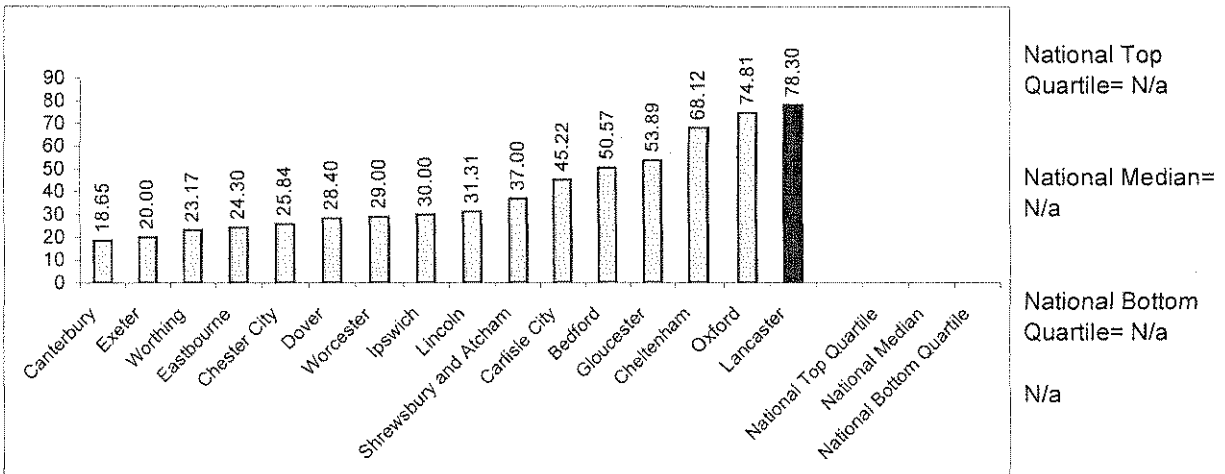


### 3. Benefits

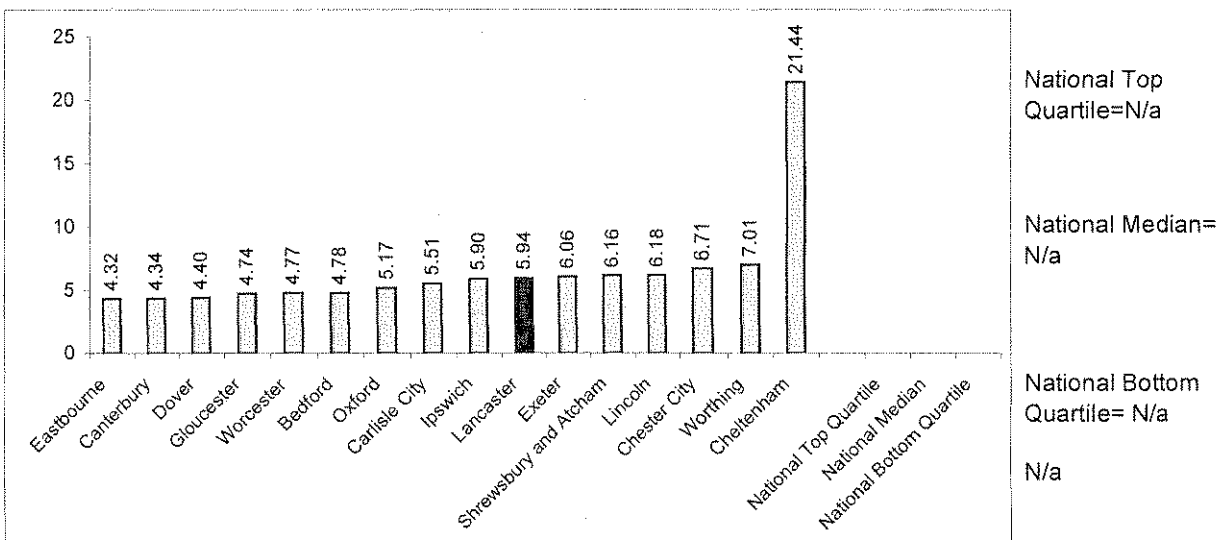
#### 3.1 Housing Benefit Security - Number of investigators employed per 1000 caseload (BVPI 76b)



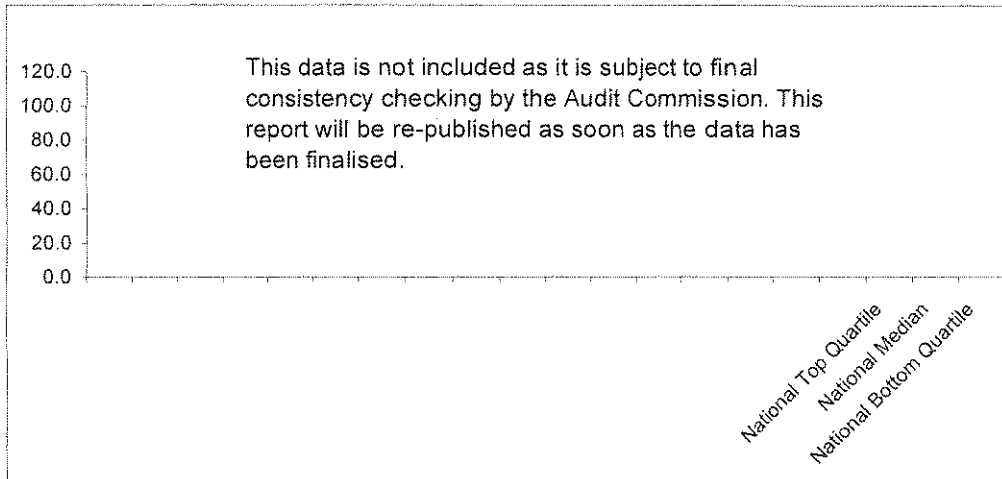
#### 3.2 Housing Benefit Security - Number of fraud investigations per 1000 caseload (BVPI 76c)



#### 3.3 Housing Benefit Security - Number of prosecutions and sanctions per 1000 caseload (BVPI 76d)

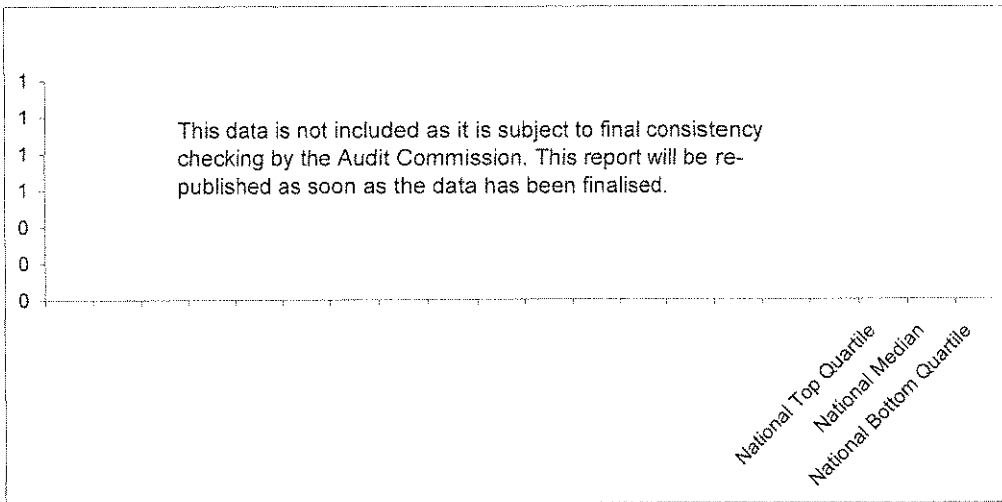


**3.4 Average time (in days) to process new claims (BVPI 78a)**



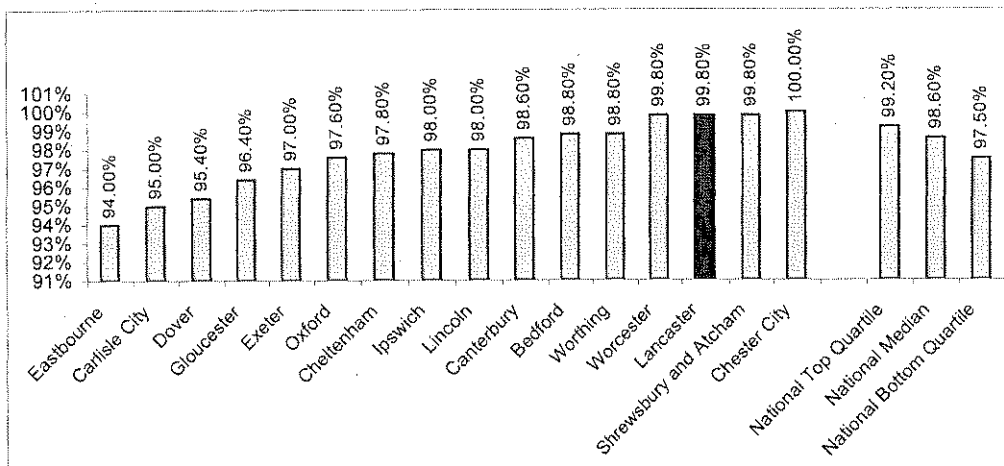
National Top Quartile=  
 National Median=  
 National Bottom Quartile=

**3.5 Average time taken to process change in circumstances (days) (BVPI 78b)**



National Top Quartile=  
 National Median=  
 National Bottom Quartile=

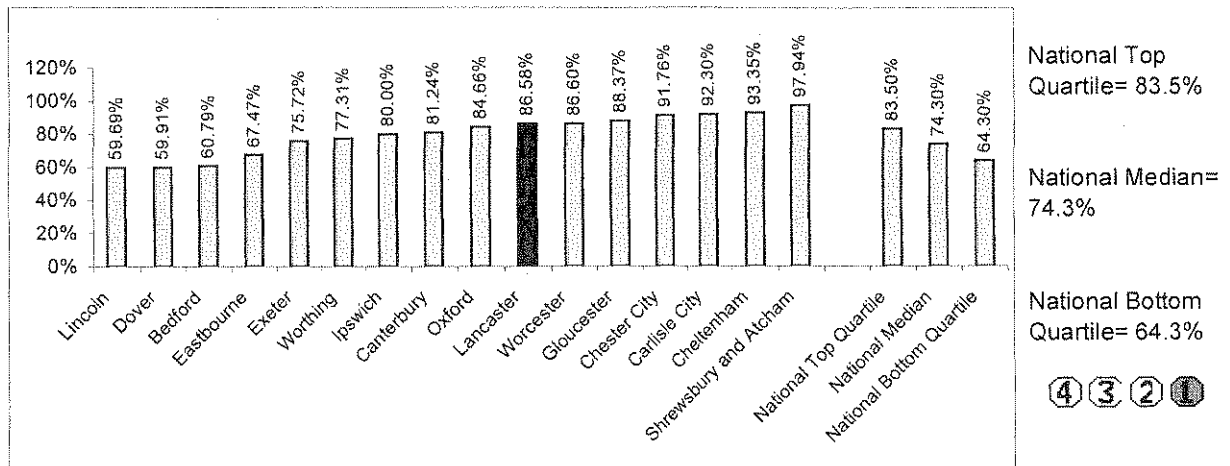
**3.6 Proportion of benefit claims processed correctly (BVPI 79a)**



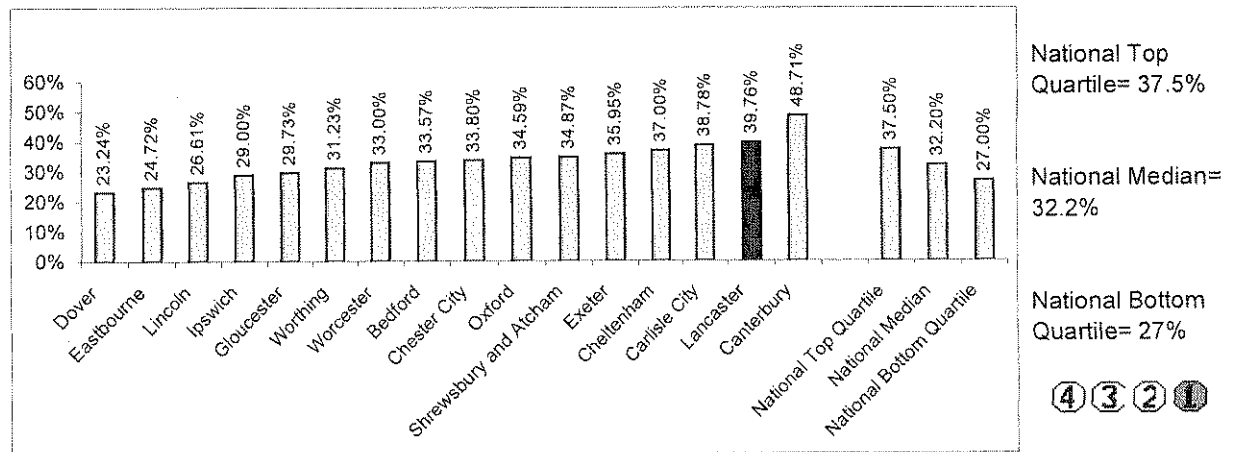
National Top Quartile= 99.20%  
 National Median= 98.60%  
 National Bottom Quartile= 97.50%

④ ③ ② ①

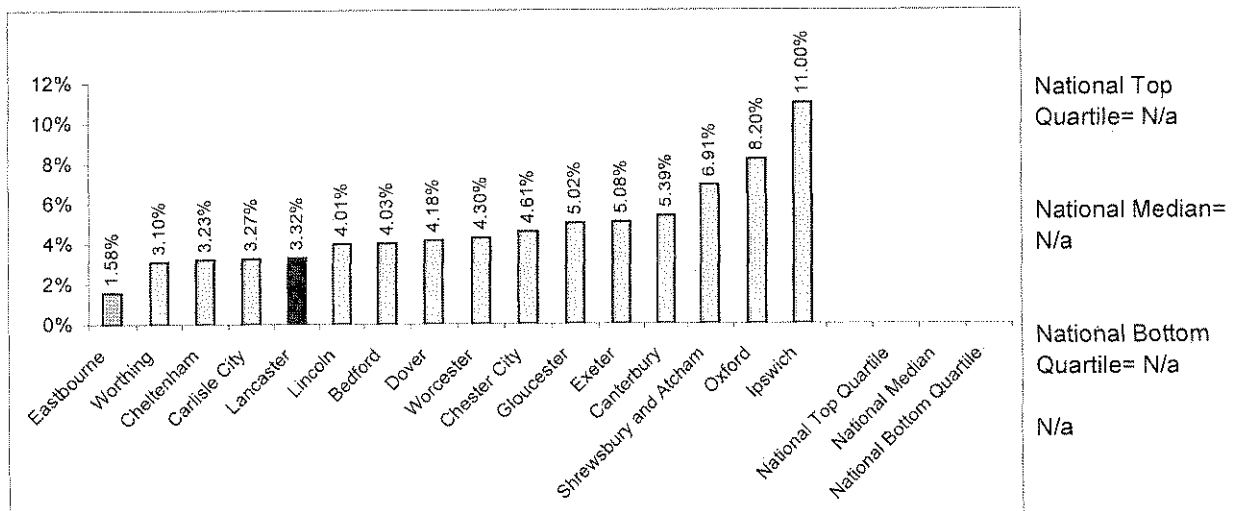
**3.7 The amount of Housing Benefit overpayments recovered as a percentage of all housing benefit overpayments (BVPI 79b(i))**



**3.8 The amount of Housing Benefit overpayments recovered as a percentage of all housing benefit overpayments (BVPI 79b(ii))**

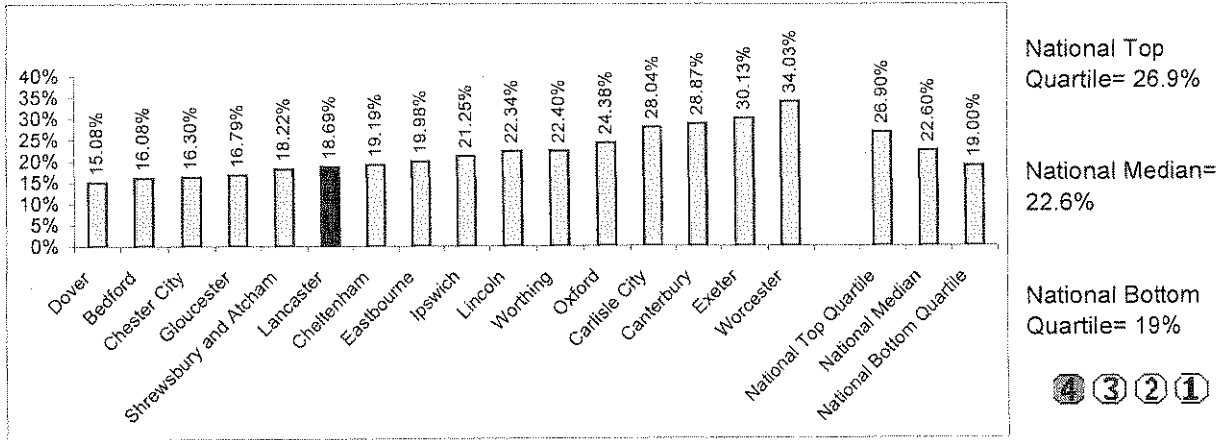


**3.9 Housing Benefit overpayments written off as a percentage of the total amount of overpayment debt outstanding at the start of the year, plus the amount of overpayments identified during the year (BVPI 79b)**

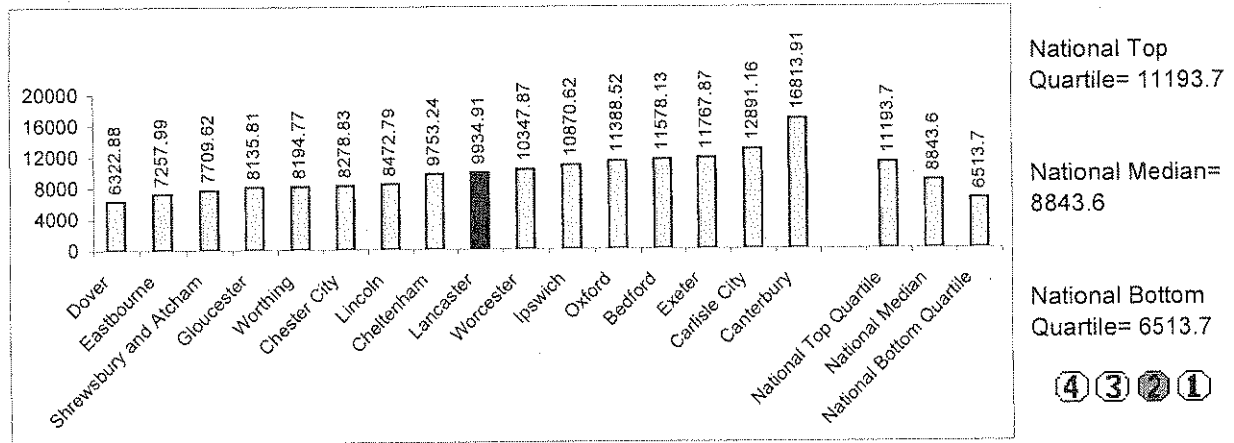


## 4. Environment

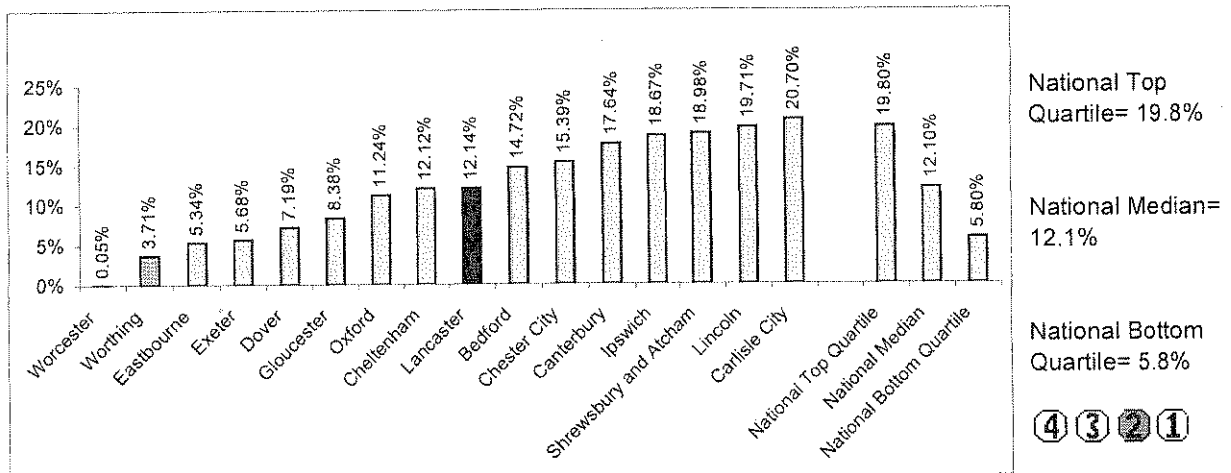
### 4.1 Percentage of household waste arisings which have been sent for recycling (BVPI 82a(i))



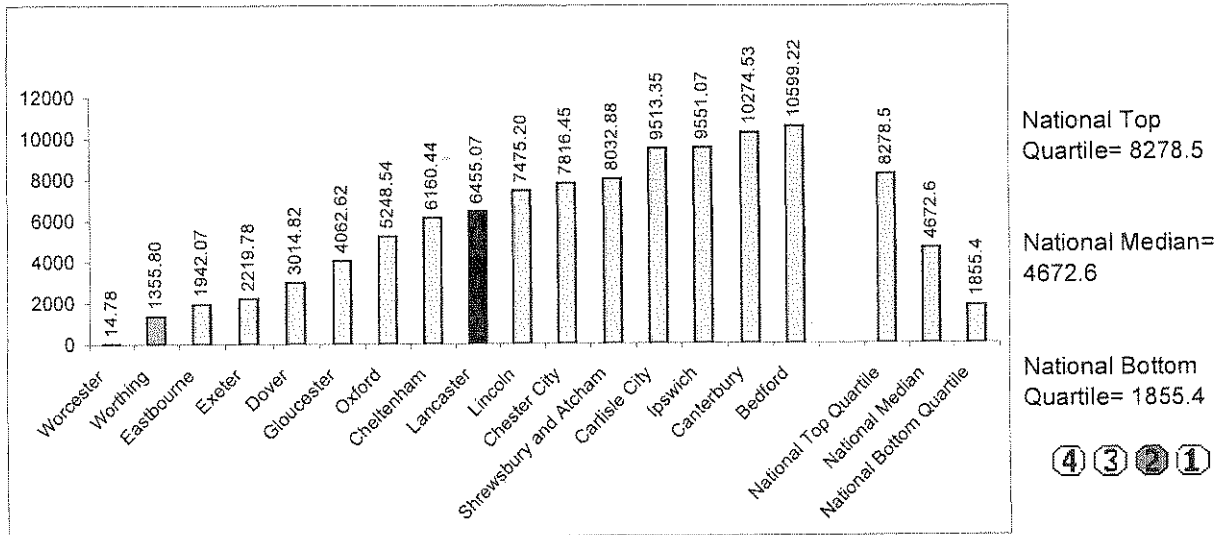
### 4.2 Total tonnage of household waste arisings sent for recycling (BVPI 82a(ii))



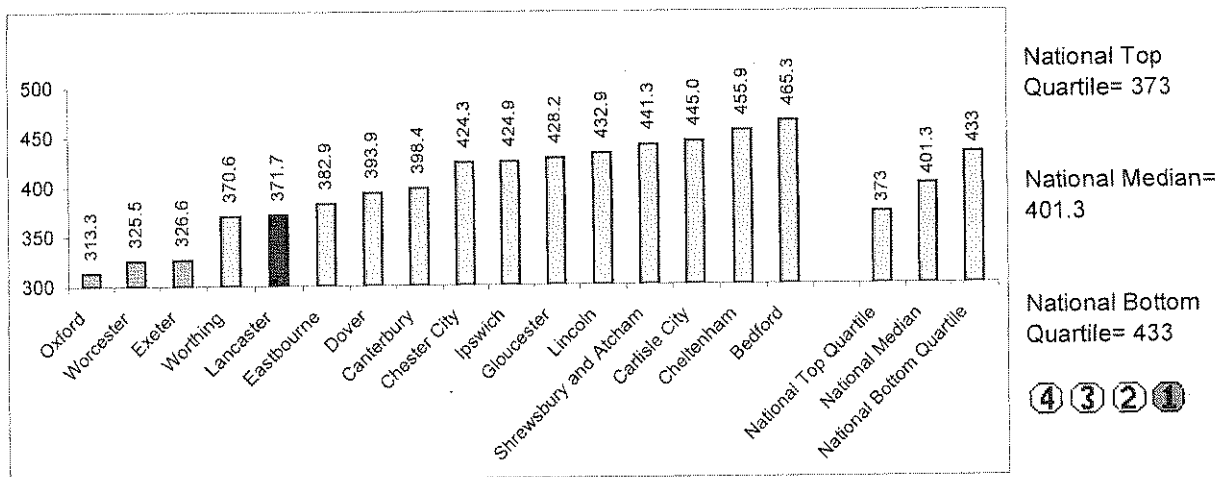
### 4.3 Percentage of household waste composted (BVPI 82b(i))



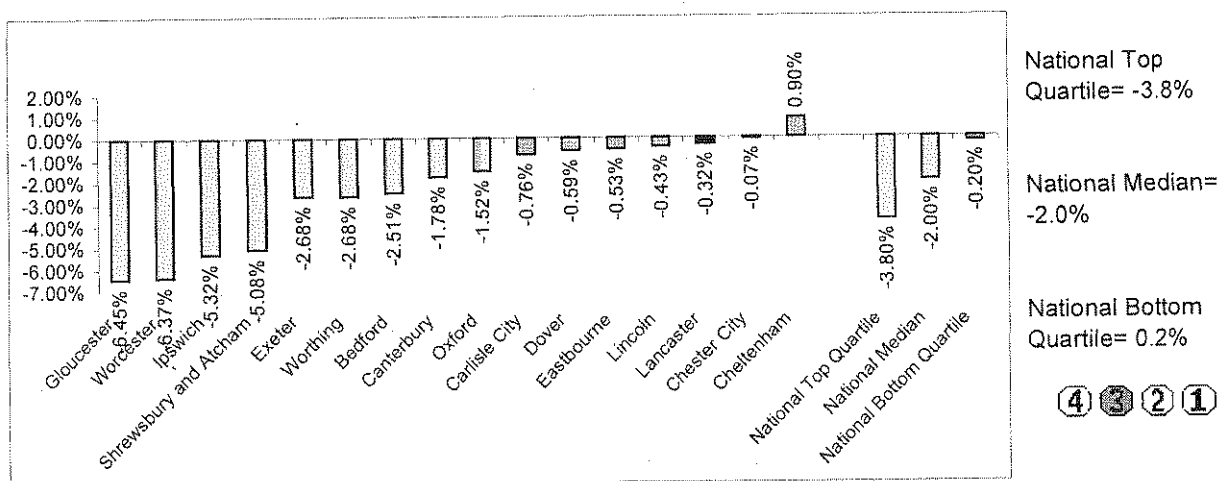
4.4 Total tonnage of household waste composted (BVPI 82b(ii))



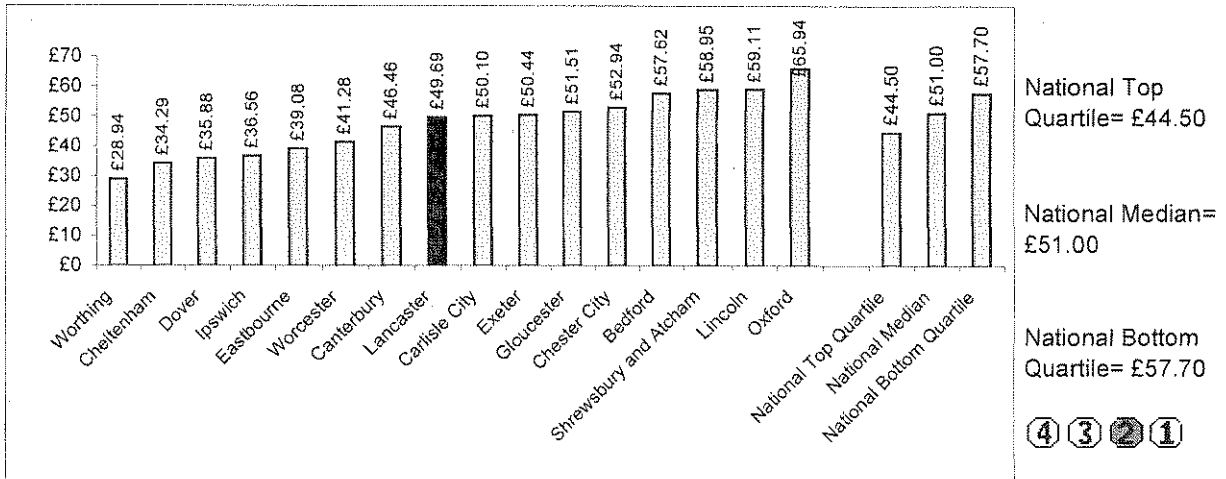
4.5 Number of kilograms of household waste collected per head of population (BVPI 84a)



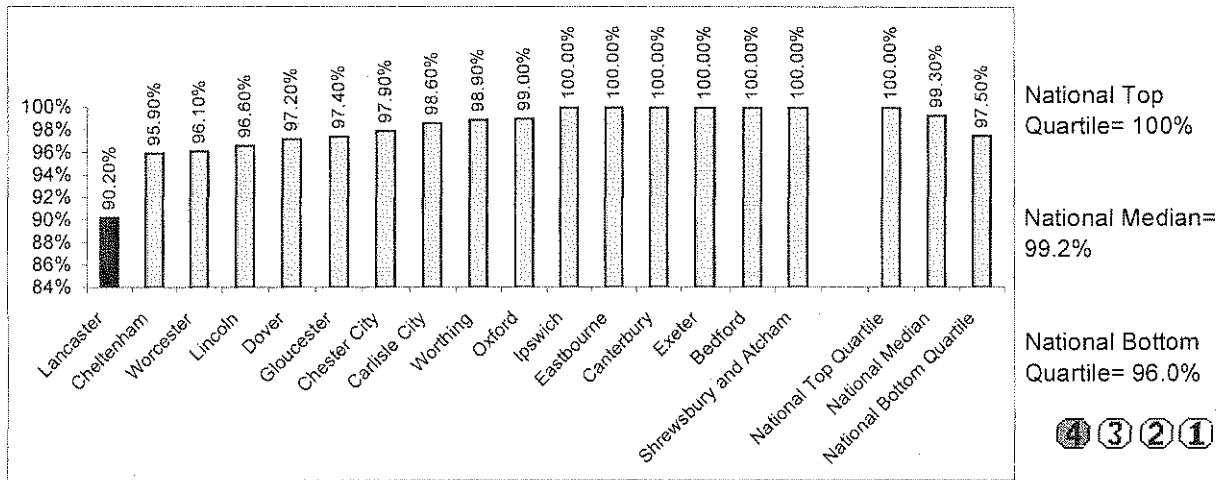
4.6 Percentage change from the previous financial year in the number of kilograms of household waste collected per head of population (BVPI 84b)



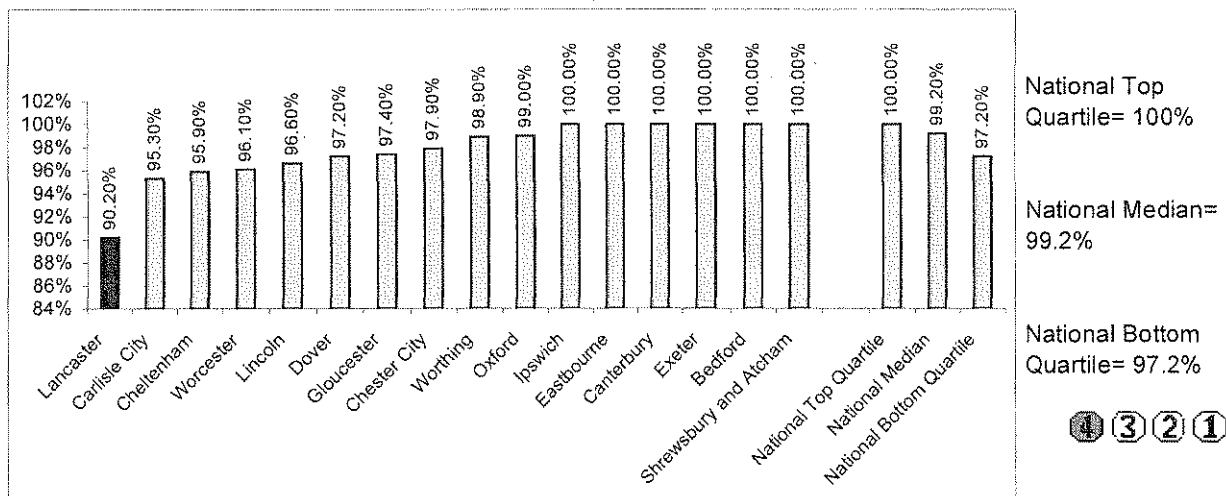
**4.7 Cost of waste collection per household (BVPI 86)**



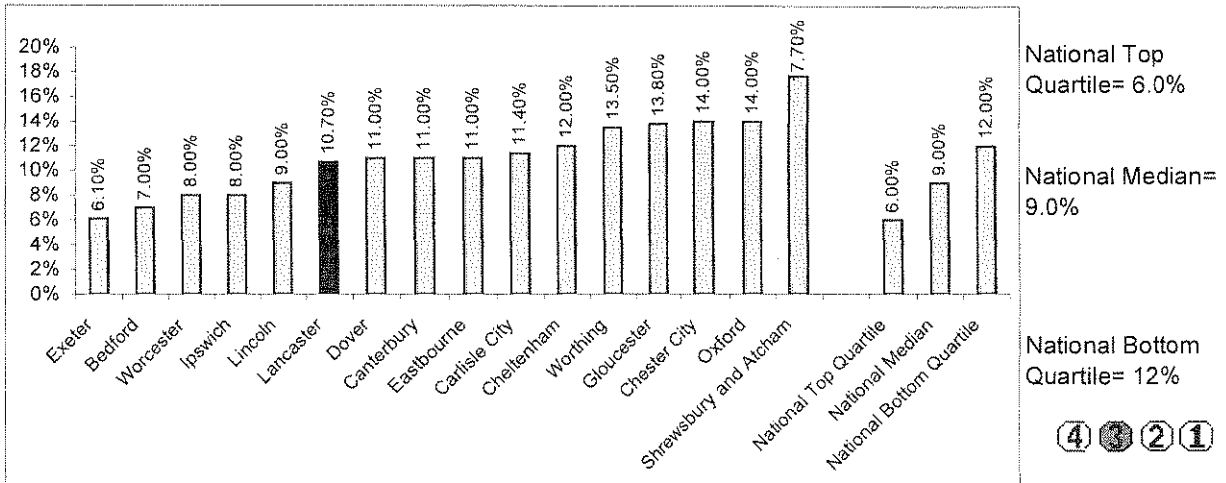
**4.8 Percentage of residents served by kerbside collection of recyclables (BVPI 91a)**



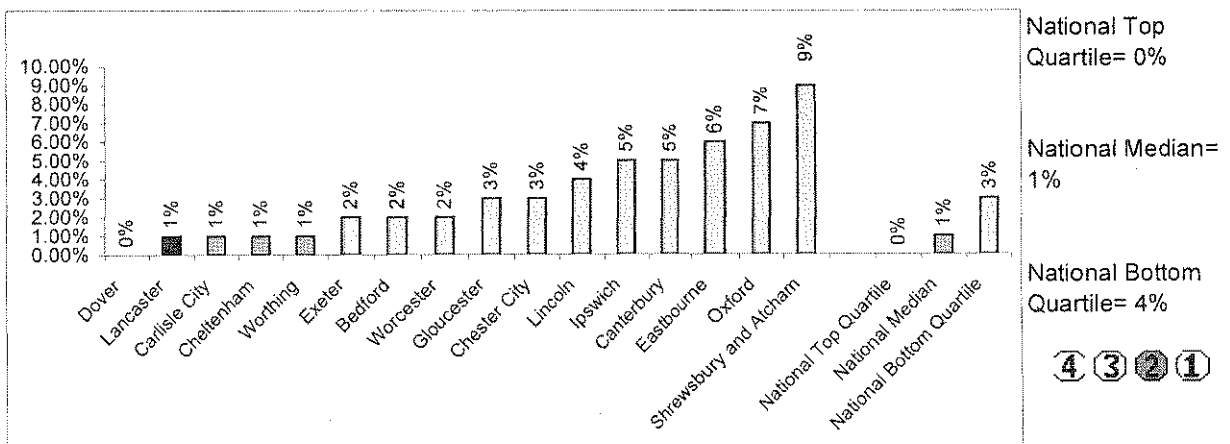
**4.9 Percentage of residents served by kerbside collection of at least two recyclables (BVPI 91b)**



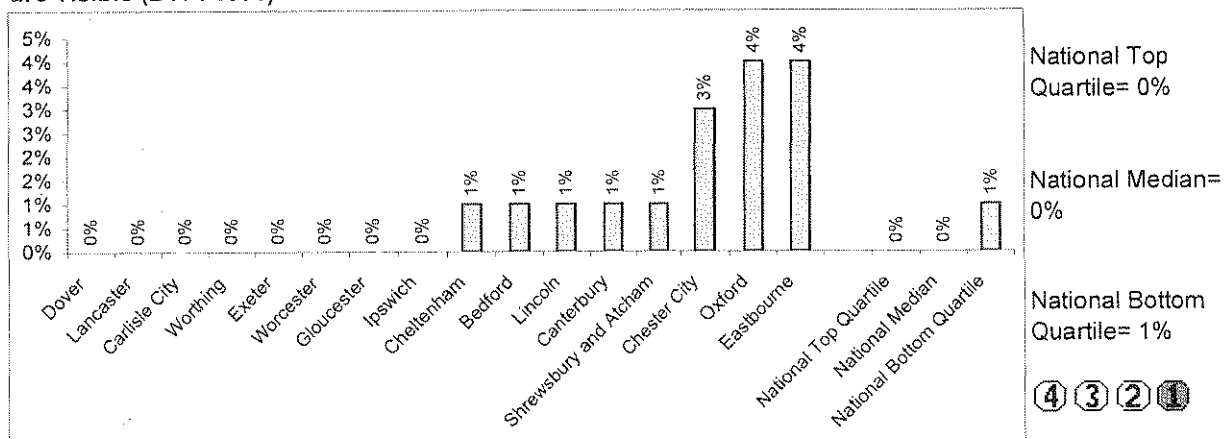
**4.10 Percentage of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level (BVPI 199a)**



**4.11 Percentage of relevant land and highways from which unacceptable levels of graffiti are visible (BVPI 199b)**



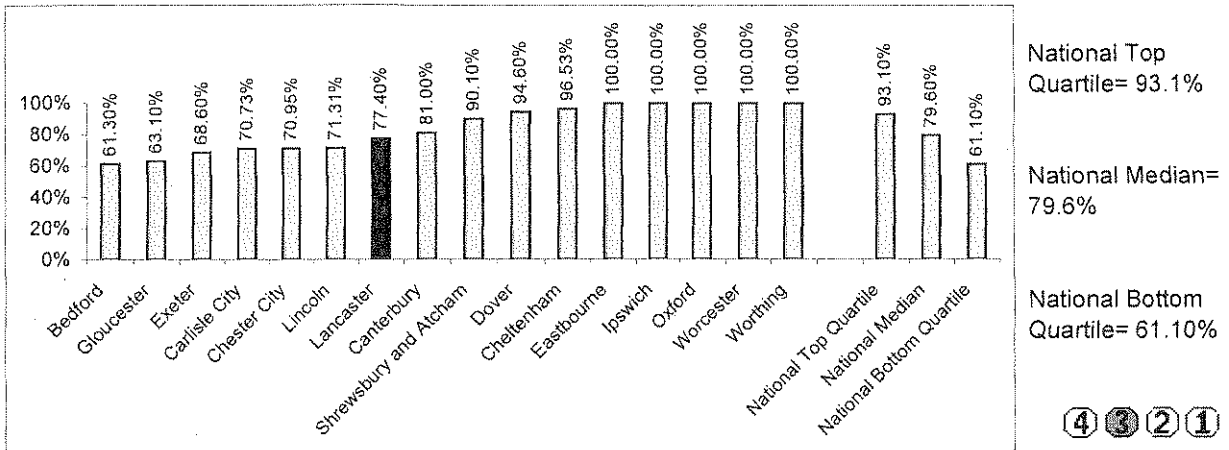
**4.12 Percentage of relevant land and highways from which unacceptable levels of fly-posting are visible (BVPI 199c)**



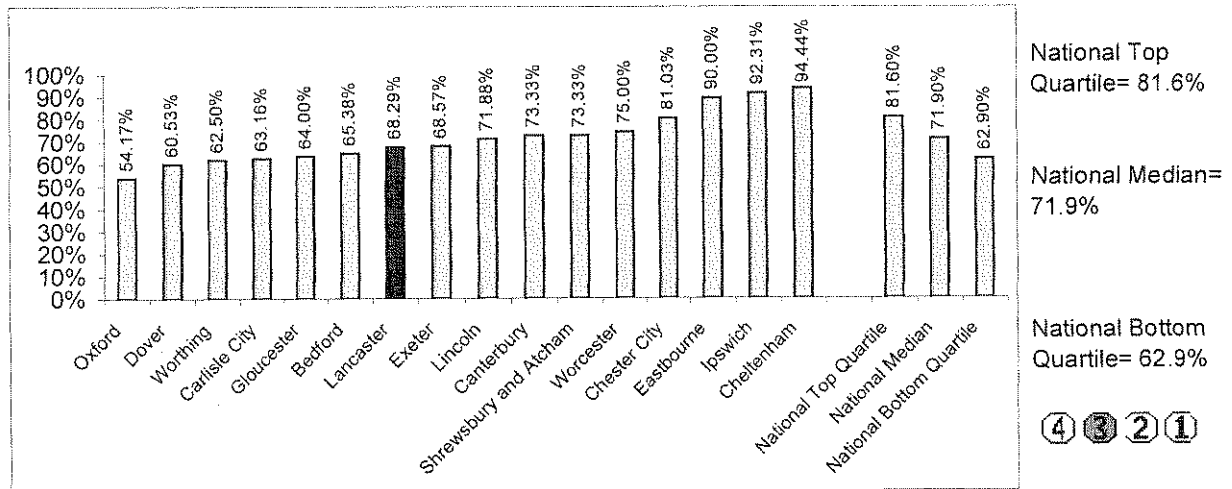


## 5. Planning

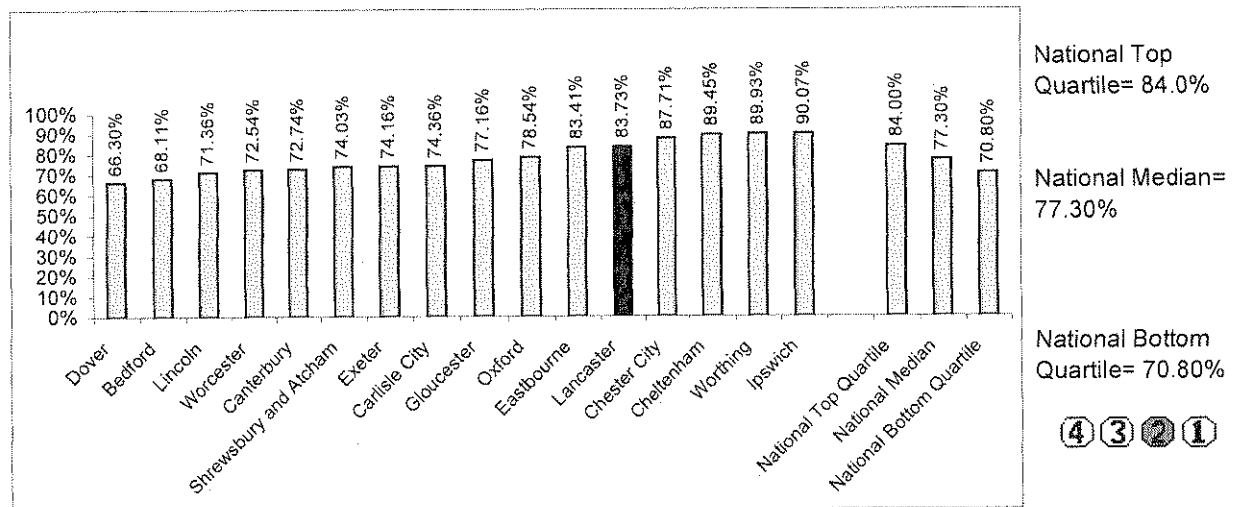
### 5.1 Percentage of new homes built on previously developed land (BVPI 106)



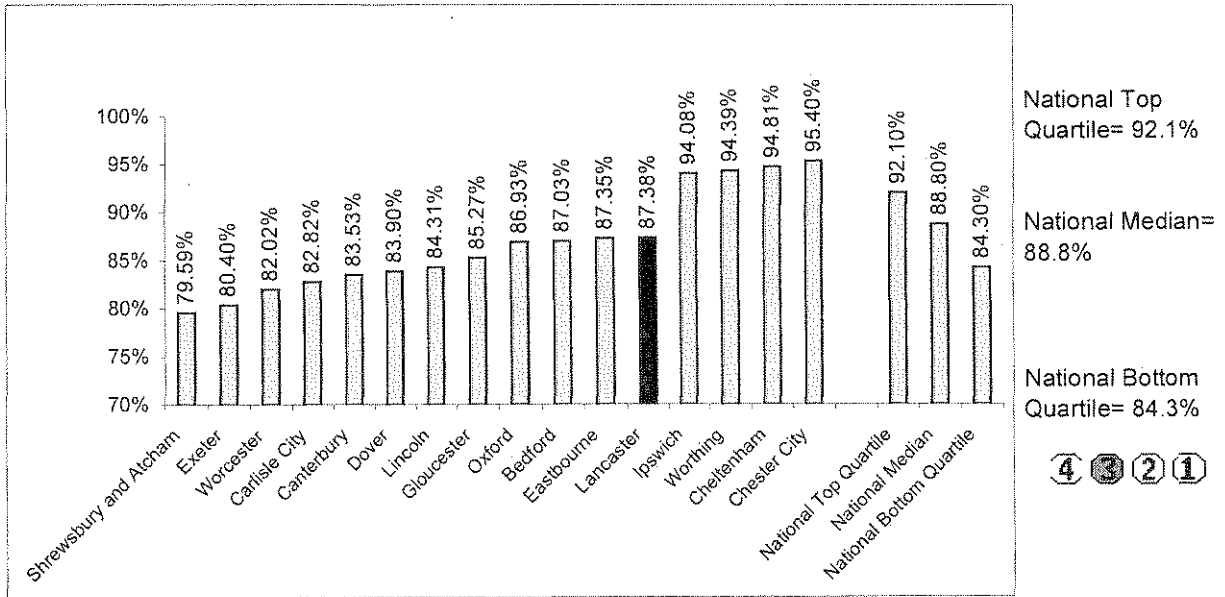
### 5.2 Percentage of major planning applications determined within 13 weeks (BVPI 109a)



### 5.3 Percentage of minor planning applications determined within 8 weeks (BVPI 109b)



5.4 Percentage of other planning applications processed within 8 weeks (BVPI 109c)

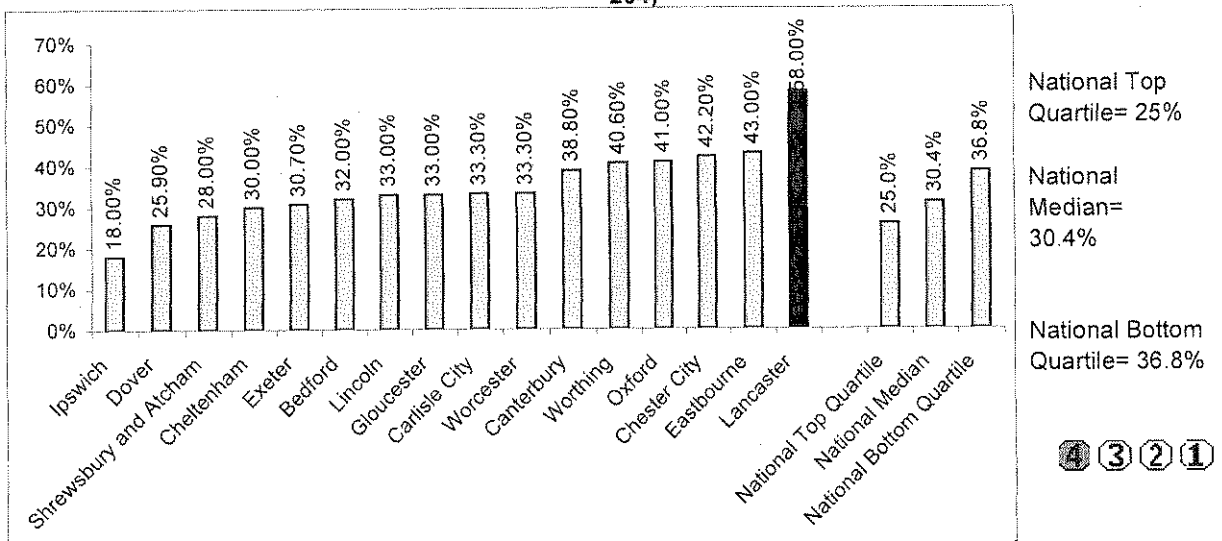


5.5 Plan making - development plan (BVPI 200a)

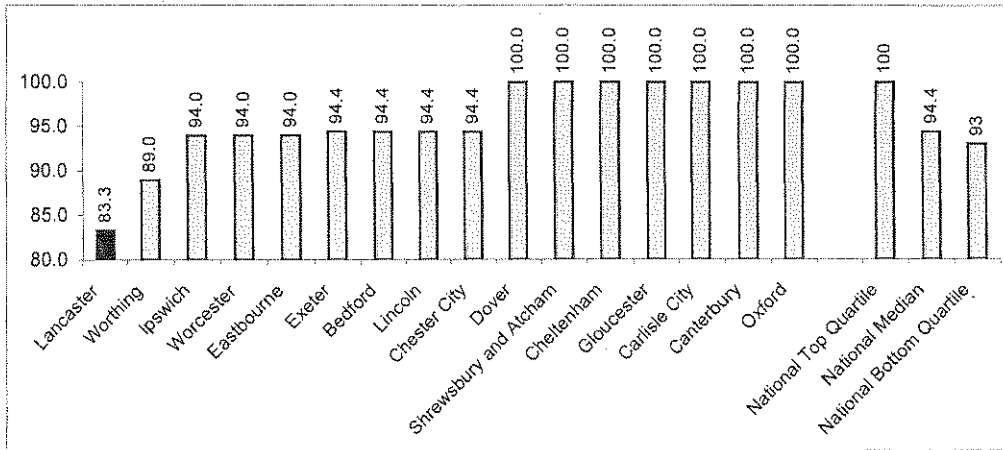
Bedford	Yes
Canterbury	Yes
Carlisle City	Yes
Cheltenham	Yes
Chester City	Yes
Dover	Yes
Eastbourne	Yes
Exeter	Yes
Gloucester	Yes
Ipswich	Yes
Lancaster	Yes
Lincoln	Yes
Oxford	Yes
Shrewsbury and	Yes
Worcester	Yes
Worthing	Yes

Bedford	Yes
Canterbury	Yes
Carlisle City	No
Cheltenham	Yes
Chester City	Yes
Dover	Yes
Eastbourne	No
Exeter	No
Gloucester	No
Ipswich	No
Lancaster	No
Lincoln	No
Oxford	Yes
Shrewsbury and	Yes
Worcester	Yes
Worthing	No

5.7 Percentage of appeals allowed against the authority's decision to refuse planning applications (BVPI 204)



5.8 Quality of service checklist (BVPI 205)



National Top Quartile= 100.0

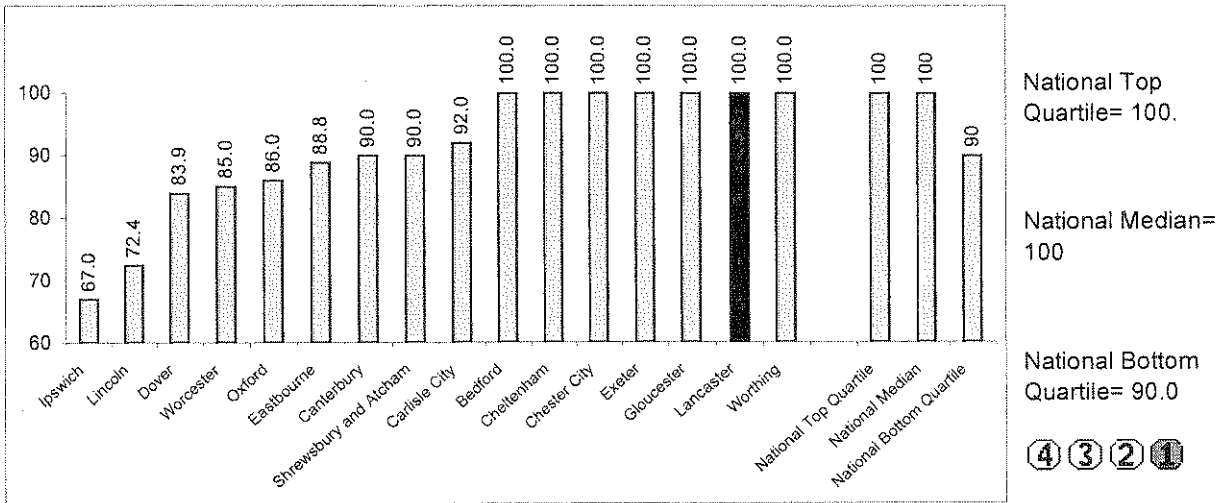
National Median= 94.

National Bottom Quartile= 93.0

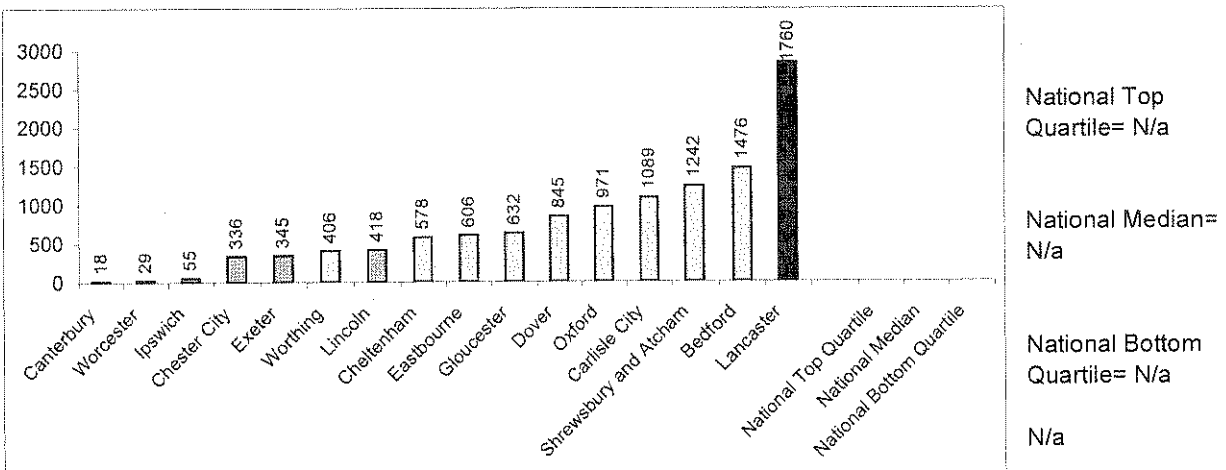


## 6. Environmental Health

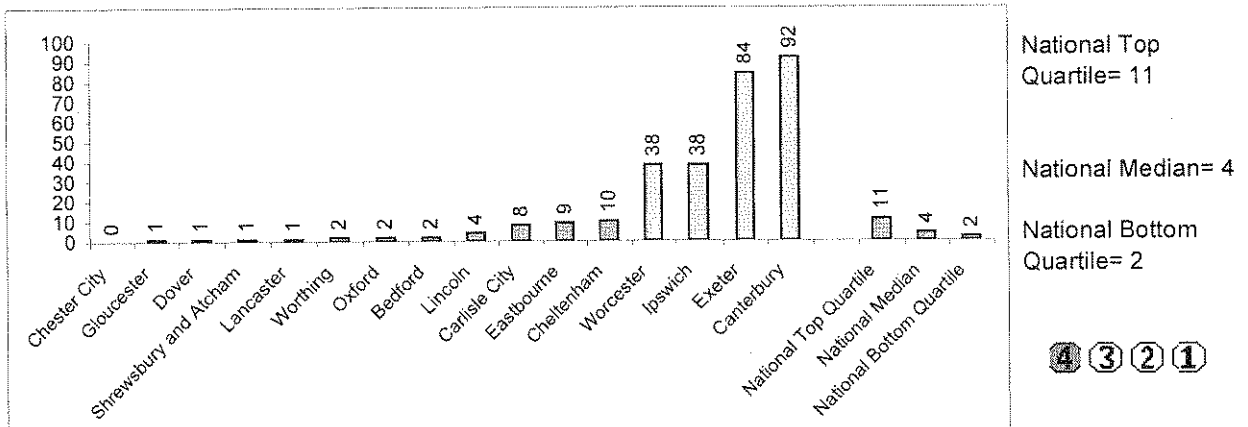
### 6.1 Score against a checklist of environmental health best practice (BVPI 166a)



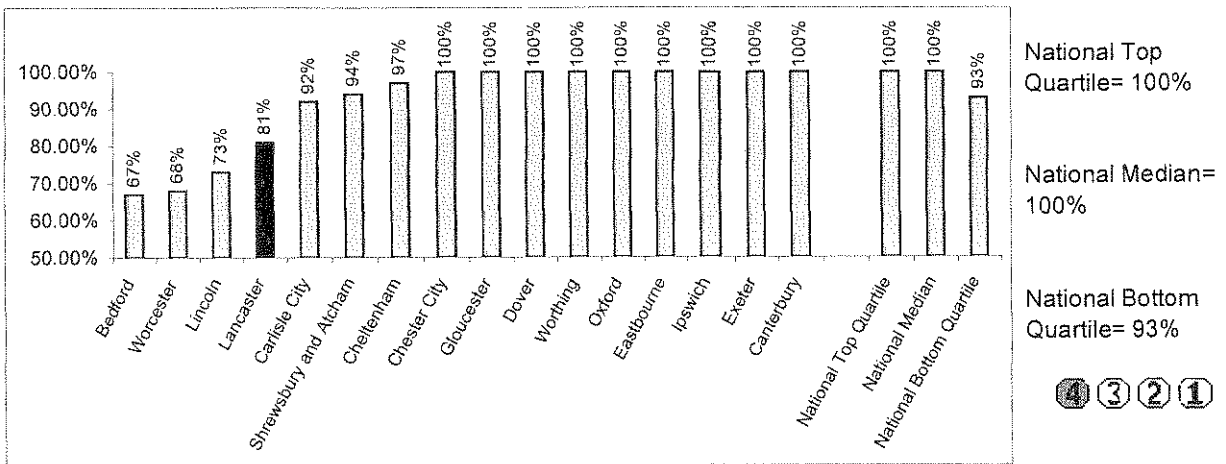
### 6.2 Number of 'sites of potential concern' with respect to land contamination (BVPI 216a)



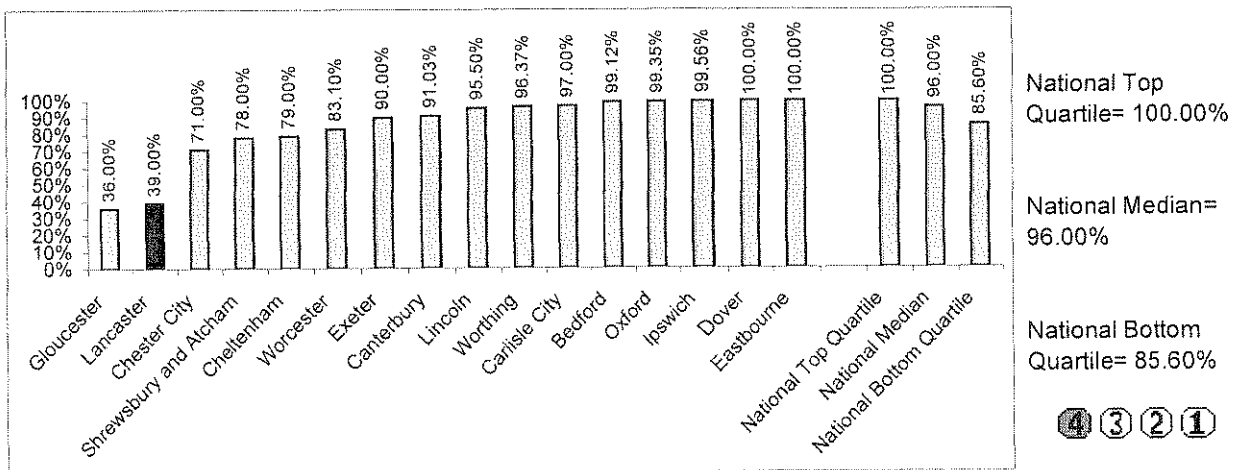
### 6.3 Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern' (BVPI 216b)



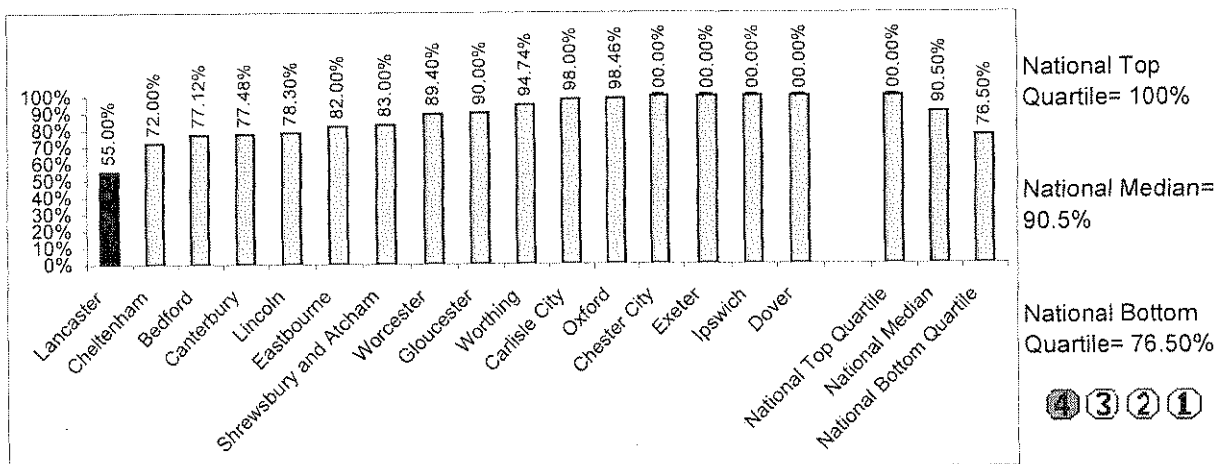
**6.4 Percentage of pollution control improvements to existing installations completed on time (BVPI 217)**



**6.5 Percentage of new reports of abandoned vehicles investigated within 24 hours of notification (BVPI 218a)**

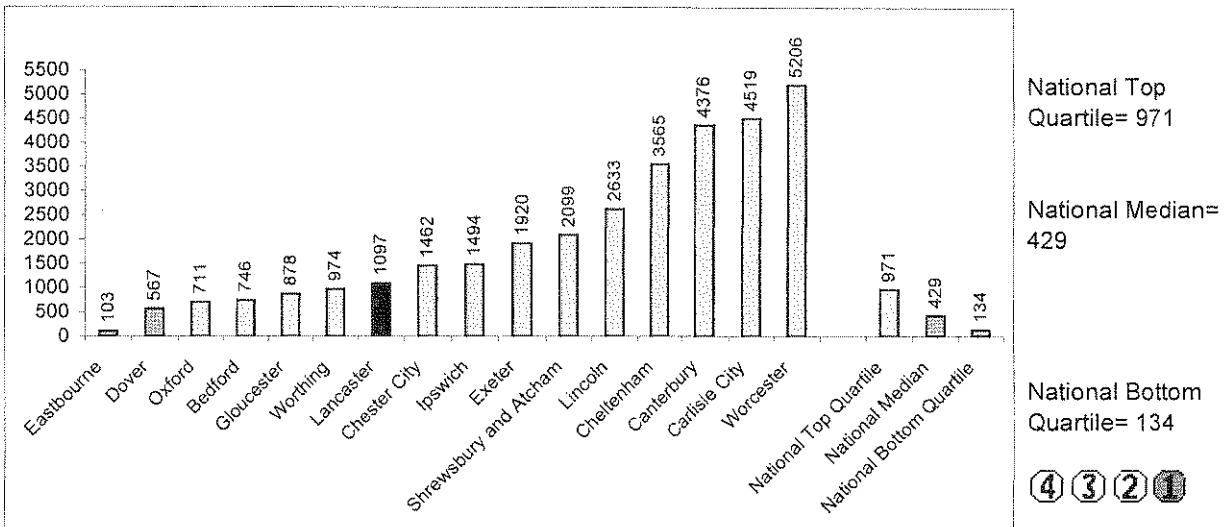


**6.6 Percentage of abandoned vehicles removed within 24hrs from the point at which the authority is legally entitled to remove the vehicle (BVPI 218b)**

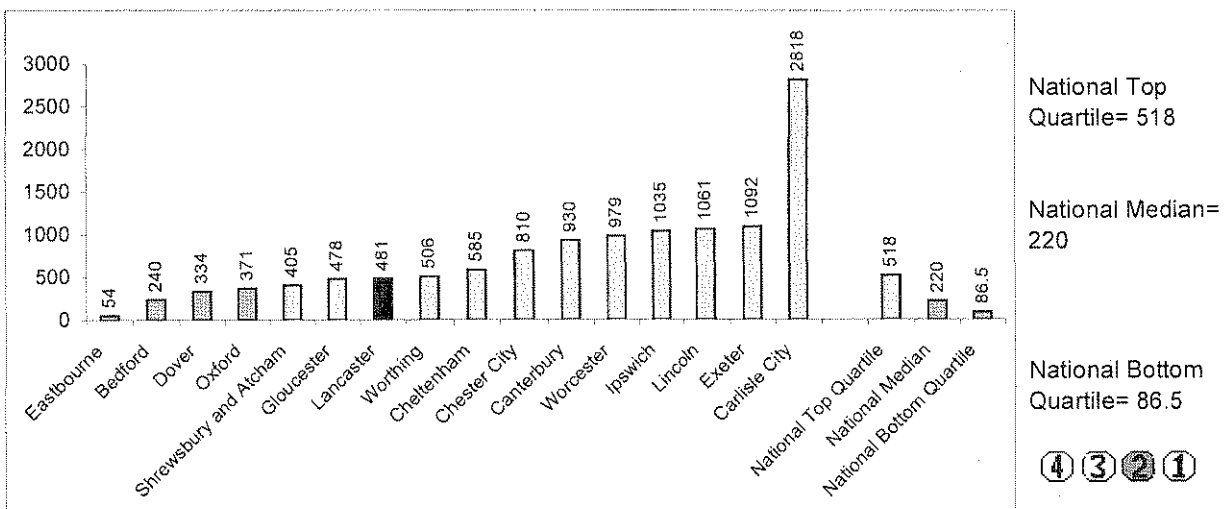


## 7. Culture

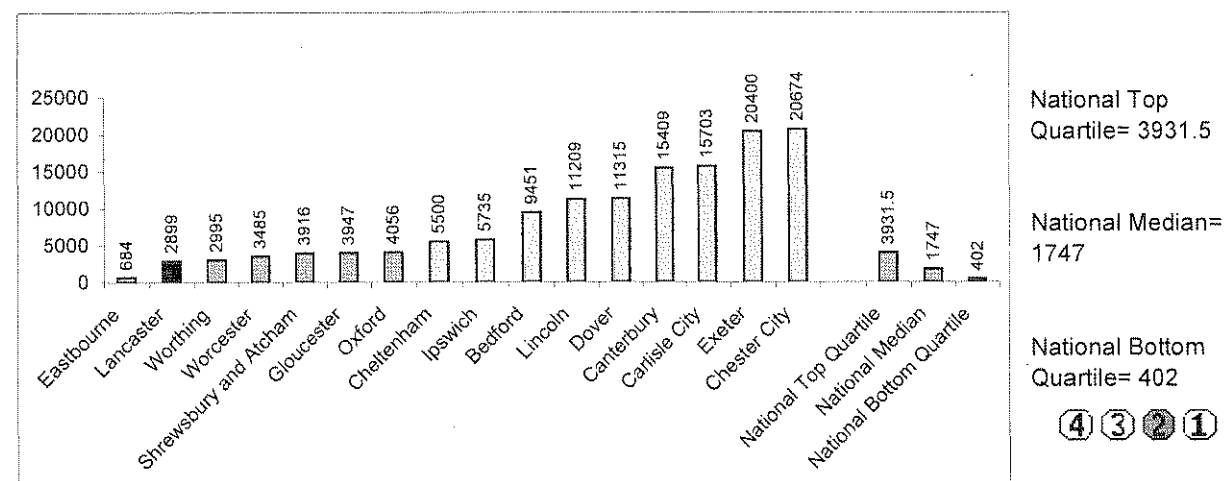
### 7.1 Number of visits to/usage of museums and galleries per 1000 population (BVPI 170a)



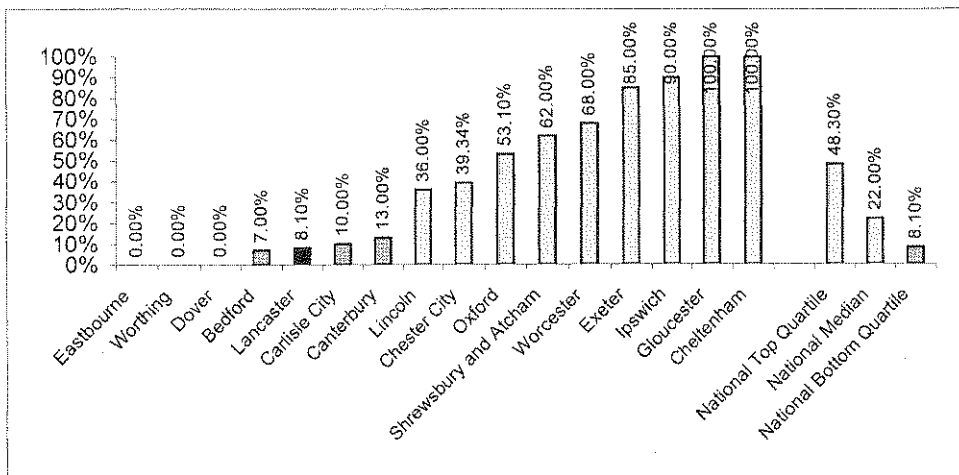
### 7.2 Number of those visits that were in person, per 1000 population (BVPI 170b)



### 7.3 Number of pupils visiting museums & galleries in organised school trips (BVPI 170c)



7.4 Percentage of conservation areas with up to date character appraisal (BV219b)



National Top  
Quartile= 48.3%

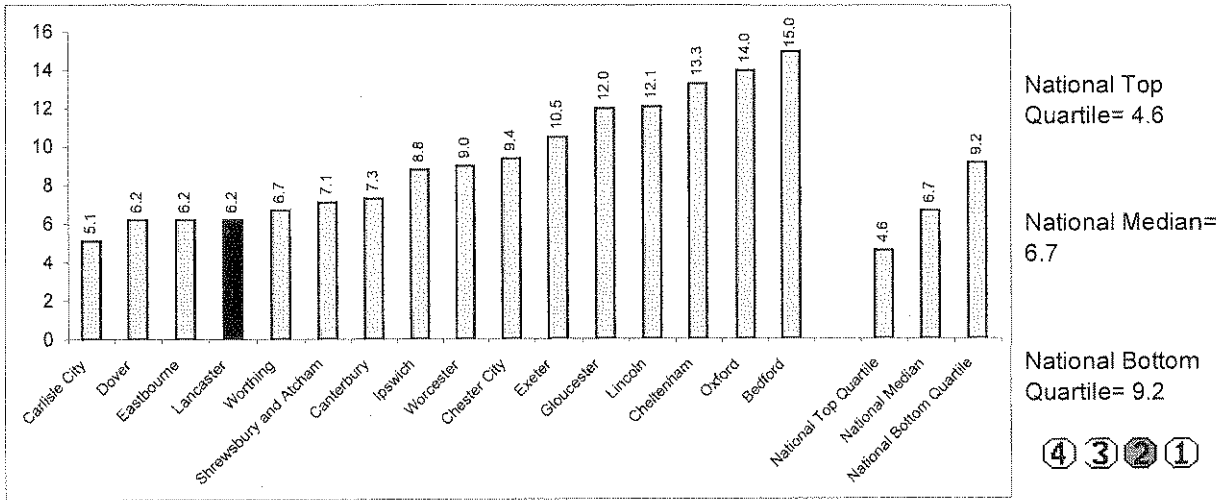
National Median=  
22%

National Bottom  
Quartile= 8.1%

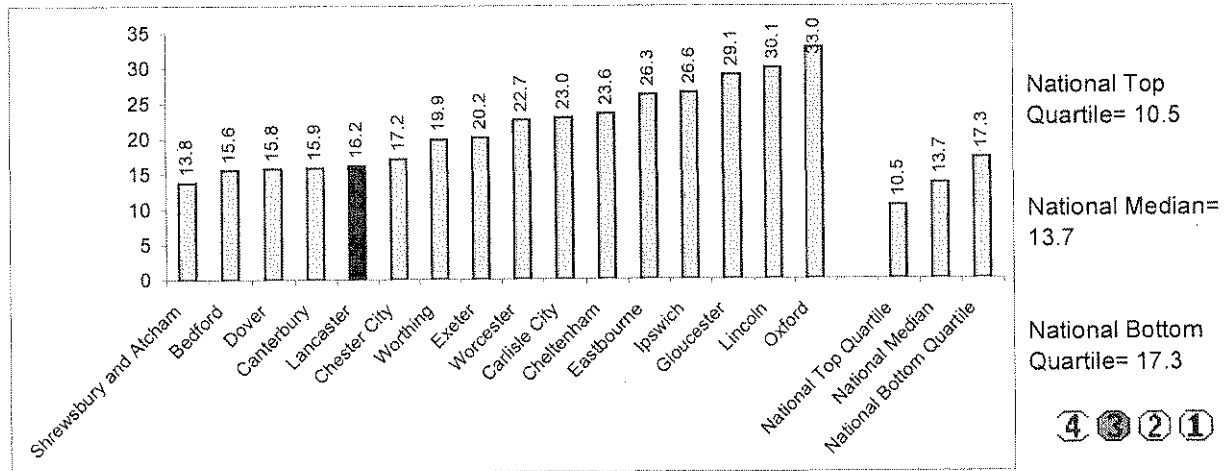


## 8. Community Safety

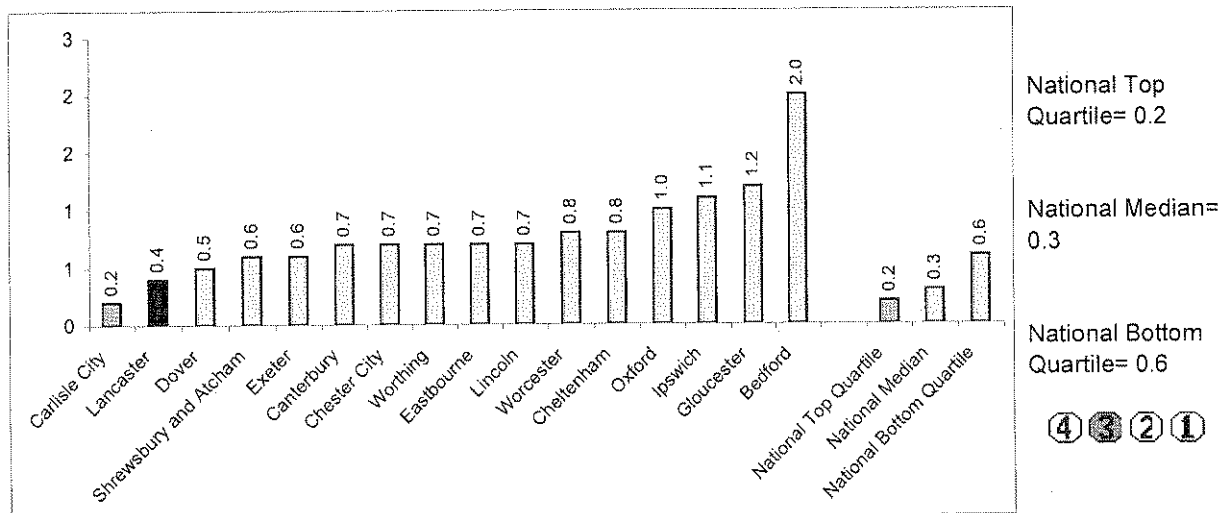
### 8.1 Domestic burglaries per 1000 households (BVPI 126)



### 8.2 Violent offences committed by a stranger per 1000 population (BVPI 127a)

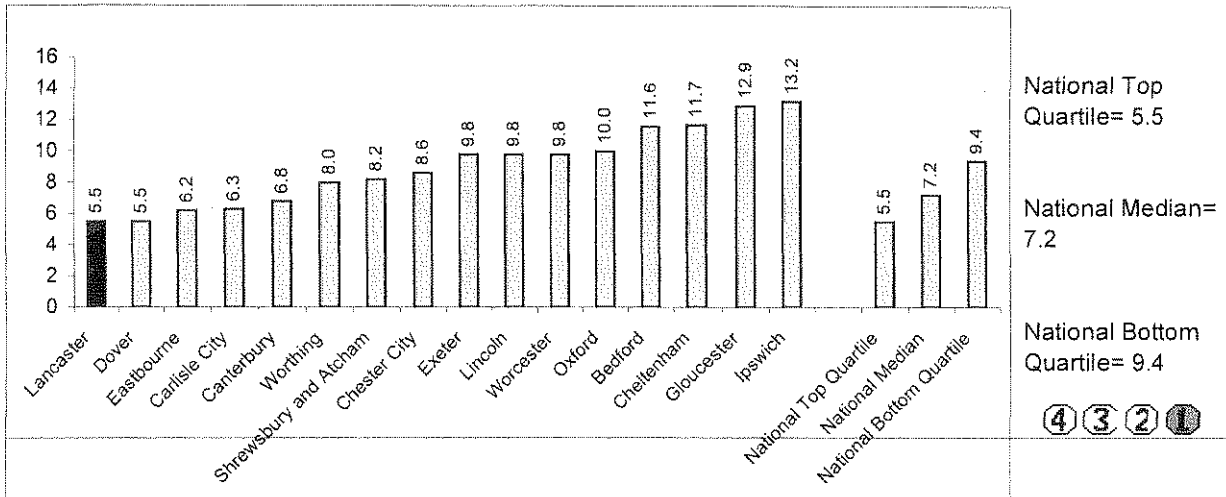


### 8.3 Robberies per 1000 population (BVPI 127b)

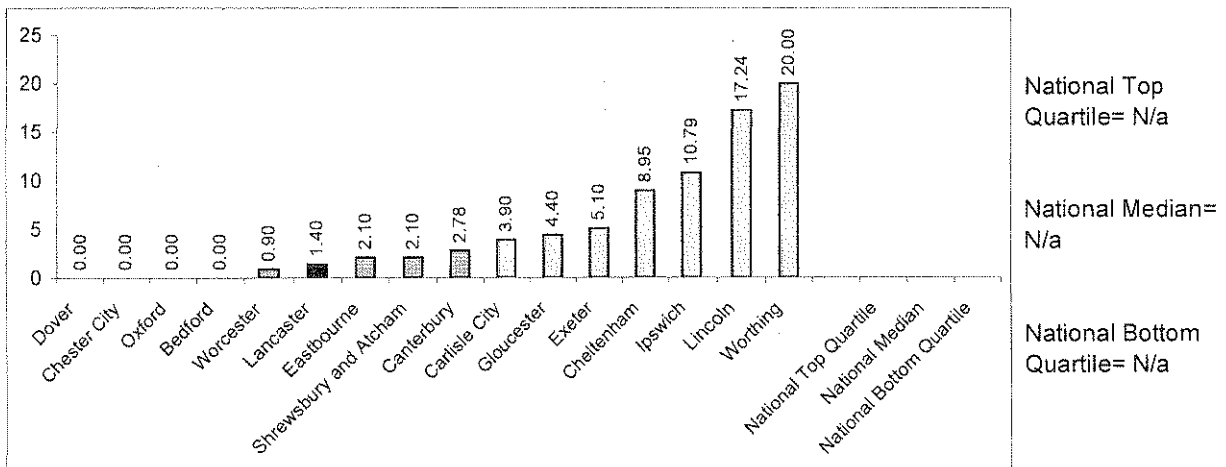




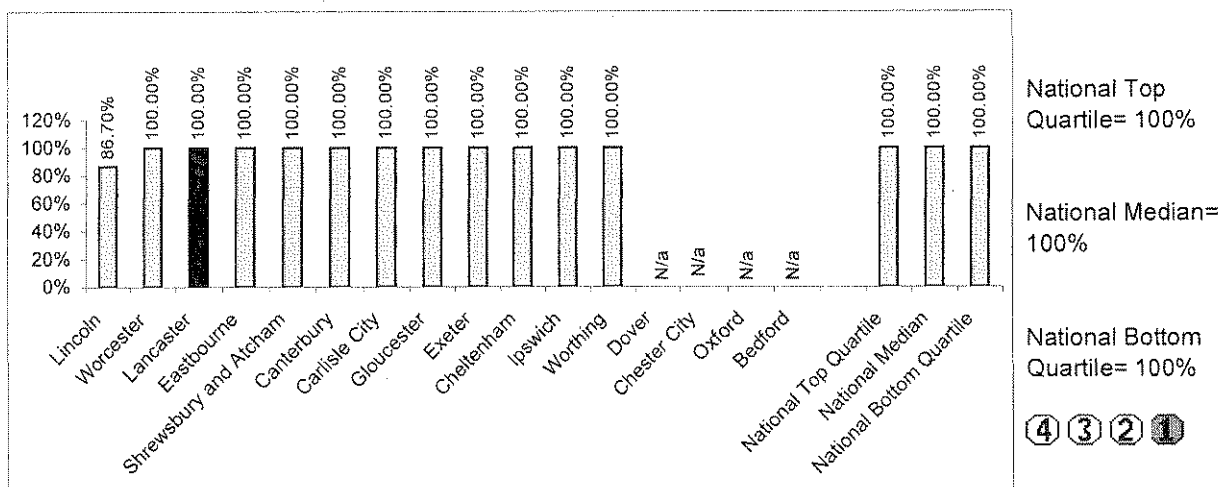
**8.4 Vehicle crimes per 1000 population (BVPI 128)**



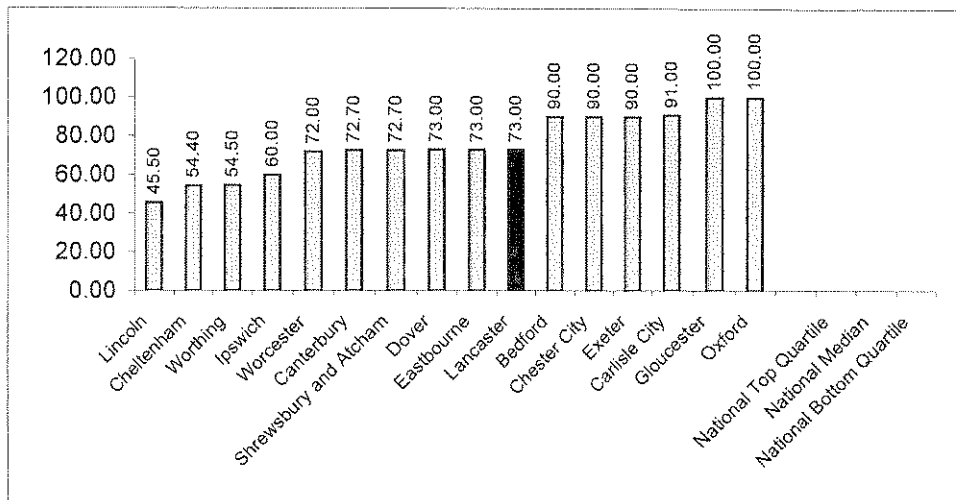
**8.5 Number of racial incidents recorded by the authority per 100,000 population (BVPI 174)**



**8.6 Percentage of racial incidents resulting in further action by the local authority (BVPI 175)**

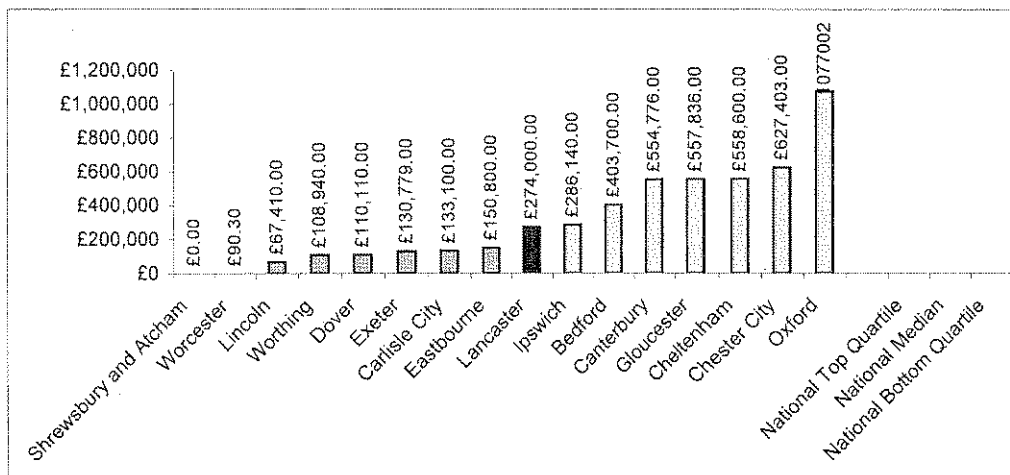


**8.7 Effectiveness of local authority services designed to help victims of domestic violence (BVPI 225)**



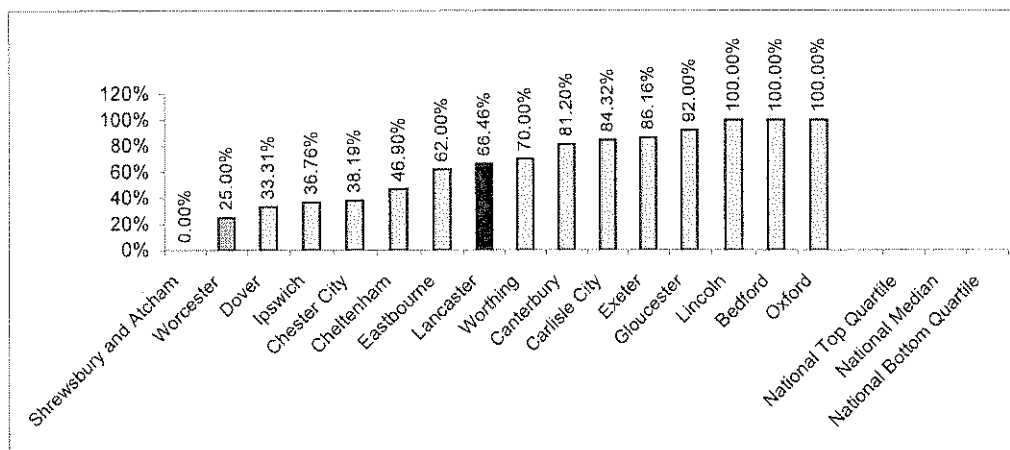
National Top Quartile= N/a  
 National Median= N/a  
 National Bottom Quartile= N/a

**8.8 Total amount spent by the local authority on Advice and Guidance services provided by**



National Top Quartile= N/a  
 National Median= N/a  
 National Bottom Quartile= N/a  
 N/a

**8.9 Percentage of monies spent on advice and guidance services provision that was given to organisations holding the CLS Quality Mark at 'General Help' level and above (BVPI 226b)**



National Top Quartile= N/a  
 National Median= N/a  
 National Bottom Quartile= N/a

**8.10 Total amount spent on advice and guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public (BVPI 226c)**

