

## APPENDIX 2

**WARWICK PERFORMANCE INDICATORS 2003-2004**  
**Comparison with all District Councils**

<b>^</b>	Best Quartile / Above Average
<b>&gt;</b>	Mid Quartiles / On Average
<b>v</b>	Worst Quartile / Below Average

BVPI	DESCRIPTION	WDC Result	Above (a) or below (b) average	Districts			
				Average /% 'Yes'	Best Quartile	Median	Worst Quartile
<b>CORPORATE HEALTH</b>							
<b>1a</b>	Community strategy with LSP	No	b	82%			
<b>1b</b>	When will strategy review be completed?	31/01/2004					
<b>1c</b>	Progress reported	Yes	a	55%			
<b>1d</b>	When will strategy be in place	N/A					
<b>2a</b>	Equality Standard level	1					
<b>2b</b>	Duty to promote race equality	<b>^</b> 69	a	41	55	42	26
<b>3</b>	% satisfied with the overall service	<b>^</b> 64	a	55.96	61	56	52
<b>4</b>	% satisfied with the complaint handling	<b>^</b> 37	a	33.45	37	33	30
<b>8</b>	Invoices paid on time	<b>&gt;</b> 96.21	a	93.08	96.74	94.49	90.89
<b>9</b>	Council Tax collected	<b>&gt;</b> 98.45	a	97.70	98.50	98.00	97.20
<b>10</b>	NNDR collected	<b>&gt;</b> 98.83	a	98.51	99.12	98.77	98.00
<b>11a</b>	% of top 5% earners that are women	<b>&gt;</b> 25.64	a	21.24	26.69	20.00	14.70
<b>11b</b>	% of top 5% earners from ethnic minorities	<b>v</b> 0.00	b	1.48	2.20	0.00	0.00
<b>12</b>	Days sick per member of staff	<b>&gt;</b> 9.38*	a	10.42	8.93	10.30	11.82
<b>14</b>	Early retirements / staff	<b>&gt;</b> 0.39	a	0.75	0.14	0.48	1.02
<b>15</b>	Ill health retirements / staff	<b>&gt;</b> 0.59	b	0.42	0.00	0.34	0.61
<b>16a</b>	Staff with disabilities	<b>&gt;</b> 2.60	b	3.41	4.11	2.76	1.72
<b>16b</b>	Working age (18-65) people with disabilities	10.80	b	12.91	15.09	12.61	10.44
<b>17a</b>	Staff from ethnic minorities	<b>^</b> 6.7	a	1.9	2.4	1.2	0.6
<b>17b</b>	Working age (18-65) people from ethnic minorities	7.4	a	2.8	3.4	1.8	1.1
<b>156</b>	Buildings w/facilities for people with disabilities	<b>^</b> 77.30	a	47.77	67.00	47.00	27.00
<b>157</b>	Types of interaction delivered electronically	<b>&gt;</b> 52.60	b	60.94	72.00	62.99	50.30
<b>HOUSING</b>							
<b>62</b>	Private unfit dwellings made fit/demolished	<b>&gt;</b> 3.20	a	3.11	3.75	2.30	1.30
<b>63</b>	Average SAP rating of local authority owned dwellings	<b>&gt;</b> 64*	a	60	65	62	58
<b>64</b>	Priv. dwellings - returned to occupation	8.00					
<b>66a</b>	Rent collection	<b>&gt;</b> 97.07*	a	94.81	98.60	97.79	96.79

BVPI	DESCRIPTION	WDC Result	Above (a) or below (b) average	Districts			
				Average /% 'Yes'	Best Quartile	Median	Worst Quartile
74a	Tenant satisfaction - overall service with landlords	^ 85	a	79.86	85	81.5	77
74b	Overall service with landlord - black & minority ethnic satisfaction	> 80	a	73.59	86	75	64
74c	Overall service with landlord - non black & minority ethnic satisfaction	^ 85	a	79.99	85	82	76.25
75a	Tenant satisfaction – opportunity for participation in management	^ 71	a	65.39	70	66	62
75b	Opportunity for participation in management - black & minority ethnic satisfaction	> 75	a	65.92	75.75	66	50
75c	Opportunity for participation in management – non black & minority ethnic satisfaction	^ 70	a	65.91	70	66	62
164	CRE code of practice & Good Practice Standards - harassment	Yes	a	32%			
183a	Length of stay in bed & breakfast	^ 0.00	a	5.86	1.18	5.00	8.80
183b	Length of stay in hostels	^ 0.00	a	13.83	0.00	9.00	22.25
184a	% LA homes which were non-decent at start of year	> 42	b	31	15	29	46
184b	Change in proportion on non-decent homes Negative means deterioration in stock	> 23.8	a	9.5	26.6	15.8	4.5
185	Responsive repairs (non-emergency), appointments made & kept	^ 95.9*	a	43.4	83.2	39.8	0.0
<b>BENEFITS</b>							
76a	Number of claimants visited per 1000 caseload	V 62.74	b	202.73	304.00	200.00	64.11
76b	Number of investigators per 1000 caseload	V 0.19	b	0.39	0.48	0.35	0.26
76c	Number of investigations per 1000 caseload	> 36.19	b	49.61	61.70	41.45	32.87
76d	Number of prosecutions and sanctions per 1000 caseload	^ 6.51	a	4.39	5.83	3.37	1.77
78a	Avg. time new claims	^ 32.0	a	40.4	31.0	38.4	46.3
78b	Avg time change in circumstances	> 8.0	a	11.4	7.2	9.7	13.0
78c	Renewal claims on time	^ 82.00	a	68.61	81.08	70.15	58.90
79a	Case processed correctly	> 8.00	a	97.55	99.00	98.00	96.80
79b	Recovery of overpaid benefit	V 25.00*	b	49.11	55.60	47.26	39.32
80a	User satisfaction with - Contacting the office	^ 84.00	a	79.85	84.00	81.00	76.00
80b	User satisfaction with – Service in the office	^ 86.00	a	81.38	86.00	83.00	78.00
80c	User satisfaction with – Telephone service	> 5.00	a	72.56	80.00	74.00	67.00
80d	User satisfaction with – Staff in the office	^ 86.00	a	82.37	86.00	83.00	79.00
80e	User satisfaction with – Clarity of forms/leaflets	^ 68.00	a	63.75	67.50	63.00	60.00
80f	User satisfaction with – Time taken to inform	^ 80.00	a	71.93	77.00	73.00	67.00

BVPI	DESCRIPTION	WDC Result	Above (a) or below (b) average	Districts			
				Average /% 'Yes'	Best Quartile	Median	Worst Quartile
80g	User satisfaction with – Overall satisfaction	^ 86.00	a	79.98	84.00	81.00	77.00
<b>ENVIRONMENT</b>							
199	Proportion of local streets failing to meet cleanliness standards	V 28.0	b	19.1	12.0	18.1	25.2
82a	% of household waste recycled	V 10.50	b	14.22	16.86	13.86	10.85
82b	% of household waste composted	^ 12.75	a	3.59	5.14	1.80	0.00
84	Kilograms of household waste collected per head	^ 375.0	a	402.3	371.7	400.8	430.3
86	Cost waste collection	34.95		39.18		38.00	
89	% of people satisfied with the cleanliness standard	> 62.00	b	62.58	68.00	63.00	58.00
90a	% of people satisfied with household waste collection	> 87.00	a	85.75	90.00	87.00	83.00
90b	% of people satisfied with waste recycling	> 73.00	a	71.21	75.50	72.00	67.00
91	Pop served by a kerbside collection of recyclables	> 95.0	a	88.21	100.00	95.60	84.95
<b>PLANNING</b>							
106	New homes on brown field sites	> 52.00	b	64.49	86.00	66.00	45.20
107	Planning cost	15.57					
109a	Planning major apps in 13 weeks	> 46.00	b	51.79	63.58	51.86	40.25
109b	Planning minor apps in 8 weeks	> 64.00	a	61.11	71.00	61.00	52.00
109c	Planning other apps in 8 weeks	> 81.00	a	78.77	86.00	80.00	73.98
111	% of applicants satisfied with the planning service	^ 82.00	a	75.11	81.00	75.00	70.00
179	Standard searches in 10 working days	^ 100.00	a	93.10	100.00	99.47	93.28
188	Decisions delegated to officers	V 75.0	b	85.82	91.00	87.20	82.00
200a	Do you have a development Plan?	No	b	42%			
200b	Are there any proposals?	Yes	a	40%			
<b>ENVIRONMENTAL HEALTH &amp; TRADING STANDARDS</b>							
166a	Environmental Health -Good practice checklist	> 70.7	b	76.52	90.00	80.00	68.40
<b>CULTURE</b>							
114	Score on 'Creating Opportunity' checklist	^ 100.0	a	77.43	100.00	100.00	67.00
119a	% satisfied - sports & leisure	^ 61.00	a	55.01	60.25	55.00	50.00
119c	% satisfied – museums	^ 60.00	a	40.94	50.00	41.00	30.75
119d	% satisfied – arts activities/venues	^ 57.00	a	46.66	56.00	48.00	35.00
119e	% satisfied – parks / open spaces	^ 86.00	a	72.43	77.00	73.00	68.00
170a	Visits/ usages of museums	^ 3477	a	597	670	243	71
170b	Visits/usages in person	^ 852	a	328	427	147	50
170c	School pupil visits to museums	> 1503	b	2692	2754	1122	187
<b>COMMUNITY SAFETY</b>							
126	Burglaries per 1,000 households	14.20					
127a	Violent offences by a stranger	5.80					

BVPI	DESCRIPTION	WDC Result	Above (a) or below (b) average	Districts			
				Average /% 'Yes'	Best Quartile	Median	Worst Quartile
127b	Violent offences in a public place	10.50					
127c	Violent offences in connection with licensed premises	1.80					
127d	Violent offences committed under influence	4.80					
128	Vehicle crimes per 1,000 population	11.60					
174	Racial incidents involving the local authority	0.00					
175	Racial incidents resulting in further action	N/A		64.28	100.00	100.00	0.00
176	Domestic violence refuge places	<b>V</b> 0.00	b	0.38	0.64	0.04	0.00
<b>COMMUNITY LEGAL SERVICES</b>							
177	Legal & advice expend on Quality Mark services	> 64.0	a	53.1	100.0	54.3	6.4
<p><b>* = Doubts expressed about arrangements for producing the information, # = Required information not provided</b></p> <p><b>A blank space means that the BVPI was not relevant to the authority either because it did not provide the service or because its answer to another BVPI made the blank BVPI unnecessary.</b></p> <p><b>For example, if BV 174 is 0 than BV 175 would be blank as there were no incidents for which to take further action.</b></p>							
<p><b>^ Best Quartile - 32 44%</b></p>							
<p><b>&gt; Mid Quartiles - 32 44%</b></p>							
<p><b>V Worst Quartile - 8 11%</b></p>							
<p>Above Average - 57 (73%)</p> <p>Below Average - 27 (40.7%)</p>							
<p><b>Community Safety BVPIs</b></p> <p>The high level of qualification on these BVPIs reflects the outcome of the police forces data quality audit. It is therefore not a reflection of the data collection systems of the local authority.</p> <p><b>Quartile statistics</b></p> <p>This year, where possible, we have used the terms 'top' and 'bottom' quartile in the statistics. In previous years we have produced strictly numeric '25th' and '75th' percentiles. We have changed this because feedback from authorities was that it would be useful to have an indication as to what was good performance. Where it is not clear which quartile constitutes the better performance, the quartile is not provided</p>							
<p><b>BVPI 180</b></p> <p>Authorities were not required to produce this data for BV180 and have not been penalised for this. Note that this data is not audited</p>							

