

Schedule 2

(Where Performance is not at Top Quartile or Estimated Top Quartile Targets, but can be realistically achieved)

Performance Indicator description	Department	Indicator Reference	GBC Target 2000/01	GBC Projected Outturn 2000/01	GBC Target 2001/02	Comment
The % of undisputed invoices which were paid in 30 days.	BT	BVPI 8, BV 8	80%	78%	L - 95%	N.B. The DETR target for 2001/02 is 97.5% (rising to 100% in 2002/03). Considerable efforts have been made to achieve this indicator. Officers are confident that DETR Targets will be achieved by 2002/2003. Although the target of 97.5% is not deemed achievable this year, however procedures will be in place during 2001/02 to achieve the DETR target for 2002/03
The average weekly costs per dwelling, itemised as follows: Management	H&H	BVPI 65a, BV 65 a	10.44 (AD - £7.89)	Projected outturn expected to meet target.	L - £8.50	
Local authority rent collection and arrears: proportion of rent collected.	H&H	BVPI 66a, BV 66a	99%	97.00%	L - 97.5%	
% of rent lost through local authority dwellings becoming vacant.	H&H	BVPI 69, BV 69	2.12%	2.75%	L - 2.5%	
Satisfaction of tenants of council housing with the overall service provided by their landlord.	H&H	BVPI 74, BV 74	85% fairly/very satisfied.	One off survey carried out once every three years report being finalised Jan/Feb 2001	L - 82.5% (target set following results of a survey conducted by the Housing Quality Network).	
Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	H&H	BVPI 75, BV 75	85% fairly/very satisfied.	One off survey carried out once every three years, survey being conducted Spring 2001	L - 67% (target set following results of a survey conducted by the Housing Quality Network).	Results of survey expected Summer 2001.
Percentage of cases for which the calculation of the amount of the benefit due was correct on the basis of the information available to the determination, for a sample of cases checked post-determination.	BT	BVPI 79a, BV 79a	100%	99.20%	L - 100%	
Total tonnage of household waste arising - % recycled.	DEPS	BVPI 82a, BV 82a	10%	8%	L - 14%	The achievement of this target will be dependent on the implementation program for kerbside recycling and level of participation by residents.

Key

TQ = Top Quartile Target

ETQ = Estimated Top Quartile Target (based on Audit Commission information for 1999/200)

L = Local Target

AD = All Districts Top 25% for 1999/2000

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Performance Indicator description	Department	Indicator Reference	GBC Target 2000/01	GBC Projected Outturn 2000/01	GBC Target 2001/02	Comment
The cost per kilometre squared of keeping relevant land, for which the Local Authority is responsible, clear of litter and refuse.	DEPS	BVPI 85, BV 85	£133,210	£125,394	L - £133,295	This has increased in line with the budget estimate for 2001/2002 which includes provision for increased services.
% of people satisfied with cleanliness standards.	DEPS	*BVPI 89	80%	76%	PI Removed	
Planning cost per head of population.	DEPS	BVPI 107, BV 107	£14.95	£15.26 (based on projected outturn 16/2/01)	L - £16.05	
The number of advertised departures from the statutory plan approved by the authority as a % of the total permissions granted.	DEPS	BVPI 108, BV 108	0	6	L - 10	
% of (all) applications determined within 8 weeks.	DEPS	BVPI 109, BV 109	75.00%	70%	ETQ - 83.5%	
Average time taken to determine all applications	DEPS	BVPI 110, BV 110	< 8 weeks	9 weeks	L - 70 days (10 weeks) (DETR recommendations to report Local PI's for Householder, Major & Minor Applications)	
% of applicants and those commenting on planning applications satisfied with the service received.	DEPS	*BVPI 111	60% (amended 2/3/01)	55%	PI Removed	
Score against a checklist of planning best practice.	DEPS	BVPI 112, BV 12	75% (amended 2/3/01)	75%	L - 100%	
Does the local authority have a local cultural strategy?	LEISURE	BVPI 114, BV 114	to be developed by 2001/02	Draft due summer 2001	L - In place by April 2002	
% of residents by targeted group satisfied with the local authority's cultural and recreational activities	LEISURE	*BVPI 119	85%	75%	PI Removed	
The percentage of all current tenants owing over 13 weeks' rent at 31 March , excluding those owing less than £250	H&H	*AC-D3	1.75% (AD - 1.9%)	2.00%	PI Removed	Although we are just under our local ETQ Target, Guildford is performing higher than All England Top 25% for 1999/2000 @ 2.3%
HOMELESSNESS: The average number of homeless households in temporary accommodation during the year in: Bed and breakfast accommodation	H&H	* AC-D5	1.75	2	PI Removed	
The average time taken to remove fly-tips (calendar days)	DEPS	*AC-E2	2 (AD - 1)	2	PI Removed	

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