

**AGENDA MANAGEMENT SHEET**

**Name of Committee** Cabinet

**Date of Committee** 27<sup>th</sup> June 2006

**Report Title** Best Value Performance Report 2006/07

**Summary** The Best Value Performance Report 2006/07 is presented to Cabinet for approval, before publication.

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**Would the recommended decision be contrary to the Budget and Policy Framework?** No

**Background papers** Corporate Business Plan 2005/8.  
 ODPM Guidance on Best Value Performance Indicators 2005/2006.  
 Audit Commission Newsletters on Best Value Performance Indicators 2005/2006.

**CONSULTATION ALREADY UNDERTAKEN:-**

Details to be specified

- Other Committees
- Local Member(s)
- Other Elected Members
- Cabinet Member
- Chief Executive
- Legal  David Carter
- Finance
- Other Strategic Directors  To SDMT 7<sup>th</sup> June 2006

- District Councils
- Health Authority
- Police
- Other Bodies/Individuals  Key Officers within the directorates

**FINAL DECISION No**

**SUGGESTED NEXT STEPS:**

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

## Agenda No

### Cabinet - 27<sup>th</sup> June 2006

#### Best Value Performance Report 2006-07

#### Report of the Strategic Director of Performance & Development

##### Recommendation

That Cabinet approves the attached Best Value Performance Report for 2006-07 for publication on 30<sup>th</sup> June.

### 1. Background

The production of an annual Best Value Performance Plan (BVPP), to be published on 30<sup>th</sup> June 2006, is a statutory requirement. Warwickshire County Council has chosen to structure and integrate this as a report on performance in conjunction with its annual Corporate Business Plan, so that the two documents combined discharge our statutory duty to publish a BVPP.

Cabinet approved the Corporate Business Plan (CBP) 2006/9 on 15th June 2006, which will go to Council on 27<sup>th</sup> June 2006.

A copy of the Best Value Performance Report (BVPR) 2006-07 is attached for Cabinet Members. [The Report may be viewed on the Committee Administration System and on the Warwickshire Web]. The final BVPR will be designed, printed and published as a companion document to the Corporate Business Plan for distribution. The two documents will be presented in a folder under the title Corporate Business and Performance Plan 2006/07. The Corporate Business Plan will be amended through the year to reflect progress on the Local Area Agreement, New Ways of Working and the development of the Medium Term Financial Strategy.

### 2. Structure of the Best Value Performance Report

The BVPR sets out the performance results of the Council for the year 2005/06 together with targets for the next three years where applicable and available.

The statutory requirement of the content of the BVPR with respect to reporting performance information relates to reporting on Best Value Performance Indicators only. However, we also report on our Corporate Headline Indicators (CHIs) to provide a more complete picture of our overall performance.

### **3. Next Steps**

Cabinet is asked to approve the Best Value Performance Report for 2006-07 for publication on 30<sup>th</sup> June.

David Carter  
Strategic Director of  
Performance & Development

Shire Hall  
Warwick

# Best Value Performance Report 2006 - 2007



[www.warwickshire.gov.uk](http://www.warwickshire.gov.uk)

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# 1 INTRODUCTION

This report sets out the performance results of the Council for the year 2005/06 together with targets for the next three years. In Warwickshire we wish to go beyond the selected statutory performance targets set by Government and use this document to report on key Performance Indicators we have developed to measure our success.

## **Requirement for the Best Value Performance Report**

The law requires all councils publish Best Value Performance results each year. There are specific indicators of performance called Best Value Performance Indicators that all councils and authorities report on, which are used as a national comparison of performance. These indicators are listed within their respective performance area, together with other key indicators on our performance.

## **What's in the Best Value Performance Report?**

The document includes information on,

- Performance for each of our six themes.
- Contracts and workforce matters.
- Key contacts and services.

## **How the Report fits into our Performance Management Cycle**

The Corporate Business Plan (CBP) sets out our key medium-term priorities for 2006/09, and the actions and targets we have set for 2006/07. The Corporate Business Plan together with this Best Value Performance Report is published internally and externally to all our stakeholders on 30<sup>th</sup> June 2006 and meets our statutory requirement to publish a Best Value Performance Plan.

The planning and performance management cycle is currently being reviewed and will be amended to incorporate the Council's progress on its Local Area Agreement, New Ways of Working Programme and the Medium Term Financial Strategy.

## Mission Statement:

***Making Warwickshire the best place to live and work***

## Corporate Objectives:

Supporting the mission statement are our six corporate objectives, which identify the long term, ongoing aims of the Organisation as follows,

- **Promote Lifelong Learning and Personal Development**
- **Promote the Health and Social Care of our Citizens**
- **Improve the Environment**
- **Reduce Crime and Improve the Safety of the Community**
- **Develop and Maintain a Vibrant Local Economy which Promotes Employment and Prosperity for all**
- **Ensure Sound Governance of the County Council to provide Accessible, Responsive and Well-Managed Services**

The County Council has selected a set of key indicators, Corporate Headline Indicators (CHIs) that measure the performance of the main areas of each of these corporate objectives.

As the County Council focuses on the emerging agenda for locality based delivery of services, leading the development of Warwickshire's Local Area Agreement (LAA) we will need to revisit these aims. This Best Value Performance Report, looking forward to the work to develop the LAA through the coming year, presents the performance of the Council under the appropriate headings of the LAA. The five blocks that are expected to form the Warwickshire LAA are:



The Corporate Business Plan 2006-2009 also identifies a sixth block, identifying objectives that support the achievement of the five LAA blocks

**Development and Resources**



## Performance Analysis

The next six sections set out a summary of how we have performed over the last year, together with more detailed performance results for each of the six LAA Themes.

The performance of Warwickshire County Council is measured in a variety of ways including the use of performance indicators. A performance indicator is a method of assessing how well an organisation is performing in a particular area. The performance indicators used by Warwickshire County Council cover the majority of services we provide and we are required by law to publish some of these indicators.

The different types of indicators we use are:

**Best Value Performance Indicators (BVPI)** – these statutory indicators were introduced in conjunction with Best Value legislation (Local Government Act 1999) and are reviewed each year by the Government. They cover the spectrum of our services and enable us to be measured and compared against all councils and authorities.

**Corporate Headline Indicators (CHI)** – specific indicators selected by the County Council to provide a picture of overall performance. There may be one or more for each Performance Area within the six corporate objectives. CHIs may also be BVPIs or other statutory indicators.

There will be other indicators referenced in the detailed performance results such as Performance Assessment Framework (PAF) indicators. These references are provided for information only and do not form part of the statutory reporting requirements.

**Performance Assessment Framework (PAF)** – these indicators form the Social Services framework for monitoring performance and are issued by the Department of Health.

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Within the next six sections we have a performance summary followed by detailed tables of our performance indicators showing the following,

**Performance Area:** specific area of performance measured within each corporate objective

**Refs:** abbreviated reference by which an indicator is known (e.g. CH, BV)

**Indicator Detail:** provides detailed description of what the indicator is measuring

**Actual:** final performance for a particular year, e.g. 2004/2005 is April 2004 to March 2005

**Target:** level of performance that we were aiming for in particular year, e.g. 2005/2006

**Planned Targets:** anticipated performance for the next 3 years

**Aim: High** the indicator should be increasing, a higher figure is best, **Low** the indicator should be decreasing, a lower figure is best

**Comparison:** Performance compared to other councils - **National Average** for all authorities in England and **County Average** for all County Councils in England, **Best Quartile** top 25% of all County Councils (this could be a high or low figure depending on the Aim)

**Performance Commentary:** explanation of our performance for this indicator, actual performance against target for 2004/05, comparison and trend

**Note,** anything marked with **na** as an entry means data is not available or not applicable

## 2 Children and Young People

### Performance Analysis for 2005/06

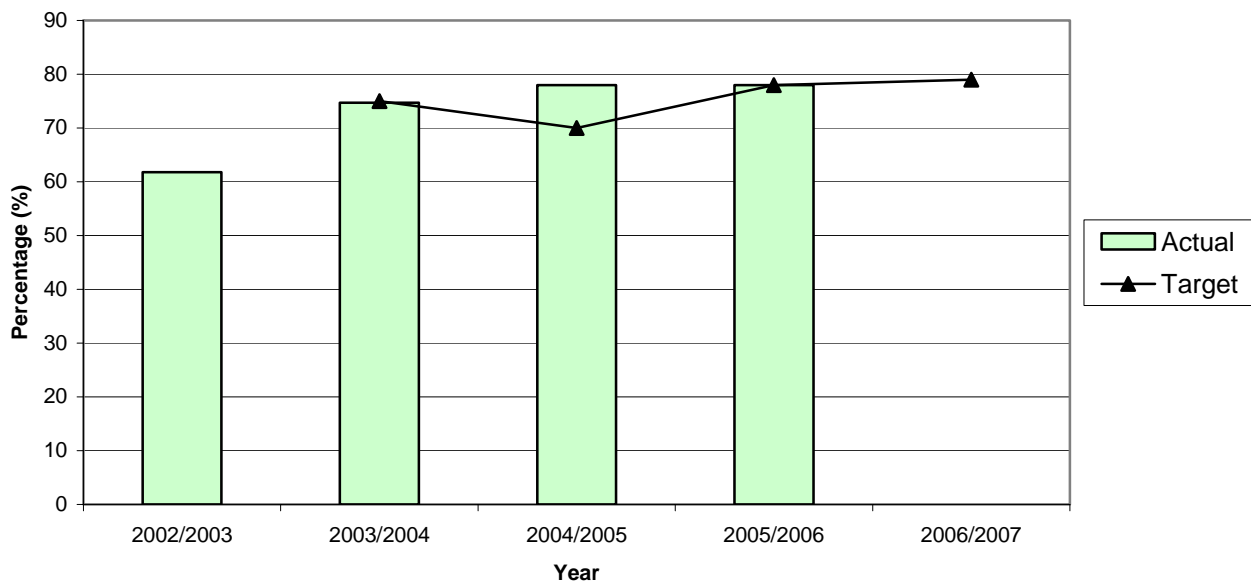
#### Children and Young People's Plan (CYPP) Project

A first version of the Warwickshire Children and Young People's Plan (CYPP) has been produced, presented to full Council and thereafter to the Children and Young People's Strategic Partnership Board. It is intended to be the single, strategic, overarching plan for all services affecting children and young people aged 0-19 in Warwickshire. It focuses on services available to children and young people throughout their pre-statutory, statutory and post-statutory school days. It also covers services for young people aged 20 and over leaving care, and young people up to the age of 25 with learning difficulties. The objective of the CYPP is to secure long-term benefits to the quality of life and expectations of children, young people and their families, such as better job prospects, an enhanced living environment, and prolonged health. It is hoped that in time multi-agency working, with the CYPP as its basis, will lead to greater efficiencies and higher quality services.

#### Satisfaction with Education

The satisfaction rating for users of Education Services for 2005/2006 showed stable and consistent performance at 78%. Taking all residents, whether they used the Education Service or not, shows an improvement rate of 2.3% since 2003/2004.

Percentage of citizens who say they use the service, satisfied with Education Services



#### School Improvement

In Warwickshire schools, standards at Key Stage 2 have improved over last year's figures for all subjects at Level 4 and above. This shows consistent performance above the National and Statistical Neighbour averages.

## Children and Young People

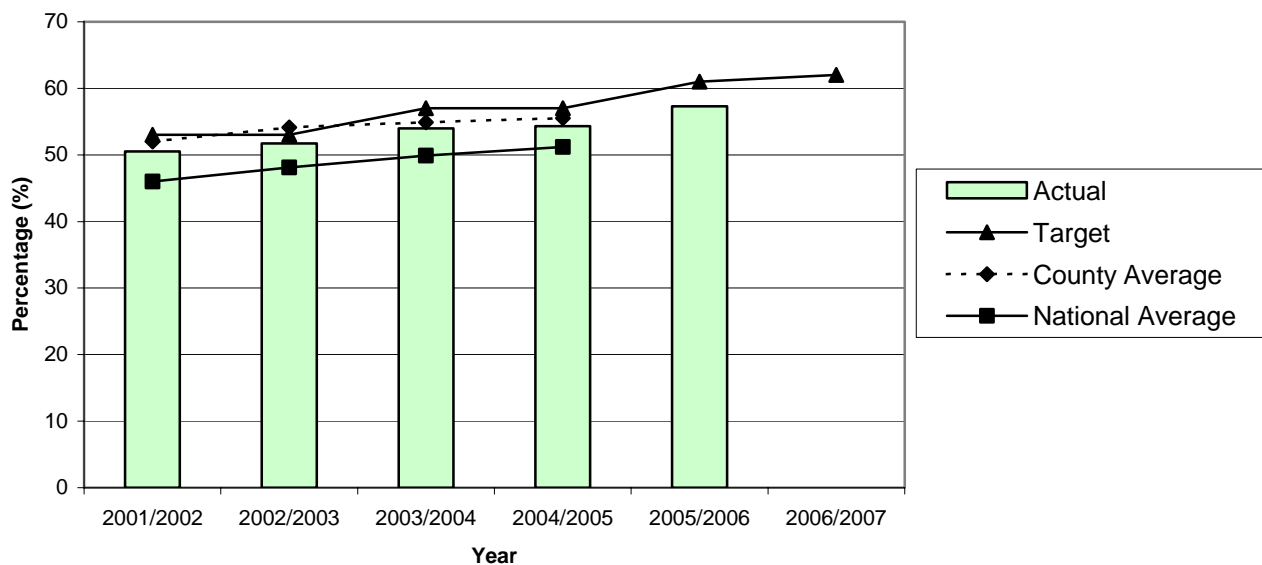
Key Stage 2 English at Level 4 and above is an improvement on the target set for 2005/2006 by 1% and an increase of 2% from the attainment in Warwickshire schools for 2004/2005. Mathematics has had a consistent increase and although is below the target set for 2005/2006 is 1% higher than our Statistical Neighbour average and 3% higher than the National figure.

Increases in attainment at Key Stage 2 can be carried on to Key Stage 3 as Warwickshire continues to perform higher than our Statistical Neighbour averages. For those achieving Level 5 or above in English, Mathematics, Science and ICT, the indicator is consistently 3% above the National attainment.

Level 2 rates at Key Stage 4 have continued at an improvement rate above their Statistical Neighbour average by 1%. Further to this, Warwickshire is consistently performing above National figures for 2005/2006.

Warwickshire has raised their performance at Level 1 above that of the Statistical Neighbour average, which has actually lowered for 2005/2006 and when comparing Warwickshire against the National figure, the Local Authority is now outperforming by 3%.

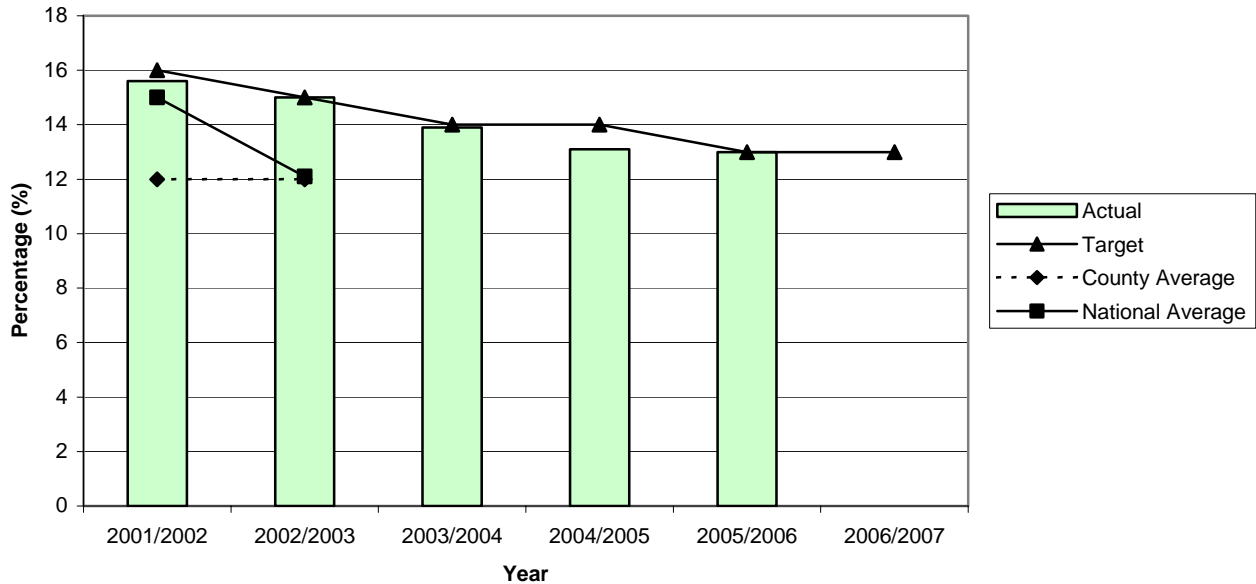
Percentage of pupils in schools maintained by the Authority achieving five or more A\*-C grade GCSEs or equivalent (includes special schools and foundation)



## Looked After Children

We have shown continuous improvement over the previous five years in both short and long term stability of placements for looked after children and have sustained our performance in this area this year.

**Percentage of children looked after on 31st March in any year with three or more placements during the year**



## Education Access and Inclusion

In terms of the percentage of young people leaving care age 16 and over with at least one GCSE at grade A\* - G or GNVQ equivalent qualification, we achieved 65%, a 3% improvement on the 2004/05 figure. We fell short of our target, which was ambitious to reflect the national target. Often we are working with small numbers of pupils who have particular needs and circumstances, which makes target setting difficult and invariably imprecise on a pure performance indicator basis. Although we are still short of the 75% national target, we were well above the national average, county average and county best quartile figures for 2004/05.

Our efficiency at dealing with Special Education Needs Statements represents an excellent achievement with both performance indicators being an improvement on our 2004/05 figures.

## Children and Young People

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
School Improvement Strategy for 16-19 year olds	CH51	Average points score per student entered	296.8	308.6	309.5	303.2	310.2 310.8 310.8	High	na	na	na	There has been a slight fall in the indicator. However, the average score per student has performed above the National average. The Authority has performed above the National figures for the past three years with the Authority figure being 1.2% above the National figure for 2005/2006.
	CH66	Average point score per exam entry	79.4	81.7	81.9	81.1	82.2 82.4 82.8	High	na	na	na	Although the gap has narrowed for 2005/6 between the Authority and National figures to 1.2%, the Authority consistently performs above the National average.
School Improvement Strategy KS4, 16 yr olds	BV38 CH52	Percentage of 15 year old pupils in schools maintained by the LEA achieving at least five or more GCSEs at grades A*-C or equivalent	54.0%	54.3%	61%	57.3%	62% 64% 63%	High	51.20%	55.50%	58.20%	Targets for Key Stage 3 and 4 were set at a time when they had to be fitted within a narrow range prescribed by the DfES and were accepted as very aspirational targets. However, results improved by 3%.
	BV39	Percentage of 15 year old pupils in schools maintained by the LEA achieving 5 GCSEs or equivalent at grades A*-G including English and Maths	89.4%	90.6%	91%	91.2%	92% 93% 92%	High	87.50%	89.90%	91.20%	
School Improvement Strategy KS3, 14 yr olds	BV181a CH54a	Percentage of 14-year old pupils in schools maintained by the LEA achieving level 5 or above in Key Stage 3 test in English	72.5%	76%	78%	78%	78% 80% 80%	High	69.80%	74.23%	76.00%	English results have continued to improve and we met our target.
	BV181b CH54b	Percentage of 14-year old pupils in schools maintained by the local education authority achieving level 5 or above in Key Stage 3 test in Mathematics	73.7%	76%	79%	77%	80% 80% 80%	High	71.88%	76.37%	78.00%	Mathematics results have continued to improve but we narrowly missed our target.
	BV181c CH54c	Percentage of 14-year old pupils in schools maintained by the local education authority achieving level 5 or above in Key Stage 3 test in Science	72.9%	72%	76%	74%	79% 79% 79%	High	64.73%	71.04%	72.85%	Science results have improved by 2% but targets were set before changes were made to national tests in 2004, which lowered results nationally.
	BV181d CH54d	Percentage of 14-year old pupils in schools maintained by the local education authority achieving level 5 or above in Key Stage 3 test in ICT	72.1%	72.8%	79%	73.4%	79% 80% 80%	High	65.29%	72.03%	76.00%	There is no national test for ICT and targets were set when there was little information to guide what might be appropriate. Although the target was missed, results are 3% above the National average.

## Children and Young People

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Schools Improvement Strategy KS2, 11 yr olds	BV40 CH56	Percentage of pupils in schools maintained by the LEA achieving Level 4 or above in the Key Stage 2 Mathematics test	75%	77%	82%	78%	83% 82% 76%	High	73.7%	75.1%	77.0%	Mathematics results have continued to improve steadily and although we missed our target, performance remains above the average for statistical neighbours.
	BV41 CH55	Percentage of pupils in schools maintained by the LEA achieving Level 4 or above in the Key Stage 2 English test	77%	80%	81%	82%	82% 82% 81%	High	77.1%	78.8%	80.0%	English results at Level 4 and above rose by 2%. Having risen by this amount or more for each of the last three years, they are now seven percentage points above the 2002 figure. We exceeded our target for English at level 4 and above by 1%.
	BV194a	Percentage of pupils in schools maintained by the LEA achieving level 5 or above in Key Stage 2 English	29%	30%	36%	29%	30% 33% 34%	High	26%	28%	30%	Whilst we missed the very challenging target, our performance is approaching that of "best in class" against our statistical neighbours.
	BV194b	Percentage of pupils in schools maintained by the LEA achieving level 5 or above in Key Stage 2 Maths	31.5%	33%	33%	34%	33% 36% 34%	High	30%	32%	33%	
Community Learning - Early Years	CH59	Number of new childminders on the count day.	186	160	70	126	na na na	High	na	na	na	
	BV222a	Percentage of leaders of integrated early education and childcare settings funded or part-funded by the local authority with a qualification at Level 4 or above	na	na	na	41%	43% 48% 52%	High	na	na	na	
	BV222b	Percentage of integrated early education and childcare settings funded or part-funded by the local authority which have input from staff with graduate or post graduate training in teaching or child development	na	na	na	29%	30% 32% 34%	High	na	na	na	
Satisfaction with Education	CH61	Percentage of citizens satisfied with Education Services	46.8%	50.1%	55%	49.3%	56% 58% 59%	High	na	na	na	The response for this question shows a slight fall in satisfaction results. However, dissatisfaction results have also fallen from 4.3 in 2004 to 3.5 in 2005 meaning that the number of people who are neither satisfied nor dissatisfied has increased.

## Children and Young People

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Satisfaction with Education	CH62	Percentage of citizens who say they use the service, satisfied with Education Services	74.7%	78%	78%	78%	79% 80% 81%	High	na	na	na	The results for citizens who use the Education service show much higher satisfaction with the service, which has maintained the 2004 level. We need to work to maintain these levels as well as trying to improve the perception of those who don't use the service.
	CH63	Schools satisfaction with the Education Service	na	na	na	83.5%	83% 85% 87%	High	na	na	na	This year we have decided to switch to measuring school satisfaction via the WES traded services survey because it is planned to be an annual survey. The methodology we are using is to average out the percentage satisfaction of all schools with the question "the service meets the needs of my school" for 11 of the services traded with schools from the Education department.
Youth Work	BV221a	Percentage of young people aged 13-19 gaining a recorded outcome compared to the percentage of young people participating in the youth work in the local authority area	na	na	na	30%	30% 30% 30%	N/A	na	na	na	As this is the first year for collecting this indicator the targets initially for the next 3 years are based on maintaining the actual performance for 2005/06.
	BV221b	Percentage of young people aged 13-19 gaining an accredited outcome compared to the percentage of young people in the local authority area	na	na	na	15%	15% 15% 15%	N/A	na	na	na	As this is the first year for collecting this indicator the targets initially for the next 3 years are based on maintaining the actual performance for 2005/06.
Looked After Children - stability	BV49 CH29 PAF A1	Stability of placements of children looked after on 31st March in any year with three or more placements during the year	13.9%	13.1%	13%	13%	13% 13% 13%	Low	na	na	na	This is currently an estimate. We anticipate achieving our target and maintaining performance this year.
	BV163 CH30 PAF C23	The number of looked after children adopted during the year as a percentage of children looked after at 31st March	6.8%	6.3%	8%	6%	8% 8% 8%	High	7.6%	8.1%	9.8%	This is currently an estimate. We expect another small decrease in adoption activity for 2005/06 but remain in the "acceptable" performance banding. Increasing work around special guardianship orders across the county will help increase this figure in the future.
Effectiveness - Children's Services	BV162 PAF C20	Reviews of child protection cases	94.2%	97.9%	100.0%	98%	100% 100% 100%	High	98%	99%	100%	This is currently an estimate. We anticipate maintaining our performance in the top banding. We always set ourselves a target of 100% but individual circumstances do not necessarily allow this to be achieved.

## Children and Young People

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Education Access & Inclusion	CH31	Percentage of Year 11 children in public care gaining 1 or more A* -G grades at GCSE/GNVQ	57.1%	64%	75%	73%	90% 90% 90%	High	na	na	na	The actual figures show a year on year improvement as the TELAC team become better established and the profile of looked after children was raised in schools. The target figure, set by national requirements, remains static for the next 3 years as it is both particularly challenging and likely to represent maximum possible achievement.
	BV46 CH32a	Percentage of half days missed due to total absence in primary schools maintained by the local education authority	5.0%	4.95%	4%	4.9%	4.81% 4.73% 4.73%	Low	5.59%	5.15%	4.96%	The actual 2005/06 target agreed with the DfES is 4.89% and the half-year outcome shown here shows that the target has already been met, with further improvements expected.
	BV45 CH32b	Percentage of half days missed due to total absence in secondary schools maintained by the local education authority	7.5%	7.47%	6%	7.4%	7.26% 7.14% 7.14%	Low	8.14%	7.66%	7.40%	The actual 2005/06 target agreed with the DfES is 7.38% and the half-year outcome shown here shows that the target has already been met, with further improvements expected.
	BV161 PAF A4	Employment, education and training for young people leaving care (as a ratio of the population)	0.78	0.77	0.8	0.8	0.8 0.8 0.8	High	2.63	3.67	0.87	This is currently an estimate. We anticipate maintained high performance under this indicator.
	BV50 PAF A2	Educational qualifications of children looked after by reference to the percentage of young people leaving care aged 16 or over with at least 1 GCSE at grades A*-G, or GNVQ	54.8%	61.5%	75%	65%	75% 75% 75%	High	50%	53%	58%	This is currently an estimate. We anticipate improved performance based on the work of the TELAC team. Our ambitious targets are based on those set nationally. We currently compare favourably with the performance of other local authorities.
Special Educational Needs	BV43a CH38	Percentage of statements of special educational need issued by the Authority and prepared within 18 weeks, excluding cases affected by 'exceptions to the rule' under the SEN Code of Practice	96%	95%	96%	96%	96% 96% 96%	High	92.0%	96.1%	98.8%	Year on year we have maintained a high performance in this area.
	BV43b	Percentage of statements of special educational need issued by the Authority and prepared within 18 weeks, including cases affected by 'exceptions to the rule' under the SEN Code of Practice	68%	57%	72%	62%	74% 74% 74%	High	76.4%	78.8%	89.0%	Developing partnership working with Health has allowed marked progress toward our targets. Continued dialogue and a review of strategy should result in further improvements during 2006.



## Children and Young People

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
School Exclusions	CH39	Number of pupils permanently excluded during the year from all schools maintained by the local education authority per 1000 pupils at all maintained schools	0.84	1.18	1	1.9	0.95 0.90 0.90	Low	na	na	na	This is a disappointing outcome that closely mirrors the national trend. It is hoped that the proposals for managed transfers between schools will have a significant impact on these figures.
Healthy Schools - School Improvement Strategy	CH35	Number of Healthy Schools involved in the Warwickshire Health Schools Programme accredited to Level 3	68	84	100	77	121 160 215	High	na	na	na	Warwickshire is not likely to achieve the targets for 2007 given national changes. The targets for 2008 and 2009 are more realistic and achievable.
Teenage Pregnancies	BV197	Change in the number of conceptions to females aged under 18, resident in the area, per thousand females aged 15 -17 resident in the area, compared with the baseline year 1998	-4.7%	-4.6%	-20.0%	-10.3%	-25% -35% -50%	Low	-9.2%	-1.1%	-11.5%	Our under 18 conception rate continues to decrease and sits below national average. Our ambitious targets for reduction are based on those set nationally.

### 3 Safer and Stronger Communities

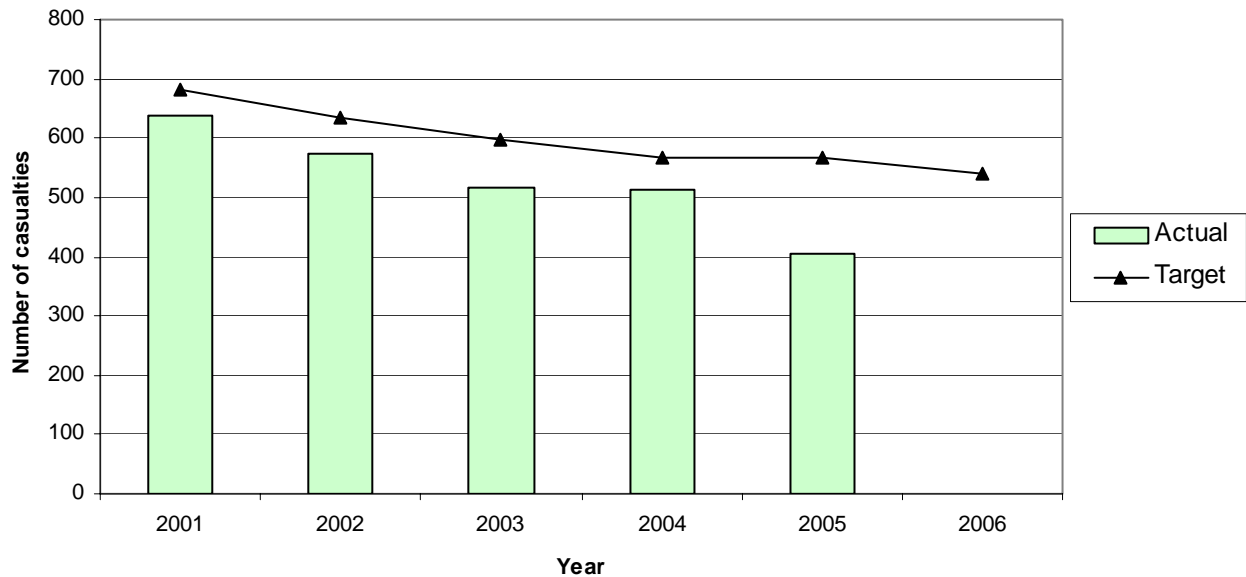
#### Performance Analysis for 2005/06

##### Road Safety

This year the work of the Warwickshire Casualty Reduction Partnership has delivered both speed and casualty reductions at camera sites.

In 2005, there were 74% fewer people killed or seriously injured at the cameras compared to the pre-camera baseline (1994-98 annual average) and 39% fewer than 2004. In real terms this means 60 people avoided serious injury or death last year as a direct result of the introduction of safety cameras. It brings the total reduction in the number of people injured at camera sites since Warwickshire Casualty Reduction Partnership was set up 4 years ago to 459.

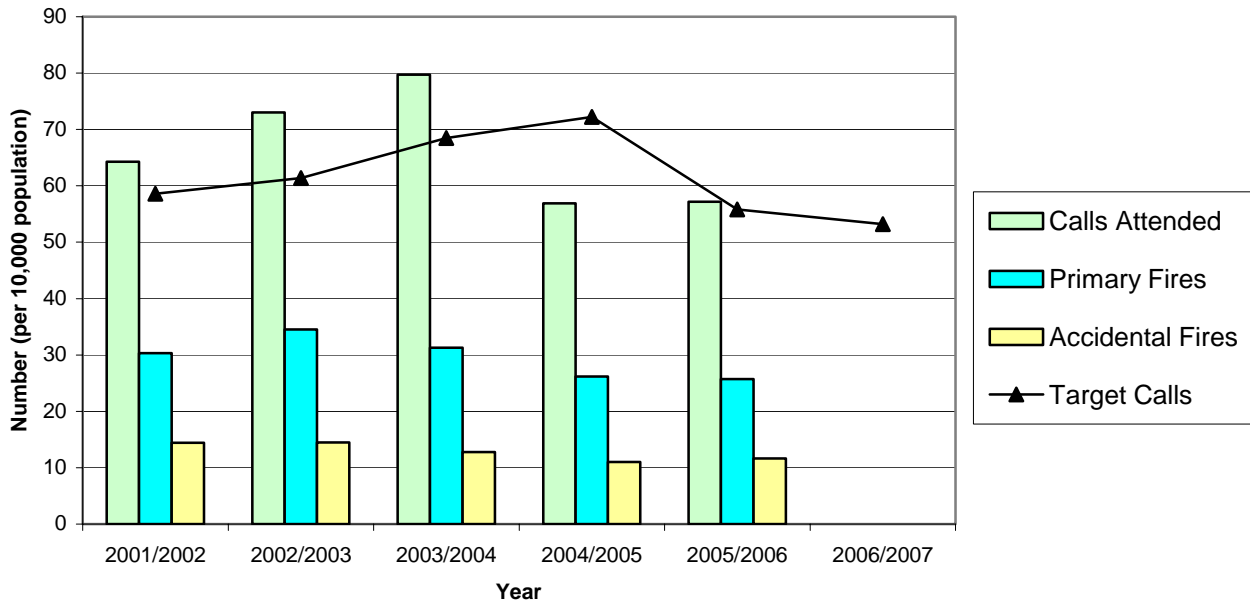
Number of road accident casualties killed or seriously injured



**Fire**

The incidence of fires in the County rose slightly during 2005/06, 50 fires or 1.6%. The rise in fires is mainly due to an increase in small fires across the County.

Number of calls to fires attended (excluding false alarms) per 10,000 population



The incidence in the number of fires in property and vehicles has declined in 2005/06. The continuation of the successful Car Clear Scheme has had a significant effect on reducing the occurrence of deliberate vehicle fires across the County for a second year. This scheme, which provides a Hotline for abandoned vehicles to be reported, incorporates the Vehicle Recovery Process. Vehicles abandoned in a designated “hotspot” or “community safety risk” area will be removed within 2 hours of the report. If the abandoned vehicle is not in a risk area then the 24-Hour Legislation process will be followed where the vehicle is assessed then removed and destroyed after 24 hours.

The number of deliberate primary fires has reduced this year. Area Risk Teams have worked in partnership with other agencies to help reduce the occurrence of deliberate primary fires. The number of accidental dwelling fires has reduced in two areas this year, continuing fire safety campaigns will target identified high risk areas throughout the forthcoming year. During 2005/06 the Service achieved its target to complete 2,450 Home Fire Safety Checks in at-risk groups across the County.

Unfortunately, there have been 2 deaths in the County this year. The strategy of fitting smoke detectors in houses for at risk groups is continuing in order to minimise fatalities in accidental dwelling fires. There were a total of 28 injuries across the County during 2005/06. This is an increase from the figure of 21 for 2004/05. Targeted fire safety activity will continue to help reduce the incidence of injuries within the County.

### Crime Rates

There has been an overall reduction in volume crime across the county in 2005/6 compared to the baseline of 2003/4. There is a reduction of over 2,000 crimes from 45,714 to 43,459. The target for 2007/8 is for a reduction to 38,856, requiring a further reduction of 10.6% over the coming two years.

Although there has been a reduction in total recorded crime across the county, there are areas where there has been less of a reduction than expected. The area with overall reductions is North Warwickshire. Rugby has seen an overall rise in crime, with an unprecedented number of serious and major incidents that have affected the statistics. However, there was an improvement in the last quarter of the year.

Only North Warwickshire has seen a significant reduction in violent crime. Rugby and Warwick have seen increases in recorded violent crime, but these are now being addressed. A number of initiatives in Warwick are tackling alcohol related crime and disorder, resulting in exclusions from licensed premises. Stratford has seen violent detections going up, with fixed penalties seen as a deterrent, which is also being used in Nuneaton.

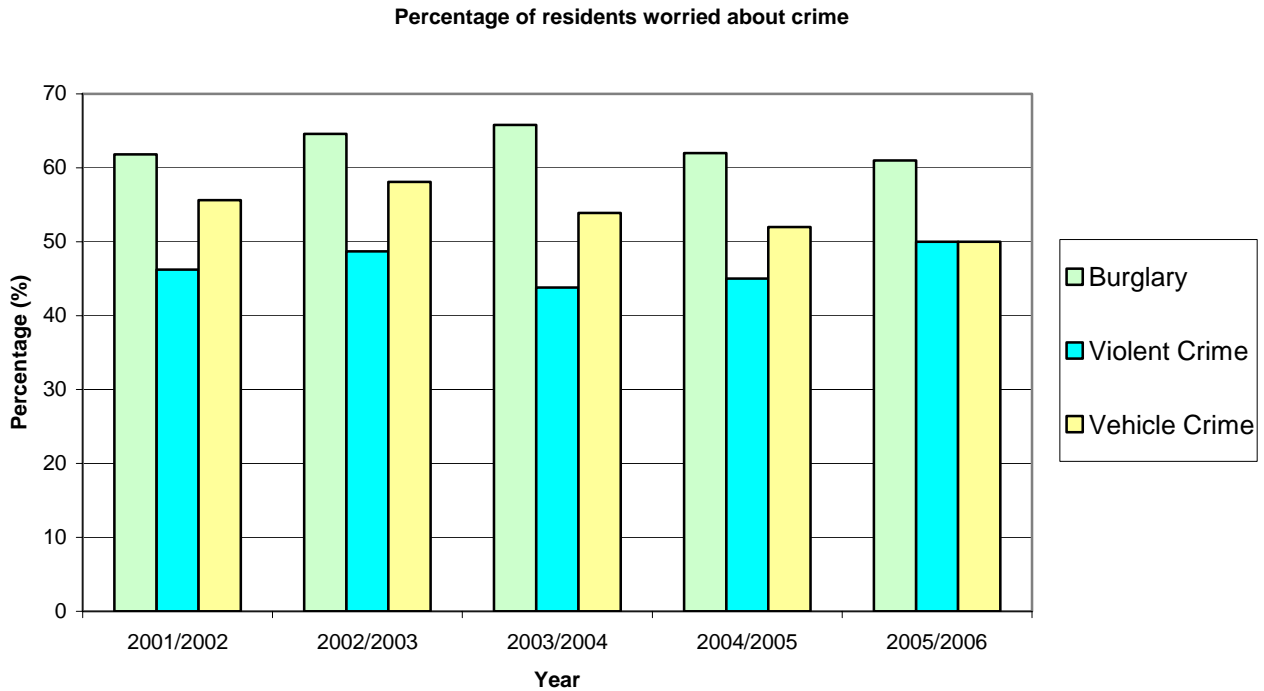
Domestic burglary has had a mixture of performance with figures in Rugby and Stratford having seen a rise over the previous year, which is being addressed. However, in Warwick there has been a significant decrease in burglary.

Criminal damage is a problem across all of Warwickshire. A Government Office funded research project, designed to highlight best practice, will assist in reducing the number of incidents across the County. Stratford has been working with partners successfully to tackle graffiti and to liaise with schools.

A lot of work to tackle anti-social behaviour has been taking place across the County with school holiday schemes to divert young people into positive activities, Acceptable Behaviour Contracts to change behaviour and ultimately Anti-Social Behaviour Orders where the other alternatives have not worked. There has been work with parents to help them with the behavioural problems of their children.

**Fear of Crime**

The annual Citizens Panel survey across the County has again shown a reduction in the number of residents worried about burglary and vehicle crime, against a continuing reduction in crime. However, there is still an increase in the number of residents worried about violent crime, year on year, which is considered in part, to be connected to media stories about violent crime. More work is required to turn this figure around.



**Drug Action Team**

The number of people in treatment for drug misuse per 1,000 head of population was 9.9, which is close to our target level of 9.7 for 2005/06.

## Safer and Stronger Communities

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Reduction in Road Accident Casualties	BV99ai	Number of road casualties killed or seriously injured	521	514	568	406	540 511 453	Low	216	495	350	
	BV99aai	Percentage change in casualties over the previous year, for all killed or seriously injured	-9%	-1.3%	-3.4%	-21%	-4% -4% -4%	Low	-2.54%	-5.11%	-10.88%	
	BV99aiii CH71	Average percentage change in casualties between 1994-1998, for all killed or seriously injured	-27%	-27.6%	-30.1%	-42.8%	-24% -28% -32%	Low	-8.93%	-21.36%	-28.35%	
	BV99bi	Number of children killed or seriously injured in road traffic accidents	41	50	52	30	48 45 41	Low	24	42	23	
	BV99bii	Percentage change in casualties over the previous year, for children killed or seriously injured	-10.9%	21.95%	-6%	-40%	-5% -5% -5%	Low	2.07%	-6.76%	-21.10%	
	BV99biii CH72	Average percentage change in casualties between 1994-1998, for children killed or seriously injured	-41%	-27.5%	-31.9%	-56.5%	-30% -35% -40%	Low	-35.39%	-40.68%	-49.93%	
	BV99ci	Number of people slightly injured in road traffic accidents	2444	2485	2784	2410	2819 2854 2889	Low	1514	3057	2125	
	BV99cii	Percentage change in casualties over the previous year, for all slight injuries	2%	1.70%	1.3%	3%	1.34% 1.34% 1.34%	Low	-2.77%	-2.48%	-4.65%	
	BV99ciii CH73	Average percentage change in casualties between 1994-1998, for all slight injuries	-6.3%	-4.75%	3.4%	-7.6%	-8.05% -9.39% -10.73	Low	-7.03%	-3.61%	-10.38%	

## Safer and Stronger Communities

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Number of Fires	BV142i CH74a	Total number of calls to fire attended (excluding false alarms) per 10,000 population	79.7	56.9	55.8	57.2	53.2 52.6 57.76	Low	na	na	na	There has been a small increase of 1.6% in the number of calls to fire in the year 2005/06.
	BV142ii	Number of calls to fire attended: Primary fires per 10,000 population	31.3	26.2	26	25.71	25.5 25 24.8	Low	na	na	na	
	BV142iii	Number of calls to fire attended: Accidental fires in dwellings per 10,000 dwellings	12.8	11.02	10.8	11.65	11.06 11 10.9	Low	na	na	na	The number of accidental dwelling fires has risen this year and the target was missed by 6%. One district in particular had a large rise, this is being investigated and targeted community education programmes will be completed.
	BV144	Percentage of accidental fires in dwellings confined to room of origin	na	88.6%	92%	87%	92% 93% 94%	High	na	na	na	The Service has not achieved its target for confining fires to the room of origin. Further analysis work will be done this year to try and assess what the problem is and identify a solution.
	BV206 CH74b	Number of deliberate fires per 10,000 population	na	13.7	37.8	37.57	34.99 34.12 33.24	Low	na	na	na	The Service will continue with its extensive community education programmes to ensure arson across the County is minimised. The Arson Reduction and Area Risk Teams work in close partnership with other agencies across the County to reduce the incidence of arson. Targets for the next 3 years have been reviewed in line with LPSA2.
	BV206i	Number of deliberate primary fires (excluding deliberate primary fires in vehicles) per 10,000 population	na	na	na	3.16	3.10 3.04 2.98	Low	na	na	na	
	BV206ii	Number of deliberate primary fires in vehicles per 10,000 population	na	na	na	8.98	8.8 8.75 8.71	Low	na	na	na	
	BV206iii	Number of deliberate secondary fires (excluding deliberate secondary fires in vehicles) per 10,000 population	na	na	na	24.68	22.28 21.61 20.9	Low	na	na	na	

## Safer and Stronger Communities

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Number of Fires	BV206iv	Number of deliberate secondary fires in vehicles per 10,000 population	na	na	na	0.86	0.72 0.66 0.6	Low	na	na	na	
	BV207	Number of fires in non-domestic premises per 1,000 non-domestic premises	na	na	na	20.64	18.5 18 17.8	Low	na	na	na	
	BV208	The percentage of people in accidental dwelling fires who escape unharmed without FRA assistance at the fire	na	na	na	84%	98% 98% 98%	High	na	na	na	The Service will continue with its extensive community education programmes to ensure properties have escape plans in the event of a fire to minimise injuries.
	BV209i	The percentage of fires attended in dwellings where a smoke alarm had activated	na	na	na	41%	45% 50% 52%	High	na	na	na	Targets for forthcoming years have been set based on the first years monitoring of the smoke alarm activation and the reasons for non-activation. The Service will continue with its extensive Home Fire Safety Check, smoke detector fitting and community education programmes to ensure homes are fitted with working smoke detectors.
	BV209ii	The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate	na	na	na	17%	16% 14% 13%	Low	na	na	na	
	BV209iii	The percentage of fires attended in dwellings in which no smoke alarm was fitted	na	na	na	42%	39% 36% 35%	Low	na	na	na	
Deaths & Injuries from Fires	BV143i CH75a	Number of deaths from accidental fires in dwellings per 100,000 pop	0.40	0.39	0	0.38	0 0 0	Low	na	na	na	There have been 2 deaths across the County during 2005/06, both in unfortunate circumstances. The Service will continue with its extensive Community Education Programme to minimise deaths.
	BV143ii CH75b	Number of injuries( excluding precautionary checks) arising from accidental fires in dwellings per 100,000 population	7.41	4.04	4.04	5.32	3.43 3.3 3.2	Low	na	na	na	There were 28 injuries in accidental dwelling fires this year, the target was 21. The Area Risk Teams have completed follow-up work on all incidents of injuries within their areas and Community Education Programmes will continue to minimise injuries.



## Safer and Stronger Communities

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Fire Related Incidents	BV146i	Number of calls to malicious false alarms not attended per 1,000 population	na	na	na	0.34	0.37 0.36 0.35	High	na	na	na	The BVPI for calls to Malicious False Alarms was split in 2005/06 into attended and non-attended incidents. The incidence of FAM's has remained consistently low although we actually filtered a large proportion of malicious calls so no unnecessary attendance by the Service was made.
	BV146ii	Number of calls to malicious false alarms attended per 1,000 population	na	na	na	0.21	0.18 0.18 0.17	Low	na	na	na	
	BV149i	Percentage of false alarms caused by automatic fire detection per 1,000 non-domestic properties	na	na	na	154.7	142.5 138 134	Low	na	na	na	The BVPI for calls to Automatic Fire Alarms has been extended this year to highlight repeat attendances to properties. This information has helped develop a new process for attending properties with a history of false alarm activations, this will be introduced in September 2006.
	BV149ii	The number of those properties as recorded in BV149i with more than 1 attendance by the FRS	na	na	na	381	340 292 251	Low	na	na	na	
	BV149iii	Percentage of false alarm calls caused by automatic fire detection which are to a non-domestic property with more than 1 attendance	na	na	na	75.7%	70% 65% 60%	Low	na	na	na	
Fire Equality	BV210	The percentage of women fire-fighters	na	na	na	4.9%	5% 5% 5%	High	na	na	na	
Fire Expenditure	BV150	Expenditure per head of population	£36.54	£38.61	£40.99		£42.94 £43.37 na	N/A	na	na	na	
Crime Rates	CH76a	Percentage risk of being a victim of a) household crime in 12 month period	19%	18%	18.0%	na	17.5% 17% 17%	Low	na	na	na	Figures published by Home Office in July 2006.
	CH76b	Percentage risk of being a victim of b) personal crime in 12 month period	5%	4%	4.0%	na	3.5% 3% 3%	Low	na	na	na	Figures published by Home Office in July 2006.

## Safer and Stronger Communities

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Crime Rates	BV126a CH77	Domestic burglaries per 1,000 households	14.9	12.2	13.7	11.5	13 12.4 12.4	Low	11.54	9.35	6.52	Strong performance in 2005/06, with a 6% reduction in burglaries on the previous year.
	BV127a CH79	Violent crime per 1,000 population	13.7	12.3	12.4	11.7	11.6 11.1 11.1	Low	7.12	5.32	3.07	A 2% increase on last year.
	BV127b	Robberies per 1,000 population	0.63	0.63	0.8	0.8	0.67 0.62 0.62	Low	na	na	na	A 22% increase on last year, although still relatively small numbers (429).
	BV128 CH78	Vehicle crimes per 1,000 population	14.2	12.8	13	11.8	12.4 11.8 11.8	Low	11.99	9.75	8.13	A 6% reduction on last year and the lowest levels for several years.
Fear of Crime	CH80a	Percentage residents worried about burglary	65.8%	62%	60%	61%	58% 56% 56%	Low	na	na	na	
	CH80b	Percentage residents worried about violent crime	43.8%	45%	43%	50%	41% 39% 39%	Low	na	na	na	
	CH80c	Percentage residents worried vehicle crime	53.9%	52%	50%	50%	48% 46% 36%	Low	na	na	na	
Young Offenders	CH81	Percentage of the 10-17 year old population in Warwickshire who are known to have offended	1.7%	1.7%	1.5%	1.7%	1.5% 1.5% 1.5%	Low	na	na	na	Compared with 2004/05, numbers of young people in the criminal justice system have remained static.
Access	BV165	The percentage of pedestrian crossings with facilities for disabled people	91.0%	95%	96%	96%	97% 98% 98%	High	87.0%	87.3%	98.2%	
Racial Incidents	BV174	The number of racial incidents involving the Authority per 100,000 population	10.34	4	8	2	7 7 7	Low	na	na	na	

## Safer and Stronger Communities

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Racial Incidents	BV175	The percentage of racial incidents involving the Authority that resulted in further action	83.02%	50%	90%	100%	95% 95% 95%	High	na	na	na	
Drug Programme	BV198	The number of drug users in treatment per 1,000 population aged 15-44	7.4	8.6	9.7	9.9	10.9 12.6 na	N/A	44.0	47.7	57.7	

## 4 Healthier Communities and Older People

### Performance Analysis for 2005/06

#### Satisfaction with Social Services

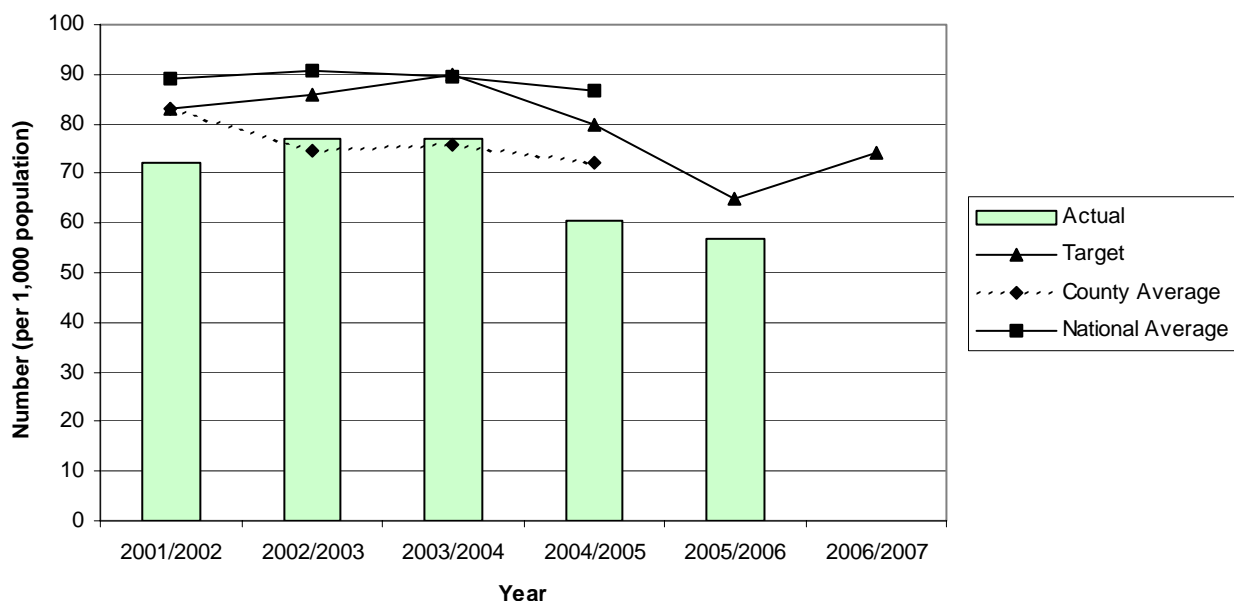
The satisfaction rating for users of Social Services was 67.5% in 2005/06, down on the 2004/05 figure. Taking all residents, whether they used Social Services or not, the percentage 'satisfied' remained the same as 2004/05 at 36%. Towards the end of the financial year, Adult Health and Community Services have begun working more closely with the Press Office to share more widely the positive aspects of the work that is being undertaken within the directorate. This work will continue in future and it is hoped that this proactive stance will enable us to display a more balanced picture than has perhaps been displayed previously in the local press.

The percentage of users satisfied with the Home Care Service was 62%, maintaining the previous years result and slightly below our target for 2005/06. The modernisation programme will enable us to build on the improvement in the Home Care Service satisfaction. There has been significant upheaval in relation to home care as a result of the implementation of the new block contracts. It is believed that once these new providers have bedded in, there will be increased satisfaction among users. Increased contract monitoring activity in relation to home care providers will provide an early warning of potential issues.

#### Adults Services

Significant improvements have been made to the quality of data used to generate the figure for Older People Helped to Live at Home. The unfortunate result of this has been a reduction in the figure for 2005/06. The Reviewing Team have continued their work, revisiting cases that have been open for sometime, re-assessing the service users needs in accordance with the FACS criteria and, where necessary, signposting service users to alternative services where their need no longer meets the definition of Critical or Substantial.

Older people (aged 65 or over) helped to live at home per 1,000 population aged 65 or over.



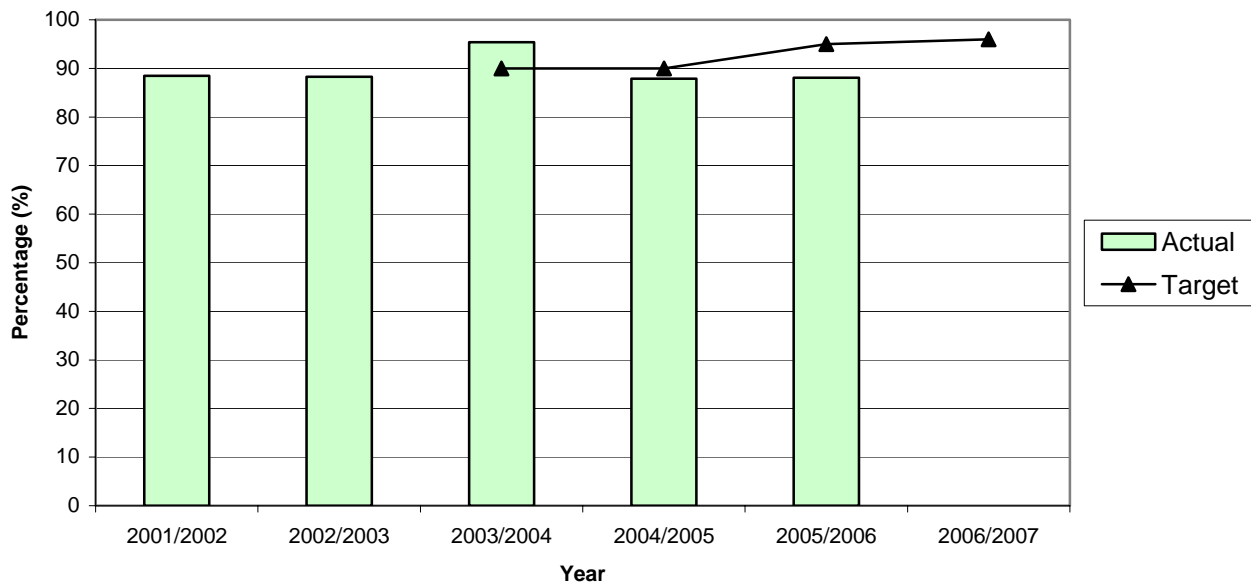
## Healthier Communities and Older People

The number of households in receipt of intensive home care has continued to rise over the last year as a result of Warwickshire's active policy of providing care to service users in their home rather than in a residential setting. It is envisaged that this trend will continue at a steady pace over the next three years.

### Satisfaction with Libraries

Satisfaction of users of Libraries is 88% for 2005/06, sustaining our performance of 2004/05 but below our target of 95%. Overall public satisfaction is similar to previous years at 71%.

Percentage of citizens who say they use the service, satisfied with Library Services



### Museum Services

The number of pupils visiting museums and galleries this year in organised school groups is above our target set, reversing the downward trend of the last two years. Our result is more than twice that of last years County Average figure and National Average figure and puts us in the top quartile for County Councils.

Overall the number of visits and usage of museums in total is up on last year and above our target continuing a positive trend over the last five years. The number of visits that were in person is slightly down on our target and last years figure. However, this is mainly due to the fact that communications and information technology is enabling remote and virtual access to information and the facilities of museums via websites through the Internet.

## Healthier Communities and Older People

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Satisfaction with Social Services	CH21	Percentage citizens satisfied with Social Services	29.4%	36.0%	37%	36.1%	37% 38% 39%	High	na	na	na	Adult Health and Community Services have begun working more closely with the Press Office to share more widely the positive aspects of the work that is being undertaken within the directorate and this work will continue. This proactive stance will enable us to display a more balanced picture than has perhaps been displayed previously in the local press.
	CH22	Percentage citizens who say they use the service, satisfied with Social Services	69.9%	75.8%	77%	67.5%	77% 78% 79%	High	na	na	na	
	CH23 PAF D52	Percentage users satisfied with Social Services (Home Care Service)	na	61.8%	63%	62%	63% 65% 67.5%	High	na	na	na	There has been significant upheaval in relation to home care as a result of the implementation of the new block contracts. It is believed that once these new providers have bedded in, there will be increased satisfaction among users. Increased contract monitoring activity in relation to home care providers should give early warning of potential issues.
Older people helped to live at home	BV53 CH25 PAF C28	Intensive home care per 1,000 population aged 65 or over	8.7	7.3	8.5	8.1	9 10 11	N/A	13.09	9.52	10.97	The number of households in receipt of intensive home care has continued to rise over the last year as a result of Warwickshire's active policy of providing care to service users in their home rather than in a residential setting.
	BV54 CH24 PAF C32	Older people helped to live at home per 1,000 population aged 65 or over	77	60.6	65	57	74 75 76	High	86.73	72.06	83.42	Significant improvements have been made to the quality of data used to generate the figure for Older People Helped to Live at Home.
	BV195 PAF D55	Acceptable waiting time for assessment	82.5%	78.7%	83%	85.5%	90% 91% 92%	High	70.4%	73.4%	80.5%	Despite this tightening of the guidance on this indicator for 2005/06, Warwickshire has continued to improve in this area, improving on last year and beating the target set. This indicator has been an area of focus for many of the teams and their hard work is reflected in this outturn.

## Healthier Communities and Older People

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Older people helped to live at home	BV196 CH27 PAF D56	Acceptable waiting time for care packages	94.2%	86.7%	89%	85%	88% 89% 90%	High	83.0%	84.0%	89.7%	There are two main areas that have caused difficulty over the last 12 months for availability of provision. Firstly, availability of home care hours has been reduced during the modernisation of internal services. The establishment of the new block contracts is expected to significantly help with this. Secondly, issues around the provision of some specialist day care are currently being addressed through a comprehensive Day Care Review.
	BV201	Number of adults and older people receiving direct payments per 100,000	29	45	64	64	na na na	N/A	65	58	70	
	CH26 PAF C26	Admission of people aged 65 or over to supported and permanent residential / nursing care per 10,000 head of the population aged 65 or over	77	80.6	79	73	71 70 69	Low	na	na	na	In line with the drive to provide services to people in their own homes, this figure continues to decrease. It is projected that admissions will continue to fall over the coming years.
Delayed Discharge from Hospital	CH28 PAF D41	Number of delayed transfers of care per 100,000 population aged 65 or over	49.1	43.35	37.1	na	na na na	Low	na	na	na	
Quality of Service - Adults Services	BV56 PAF D54	Percentage of items of equipment delivered within 7 days	78.2%	83.0%	84%	85%	87% 88% 89%	High	81%	79%	85%	Performance in this area has exceeded the target set for 2005/06. The continued consolidation of the Integrated Community Equipment Store is expected to further improve our ability to deliver items within 7 days.
Smoking Cessation	CH37a	Number of smokers quitting smoking after 4 weeks	2700	3336	3323	2726	3700 4250 na	High	na	na	na	

## Healthier Communities and Older People

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Library Services Satisfaction	BV119b CH64	Percentage of citizens satisfied with Library Services	71.8%	72.8%	75.0%	71.2%	75% 75% 75%	High	na	na	na	
	BV118c CH65	Percentage of citizens who say they use the service, satisfied with Library Services	95.4%	87.9%	95%	88.1%	96% 97%	High	na	na	na	
Library - Standards	BV220	Compliance against the Public Library Service Standards (PLSS) checklist	na	na	na			High	na	na	na	
Museum Services Satisfaction	BV170a	The number of visits to / usage of museums per 1,000 population	480.7	748.3	775.9	787.7	799.5 811.5 823.7	High	807	232	316	
	BV170b	The number of those visits that were in person per 1,000 population	167.1	168.4	155.3	150.9	151.5 152 152.5	High	432	113	223	
	BV170c	The number of pupils visiting museums and galleries in organised school groups	13,443	12,891	14,000	16,242	16,000 16,500 16,500	High	6,527	7,072	12,891	
Trading Standards - Best Practice	BV166b	Score against a checklist of enforcement best practice for trading standards	90.0%	90%	na	90%	95% 95% 95%	High	92.8%	93.1%	100.0%	No consultation was carried out during 2005/06 due to staff shortages, this has now been re-scheduled for 2006/07.



## 5 Economic Development and Enterprise

### Performance Analysis for 2005/06

#### **Vocational Training**

There has been continued funding for the Regeneration Zone Opportunities Centre. Funding was also secured from external parties such as Coalfield Regeneration Trust. Expansion of the sites facilities was also funded through external parties (e.g. Advantage West Midlands and North Warwickshire College). 148 new learners started courses last year, of whom, 118 will obtain units towards a vocational qualification. The new Rugby Opportunity Centre was formally opened in March 2006, funded from a variety of sources including Rugby Borough Council, WCC, Rugby Benevolent Fund and the Rugby Well-being Fund.

#### **Regeneration**

With regards to the Building Sustainable Neighbourhoods (BSN) Project in Nuneaton & Bedworth, 6.5 new community based jobs were created during 2005/06 as a direct result of BSN intervention and a further 1.7 jobs were safeguarded. A total of 42 Community Enterprise Assists / Business Assists / Community Projects Supported were achieved over the Financial Year.

Phase 3 of the Bedworth Heath Community Centre Refurbishment was fully handed over at the end of April 2006. Staff are operating out of the new Children's Centre premises (the major part of Phase 3).

Phase 1 of the Pride in Camp Hill Project is complete, which included the completion of 50 more dwellings on the Phase 1 housing development and environmental improvements to the Dingle open space and completion of Phase 2 of the Midland Quarry Access road.

#### **Inward Investment**

During 2005/06 Warwickshire Investment Partnership (WIP) received 1009 enquiries, this exceeded our target of 1,000. The team have helped to secure 67 new investments for Warwickshire, which exceeded our target of 57. These investments have created 131 new jobs and safeguarded / relocated a total of 263.

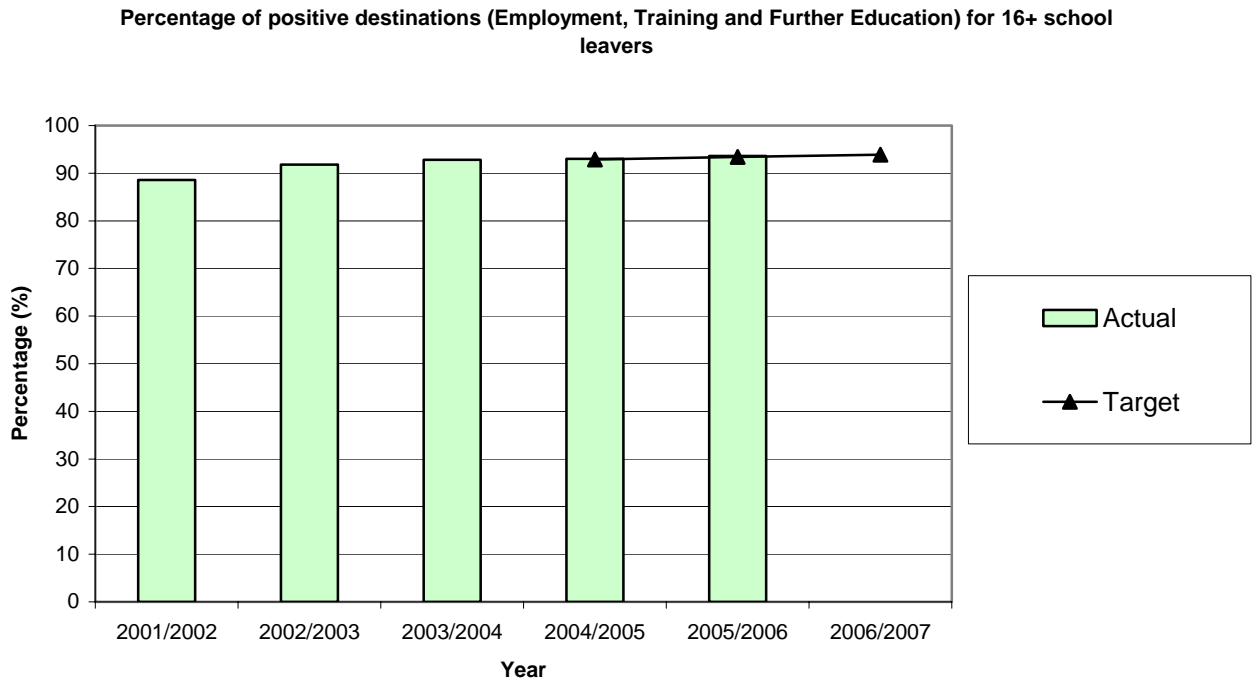
#### **Business Improvement District (BID)**

BID secured a 'Yes' vote in Rugby Town Centre, the announcement was made 1st October 2005. This has set a precedent nationally as this is the highest BID levy in the UK in order to deliver quality projects. This will generate £3m over a 5-year period. The first BID Company services (Town Centre Rangers and top-up cleansing) is now up and running. Rugby is the eleventh Business Improvement District in the country to be established and has set the framework for future County BIDs. Added value projects in the form of improved signage and street lighting are now complete.

A forward programme of further Town Centre BIDs development has been discussed with Town Centre Partnerships and District / Borough representatives. It seems likely that Bedworth, Kenilworth, Leamington, Nuneaton, Stratford and Warwick will be included. WCC organised a successful BIDs awareness seminar in February 2006 and is currently developing a toolkit and further training to aid BIDs development across Warwickshire. Leamington and Stratford have now begun the BIDs feasibility process.

**School Leavers**

With regards to our young people aged 16+, a total of 93.6% entered 'positive destinations' (including employment, training and further education), a slight improvement on 2004/05 and continuing a positive trend over the last five years.



## Economic Development and Enterprise

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Employment in Warwickshire	CH11	Percentage of people of working age in employment	80.0%	79.0%	80.0%	na	80% 80% 80%	High	na	na	na	Results for 2005/06 available Autumn 2006.
	CH12	Increase or decrease in the number of local jobs over the financial year	0.5%	0.50%	0.2% increase	na	0.2% increase 0.2% increase 0.2% increase	High	na	na	na	Results for 2005/06 available Autumn 2006.
Employer Satisfaction	CH13	Percentage employers rating Warwickshire as a good location	67.2%	68.0%	67.7%	na	68.2% 68.7% 69.2%	High	na	na	na	Results for 2005/06 available Summer 2006.
Disposable Income	CH14	Ratio of average household income in the best district to the worst district	1.23	1.23	na	1.26	1.19 1.17 na	N/A	na	na	na	
School Leaver Destination	CH15	Percentage positive destinations (Employment, Training and Further Education) for 16+ school leavers	92.8%	93.0%	93.4%	93.6%	93.9% 94.2% 95%	High	na	na	na	
Developing Confident Consumers	CH16	Percentage of population who are confident consumers	69.0%	49.0%	68.0%	44.6%	70% 72% na	High	na	na	na	

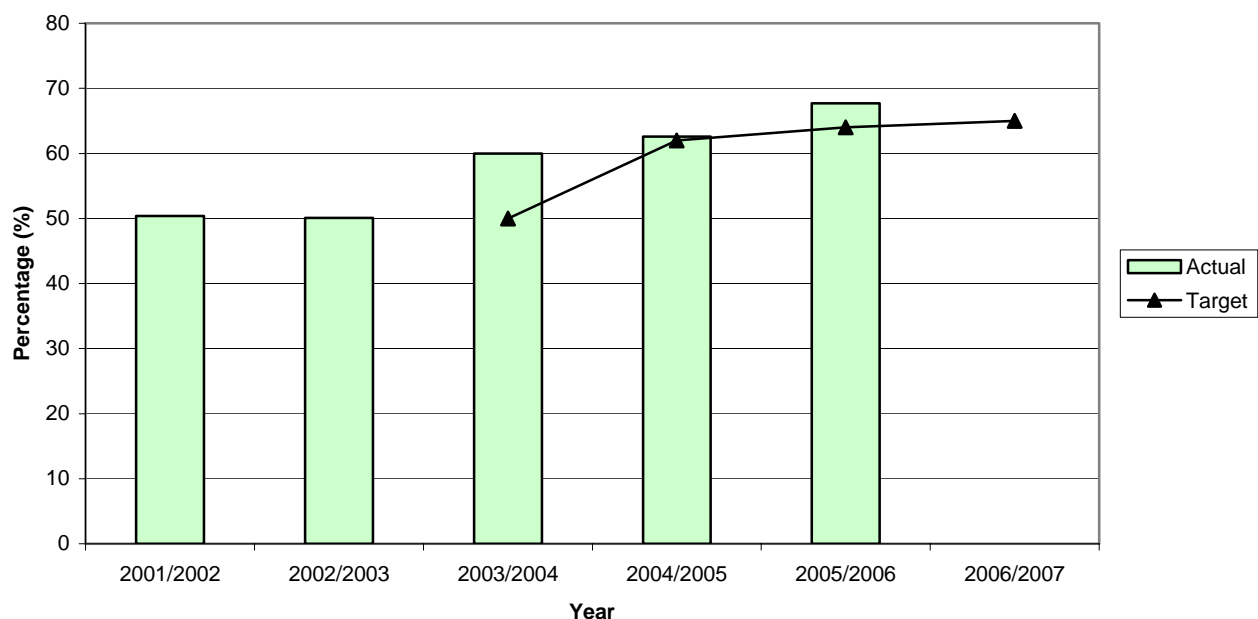
## 6 Environment

### Performance Analysis for 2005/06

#### Transport

The percentage of citizens who used the service that were satisfied with Transport Services increased to nearly 68%, 4% better than our target and a 5% improvement on last years result. Satisfaction of all citizens with Transport Services of 48.5% showed an improvement of 1.5% on our target for the year and an increase of 3% in the level of satisfaction from last year.

Percentage of citizens who use the service, satisfied with Transport Services



Acquisition of four new low-floor easy access buses for operation on key inter urban networks in North Warwickshire was delayed due to financial pressures elsewhere in the Local Transport Plan (LTP) programme. The estimated delivery date is now December 2006. However, on a positive note, ten buses as opposed to four will be purchased, having a greater impact upon the residents of North Warwickshire.

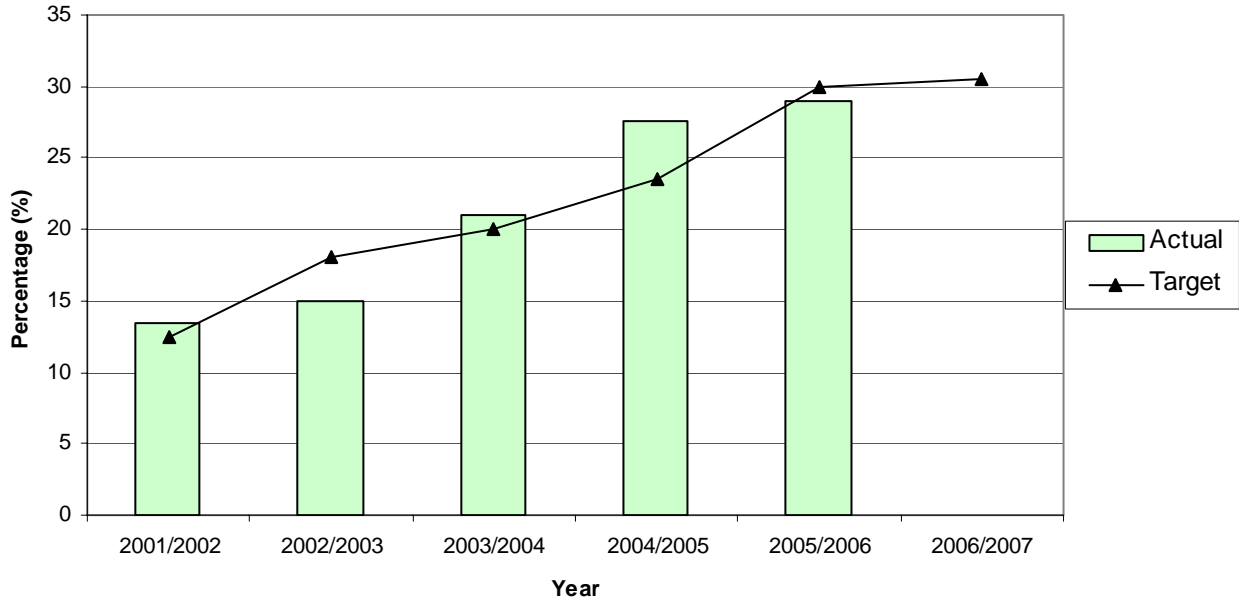
There is continued implementation of the programme for taking parking enforcement into local authority control. The decriminalised parking enforcement implementation in Nuneaton has been put on hold by a decision of Nuneaton & Bedworth Area Committee in January 2006, following a negative response to public consultation about introducing new resident parking zones and on-street pay-and-display. The implementation in Rugby is planned for October 2006 and in Warwick for October 2007.

**Household Waste & Recycling**

Recycling and composting of household waste increased to an estimated 29% for 2005/06, slightly improving on our figure of 28% last year, although slightly below our target of 30%. We have continually improved on the percentage of both recycled and composted household waste year on year, with an estimated figure of 14.4% for 2005/06 for recycled and an estimated figure of 14.6% for composted for 2005/06.

The amount of waste to landfill is forecast to fall again this year to 66.3% from 68.6% in 2004/05.

Percentage of total household waste recycled or composted County Wide



With regards to waste minimisation, one of the projects developed was to support the set up of a white goods refurbishment scheme at Onley Prison with all our local furniture re-use groups. The trial period for the project started in September 2005. The project has been very successful in the initial 6 months with 21.37 tonnes of waste goods (406 items) collected and 6.14 tonnes (308 items) delivered to charitable institutions

New kerbside green waste collection schemes have been implemented in 2005/06 with green garden waste services starting in two boroughs. One vehicle has been delivered to Rugby Borough Council and two vehicles to North Warwickshire Borough Council.

**Road Maintenance and Conditions**

One of our objectives for 2005/06 was to invest in maintenance to improve the condition and ease of use of Warwickshire highways (including public rights of way and footways) and increase public satisfaction. The results from the satisfaction survey show an increase of 9% regarding footways and pavements and 11% regarding rural roads.

The County Council have joined with an East Midlands partnership of Authorities, who have established a regional web based database that details a register of events and activities that affect the road network. This can be viewed from the Warwickshire web site.

## Environment

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Satisfaction with Transport Services	BV104a CH42	Percentage of citizens satisfied with Transport Services	42%	45.5%	47%	48.5%	48% 49% na	High	na	na	na	
	BV104b CH43	Percentage of citizens who used the service satisfied with Transport Services	60%	62.6%	64%	67.7%	65% 66% na	High	na	na	na	
Mode of travel to school	CH45a	Percentage of children travelling to and from school by car for primary schools	50%	49%	46%	49%	na na na	Low	na	na	na	This indicator has been changed for inclusion within the LTP (Local Transport Plan).
	CH45b	Percentage of children travelling to and from school by car for secondary schools	21%	21%	17%	23%	na na na	Low	na	na	na	This indicator has been changed for inclusion within the LTP (Local Transport Plan).
Local Transport	BV102	Local bus services (passenger journeys per year)	14.5m	11.16m	11.3m	11.2m	11.35m 11.45m 11.54m	High	15,004,745	20,315,012	26,325,500	
Satisfaction with Road Maintenance	CH44a	Percentage people satisfied with Road Maintenance: a. Footways & Pavements	40%	40%	na	49%	na na na	High	na	na	na	The overall national target is to achieve 57% by 2010.
	CH44b	Percentage people satisfied with Road Maintenance: b. Rural Road Surfaces	38%	38%	na	49%	na na na	High	na	na	na	The overall national target is to achieve 54% by 2010.
Road Maintenance	BV100	Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by road works per km of traffic sensitive road	0.052	0.085	0.38	0.1069	0.38 0.38 0.38	Low	1.3	1.4	0.3	
Rights of Way	BV178	The percentage of total length of footpaths and other rights way easy to use by members of the public	59.0%	61.5%	65.0%	50.9%	63% 65% 67%	High	66.8%	66.4%	72.5%	We always recognised that a 5% sample could give a result outside of the +/- 5% confidence interval. Whilst we had our best Autumn survey (2.5% sample gave 63%), the Spring survey was poor. The inconsistency in results can be attributed to the BVPI methodology for data collection. It does not measure the extent to which it is possible to enjoy a walk or ride. The Local Ramblers Association disagree with the survey and believe we compare well with others.

## Environment

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Road Conditions	BV187	Percentage of footways where structural maintenance should be considered	76.0%	34.8%	33.0%	34.36%	na na na	Low	25%	28%	19%	
	BV223 CH48a	Percentage of principal roads where structural maintenance should be considered	na	27.8%	27.9%	5%	5% 5% 5%	Low	38.19%	33.45%	28.74%	The methodology for how the data is collected on this indicator has been changed and therefore cannot be used as comparable data.
	BV224a CH48b	Percentage of non-principal roads where structural maintenance should be considered	18.2%	17.7%	na	9%	9% 9% 9%	Low	16.34%	18.93%	13.46%	The methodology for how the data is collected on this indicator has been changed and therefore cannot be used as comparable data.
	BV224b CH48c	Percentage of unclassified roads where structural maintenance should be considered	18.5%	10.8%	14.5%	14.6%	14.6% 14.6% 14.6%	Low	16.81%	17.91%	13.32%	
Street Lights	BV215a	The average number of days taken to repair a street lighting fault, which is under the control of the LA	na	na	5 days	6.97		Low	na	na	na	
	BV215b	The average time taken to repair a street lighting fault, where response time is under the control of a DNO	na	na	28 days	67.46		Low	na	na	na	
Household Waste	CH46	Percentage of total tonnage of household waste arising which has been recycled or composted	21.5%	27.6%	30%	29%	30.55% 30.76% 31.43%	High	21.66%	27.97%	32.25%	
	BV82ai CH46a	Percentage of total tonnage of household waste arising which has been recycled	13.3%	13.8%	14.4%	14.4%	14.38% 14.57% 14.92%	High	15.22%	17.06%	19.83%	
	BV82aii	Total tonnage of household waste arising which has been recycled	na	na	na	42,200	43,600 45,000 47,000	High	na	na	na	
	BV82bi CH46b	Percentage of total tonnage of household waste arising which has been composted or treated by anaerobic digestion	8.3%	13.8%	15.6%	14.6%	16.17% 16.19% 16.51%	High	6.44%	10.91%	12.42%	

## Environment

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Household Waste	BV82bii	Total tonnage of household waste arising which has been composted or treated by anaerobic digestion	na	na	na	43,000	49,900 50,000 52,000	High	na	na	na	
	BV82ci	Percentage of total tonnage of household waste arising which has been used to recover heat, power and other energy sources	2.8%	3.75%	7.1%	4.7%	5% 4.9% 6.35%	High	11.55%	2.29%	0.59%	
	BV82cii	Total tonnage of household waste arising which has been used to recover heat, power and other energy sources	na	na	na	13,900	15,000 15,000 20,000	High	na	na	na	
	BV82di	Percentage of total tonnage of household waste arising which has been landfilled	75.8%	68.6%	62.9%	66.29%	64.5% 64.4% 62.23%	Low	67.19%	69.81%	67.70%	
	BV82dii	Total tonnage of household waste arising which has been landfilled	na	na	na	194,900	195,300 198,900 196,100	Low	na	na	na	
	BV84a CH47	Number of kilograms of household waste collected per head of the population	519	556	544	544	544 544 544	Low	444.9	545.3	524.3	
	BV84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	na	na	na	0%	0% 0% 0%	Low	na	na	na	
Cost Effectiveness - Waste	BV87	Cost of waste disposal per tonne municipal waste	£31.13	£30.81	£34.05	£36.05	£36.05 na na	Low	£42.12	£43.35	£39.91	Targets are based on budgets and are set annually.
Community well-being	CH49	Percentage of residents satisfied with their neighbourhood as a place to live	81%	82.7%	82%	83.5%	83% 83% na	High	na	na	na	



## Environment

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Planning	BV109a	The percentage of major planning applications determined within 13 weeks	82.1%	78.1%	70%		70% 70% 70%	High	57.64%	na	na	
Development Plans	BV200a	Local Development Scheme (LDS) submitted by 28/3/05 and 3-year rolling programme maintained	na	na	Yes	Yes	Yes na na	N/A	47%	42%	na	
	BV200b	Has the authority met the milestones which the current LDS sets out	na	na	na	Yes	na na na	N/A	41%	48%	na	
	BV200c	Did the authority publish an annual report by 31st December of each year	na	na	na	Yes	Yes Yes na	N/A	na	na	na	
New Homes Built on Brownfield Sites	BV106 CH41	Percentage of new homes built on previously developed land	55.0%	60.8%	60.0%	64.4%	60% 60% na	High	73.69%	na	na	

## 7 Development and Resources

### Performance Analysis for 2005/06

This theme addresses the way in which the County Council manages the organisation, its resources and infrastructure to deliver the aims embodied in the other five themes. It focuses on the ways in which services are managed for delivery and made more easily accessible and responsive to the people of Warwickshire

#### **Public Satisfaction**

Overall satisfaction with the Council for 2005/06 was 58%, which is slightly below our performance on the previous year and our target. This is a key indicator as the opinion that the public of Warwickshire have of the Council is important to us. Having reversed the result of 2003/04 with our 60% figure last year, it is important that we do everything we can to understand what the members of the public are wanting from the County Council so that we can continue to improve.

#### **Staff Satisfaction**

The result of our second staff survey in 2005 showed that 80% of our employees are satisfied with WCC as a place to work. This is extremely encouraging and the result was 14% better than our target for the year. The survey also gives us an insight into what some employees think makes the public dissatisfied and what we could do to improve their perception of us. The employee's views are important both as people who have contact with the public in their daily work and as customers of the County Council themselves.

#### **Public Consultation and Communication**

Consultation and communication with the public has been a priority area for the County Council and this continued in 2005/06. Our public consultation survey reports, news and analysis are published and communicated via our Website and the **Warwickshire View**, distributed to all our residents and available throughout the County at convenient pick-up points. We have developed our website to include our Committee Administration System, pages on Area Committees and on how the Council operates, giving access to reports and papers.

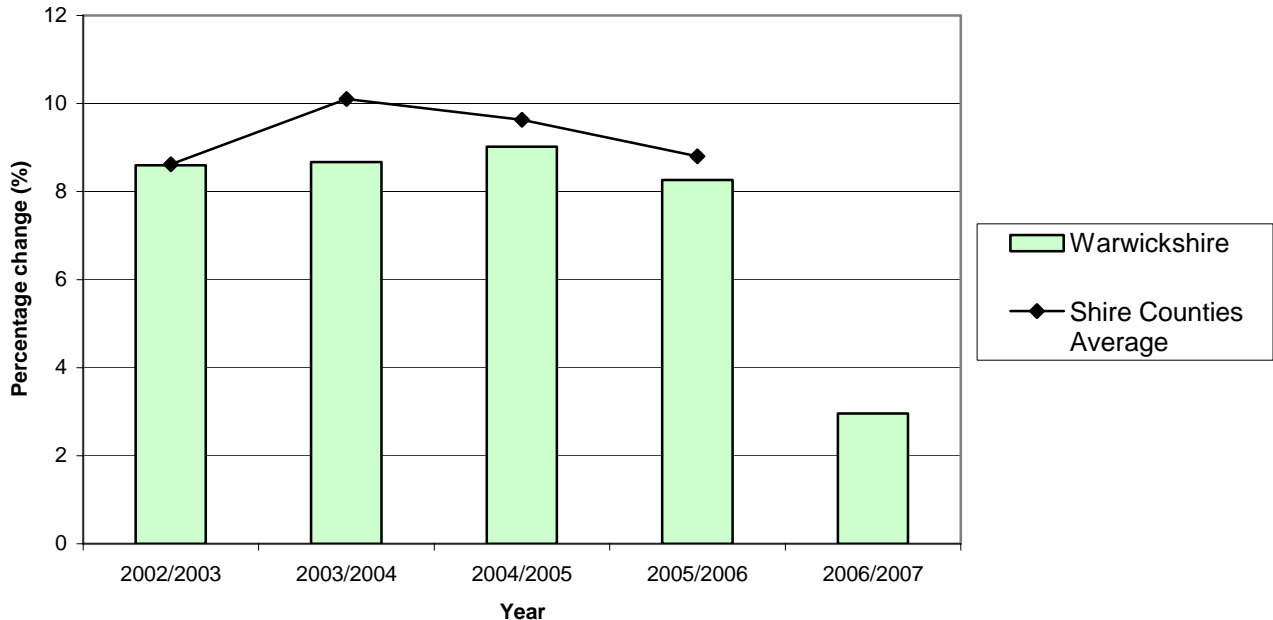
#### **Equality**

This year we maintained our performance of being at Level 2 of the new Equality Standard for Local Government, which covers a much wider agenda than the Race Equality Scheme it replaced. The overall aim is to reach the top Level 5 ("The authority is seen as exemplary for its equality programme") in 2008/09. We continue to provide support to promote and ensure equality within our communities, as well as within Warwickshire County Council.

### Cost Effectiveness and Efficiency

The Council Tax increase for 2006/07 is 4.9% over 2005/06. In terms of the percentage Council Tax change based on a 4-year moving average, Warwickshire is consistently below the average for all Shire Counties in the country.

Percentage change in Council Tax, based on a 4 year moving average



### Organisational Improvement

Our major external review of our performance was through the Audit Commission's Comprehensive Performance Assessment (CPA) conducted in 2005, giving Warwickshire County Council a **'3 Star'** rating overall.

#### How our services scored (as of December 2005)

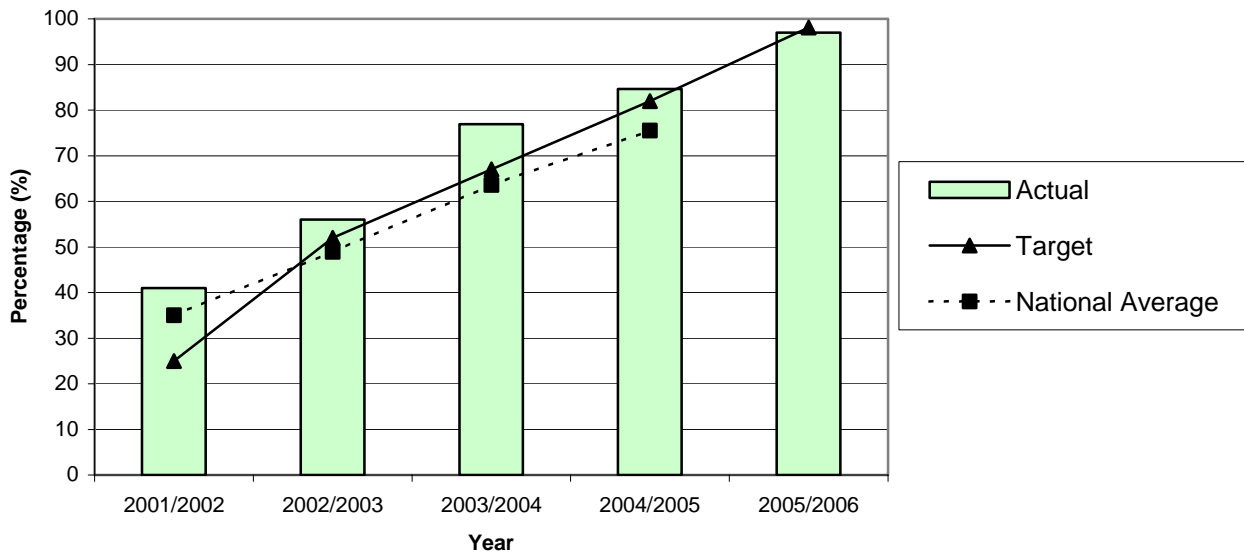
Children & Young People	3 out of 4
Social Care – Adults	2 out of 4
Environment	3 out of 4
Culture	3 out of 4
Use of Resources	3 out of 4
Council Ability	3 out of 4
<b>Overall Performance</b>	
	<b>3 out of 4</b>

In addition, our Fire & Rescue Service performance was also reviewed through the Audit Commission's Comprehensive Performance Assessment (CPA) in 2005, giving Warwickshire Fire & Rescue Service a **'Good'** rating.

**E-Government**

Our e-government programme has continued to make good progress in terms of the delivery of the 2005/06 target and as at the 31<sup>st</sup> March 2006 we were 97% enabled. More importantly, in terms of electronic delivery of services to the citizens and businesses of Warwickshire, our website not only offers a wide range of services but is one of the most heavily used Local Authority sites. We are the 12th most visited Council web site nationally, the second most visited in the West Midlands and one of only 13% of Councils to have been awarded the top category "transactional" status in the 2006 SOCITM "Better Connected" survey.

**Number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions**



Access to services via the County's Customer Service Centre is a key dimension of our e-Government Strategy and a vital contribution to the achievement of the 98% e-enablement target. The centre was successfully piloted in Libraries, Trading Standards and Social Services throughout 2004/05 and has continued to be rolled out corporately in 2005/06, with additional services being added.

## Development and Resources

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Residents Satisfaction	BV3 CH01	The percentage of citizens satisfied with overall service provided	55.0%	60.3%	60.0%	57.6%	58% 60% 62%	High	na	na	na	
Staff Satisfaction	CH05	Percentage staff satisfied overall with WCC as a place to work	na	84%	66%	80%	70% 75%	High	na	na	na	
Staff Welfare	BV12	The number of working days/shifts lost due to sickness absence	11.3	10.18	9	10.08	8 7	Low	9.71	8.45	7.52	
	BV12F	The number of working days/shifts lost due to sickness absence - Fire and Rescue	8.5	8	7	8.7	7 6 6	Low	na	na	na	
	BV14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	0.22%	0.25%	0.2%	0.23%	0.2% 0.2% 0.2%	Low	0.65%	0.59%	0.29%	
	BV15	The percentage of employees retiring on grounds of ill-health as a percentage of the total workforce	0.2%	0.23%	0.2%	0.2%	0.2% 0.2% 0.2%	Low	0.32%	0.24%	0.16%	
	BV15F	The percentage of employees retiring on grounds of ill-health as a percentage of the total workforce - Fire and Rescue	2.3%	0.5%	2%	1%	2% 1.5% 1%	Low	na	na	na	
Disability	BV16a	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the authority area	0.9%	0.8%	2%	0.71%	2.5% 2.75%	High	2.91%	1.98%	2.28%	

## Development and Resources

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Disability	BV16aF	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the authority area - Fire & Rescue	na	na	na	0.3%	0.5% 0.6% 0.6%	High	na	na	na	
	BV16b	The percentage of economically active disabled people in the authority area	12.6%	12.6%	na	12.6%	na na na	N/A	28.15%	16.37%	16.83%	
	BV156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	2.0%	28.0%	40.0%		50% 60%	High	na	na	na	
Equality	BV2a	The level (if any) of the Equality Standard for Local Government to which authority conforms	1	2	3	2	3 4 5	High	na	na	na	
	BV2b	The duty to promote race equality	54%	74%	85%	74%	100% 100% 100%	High	55%	67%	79%	
	BV11a	The percentage of top 5% of earners that are women	34.8%	38.75%	34.5%	44.9%	35.5% 36%	High	29.48%	41.98%	45.02%	
	BV11aF	The percentage of top 5% of earners that are women - Fire and Rescue	0.0%	5.5%	11%	5.5%	11% 11% 11%	High	na	na	na	
	BV11b	The percentage of top 5% of earners from ethnic communities	3.1%	2.9%	3.7%	3.04%	4% 4.1%	High	2.87%	1.58%	2.18%	
	BV11bF	The percentage of top 5% of earners from ethnic communities - Fire and Rescue	5.3%	5.5%	11%	5.5%	5.5% 5.5% 5.5%	High	na	na	na	

## Development and Resources

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Equality	BV11c	The percentage of top 5% of earners who have a disability	na	na	na	0.8%		High	na	na	na	
	BV11cF	The percentage of top 5% of earners who have a disability - Fire and Rescue	na	na	na	0%	0% 0% 0%	High	na	na	na	
	BV17a	The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active minority ethnic community population in the authority area	3.5%	4.25%	3.5%	4.39%	4% 4.1%	High	4.7%	2.1%	3.2%	
	BV17b	The percentage of the economically active minority ethnic community population in the authority area	4.5%	4.5%	na	4.5%	na na na	N/A	80.2%	76.0%	86.1%	
	BV17aF	The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active minority ethnic community population in the authority area - Fire and Rescue	3.1%	4%	4.6%	3.5%	4.6% 4.6% na	High	na	na	na	There has been little recruitment over the last 12 months. One ethnic minority firefighter transferred to another Service and one ethnic minority firefighter left the Service.
Council Tax Levels	CH02	Percentage Council Tax change, based on a 4 year moving average. (for 2004/5 the four years are 2001/02, 2002/03, 2003/04 and 2004/05)	9%	8.3%	na	2.96%	na na na	N/A	na	na	na	
External Assessment	CH03	EFQM scores: Corporate Departmental average	351-400 380-430	na	401-450 401-450	na 401-450	No assessment  451-500 451-500	High	na	na	na	
	CH04	CPA rating	Good	Excellent	4 Star	3 Star	3 Star 4 Star 4 Star	High	na	na	na	

## Development and Resources

Performance Area	Refs	Indicator Detail	Actual 2003/2004	Actual 2004/2005	Target 2005/2006	Actual 2005/2006	Planned Targets 2006/07 2007/08 2008/09	Aim	Nat Avg 2004/2005	County Avg 2004/2005	County Best Quartile 2004/2005	Performance Commentary 2005/06
Cost Effectiveness	CH06	Cost effectiveness - Gershon Efficiency Savings	na	na	2.5%		2.5% 2.5% 2.5%	High	na	na	na	
Budget Management	CH07	Budget variance: Percentage year end variance from budget	-0.8%	-1.5%	0 to -1%	-1.05%	0 to -1% 0 to -1%	N/A	na	na	na	
Efficiency	BV8	The percentage of invoices for commercial goods and services that were paid by the authority	92.4%	92.9%	100%	88.9%	100% 100% 100%	High	90.89%	89.72%	93.10%	
E-Government	BV157	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions	76.9%	84.6%	98.1%	96.95%	na na na	High	75.52%	78.83%	89.75%	



## 8 Contracts and Workforce Matters

The Authority is committed to the workforce requirements as set out in the *Code of Practice on Workforce Matters in Local Authority Service Contracts (the Code)*. During the financial year 2005/06, the Authority complied with the requirements in the Code in each applicable contract to which the Code would apply. Where relevant, the Authority referred to the Code in EU advertisements and tender documentation issued to prospective tenderers. Contracts entered into with successful service providers contain specific clauses on the Code and its application to new employees.

The Authority has applied the principles of the Code to its staff in respect of contracts that were already underway as at the date of publication of the Code. For these contracts, the Authority has made clear to all bidders its requirements in relation to the Code. Appropriate contract clauses have also been incorporated into contracts that have been awarded.

The Council has publicised its approach to the Code both internally and externally in the following ways,

1. The Council's Contract Standing Orders and Contract Standing Orders for Schools both make reference to the Code of Practice on Workforce Matters.
2. The Council's Procurement Code of Practice contains a section on workforce considerations in contracting.
3. Standard contract clauses that aim to meet the requirements of the Code have been drafted. These are accessible to officers via the Council's corporate document library.
4. Guidance on the background and application of the Code to service contracts has been drafted to ensure that the Code forms part of the service specification and contract conditions for all service contracts covered by the Code. This is also available to officers on the Council's corporate document library.
5. The Council's procurement web page contains a brief summary of the operation of the Code and informs tenderers of the Council's approach to the requirements of the Code, including standard contract clauses.

## 9 Contacts and Services

### Contacts

This publication was produced by the Policy and Performance Division within the Chief Executive's Department. Copies are available on request and via our website.

If you would like to know more about anything in this publication, or about any of the services listed below, please contact

<b>call</b>	01926 410410 (minicom 01926 412277)
<b>web</b>	<a href="http://www.warwickshire.gov.uk">www.warwickshire.gov.uk</a>
<b>email</b>	<a href="mailto:vieweditor@warwickshire.gov.uk">vieweditor@warwickshire.gov.uk</a>
<b>write</b>	View Editor Communications Division Chief Executive's Department Warwickshire County Council P.O. Box 9, Shire Hall Warwick CV34 4RR

Our normal office hours are **9am – 5.30pm Monday to Thursday & 9am – 5pm on Friday**. However by calling the above telephone number you can obtain advice, help or signposting to any of our services from **8am – 8pm weekdays & 9am – 4pm on Saturdays**.

### Services

Warwickshire County Council provides the following services:

Adult Education & ICT Learning Centres	Fire and Rescue
Archaeology	Foster Care
Archives & Records	Grants
Arts	Heritage Education
Births, Marriages and Deaths Registration	Homecare
Business Support	Libraries
Childcare Information Services	Museums
Community Safety	Nature Conservation
Construction	Parents' Centres
Consumer & Business Advice	Planning
Country Parks and Recreation	Quality & Environmental Support Systems
County Council Property Maintenance	Regeneration Projects
County Highways	Residential Homes
County Record Office	Roads, Footpaths and Rights of Way
Disability Services	Road Safety
Early Years' Centres	School Meals
Ecology	Social Care & Policy
Economic Development	Trading Standards
Education	Transport & Local Bus Services
Emergency Planning	Tree Work
Employment	Warwickshire Calibration Services
Environmental Design	Waste Management
Farms and Forestry	Youth Services

Publication Date: June 2006

Division: Change Management

Directorate: Performance & Development

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