

## 7 Performance Indicators - Important Corporate Matters

### Performance Indicators - Important Corporate Matters

The following performance indicators do not relate directly to our three corporate priorities but they are still of importance. We will be monitoring progress of these PIs through quarterly reports to the Senior Management Team and Cabinet.

To assist the reader this set of PIs are out in **Tables 24 to 32** under the following sub-headings.

Table Number	Table Title	Table Number	Table Title
<b>24</b>	Performance Management & Corporate Health	<b>29</b>	Community Safety & Community Services
<b>25</b>	Income, Finance & Efficiency	<b>30</b>	Housing Provision
<b>26</b>	Satisfaction with Services & Service Delivery	<b>31</b>	A Better Future through Partnership
<b>27</b>	Quality of Service	<b>32</b>	A Sustainable Future for South Cambridgeshire
<b>28</b>	Cleaner Villages & Environmental Quality		

Table 24 - Performance Management &amp; Corporate Health

#	PI Description	Past Performance					Future Targets		
		05/06			06/07		07/08	08/09	09/10
		Target	Actual	Upper Quartile	Target	Actual	Target	Target	Target
<b>Performance Management</b>									
BV12	Working days lost to sickness per FTE employee	11	10.75	8.29	10.5	10.7	10	9.5	9
SX27	% of BV PIs in top quartile	40%	27%		42%	Note 1	45%	50%	50%
SX28	% of BV PIs which have improved	45%	44%		60%	tbc	62%	65%	70%
SX29	% of BV and Local PIs which have improved	55%	53%		58%	Note 2	60%	65%	70%
SX32	% of BV PIs which have worsened	25%	30%		20%	Note 2	17.5%	15%	10%
SX33	% of BV and Local PIs which have worsened	20%	35%		17.5%	Note 2	15%	12.5%	10%
<b>Corporate Health</b>									
SF713	Average spending on training per employee	£400	£250		£450	£290	Note 3	Note 3	Note 3
SF714	% staff who think Council is good employer to work for	80%	80%		83%	56%	2 yearly	75%	2 yearly
			Note 4			Note 4			
SF715	% councillors attending at least one training session (Note 5)	85%	61.4%		68%	tbc	72%	78%	85%
SX5	% employees leaving voluntarily	10%	10.11%		13%	12.5%	13%	12%	12%
SX20	% staff with completed staff appraisal (Note 6)	100%	100%		100%	tbc	100%	100%	100%

**Note 1: SX27** - This data will not be available until the DCLG publishes the national comparative information in December 2007.

**Note 2: SX29, 32 & 33** – These figures may change once the data has been audited in September 2006.

**Note 3: SF713** - Training criteria to be revised into a more accurate 'measurement of training effectiveness'.

**Note 4: SF714** - Results from the bi-ennial suveys in 04/05 and 06/07.

**Note 5: SF715** - The 05/06 target was not achieved as the budget was cut from £11,560 to £5,560 due to capping.

**Note 6: SX20** - Some appraisals were not completed on time, due to workload and restructuring pressures. The deadline was extended to 31st May 2007.

Table 25 - Income, Finance & Efficiency

#	PI Description	Past Performance					Future Targets		
		05/06			06/07		07/08	08/09	09/10
		Target	Actual	Upper Quartile	Target	Actual	Target	Target	Target
BV9	% Council Tax collected	98.6%	98.2%	98.5%	98.8%	98.8%	98.9%	99%	99.2%
BV10	% non-domestic rates received	98.8%	98.6%	99.3%	99%	99.6%	99.7%	99.8%	99.9%
BV66a	% rent collected	98%	97.29%	98.84%	98%	97.8%	98%	98.2%	98.4%
BV66b	% tenants with more than 7 weeks arrears	Not set	6.03%	3.395	5.5%	4.9%	4.7%	4.5%	4.3%
BV66c	% arrears tenants with Notices Seeking Possession served	Not set	20.18%	13.55%	30%	13.6%	13%	12.5%	12%
BV66d	% tenants evicted due to arrears	0%	0%	0%	0%	0%	0%	0%	0%
BV76a	Benefit claimants visited per 1,000 caseload	415	421	N/A	400	400	N/A	N/A	N/A
BV76b	Fraud investigators employed per 1,000 caseload	0.19	0.18	N/A	0.17	0.17	0.16	0.16	0.16
BV76c	Fraud investigations per 1,000 caseload	45	43.91	N/A	44	25.33	tbc	tbc	tbc
BV76d	Prosecutions/sanctions per 1,000 caseload	7.5	10.09	N/A	10	9.5	10	10	10
BV78a	Average days to process new Benefit claims	27	25.4	25.5	30	30	26	25.5	25
BV78b	Average days to process notifications of changes in Benefit circumstances	7	8.5	8.5	8.9	8.9	8	7.5	7
BV79a	% cases where benefit calculation was correct	99.1%	98%	99%	99%	98.5%	99%	99%	99%
BV79bi	% overpayment recovered excl: Council Tax. (was BV79b)	Not set	51%	79.46%	52.5%	65%	tbc	tbc	tbc
BV79bii	% Housing Benefit overpayments recovered	Not set	28.04%	41.22%	29%	33%	35%	37%	39%
BV79biii	% Housing Benefit overpayments written off	Not set	3.27%	N/A	3%	3%	2.9%	2.8%	2.7%
BV109a	% major planning applications in 13 weeks	57%	62%	75%	65%	84.69%	>70%	>70%	>70%
BV109b	% minor planning applications in 8 weeks	65%	68%	80%	70%	69.34%	71%	73%	75%

#	PI Description	Past Performance					Future Targets		
		05/06			06/07		07/08	08/09	09/10
		Target	Actual	Upper Quartile	Target	Actual	Target	Target	Target
BV109c	% other planning applications in 8 weeks	85%	84%	92%	85%	84.24%	86%	87%	88%
SF706	Percentile (%) position in the CIPFA benchmarking group for rate of return on investments.	Note 1	tbc		Note 1	Note 3	Note 1	Note 1	Note 1
SF707	% variation GF outturn and the original Budget	<3%	10%		<3%	tbc	<3%	<3%	<3%
SX17	Income (£000's) from other funding agencies as result of the Community Services capital grants programme	105	195		150	tbc	160	170	180

**Note 1: SF706** - The annual target is "to achieve a greater return than the CIPFA average over a 5-year rolling period".

**Note 2: SF706** - South Cambridgeshire achieved an 05/06 rate of return of ? %, which resulted in our being second out of a group of 139 authorities that reported to CIPFA. The rate of return for the 139 authorities ranged from ?% to ?% and the average was ?%.

**Note 3: SF706** - The actual is not known as it depends on the CIPFA benchmarking group performance, which will not be known until late in 2007.

Table 26 - Satisfaction with Services &amp; Service Delivery

#	PI Description	Past Performance					Future Targets		
		05/06			06/07		07/08	08/09	09/10
		Target	Actual	Upper Quartile	Target	Actual	Target	Target	Target
<b>Satisfaction with Services</b>									
BV111	% planning applicants satisfied	80%	63%	81%	80%	56%	80%	80%	80%
		Note 1	Note 1	Note 1					
SE223	% pest control customers satisfied with the service	93%	95%		91%	N/A	91%	92%	93%
SE226	% satisfied with the way their EH request was handled	92%	86%		92%	N/A	93%	93%	93%
SH328	% tenants who returned slip, satisfied with refurbishments	90%	91%		92%	92%	94%	95%	95%
SP908	% satisfaction of listed building applicants	90%	90%		90%	90%	90%	90%	90%
SX4	% satisfied with how they can contact the Council	Not set	58%		65%	N/A			Not set
			Note 1			Note 2			Note 2
<b>Service Delivery</b>									
BV212	Average days to re-let council houses (was SH308)	30	29	27	21	42	36	32	27
SE224	% missed collections put right within time limits - was SE200	95%	100%		100%	100%	100%	100%	100%
SE225	% pest control first treatments within 4 working days	90%	85%		83%	93%	90%	90%	90%
SH301	% non-urgent repairs completed in time	92%	83%		93%	82%	Deleted 07/08		
SH309	% urgent repairs completed within government time limits	96%	96%		96%	98%	96%	96%	tbc
SH310	Average calendar days to complete non-urgent response repairs	20	17		16	16	15	14	tbc

#	PI Description	Past Performance					Future Targets		
		05/06			06/07		07/08	08/09	09/10
		Target	Actual	Upper Quartile	Target	Actual	Target	Target	Target
SP902	% Planning decisions delegated to officers	90%	90%		90%	90%	90%	90%	90%
SP921	% of household planning applications within 8 weeks	87%	87%		90%	89.37%	90%	90%	90%
SP925	% building control applications decided within relevant period	90%	99%		99%	99%	99%	99%	99%
SX25	Average days to respond to standard search, received by post	8	8		10	10	8	6	4
SX26	Average days to respond to standard search, received electronically.						2 Note 3	2	2

**Note 1: BV111 & SX4** - These are the 03/04 3-yearly results.

**Note 2: SX4** - The government did not ask this question in the 06/07 3-yearly survey.

**Note 3: SX26** - Progress in reaching this standard is dependent on progress on data conversion and the introduction of ICT systems. The ICT system was not fully in place in April 2007.

Table 27 - Quality of Service

#	PI Description	Past Performance					Future Targets		
		05/06			06/07		07/08	08/09	09/10
		Target	Actual	Upper Quartile	Target	Actual	Target	Target	Target
BV204	% appeals allowed against planning application refusals	36%	28.6%	25%	36%	33%	36%	36%	36%
BV205	Score against a planning quality of service checklist	90%	90%	94%	90%	90%	90%	90%	90%
SE201	Collections missed per 100,000 collections of household waste	50	45		50	45	45	40	40
SH327	% repairs where appointment was made & kept (Note 1)	92%	94%		94%	94%	95%	96%	96%

Note 1: **BV185** - This was deleted as a national PI after 04/05. It was retained as a valued local PI and was renumbered from BV185 to SH327.



Table 28 - Cleaner Villages &amp; Environmental Quality

#	PI Description	Past Performance					Future Targets		
		05/06			06/07		07/08	08/09	09/10
		Target	Actual	Upper Quartile	Target	Actual	Target	Target	Target
<b>Cleaner Villages</b>									
BV199a	% land/highways with combined deposits/litter and detritus	33%	30%	8%	29%	29%	25%	23%	23%
BV199b	% relevant land/highways with unacceptable graffiti visible	Not set	6%	0%	6%	8%	5%	3%	1%
BV199c	% relevant land/highways with unacceptable visible fly-posting	Not set	3%	0%	3%	7%	2%	1%	1%
BV199d	Reduction in fly-tipping incidents and increase in enforcement (Note 1)	Not set	1	N/A	1	1	1	1	1
<b>Environmental Quality</b>									
BV216a	Land contamination 'sites of potential concern'	Not set	551	N/A	540	511	500	440	396
BV216b	% of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary	Not set	9%	8%	15%	10%	12%	12%	12%
BV219a	Total number of conservation areas	84	84	N/A	85	85	86	86	86
BV219b	% conservation areas with up-to-date character appraisal	10.71%	10.71%	26%	16.47%	16.47%	25%	29%	32%
BV219c	% conservation areas with published management proposals	10.71%	10.71%	5.5%	16.47%	16.47	25%	29%	32%
SP903	% buildings taken off buildings at risk register	8%	3%		6%	9%	6%	7%	7%
SP904	Historic buildings improved as result of LA action	22	21		15	15	16	17	17
SP905	Metres hedges/hedgerow trees created with LA support	4,200	4,200		4,400	2,020	4,600	4,700	4,700
SP931	Landscape schemes implemented	70	39		72	72	80	90	100

**Note 1: BV199d** - There are 4 possible scores (i.e. 1, 2, 3 or 4) and 1 is the highest achievable (otherwise scored as 'Very Effective'. A score of 1 indicates that the authority 'decreased the number of incidents of fly-tipping and increased the number of enforcement actions'.

Table 29 - Community Safety & Community Services

#	PI Description	Past Performance					Future Targets		
		05/06			06/07		07/08	08/09	09/10
		Target	Actual	Upper Quartile	Target	Actual	Target	Target	Target
<b>Community Safety</b>									
BV218a	% abandoned vehicle new reports investigated within 24 hours	85%	76%	96.12%	85%	90%	95%	97%	98%
BV218b	% abandoned vehicles removed within 24 hours of when LA legally entitled to remove the vehicle	80%	85%	93.95%	85%	80%	90%	95%	95%
BV225	Actions against domestic violence (Replaces BVI76)	Not set	54.5%	N/A	91%	tbc	91%	91%	91%
SX7	% feeling safe outside during the day (Note 1)	95%	93%				95%		95%
SX8	% feeling safe outside at night (Note 1)	73%	64%				73%		73%
SX9	% feeling safe alone in home after dark (Note 1)	88%	84%				88%		88%
<b>Community Services</b>									
SX15	% Dual Use Strategy work completed	66%	66%		88%	77%	100%	100%	100%

**Note 1: SX7, 8 & 9** – These are identified from 2-yearly surveys carried out Countywide.

Table 30 - Housing Provision

#	PI Description	Past Performance					Future Targets		
		05/06			06/07		07/08	08/09	09/10
		Target	Actual	Upper Quartile	Target	Actual	Target	Target	Target
BV64	Private sector vacant dwellings returned into occupation or demolished as a direct result of LA action	2	0	38	2	5	2	2	2
BV183a	Weeks in B&B of relevant homeless households – Note 1	3	5	1.35	3	3.5	2	2	2
BV183b	Average weeks in hostels of relevant homeless households	28	29	0	24	34.9	24	20	16
BV184a	% council houses which were non-decent at 1 <sup>st</sup> April 2006	11%	10%	12%	5%	3.73%	2%	0%	0%
BV184b	% change of non-decent council houses at 31 Mar 2007	79%	63.8%	29.2%	50%	-5.41%	50%	0%	0%
BV203	% annual change in average number of families in temporary accommodation under homelessness legislation	0%	-3.14%	-17.82%	-5%	-9.5%	-6%	-5%	-5%
BV213	Homelessness cases prevented per thousand households	Not set	1%	5%	1%	1%	1%	1%	1%
BV214	% households accepted as homeless who were previously accepted as homeless	3%	2.4%	0	2%	0%	2%	2%	2%

**Note 1: BV183a** – The national standard for 05/06 and again for 06/07 is to achieve a performance of ‘under 6 weeks’.

Table 31 - A Better Future through Partnership

#	PI Description	Past Performance					Future Targets		
		05/06			06/07		07/08	08/09	09/10
		Target	Actual	Upper Quartile	Target	Actual	Target	Target	Target
BV226a	Spend on advice/guidance services provided by external organisations (Replaces BV177)	New 05/06	Nil		Not set Note 5	tbc	Not set	Not set	Not set
BV226b	% spent on advice/guidance service given to organisations with CLS Quality Mark at "General Help" level and above	New 05/06	Nil		Note 5	tbc	Note 5	Note 5	Note 5
BV226c	Spend on advice/guidance in housing, welfare benefits and consumer matters, provided directly by LA to the public (000's).	New 05/06	£170.80 Note 1		Not set	tbc	Not set	Not set	Not set
SF710	% satisfied they can influence local decisions (Note 2)	25%	17%				25%		25%
SH302	% Tenants satisfied with response repairs	91%	95%		95%	94%	95%	95%	95%
SX1	% turnout for local elections	68%	68.6%		Note 3	42% Note 3	42% Note 3	43% Note 3	69% Note 6
SX2	% households returning annual canvas form	96.5%	95.8%		96.5%	98.4%	99%	99%	99%
SX3	% residents who feel the council lets them know what it is doing and listens to their concerns (Note 4)	Actual 00/01 70%	Actual 03/04 70%		72%	54%			70%
SX16	Villages with completed Parish plans	10	16		20	tbc	24	28	30

**Note 1: BV226c** – The actual estimated figure is £170,830. This is based on a proportion of the total salary budget for the Housing Advice and Homelessness section. We are required to supply an estimate of staff time spent on giving Homelessness Advice. The data will not be subject to audit.

**Note 2: SF710** – Obtained through the countywide 2-yearly Quality of Life Survey.

**Note 3: SX1** - Local elections will take place in a third of the district in 2006 and 2007. The scope for publicity is reduced for these localised elections and turnout is likely to be relatively low.

**Note 4: SX3** – Data is obtained from a 3-yearly national survey and the 04/05 figure is the 03/04 actual.

**Note 5: BV226a** - Replaced BV177 in 05/06. Target not set as this is an unclear PI. Only broad cost estimates are required. Data will not be subject to potential qualification for 06-07. Quartile data will not be published.

**Note 6: SX1** - The target assumes this will be a general election year.

Table 32 - A Sustainable Future for South Cambridgeshire

#	PI Description	Past Performance					Future Targets		
		05/06			06/07		07/08	08/09	09/10
		Target	Actual	Upper Quartile	Target	Actual	Target	Target	Target
BV8	% undisputed invoices paid within 30 days	98%	95.21%	97.3%	97%	96%	97%	97%	97%
BV63	Average SAP rating of council houses	65%	65%	69%	66%	64% Note 2	65%	66%	67%
BV82ai	% tonnage of household waste recycled	18%	18.1%	21.72%	19%	18%	20%	21%	22%
BV82aii	Tonnage household waste sent for recycling	10,000	10,615	9,083	10,700	10,500	11,200	11,700	12,200
BV82bi	% household waste composted or anaerobically digested	30%	31.3%	14.67%	31%	32%	32%	34%	35%
BV82bii	Tonnes household waste composted or anaerobically digested	17,000	18,330	6,050	18,000	18,000	18,100	19,300	19,800
BV84a	Kgms household waste collected per head	433	434.2	381	440	440	445	450	450
BV84b	% change in kilograms household waste collected per head	1.1%	2.87%	-3.22%	1.34%	1.38%	1.14%	1.12%	0%
BV91a	% served by one recyclable kerbside collection	100%	100%	100%	100%	100%	100%	100%	100%
BV91b	% served by two recyclable kerbside collection	100%	100%	100%	100%	100%	100%	100%	100%
BV106	% new homes built on previously developed land	27%	33%	89.36%	37%	37%	37%	37%	37%
BV200a	Did authority submit the LDS by 28 <sup>th</sup> March?	Yes	Yes	N/A	Yes	Yes	Yes	Yes	Yes
BV200b	Has the authority met the LDS milestones? (amended 05/06)	Yes	Yes	N/A	Yes	Yes	Yes	Yes	Yes
BV200c	Did authority publish monitoring report by December?	Yes	Yes	N/A	Yes	Yes	Yes	Yes	Yes
SP901	Hectares of local nature reserve per 1,000 population	6.78	10.59		10.8	11.03	11	11.2	12
SX21	% SCDC single car users (Note 1)	49%	64%		60%	66%	55%	49%	49%

**Note 1: SX21** - As part of the move to Cambourne the agreed planning permission required the authority to achieve a target of 49%.

**Note 2: BV63** - A stock condition survey was carried out in November 2006, which resulted in a SAP rating of 63%. An adjustment has been made for improvements up to 31st March 2007.

## 8 Performance Indicators - Other National Best Value

The performance indicators in **Table 33** are national Best Value indicators, which we must include in this Performance Plan but which we will not closely monitor in 06/07. This may be because we do not value them locally or because they are only record the results of 3-yearly surveys.

**Table 33 - Other National PIs (i.e. Not valued locally for 2007/08)**

#	PI Description	Past Performance					Future Targets		
		05/06			06/07		07/08	08/09	09/10
		Target	Actual	Upper Quartile	Target	Actual	Target	Target	Target
BV2a	The authority's level of the CRE's Standard	1	0	N/A	1	0	2	2	2
BV2b	Score against a Race Equality Scheme checklist	15%	26%	73%	35%	tbc	45%	45%	tbc
BV3	% satisfied with the overall council service (Note 1)	72%	60%	61%	65%	57%			65%
BV4	% satisfied with handling of complaints (Note 1)	45%	30%	37%	40%	32%			40%
BV11a	% top-paid 5% of LA staff who are women	30%	30%	31.25%	35%	32%	37%	38%	38%
BV11b	% top 5% of LA staff who are from an ethnic minority	0.2%	0%	3.37%	4%	0%	4%	4%	4%
BV11c	% top-paid 5% of staff who have a disability	Not set	0%	5.91%	4%	4%	4%	4%	4%
BV14	% employees retiring early (excl: ill-health retirements)	0%	0%	0%	0%	0%	0%	0%	0%
BV15	Ill health retirements as % of total	0.4%	0.4%	0%	0.4%	0.4%	0.4%	0.4%	0.4%
BV16a	% staff meeting the Disability Discrimination Act 1995 definition	9.75%	8.14%	4.37%	9.5%	9.5%	10%	10.5%	11%
BV16b	% economically active residents disabled as proportion of total	10%	10%	N/A	10%	10%	10%	10%	10%
BV16c	Local PI = BV16a/b		81.4%		100%	100%	100%	100%	1005
BV17a	Ethnic minority community staff as % of total	1.8%	1.4%	2.7%	1.5%	1.7%	2%	2%	2.5%
BV17b	% economically active ethnic community people		3.1%	N/A		3.1%	3.1%	3.1%	3.1%
BV74a	% tenant satisfaction with overall service (Note 1)	88%	81%	85%	85%	81%			83%



#	PI Description	Past Performance					Future Targets		
		05/06			06/07		07/08	08/09	09/10
		Target	Actual	Upper Quartile	Target	Actual	Target	Target	Target
BV74b	% BME tenants satisfaction with service (Note 1)	88%	75%	86%	85%	67%			83%
BV74c	% non-black/minority tenants satisfied with service (Note 1)	88%	81%	85%	85%	81%			83%
BV75a	% tenants satisfied with participation in decisions (Note 1)	60%	62%	70%	70%	53%			65%
BV75b	% black/minority ethnic tenants satisfied with participation in decision making (Note 1)	60%	100%	76%	70%	50% Note 3			65%
BV75c	% non-black/minority ethnic tenants satisfied with participation in decision making (Note 1)	60%	62%	70%	70%	53%			65%
BV80a	% satisfied with ability to contact benefits office (Note 1)	85%	80%	84%	84%	73%			tbc
BV80b	% satisfied with the office benefit service (Note 1)	88%	79%	86%	86%	72%			tbc
BV80c	% satisfied with benefits telephone service (Note 1)	80%	83%	80%	80%	76%			tbc
BV80d	% satisfied with staff in benefits office (Note 1)	87%	83%	86%	86%	77%			tbc
BV80e	% satisfied with clarity of benefit forms etc (Note 1)	70%	63%	67.5%	67.5%	57%			tbc
BV80f	% satisfied with time of benefit claim success advice (Note 1)	85%	79%	77%	77%	70%			tbc
BV80g	% satisfied with benefits service overall (Note 1)	80%	84%	84%	84%	77%			tbc
BV86	Cost of waste collection per household	£47.89	£46.74	£40.28	£49.08	<£47.37	£46.19	£48.04	£49.96
BV89	% people satisfied with cleanliness standards (Note 1)	72%	63%	68%	70%	74%			Not set
BV90a	% satisfied with recycling/household waste collection (Note 1)	91%	87%	90%	91%	84%			Not set
BV90b	% satisfied with recycling facilities (Note 1)	75%	68%	75.5%	78%	69%			Not set
BV119a	% satisfied with Sports/Leisure services (Note 1)		53%	60.25%	60%	54%			60%
BV119c	% satisfied with Museums and Galleries (Note 1)		45%	50%	60%	44%			60%
BV119d	% satisfied with Theatres/Concert Halls (Note 1)		47%	56%	65%	45%			60%

## Performance Indicators - Other National Best Value

#	PI Description	Past Performance					Future Targets		
		05/06			06/07		07/08	08/09	09/10
		Target	Actual	Upper Quartile	Target	Actual	Target	Target	Target
BV119e	% satisfied with Parks and Open Spaces (Note 1)		74%	77%	80%	74%			70%
BV119f	% satisfied with Cultural and Recreational facilities		46%	No data	50%	Note 4			Note 4
BV126	Domestic burglaries per 1,000 households	5.64	6.07	5.7	5.36	6.3	5.06	Not set	Not set
BV127a	Violent offences by a stranger per 1,000 population	8.35	5.95	11.1	8.35	5.7	8.35	Not set	Not set
BV127b	Violent offences in a public space per 1,000 population	0.13	0.2	0.2	0.13	0.1	0.13	Not set	Not set
BV128	Vehicle crimes per 1,000 population	7.37	6.4	6.4	6.9	7.4	6.43	Not set	Not set
BV156	% LA buildings open to all public and accessible to the disabled	100%	100%	87.5%	100%	100%	100%	100%	100%
BV164	Council follows CRE code of practice in rented housing.	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
BV166a	EH checklist score of enforcement best practice	85%	87%	98.7%	87%	87%	90%	100%	100%
BV170a	Visits to/usage of museums per 1,000 population	95	102	861	95	99	76	77	100
BV170b	Visits to/usage of museums in person per 1,000 population	84	90	460	87	89	68	69	80
BV170c	Visits to museums & galleries by pupils in organised groups	2,600	1,293	3,302	1,800	1,377	2,000	2,200	2,400
BV174	% racial incidents recorded per 100,000	Not set	0.77%	N/A	1.54%	tbc	2.31%	3.08%	tbc
BV175	% Racial incidents resulting in further action	100%	100%	100%	100%	100%	100%	100%	100%
BV202	People sleeping rough on a single night	<10	<10	0	<10	<10	<10	<10	<10
BV217	% pollution control improvements completed on time	90%	66%	100%	70%	100%	100%	100%	100%

**Note 1: Various** - These PIs are subject to 3-yearly surveys. The 05/06 upper quartile figures are from 03/04 and the 06/07 target was set to achieve that performance.

**Note 2: BV127a/b** – The definition was changed in 05/06 but the PI number was not. It will not be possible to compare future performance with that before 05/06.

**Note 3: BV75b** - Only one person responded to this question, which makes it statistically unviable.

**Note 4: BVI 19f** - The government did not ask this question in 06/07.