



Best Value Performance Plan 2007/08

DRAFT Performance figures 2007/08





Last updated 29/05/2008


key indicator 😊 on target 😊 up to 5% off target 😞 more than 5% off target ? data not available ▬ data only / no target

Democratic Services

	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top	2006/07
				Result	Note	Quartile 2006/07	Result
😊	CE1 Percentage of agendas despatched six clear working days in advance of the meeting	Higher is better	94%	80%	29/04/2008 Emma McQuillan The overall outturn for 2007/08 is an improvement over earlier quarters and sometimes compensates for an improved CE2 if agendas are held back one day to ensure as many reports as possible can be attached.		75%
😊	CE2 Percentage of reports sent 'to follow' agenda despatch	Lower is better	8%	8%	29/04/2008 Emma McQuillan Great improvement by year end due to the introduction of better procedures to limit the amount of reports that can be sent to follow.		16%
😊	CE30 Percentage of complaints responded to within 15 working days	Higher is better	75%	68%	17/04/2008 Sarah McLaren Some concerns over quality of collection methods and data. New lotus-notes based complaints monitoring system to be introduced early May 2008, which should lead to more accurate and comprehensive data.		66%

#

Planning							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 06/07	2006/07 Result
				Result	Note		
	BV106 New homes built on previously developed land	Higher is better	97.00%	99.25%	29/05/2008 Ian Rowland Provisional figure for 2007/08 is 99.25% of new dwelling completions built on previously developed land. This equates to some 263 out of 265 gross completions. This is a provisional figure and the final figure will be available in June 2008.	91.00%	94.69%
#	 BV109a Processing of planning applications: Major applications	Higher is better	70.00%	51.16%		80.71%	76.79%
#	 BV109b Processing of planning applications: Minor applications	Higher is better	65.00%	58.14%		83.66%	70.16%
#	 BV109c Processing of planning applications: Other applications	Higher is better	90.00%	78.74%		92.56%	92.82%
	 BV200a Plan making: development plan	n/a	Yes	Yes	21/04/2008 Jenny Helyar The Local Development Scheme, detailing the rolling-programme for the production of the Local Development Framework, was last updated at the end of 2007 and formally endorsed by the Government Office in January 2008. As such, the Council is maintaining a three-year rolling programme.		Yes

Planning							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 06/07	2006/07 Result
				Result	Note		
	BV200b Plan making: milestones	n/a	Yes	Yes	<p>18/04/2008 John Anderson Current milestones for LDS on target and met</p> <p>21/04/2008 Jenny Helyar The latest version of the Local Development Scheme was endorsed by the Government Office in January 2008. This document details the 4 production timetable for three documents: The Core Strategy, Site Allocations DPD and Planning Infrastructure SPD. Work is currently progressing on the documents in line with the programme detailed in the Local Development Scheme.</p> <p>The guidance for BV200B indicates that it reports on the production of Development Plan Documents and that the relevant milestones for consideration are:</p> <ol style="list-style-type: none"> 1. preparation of the scoping report for the sustainability appraisal (SA) report: 2. public participation on preferred options and initial SA report: 		No

Planning							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 06/07	2006/07 Result
				Result	Note		
					3. submission of DPD and SA report; 4. independent Examination of DPD: and 5. adoption of DPD. For this reporting period the only appropriate milestone for any of the timetabled documents has been the preparation of the Scoping Report for the Sustainability Appraisal (SA). No specific date for the production of this was identified for this in the Local Development Scheme, however the document was prepared within this reporting period.		
☹	BV204 Planning appeals allowed	Lower is better	30.0%	38.2%	(183 appeals, 70 allowed)	25.0%	37.5%
☺	BV205 Quality of Planning Service checklist	Higher is better	100.0%	100.0%		100.0%	100.0%
☹	BV219b Preserving the special character of Conservation areas: character appraisals	Higher is better	11%	8.08%		35.07%	8.80%
☹	PL1 Percentage of alleged breaches of planning investigations actioned within 8 weeks	Higher is better	80%	57%	18/04/2008 John Anderson Performance reflects staff sickness and maternity leave on managing cases.		79.9%

Planning							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 06/07	2006/07 Result
				Result	Note		
☹	PL3 Percentage of appeals allowed, where Members had initially refused the application against officer advice	Lower is better	20%	21.43%	(Of 70 appeals allowed, 15 were cases where Members had refused application against officer advice)		20%

Environmental Services							
#	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Councils Top Quartile 2006/07	2006/07 Result
				Result	Note		
#	☹ BV199a Local street and environmental cleanliness - Litter and Detritus	Lower is better	15.0%	25.0%		6.0%	22.3%
#	☹ BV199b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	Lower is better	2%	3%		0%	3%
#	☹ BV199c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	Lower is better	0%	1%		0%	0%
-	BV199d Improved street and environmental cleanliness – fly tipping	Lower is better		3			2

Environmental Services

	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Councils Top Quartile 2006/07	2006/07 Result
				Result	Note		
	☺ BV218a Abandoned vehicles (% investigated)	Higher is better	100.00%	99.70%		98.22%	100.00%
	☹ BV218b Abandoned vehicles (% removed)	Higher is better	85.00%	73.33%		97.76%	79.40%
#	☹ BV82a(i) % of Household Waste Recycled	Higher is better	34.00%	33.96%	09/04/08 Jennifer Carson Provisional figures for Q4- awaiting approval by SCC	24.18%	31.20%
	☺ BV82a(ii) Household waste management (recycling) - tonnage	Higher is better	13000.00	13252.81	09/04/08 Jennifer Carson Provisional figures for Q4- awaiting approval by SCC	10069.94	12472.56
#	☹ BV82b(i) % of Household Waste Composted	Higher is better	5.00%	4.64%	09/04/08 Jennifer Carson Provisional figures for Q4- awaiting approval by SCC	17.96%	3.73%
	☺ BV82b(ii) Household waste management (composting) - tonnage	Higher is better	1500.00	1809.78	09/04/08 Jennifer Carson Provisional figures for Q4- awaiting approval by SCC	7513.87	1492.24
#	☺ BV84a Household waste collected per head, in kilos	Lower is better	336.0	333.4	09/04/08 Jennifer Carson	380.8	339.0

Environmental Services							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Councils Top Quartile 2006/07	2006/07 Result
				Result	Note		
					Provisional figures for Q4- awaiting approval by SCC		
😊	BV84b Household waste collection (% change in kilograms per head)	Lower is better	-1.00%	-1.65%	09/04/08 Jennifer Carson Provisional figures for Q4- awaiting approval by SCC	-1.87%	-11.50%
😊	BV86 Cost of household waste collection	Lower is better	£49.00	£51.66		£42.14	£48.20
😊	BV91a Kerbside collection of recyclables (one recyclable)	Higher is better	100.0%	100.0%		100.0%	100.0%
😊	BV91b Kerbside collection of recyclables (two recyclables)	Higher is better	100.0%	100.0%		100.0%	100.0%
😊	EN1 Percentage of refuse collections made on the designated day	Higher is better	99.90	99.90			99.90
😊	EN2 Percentage of refuse collections not made on the designated day, which were put right by the following day	Higher is better	99.9%	98.6%			98.1%
😊	EN3 Average number of days to remove fly-tips	Lower is better	1.5	1.54			1.3
😊	EN4 Percentage of public convenience sites that provide access for people with disabilities	Higher is better	100%	100%			100%

Legal & Property Services							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 06/07	2006/07 Result
				Result	Note		
☺	CE179 % of standard searches carried out within 10 days	Higher is better	99%	99.89%			99.14%

Customer & Office Services							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 06/07	2006/07 Result
				Result	Note		
☹	BV156 Buildings Accessible to People with a Disability	Higher is better	76.00%	58.62%	Apparent drop from last year's figure is due to several buildings being included in the calculation (sports pavilions) which had previously incorrectly been excluded.		82.00%
☺	CE157 Proportion of eligible services enabled for electronic delivery	Higher is better	100%	100%			100%
-	CE3a Number of calls handled by the main switchboard	N/a		154,813			154,625
-	CE3b Number of calls handled directly by departments	N/a		809,235			820,477
☺	CE4a Response to calls handled by main switchboard (number of 2.75 second rings)	Lower is better	3	2.4			2.2
☺	CE4b Response to calls handled directly by departments (number of 2.75 second rings)	Lower is better	2.5	1.8			1.8

Housing Services – Housing Strategy and Management							
#	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 2006/07	2006/07 Result
				Result	Note		
☺	BV164 Equal access to social housing	Higher is better	Yes	Yes			Yes
☺	BV183a Average number of weeks in temporary accommodation (B&B)	Lower is better	4	3.00		1.00	7.00
☺	BV183b Average number of weeks in temporary accommodation (Hostel)	Lower is better	42	28.00		.00	43.00
☺	BV202 Number of rough sleepers	Lower is better	2	0		0	3
☺	BV203 Change in number of families in temporary accommodation	Lower is better	-15%	-71%		-31.68%	-64.00%
☺	BV212 Average number of days taken to re-let local authority housing	Lower is better	33	24		25	35
☹	BV213 Housing advice service: Homelessness cases prevented per household	Higher is better	3.50	2.91	2/5/08 Kevin Walters Updated Household figures has affected performance against internal target. The PI is calculated against Waverley Household number which have been updated to 50k from 44K	4.00	
☺	BV214 Repeat homelessness	Lower is better	.00%	.00%		.00%	.00%

Housing Services – Housing Strategy and Management							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 2006/07	2006/07 Result
				Result	Note		
	BV64 No of private sector vacant dwellings that are returned into occupation or demolished	Higher is better	1	79	21/05/08 Kevin Walters 79 people were assisted into private rented accommodation by the housing option team's deposit bond	55	0
#	☹						
	☺ BV66a Rent collection and arrears recovery: % rents collected	Higher is better	98.50%	98.60%		98.80%	98.35%
	☹ BV66b Rent collection and arrears recovery: % of tenants with more than 7 weeks arrears	Lower is better	2.00%	2.04%		3.43%	2.67%
	☹ BV66c Rent Collection and Arrears Recovery: Notices Seeking Possession.	Lower is better	6.20%	8.57%	Incorrect denominator used in 06/07 (all tenants not just those in arrears)	13.61%	5.80%
	☹ BV66d Rent collection and arrears recovery: % evicted due to arrears	Lower is better	0.10%	0.14%		0.17%	0.22%
	☹ BV74a Local authority tenants' satisfaction with landlord services	Higher is better	85%	78%	Result and Target relate to Survey in February 2007. Next Survey planned for Summer 08.	85%	78%
	☹ BV74b Tenant Satisfaction with Landlord (Ethnic Minority Tenants)	Higher is better	85%	80%	Result and Target relate to Survey in February 2007. Next Survey planned for Summer 08.	85.75%	80.00%
	☹ BV74c Tenant satisfaction with landlord (Non-ethnic minority tenants)	Higher is better	85 %	78%	Result and Target relate to Survey in February 2007	85.00%	78.00%

Housing Services – Housing Strategy and Management							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 2006/07	2006/07 Result
				Result	Note		
	ethnic minority tenants)	better			Survey in February 2007. Next Survey planned for Summer 08.		
😊	BV75a Tenant satisfaction with participation – all	Higher is better	65%	65%	Result and Target relate to Survey in February 2007. Next Survey planned for Summer 08.	70%	65%
☹️	BV75b Tenant satisfaction with participation – ethnic minority tenants	Higher is better	65%	54%	Result and Target relate to Survey in February 2007. Next Survey planned for Summer 08.	75.00%	54.00%
😊	BV75c Tenant satisfaction with participation – non-ethnic minority tenants	Higher is better	65%	66%	Result and Target relate to Survey in February 2007. Next Survey planned for Summer 08.	70.00%	66.00%
# ☹️	H1 The total number of new housing units completed during the year through the enabling role	Higher is better	70	66	4 outstanding were in Chiddingfold – now all completed		92
😊	H17 Percentage of new tenants interviewed by Housing Management prior to their tenancy commencing	Higher is better	99%	100%			98%
☹️	H30 Percentage of homelessness applications where Waverley made a decision and issued written notification to the applicant within 33 days	Higher is better	99%	75%	12 cases, 3 over time. Focus is on pre-app prevention, so cases that get processed more complicated. Emphasis		95.33%

Housing Services – Housing Strategy and Management							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 2006/07	2006/07 Result
				Result	Note		
					on making correct decision, not speed of decision.		
☺	H34 Total current tenants rent arrears as a percentage of the total estimated gross debit	Lower is better	1.15%	0.98%			1.17%
☹	H35 Total former tenants arrears as a percentage of the total estimated gross debit	Lower is better	0.5%	0.55%			0.55%
☺	H36 Total arrears of Housing Benefit recovered, as a percentage of total overpayments since April 1999	Higher is better	97%	98.7%			98.1%
☺	H40 Average number of days taken from date void property is available for letting to new tenancy commencement date	Lower is better	20	14			22

Housing Services - Housing Maintenance							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 06/07	2006/07 Result
				Result	Note		
☹	BV184a % non-decent council homes	Lower is better	62%	53%	21/04/2008 David Thompson - This is subject to a data quality audit as AC Review of Data Quality report Feb 2008	10%	57%
☹	BV184b Non-decent local authority dwellings (change)	Higher is better	11.0%	3.4%	21/04/2008 David Thompson - This PI is linked to BVPI 184a and is subject to a	32.8%	9.0%

Housing Services - Housing Maintenance							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 06/07	2006/07 Result
				Result	Note		
					Data Quality audit as AC Review Data Quality report 2008		
😊	BV63 Energy efficiency of housing stock	Higher is better	68	68		72	67
?	H185 Percentage of responsive (but not emergency) repairs for which the authority both made and kept an appointment	Higher is better	95		21/04/08 - Sarah McLaren - Final 07/08 job completion / invoice data not yet available.		99
☹️	H187a % of urgent repairs completed within Government time limits. (Using former definition of BV72)	Higher is better	98%	92%			87%
☹️	H187b Average time taken to complete non-urgent repairs in days (formerly BV73)	Lower is better	12	22			20
?	H211a Repairs and maintenance service – % planned repairs	Higher is better	72%		21/04/08 - Sarah McLaren - Final 07/08 job completion / invoice data not yet available.		30%
?	H211b Repairs and maintenance service – % urgent & emergency repairs	Lower is better	10%		21/04/08 - Sarah McLaren - Final 07/08 job completion / invoice data not yet available.		
☹️	H32 Percentage of repairs completed within Waverley's target	Higher is better	98.00%	90.27%			85.13%

Housing Services - Housing Maintenance							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 06/07	2006/07 Result
				Result	Note		
	times						
☹	H32a Percentage of repairs completed within Waverley's target times: Emergency	Higher is better	98.00%	93.72%			91.00%
☹	H32b Percentage of repairs completed within Waverley's target times: Urgent	Higher is better	98%	87.45%			88%
☹	H32c Percentage of repairs completed within Waverley's target times: Routine	Higher is better	98.00%	89.64%			85.60%
☹	H33a Percentage of tenants satisfied with day to day repairs service	Higher is better	96.00%	93.60%	2/5/08 – David Thompson - The outturn is from our main measured term responsive repairs contractor EPS and Central Heating Services. Other contractors do not provide this information. The data from the EPS returns is entered into Orchard Housing Management System and then analysed by Business Objects reporting software. The data from CHS is taken from returns and analysed in a spreadsheet		93.00%
☺	H33b Percentage of tenants satisfied with emergency out-of-hours repairs service	Higher is better	95.00%	94.99%	2/5/08 – David Thompson - The outturn is from our main measured term responsive repairs contractor EPS. Other contractors do not provide this		96.81%

Housing Services - Housing Maintenance							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 06/07	2006/07 Result
				Result	Note		
					information. The data from the returns is entered into Orchard Housing Management System and then analysed by Business Objects reporting software.		
☹	H33c Percentage of new tenants who are satisfied with the standard the property was brought up to while it was empty	Higher is better	98.00%	84.70%	21/04/2008 David Thompson - New tenants are telephoned by the Maintenance Teams customer service officers and asked a series of questions about their new property. The data is inputted into software to analyse the data.		85.00%
☺	H7 Percentage of due gas safety checks and annual gas boiler services that have been carried out within 12 months of previous check / annual service.	Higher is better	100.00%	99.82%	21/04/2008 David Thompson - This PI is subject to a data quality audit.		99.86%
☺	H9 Average number of days taken from the date of tenancy termination to date normal void property is available for letting	Lower is better	18	15	21/04/2008 David Thompson - This outturn is subject to a data quality audit to confirm that properties have been correctly designated Long Term voids		16

Environmental Health & Community Safety							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 06/07	2006/07 Result
				Result	Note		
😊	BV126 Domestic burglaries per 1,000 households	Lower is better	4.8	3.69		4.98	5.34
😞	BV127a Violent Crime per 1,000 Population	Lower is better	7.84	9.02		11.38	8.47
😊	BV127b Robberies per 1,000 Population	Lower is better	0.14	0.08		0.20	0.21
😊	BV128 Vehicle crimes per 1,000 population	Lower is better	5.2	5.17		6.18	4.67
😐	BV166 Environmental Health Checklist	Higher is better	90.0%	88.8%		100.0%	87.5%
😊	BV174 Racial Incidents Reported, per 100,000 population	Lower is better		0.86			2.57
😊	BV175 Racial incidents resulting in further action	Higher is better	100.00%	100%		100.00%	66.64%
■	BV216a Identifying contaminated land	N/a	400	227			425
😊	BV216b Information on contaminated land	Higher is better	9%	12%		10%	9%
😐	BV217 Pollution control improvements	Higher is better	99%	97%		100%	98%
😊	BV225 Actions against domestic violence	Higher is better	72.7%	72.7%			

Building Control, Engineering and Car Parking							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08		District Top Quartile 06/07	2006/07
				Result	Note		Result
☹	PL4 Percentage of complete Building Control applications registered and acknowledged within 5 working days	Higher is better	95%	72.8%			66.01%
☺	PL5 Percentage of Building Control inspections carried out on the requested day	Higher is better	99%	99.9%			99.85%

Leisure & Youth Services							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 2006/07	2006/07
				Result	Note		Result
☹	BV170a Visits to and Use of museums & galleries - All Visits	Higher is better	370	292		928	287
☹	BV170b Visits to and use of Museums & galleries - Visits in Person	Higher is better	260	220		557	275
☹	BV170c Visits to and Use of Museums - School Groups	Higher is better	3300	2414		3805	2816
☺	SL19 Number of Passport to Leisure cards issued	Higher is better	600	647			624
☺	SL24 Number of volunteer days spent on Waverley land	Higher is better	600	1,099.5			949
☺	SL25 Total number of visits to Waverley leisure centres, per 1,000 population	Higher is better	8400	7,188			7,401
☺	SL25a Number of visits to Farnham Sports Centre, per 1,000 population	Higher is better	2400	2,541			2,624

Leisure & Youth Services							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 2006/07	2006/07
				Result	Note		Result
☹	SL25b Number of visits to Cranleigh Sports Centre, per 1,000 population	Higher is better	2000	1,565			1,689
☹	SL25c Number of visits to The Herons Sports Centre, per 1,000 population	Higher is better	2400	2,261			2,453
☹	SL25d Number of visits to The Edge Sports Centre, per 1,000 population	Higher is better	1600	821			635

Finance & Performance							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08		District Top Quartile 06/07	2006/07
				Result	Note		Result
☺	BV226a Advice and guidance services - total expenditure	Higher is better	£264170	£266267			£258192
☺	BV226b Advice and guidance services - CLS quality mark	Higher is better	83.00%	83.08%			83.07%
☺	BV226c Advice and guidance services - direct provision	Higher is better	£111360	£109400			£106097
☺	BV8 % of invoices paid on time	Higher is better	100.00%	97.32%		97.62%	97.35%
☺	F2 Was the Statement of Accounts published within 6 months of the end of the financial year?	Higher is better	Yes	Yes			Yes

Finance & Performance							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08		District Top Quartile 06/07	2006/07 Result
				Result	Note		
☹	F20 Total debtors' arrears at 31 March as percentage of annual debit	Lower is better	10%	15.51%			23.86%
☺	F21 Percentage of receipting transactions processed electronically	Higher is better	75%	74.97%			72.2%
☺	F3 Average annual rate of return on Council Investments above market rates	Higher is better	0.25%	0.32%			0.02%
☺	F7 Percentage of partnership funding project finance from sources other than the Council	Higher is better	75%	80.25%			83%

Revenues & Benefits							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 06/07	2006/07 Result
				Result	Note		
☺	BV10 Percentage of Non-domestic Rates Collected	Higher is better	99.00%	99.89 %		99.36%	99.00%
-	BV76a Housing Benefits Security number of claimants visited	N/a					291.18
-	BV76b Housing Benefits Security number of fraud investigators employed	N/a	0.31	0.31			0.31



Revenues & Benefits

	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 06/07	2006/07 Result
				Result	Note		
	BV76c Housing Benefits Security number of fraud investigations	Higher is better	40				37.04
	BV76d Housing Benefits Security number of prosecutions & sanctions	Higher is better	3.50	4.41			2.35
#	BV78a Speed of processing - new HB/CTB claims	Lower is better	29			24.0	32.7
#	BV78b Speed of processing - changes of circumstances for HB/CTB claims	Lower is better	10			7.1	11.0
	BV79a Accuracy of processing - HB/CTB claims	Higher is better	96.00%	98.60%		99.20%	94.20%
	BV79b(i) Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	Higher is better	100.00%			81.71%	105.59%
	BV79b(ii) HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	Higher is better	50.00%			39.02%	58.69%
	BV79b(iii) Percentage of Recoverable Overpayments Written Off (HB)	Lower is better	2.80%				2.80%
#	BV9 % of Council Tax collected	Higher is better	99.00%	98.87%		98.60%	99.00%

Internal Audit							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 06/07	2006/07 Result
				Result	Note		
☹	F22 Percentage of internal audit plan completed	Higher is better	90%	88%	18/04/2008 Mark Hill Fewer days could be procured from contractors than originally estimated.		88.51%
😊	F23 Percentage of internal audit recommendations agreed	Higher is better	95%	98.82%			100%
😊	F24 Percentage of internal audit recommendations implemented	Higher is better	80%	85.27%			80.4%

Human Resources							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 06/07	2006/07 Result
				Result	Note		
😊	BV11a Top 5% of Earners: Women	Higher is better	19.04%	23.80%		33.30%	9.52%
☹	BV11b Top 5% of Earners: Ethnic Minorities	Higher is better	9.52%	.00%	18/04/2008 Sarah McLaren - This target depends upon turnover of staff and as WBC always recruits fairly and appoints the best person for the job, it is difficult to achieve this target.	3.70%	.00%
☹	BV11c Top 5% of Earners: with a disability	Higher is better	9.52%	.00%	18/04/2008 Sarah McLaren - This target depends upon turnover of staff and as WBC always recruits fairly	6.25%	.00%

Human Resources							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 06/07	2006/07 Result
				Result	Note		
					and appoints the best person for the job, it is difficult to achieve this target.		
😊	BV12 Working Days Lost Due to Sickness Absence	Lower is better	6	5.08		8.08	5.56
-	BV14 Percentage of Early Retirements	N/a		.58%	17/04/2008 Alex Overington This equates to 2 early retirements and one flexible retirement	.00%	.00%
-	BV15 Percentage of Ill-health Retirements	N/a		.19%	17/04/2008 Alex Overington This equates to one ill health retirement	.00%	.20%
-	BV16a Percentage of Employees with a Disability	Higher is better		2.12%		5.25%	
-	BV16b Percentage of Economically Active People who have a Disability	N/a		9.27%			9.27%
☹️	BV17a The percentage of local authority employees from ethnic minority communities	Higher is better	3.00%	1.83%		3.12%	

Corporate Equality Indicators							
	Performance Indicator	What is good performance?	2007/08 Target	2007/08 Full Year Result		District Top Quartile 2006/07	2006/07
				Result	Note		Result
	BV2a Equality Standard for Local Government	Higher is better	3	1			1
	BV2b Duty to Promote Race Equality	Higher is better	50%	42%		79%	42%

Comms/exec/2008-09/027