

### Schedule 1

(Where Performance is above National Top Quartile or Estimated Top Quartile Target Levels)

Performance Indicator description	Department	Indicator Reference	GBC Target 2000/01	GBC Projected Outturn 2000/01	GBC Target 2001/02	Comment
Did the authority adopt a Local Agenda 21 Plan (as set out in 'sustainable local communities for the 21st Century') by 31 December 2000?	DEPS	BVPI 1	Yes	Yes LA21 Plan adopted May 2000	PI Removed	
The level of the Commission for Racial Equality's 'Standard for Local Government' to which the authority conforms.	CE	BVPI 2	Level 1	Level 1	L - <b>Level 2</b>	
The number of complaints to an Ombudsman classified as Maladministration	C&S	BVPI 5a, BV 5	0	0	L - <b>0</b>	
The number of complaints to an Ombudsman which were classified as: Local settlement.	C&S	* BVPI 5b	all	3	PI Removed	
% turnout for local elections.	C&S	BVPI 6, BV 6	36.20%	36.20%	L - <b>36% (SCC Elections)</b>	
% of electoral registration form 'A' returned.	C&S	*BVPI 7	95%	95%	PI Removed	
Proportion of Council Tax collected.	BT	BVPI 9, BV 9	TQ - 98.2% L - 99%	99%	TQ - <b>97.9%</b> L - <b>99%</b>	
The percentage of business rates which should have been received during the year that was received.	BT	BVPI 10, BV 10	TQ - 98.7% L - 99% (AD - 97%)	98.70%	TQ - <b>98.6%</b> L - <b>99%</b>	
Early retirements over 50 by redundancy or efficiency of service as a % of total workforce.	CE	BVPI 14, BV 14	TQ - 0% L - 0.45%	0%	TQ - <b>0.45%</b>	
Ill health retirements as a % of the total workforce.	CE	BVPI 15, BV 15	TQ - 0% L - 0.35%	0.35%	TQ - <b>0.35%</b>	
Minority ethnic community as a % of the total workforce.	CE	*BVPI 17	2.00%	2.15%	PI Removed	
The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority.	H&H	BVPI 62, BV 62	2.3%	2%	L - <b>2.3%</b>	
Energy Efficiency - the average SAP rating of local authority owned dwellings.	H&H	BVPI 63, BV 63	58	58	L - <b>59</b>	GBC is above national average and improving.
The proportion of private sector dwellings that have been vacant for more than 6 months at 1 April that are returned into occupation during 2000/01 as a direct result of action by the local authority.	H&H	BVPI 64, BV 64	To be set	end of year PI.	L - <b>To reduce the est. 30 long term private sector dwellings by 10%</b>	

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Local authority rent collection and arrears: rent arrears of current tenants as a proportion of the authority's rent roll.	H&H	BVPI 66b, BV 66b	2.00%	2.00%	L - <b>1.9%</b>	
Local authority rent collection and arrears: rent written off as not collectable as a proportion of the authority's rent roll.	H&H	BVPI 66c, BV 66c	less than 0.3%	0.25%	L - <b>less than 0.3%</b>	
Proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days.	H&H	BVPI 67, BV 67	95%	95%	L - <b>100%</b>	
Energy Efficiency - the average annual charge in the average SAP rating of local authority owned dwellings.	H&H	*BVPI 70	End of year PI	Information too costly to collect more than annually. GBC's current position is above national average and set to improve.	PI Removed	
The number of local authority dwellings receiving renovation work during 2000/01 as a proportion of the number needing renovation work at 1 April 2000	H&H	BVPI 71, BV 71	To equal budget divided by baseline x 100	Baseline cannot be established until property survey completed.	L - Stock Condition Survey results for year 2000 show Guildford's housing to be in good condition. These results will provide a new baseline for this BVPI.	
% of urgent repairs completed within Government time limits.	H&H	BVPI 72, BV 72	91%	91%	L - <b>93%</b>	
The average time taken to complete non-urgent responsive repairs.	H&H	BVPI 73, BV 73	28	18	L - <b>28 days</b>	
Strategic objective: Security whether the LA has a written a proactive strategy for combating fraud and error which embraces specified initiatives including those sponsored by the Department of Social Security which is communicated regularly to all staff	BT	BVPI 76, BV 76	Yes	Yes	L - <b>Yes</b>	
The average cost of handling a HB or CTB claim, taking into account differences in the types of claim received.	BT	BVPI 77, BV 77	£90	£90	L - <b>90</b>	
Average time for processing new claims.	BT	BVPI 78a, BV 78a	20 days or less	Private tenants 18 days; Council Tenants 18 days, Council Tax 19 days.	L - <b>20</b>	

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Average time for processing notifications of changes of circumstances.	BT	BVPI 78b, BV 78b	18 days or less	4 days	L - <b>10</b>	
Percentage of renewal claims processed on time.	BT	BVPI 78c, BV 78c	90%	90%	L - <b>95%</b>	
The % of recoverable overpayments (excluding Council Tax) that were recovered in the year	BT	BVPI 79b, BV 79b	80% (AD - 53%)	80%	L - <b>85%</b>	
User Satisfaction survey: Satisfaction with the facilities when contacting the benefits office.	BT	BVPI 80a, BV 80a	80%	88.11% (all claims)	L - <b>90%</b>	
Satisfaction with service in actual office.	BT	BVPI 80b, BV 80b	80%	89.68% (all claims)	L - <b>90%</b>	
Satisfaction with telephone service	BT	BVPI 80c, BV 90c	80%	86.89% (all claims)	L - <b>90%</b>	
Satisfaction with staff in the benefits office.	BT	BVPI 80d, BV 80d	80%	91.11% (all claims)	L - <b>90%</b>	
Satisfaction with clarity of literature produced by the benefits office.	BT	BVPI 80e, BV 80e	80%	66.54% (all claims)	L - <b>90%</b>	
Satisfaction with time taken to provide confirmation of whether a claim was successful.	BT	BVPI 80f, BV 80f	80%	84.29% (all claims)	L - <b>90%</b>	
Has the local authority completed a full review and assessment of air quality in its areas, including consultation with statutory consultees, in order to determine whether or not an air quality management area has to be designated	H&H	*BVPI 81	Yes	Yes (Air quality review is continuous. Stage 3 to be reported to committee in the near future).	PI Removed	
Total tonnage of household waste arising - % composted	DEPS	BVPI 82b, BV 82b	0%	0%	L - <b>1%</b>	
Kg of household waste collected per head.	DEPS	BVPI 84, BV 84	345	328	L - <b>337kg</b>	The target is 3% higher than the 2000/2001 projected outturn. This is because the industry project that waste will increase by this percentage next year.
Number of collections missed per 100,000 collections of household waste.	DEPS	BVPI 88, BV 88	60	60	L - <b>50</b>	
% of people expressing satisfaction with (a) recycling facilities, (b) household waste collection and (c) civic amenity sites.	DEPS	*BVPI 90	80%	(a) 65% (b) 97% (c) n/a	PI Removed	
% of population served by kerbside collection of recyclables or within one kilometre of a recycling centre.	DEPS	BVPI 91, BV 91	85%	85%	L - <b>95%</b>	

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% of new homes built on previously developed land.	DEPS	BVPI 106, BV 106	98%	98.60%	L - <b>97.5%</b>	
The number of pupils visiting museums and galleries in organised school groups.	Leisure	BVPI 113, BV 133	3780	3780	L - <b>3682</b>	
Spend per head of population on cultural and recreational facilities and activities.	Leisure	BVPI 116, BV 116	£21.00	£20.41	L - <b>£20.31</b>	
Feelings of public safety (using British Crime Survey).	CE	*BVPI 122	Surrey Police are responsible for the PI and will provide the necessary data.	Data available June 2001	PI Removed	Fear of Crime Survey will not be ready until June 2001
Domestic Burglaries per 1,000 households	CE	BVPI 126, BV 126	Surrey Police are responsible for the PI and will provide the necessary data.	11.2	Local	
Violent Crimes per 1,000 per population	CE	*BVPI 127	Surrey Police are responsible for the PI and will provide the necessary data.	8.5	PI Removed	
Vehicle crimes per 1,000 population	CE	*BVPI 128	Surrey Police are responsible for the PI and will provide the necessary data.	10.25	PI Removed	
Number of public disorder incidents per 1,000 population.	CE	*BVPI 130	Surrey Police are responsible for the PI and will provide the necessary data.	0.28	PI Removed	
The number of authority's buildings open to the public	CE	* AC-A1a	34	34	PI Removed	
The % of racial incidents that resulted in further action.	CE	*AC-A2b	0	100%	PI Removed	
Does the authority follow the Commission for Racial Equality's Code of Practice in rented housing?	H&H	AC-D1	Yes	Annual statement	PI Removed	
The percentage of repair jobs for which an appointment was both made and kept by the authority ( <b>put 0% if appointments are not given</b> )	H&H	*AC-D2	18.00%	20%	PI Removed	
New tenancies given to vulnerable people excluding elderly people, as a % of all new tenancies except those given to the elderly.	H&H	*AC-D4	Target to be set once definition confirmed (AD 3.80%)	End of year PI.	PI Removed	
Percentage of standard searches carried out in 10 working days	C&S	AC-G1, BV 179	99.9% (AD - 87.9%)	99.30%	L - <b>100%</b>	Although target is not met the result is better than All Districts for 1999/2000

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Number of swims and other visits per 1,000 population.	Leisure	*AC-I1a	15,015 (AD - 4,462)	15,015	PI Removed	
The number of playgrounds and play areas provided by the council, per 1,000 children under 12.	Leisure	*AC-I2a	1.62 (AD - 1.4)	1.62	PI Removed	
The percentage of these which: conform to national standards for local unequipped play areas	Leisure	*AC-I2bi	11% (AD - 0%)	11.00%	PI Removed	
The percentage of these which: conform to national standards for local equipped play areas	Leisure	*AC-I2bii	36% (AD - 7.00%)	36.00%	PI Removed	
The percentage of these which: conform to national standards for larger, neighbourhood equipped play areas.	Leisure	* AC-I2biii	7% (AD - 0.0%)	7.00%	PI Removed	
Museums: The number of museums operated or supported by the authority.	Leisure	AC-I3a, BV 169a	2	2	L - 2	
The number of those museums that are registered under the Museum & Galleries Commission registration scheme.	Leisure	AC-I3b, BV 169b	2	2	L - 2	
The number of visits/usage's to museums per 1,000 population.	Leisure	AC-I4a, BV 170a	915 (AD - 115)	915	L - 928	
The number of those visits that were in person per 1,000 population.	Leisure	AC-I4b, BV 170b	874 (AD - 89)	874	L - 907	
The net cost per visit/usage	Leisure	* AC-15	4.19 (AD - £3.58)	£4.19	PI Removed	Performance measured in visitor numbers is double the average for the rest of England while operating costs are about half the national average.
% of highways that are either of a high or acceptable standard of cleanliness.	DEPS	*AC-E1	92%	92%	PI Removed	
The number of public convenience sites provided by the Authority normally throughout the year.	DEPS	*AC-E3	16	16	PI Removed	
The percentage of food premises inspections that should have been carried out that were carried out for: High risk premises	H&H	*AC-H1a	99.5% (AD - 89%)	96%	PI Removed	
Other premises	H&H	* AC-H1b	98.7% (AD - 77.7%)	96%	PI Removed	

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