AGENDA MANAGEMENT SHEET

Name of Committee	**Cabinet**
Date of Committee	**13th July 2006**
Report Title	**Composite Performance Report 2005/06 (April 2005 – March 2006) and Key Messages from Public Consultation.**
Summary	This report provides an analysis of the Council's performance for the full year 2005/06 (the period 1st April 2005 to 31st March 2006) as part of the Performance Management Framework. It reports on performance against the key actions from the Corporate Business Plan, Corporate Headline Indicators (CHIs) and Key Messages from Public Consultation.

For further information please contact:	Colin Gordon Corporate Performance Officer Tel: 01926 412559 colingordon@warwickshire.gov.uk	Sue Littlewood Corporate Planning Manager Tel: 01926 412753 susanlittlewood@warwickshire.gov.uk

Would the recommended decision be contrary to the Budget and Policy Framework?	No.
Background papers	Corporate Business Plan 2005/8 Best Value Performance Report 2006-07

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

Other Committees	☐	....
Local Member(s)	☐	………………………………………
Other Elected Members	☐	....
Cabinet Member	☒	Cllr. Bob Stevens..
Chief Executive	☒	
Legal	☐	....
Finance	☐	....

Other Chief Officers	☒	SDMT
District Councils	☐	...……………………………………
Health Authority	☐	……………………………………
Police	☐	……………………………………
Other Bodies/Individuals	☑	Key Officers within the departments

FINAL DECISION   YES

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	☐	……………………………………

Warwickshire
County Council

Cabinet – 13th July 2006

Full Year Composite Performance Report 2005/06 and Key Messages from Public Consultation

Report of the Strategic Director of Performance and Development

Recommendation
1) That Cabinet notes the contents of the report and note that full year reports from individual departments will be reported to relevant Overview and Scrutiny Committees.   2) That Cabinet identifies any aspects of performance where they believe there is potential to improve and consider the performance issues raised in the report that may require attention.   3) That Cabinet notes the Key Messages from Public Consultation identified in the report.   4) That Cabinet supports the review of the Council's planning and performance management framework.

1. Background

1.1 The Composite Performance Report shows the performance of our Corporate Headline Indicators (CHIs). Its purpose is to give an overview to Cabinet of the performance of the Organisation over the last year and help identify performance areas that may require attention.

1.2 The report also shows a summary of our progress for the year against actions in the Corporate Business Plan 2005/08 and the Key Messages from Public Consultation grouped under the five LAA (Local Area Agreement) themes and the supporting sixth theme.

1.3 This year's Composite Performance Report has been written under the new Corporate Performance Management System traffic lighting and tolerances that have been introduced into the WCC Performance Management Framework.

Previously, the traffic lighting of PI Targets, Milestones and Trends was given with Red, Amber and Green alerts. These had the following meaning:-

- Green was used to indicate meeting or exceeding Targets / Milestones.

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- Amber was used as a warning to indicate poor performance within a pre-defined tolerance and the possibility of movement into the Red alert.
- Red was used to indicate poor performance outside of the tolerance set for the Amber warning.

The new traffic lighting has one alert to indicate poor performance, one alert to indicate good performance that is on target within tolerance limits and one alert to indicate high performance beyond target and expectations.

The tolerances above and below the targets have also been tightened under the new system giving a narrower band to indicate good performance and negating the need for an Amber alert as a warning. In this way, any reports (either exception reports or full reports) will clearly show the areas of performance that need addressing and action taken.

Therefore, the new traffic lighting has the following meaning:-

- Green Star (⭐) is used to indicate high performance and exceeding Targets / Milestones beyond a pre-defined tolerance.
- Blue Circle (🔵) is used to indicate good performance and meeting Targets / Milestones within pre-defined tolerance limits.
- Red Triangle (🔺) is used to indicate poor performance and missing Targets / Milestones beyond a pre-defined tolerance.

The new traffic lighting system uses different shaped symbols for the alerts to avoid confusion if the reports are printed or photocopied in black & white. This also avoids the need to write in the colour name of the alert over the colour, which was sometimes difficult to see both in colour and black & white

The other additional symbol in the report is to indicate those Objectives / Priorities which have been deferred or superseded and any PI's that do not have enough historic data for Trend indication. In this instance a White Square (☐) is used.

1.4   The Best Value Performance Report for 2006/07 contains further detail of the full suite of performance indicators. Other details can be found in the individual Departmental Performance Reports, which are produced for review by the relevant Overview and Scrutiny Committees.

2.   Content of the Composite Report

2.1   This report seeks to present an objective analysis of our key performance areas, grouped by each of the five LAA Themes and the supporting sixth theme. Information is shown in a 'traffic light' form to show performance against trends over time; the targets set for 2005/06 and previous years. Our performance is also compared with National and other County Council results for 2004/05, if available.

2.2   In addition to the 'traffic light' reporting, commentary is provided as further detail for explanation, analysis or information.

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3.   Next Steps.

3.1   The report is presented to enable a review of key performance results and thereby allow Cabinet to identify any issues that they particularly wish to be highlighted on our corporate performance in 2005/06 and any actions to be taken in 2006/07 to address these issues.

3.2   It is recognised that we will also need to pick up any issues, which arise from the further consideration of the Corporate Business Plan and the Best Value Performance Report following the recent Cabinet and Council meetings.

3.3   Overall, we are reviewing the Council's planning and performance management framework to reflect the changes to the Council's policies and objectives. A report will be brought to Cabinet in the autumn.

David Carter
Strategic Director of
Performance & Development

Shire Hall, Warwick.

Warwickshire County Council

Composite Performance Report 2005/06

Warwickshire
County Council

Contents

1 INTRODUCTION

This report shows Warwickshire County Council's performance for 2005/06 (April to March) in a coloured 'traffic light' form for each of our key performance areas in Directorates against targets and milestones.

The report contains an update on progress against the key actions from the Corporate Business Plan (CBP) 2005-2008.

The report also summarises our performance over time for our key Corporate Headline Indicators (CHIs), as detailed in Appendix A. Commentary is given on individual indicators, if required, for better understanding and interpretation.

Indicators and CBP actions are grouped by each of the five LAA Themes and the sixth supporting theme as follows:

- **Children and Young People**

- **Safer and Stronger Communities**

- **Healthier Communities and Older People**

- **Economic Development and Enterprise**

- **Environment**

- **Development and Resources**

Progress on Corporate Business Plan actions is presented using a coloured 'traffic light' approach with an explanation as follows,

Performance Key	Progress
Green Star	Actions are complete and have exceeded the target by more than 2% or have been delivered prior to the milestone date.
Blue Circle	Actions are complete within +2% and –5% of the target or partially complete and full completion is delayed by 2 months or less of the milestone date.
Red Triangle	Actions are complete by more than –5% of the target or partially complete and full completion is delayed by greater than 2 months from the milestone date.
White Square	Actions have been permanently deleted or deferred beyond the lifetime of the current Corporate Business Plan.

Further detailed commentary is given on those actions that have been given a Red Triangle or White Square for more understanding, interpretation and detail on any remedial actions being taken.

This report also presents an update on the results from public consultation for 2005/06 April to March as they relate to each of the five LAA themes and the sixth supporting theme. It covers results from the three corporate consultation activities undertaken in this period i.e. the Public Satisfaction Survey, Citizens' Panel, Mystery Shopping as well as some of the main service consultations.

Our main tool for measuring satisfaction with the County Council is the Annual **Public Satisfaction Survey**, which is a postal survey undertaken every autumn, with 4,000 randomly selected Warwickshire Residents. Satisfaction with Council departments is strongly affected by service use; which is perhaps obvious, but should be borne in mind when examining findings of the User Satisfaction surveys; that absence of satisfaction does not equal dissatisfaction, but often, absence of experience on which to base an opinion. The Public Satisfaction Survey 2006/07 has to follow the statutory format (every three years), we will be reporting these results plus official comparative data from other County Councils in the full year report in June 2007.

A planned programme of consultation via the **Citizens' Panel** has been developed and is designed to reflect the Council's corporate priorities and objectives. Over the last year the Citizens' Panel has been consulted on Access to Services, Priorities, with the current wave (June 2006) focussing on Value for Money.

The last full wave of **Mystery Shopping** was undertaken in February 2005 and a mini wave, which focused on problem areas identified, was undertaken in October 2005. The Mystery Shopping activity has recently been through a tender situation and the successful company appointed was Mystery Shoppers Ltd. The planning for the next wave is underway and will be undertaken in September 2006.

2 Children and Young People

Progress on Corporate Business Plan actions for 2005/06

Performance Key	Number	% of Total	Commentary
⭐	2	12%	
🔵	11	65%	
🔺	4	23%	**Priority** – Raise standards of achievement for learners, particularly in schools. **Action** – Direct intervention for schools identified by OFSTED as needing help - target is to reduce to 0.8% the number of primary schools in special measures at January 2006. • 1.5% of Primary Schools were in Special Measures as at January 2006. • This target was set before changes to the Ofsted framework. Since September 2005 the proportion of schools in Ofsted categories has risen at National level. However we recognise that this is too high for Warwickshire. **Priority** – Promote the access and inclusion of all learners. **Action** – Improve behaviour in schools – target is to sustain our level of pupils excluded to 1 permanent exclusion per 1,000 pupils. • Result was 1.9 permanent exclusions per 1,000 pupils. • 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. The LA will be instigating a system of managed moves within the next year, which will change the face of permanent exclusions. **Action** – Fulfil statutory responsibilities in relation to Equalities – targets are to achieve Level 3 of the Standard and all Schools to have Race Equality policies assured by the Education department by March 2006. • Level 2 of the Equality Standard has been achieved. The Department is completing a programme of Equality Impact Assessments but this is proving a major undertaking. Consideration is being given to securing additional expertise to support the work. • 89% of schools have in place Race Equality policies that have been assured by the Education Officer (Race Equality). Having such a policy will be the subject of Inspections by Ofsted and schools will need to refer to this Policy and Action Plan in the self-evaluation they are required to prepare.

▲			**Priority** – Reduce health inequalities across the County through targeting the most disadvantaged. **Action** – Increase in the number of schools working towards a Warwickshire Health Promotion Schools Scheme accreditation – target is to increase the number of Healthy Schools involved in the Warwickshire Healthy Schools Programme accredited to Level 3 increased to 100. • 77 schools were accredited to Level 3. • In response to new criteria for national Healthy School Status (HSS) targets have been revised and definitions of HSS amended. The new targets will be extremely challenging for Warwickshire as it represents a change in direction nationally. However, recruitment to the local scheme continues to rise steadily. An action plan is in place and significant changes have been made to enable the local programme to respond quickly and effectively to the national changes.
☐	0	0%	
TOTAL =	**17**		

Key Messages from Consultation

The general satisfaction level for Education Services from the Public Satisfaction Survey had improved from 46.8% in 2003 to 50% in 2004 and dropped slightly in 2005 to 49%. Amongst users of the services the satisfaction level was considerably higher at 78%.

Education was a top priority for Warwickshire public, when asked which three areas were most important to them. Quality secondary schools and quality primary schools that promote high levels of achievement in all areas are considered top 2 priorities under area of learning.

Over a third (34%) of residents identified activities for teenagers as a priority for improvement in their area.

3 Safer and Stronger Communities

Progress on Corporate Business Plan actions for 2005/06

Performance Key	Number	% of Total	Commentary
⭐ (green star)	2	15%	
🔵 (blue circle)	11	85%	
🔺 (red triangle)	0	0%	
⬜ (white square)	0	0%	
TOTAL =	**13**		

Key Messages from Consultation

Anti-Social Behaviour

The results of the **Public Satisfaction Survey** show that the main areas of concern for residents of Warwickshire are similar to last year (i.e. teenagers hanging around on streets, vandalism and graffiti, drug use, drunkenness, rubbish and litter).

Areas of concern vary by District, please see table below.

District	Concerns
North Warwickshire	Abandoned vehicles and rubbish and litter.
Nuneaton & Bedworth	Have above average levels of concern about vandalism and graffiti, people being attacked, rubbish and litter and abandoned vehicles.
Rugby Borough	Levels of concern in are slightly higher for vandalism and graffiti, drug use, noisy neighbours and abandoned vehicles.
Stratford-on-Avon	The only issue in where residents have levels of concern above the County average is with drug use.
Warwick District	Concerns in are generally below the County average, with the exceptions of drunk and rowdy behaviour and people sleeping rough.

Fear of Crime

The fear of crime in Warwickshire appears to have fallen slightly during the past twelve months for two of the three key crime types – burglary and vehicle crime. Both measures are at their lowest since the data was first collected in 2000. Fear of violent crime has increased from 45% in 2004 to 50% in 2005 and is at its highest level since 2000 (48%). Differences between the north and south of the County are still significant, for example, fear of burglary has increased in the two northernmost Districts but decreased in the two southernmost.

Fire and Rescue Service – emergency response

Over half (57%) of all respondents were satisfied with the service, of those who have used the service, 93% were satisfied

Fire and Rescue Service – prevention services

Over half (52%) of all respondents were satisfied with the service, of those who have used the service, all were satisfied

Of the comments received from the survey 21% related to the Community Safety theme,

- Dealing with anti-social behaviour.
- More policing.
- Intimidating behaviour from young people.

From consultation with the **Citizens' Panel** – reducing crime and improving community safety was the second most important issue identified.

Under Community Safety, the top three priority areas were identified as,

- Reducing anti-social behaviour.
- Reducing offending through focusing on prolific and priority offenders.
- Reducing the number of young people becoming offenders.

4 Healthier Communities and Older People

Progress on Corporate Business Plan actions for 2005/06

Performance Key	Number	% of Total	Commentary
★ (green star)	2	13%	
● (blue circle)	11	73%	
▲ (red triangle)	1	7%	**Priority** – Develop Community Learning Plans. **Action** – Start to implement the 10 year vision "Building for the Future" arising from the Best Value Review of Libraries. • Of the two milestones set for activities against the action neither were achieved. • A revised approach is being used going forward, linked to New Ways of Working agenda including Access and Neighbourhood Strategies.
☐ (white square)	1	7%	**Priority** – Reduce health inequalities across the County through targeting the most disadvantaged. **Action** – Enhance the environment of our towns and streets to benefit the health, social and economic vitality of our communities (LPSA2). • A LPSA 2 has not been agreed for street scene.
TOTAL =	**15**		

Key Messages from Consultation

Making Warwickshire a good place to live

Respondents from the **Public Satisfaction Survey** have again selected a low level of crime as the most important thing in making somewhere a good place to live. Health Services is second again, but shopping facilities has moved up to the third most important.

Compared to last year's results, slightly more respondents have highlighted public transport and wage levels & local cost of living, less respondents have highlighted affordable decent housing (35% - 30%) and clean streets (33% - 28%).

What most needs improving?

Overall, the top three priorities for the Warwickshire residents have remained the same since the 2004 survey. There are some significant differences between the results at a District level, affordable decent housing appears to be an issue in the south of the County, whilst activities for teenagers and level of crime appear more prominently in the north of the County.

Compared to last year's results more respondents have highlighted health services and job prospects this year. However less people have highlighted public transport and clean streets as things that need improving in their local area.

Neighbourhood Satisfaction

Nearly 84% of respondents are satisfied with their neighbourhood as a place to live, compared to 83% in last years survey.

North Warwickshire and Rugby have witnessed significant decreases in the levels of satisfaction since last year, whilst satisfaction in Nuneaton and Bedworth has increased by the greatest amount (from 73% to 80%).

Young respondents appear to be less satisfied with their neighbourhood as a place to live, only 71% of respondents aged under 25 were satisfied compared to 86% of those aged over 25.

Community Involvement

Overall, 85% of respondents agree that their local area is a place where people from different backgrounds get on well together, compared to 84% in the 2004 survey. Within the last year, 26% of respondents have been involved in at least one community or voluntary organisation. Respondents within Stratford District have the highest level of participation (34%) and respondents from Nuneaton and Bedworth Borough have the lowest level of participation (18%).

Libraries

Overall, 71% of respondents were satisfied with their library, whilst 88% of respondents who had visited their library in the last year were satisfied. The corresponding figures in 2004 were 73% and 88%.

Satisfaction with libraries from people who use them has remained fairly static in each of the Boroughs / Districts over the last six years.

Museums and Galleries

83% of respondents who had visited a museum or gallery in the last year were satisfied. This compares favourably with the results last year, when 75% of respondents were satisfied.

Respondents from Nuneaton and Bedworth appear more satisfied with museums and galleries, whilst respondents in North Warwickshire appear less satisfied.

Cultural and Recreational Services

Three quarters (75%) of respondents who have used the service in the last year were satisfied. Levels of satisfaction have decreased since last year, when 79% of respondents were satisfied

Of the comments received from the survey 7.3% related to the theme of Health and Healthy Lifestyles:

- Improve education standard.
- Improve leisure facilities.
- Improve education funding.

Health Services

Less than three out of five respondents (58%) are satisfied with the way the County Council scrutinises the provision of Health Services, which is a decrease on last year's figure of 67%.

Healthy Lifestyles

- Nearly one-half of respondents, 49%, would classify their health as being 'Good' over the last twelve months, 39% would classify their health as 'Fairly Good' and 12% classified it as 'Not Good'. These results are similar to   last year's Public Satisfaction Survey.

- In 2005, 3% of respondents stated that they smoked twenty or more cigarettes per day; a similar result to the 2004 survey. In total, 17% of respondents reported that they are currently a smoker, this compares with 16% in 2004 and 18% in 2003.

- Levels of smoking are highest in North Warwickshire, with more than one in five residents currently smoking. The lowest levels are in Nuneaton and Bedworth, with around one in nine residents currently smoking.

- Nearly a half (49%) of smokers stated that they would like to give up; in 2004 the comparative figure was 50%; and in 2003 the figure was 56%.

The comments received from the survey varied in nature, but many of them related to the health and healthy lifestyles theme, the most common types of comments revolved around,

- Lack of local health facilities.

- Improve path maintenance.

- Improve leisure facilities.

Satisfaction with Social Services

Satisfaction with Social Services has remained constant over the last year at 36%, while satisfaction with users of the service has decreased from 76% to 68%. The results of the Home Care Services User Survey in February 2006 showed that overall 61.4% of our homecare service users were "extremely" or "very satisfied" with the service. This level of satisfaction will be rated as band 4 "good" by the Department of Health (out of a possible 5 bands).

From consultation with the **Citizens' Panel** the top three priorities for services for older people and adults needing support were identified as,

- Support more people to live in their own homes by providing more low level social care.

- Increased support to carers to help them continue the caring role.

- Developing a greater range of alternatives to care homes where personal care is available 24 hours a day.

While the top three priorities for Encouraging healthy lifestyles were,

- Supporting schools to promote healthy lifestyles.

- Promoting healthy eating.

- Increasing schools and local authority healthy meals provision.

5 Economic Development and Enterprise

Progress on Corporate Business Plan actions for 2005/06

Performance Key	Number	% of Total	Commentary
⭐	0	0%	
🔵	13	87%	
🔺	2	13%	**Priority** – Promote Warwickshire's economy improving the quality of life for the most disadvantaged people. **Action** – Target consumer advice, information provision and enforcement to address the needs of the most vulnerable – target is monitoring shows at least 80% of plans provide for the most vulnerable. • Monitoring shows that 49% of plans provide for the most vulnerable. • Not all projects are exclusively targeted at vulnerable groups as defined by the Audit Commission. **Priority** – Increase employment opportunities and the employment potential of Warwickshire residents. **Action** – Develop the Stratford Waterfront regeneration project with partners – target is to secure £10 million external funding for the implementation of the agreed Waterfront and Stratford Transport Strategy proposals. • Advantage West Midlands (AWM) accepted the application for the full bid of £5m in March. £5m was applied for as we were advised by AWM that this amount could be agreed regionally. Phase 2 will follow after the development of an Urban Design Framework, towards the end of 2006.
⬜	0	0%	
TOTAL =	**15**		

Key Messages from Consultation

In the Annual **Public Satisfaction Survey** questions were included to identify if Warwickshire residents are confident consumers,

- The questionnaire asked how well informed respondents felt they were about their rights as a consumer, 45% felt they were very or fairly well informed, although 9% felt they were not at all informed, these results were similar to those in 2004, 49% and 10% respectively.

- Opinions appear to be mixed on how easy it is to get information or advice about what you are entitled to if you are sold a faulty product, or receive poor service, 36% of respondents think it is easy, and 36% think it is difficult. In 2004, the respective figures were 39% and 30%.

Economic Development and Enterprise

Overall, the top three priorities for the Warwickshire residents have remained the same since the 2004 survey. There are some significant differences between the results at a District level, affordable decent housing appears to be an issue in the south of the County, whilst activities for teenagers and level of crime appear more prominently in the north of the County.

From consultation with the **Citizens' Panel** the top two priorities for Local Economy were identified as,

- Providing work opportunities in areas of high unemployment.
- Attracting quality jobs to Warwickshire.

6 Environment

Progress on Corporate Business Plan actions for 2005/06

Performance Key	Number	% of Total	Commentary
⭐	3	16%	
🔵	10	53%	
🔺	4	21%	**Priority** – Lead by example to promote environmental sustainability. **Action** – Develop a climate change strategy – milestone targets of 30/9/05 for draft strategy and 31/1/06 for consultation and final strategy completion. • Draft Climate Change strategy went out for public consultation with a closing date of consultation April 10th. The draft strategy went before Overview and Scrutiny at the beginning of May. The completed strategy went to Cabinet on May 25th with the launch event scheduled for July 3rd. **Priority** – Promote and implement transport policies and targets, which balance the needs of people, businesses and the environment. **Action** – Progress the major schemes identified in the Local Transport Plan – milestone target of 30/11/05 Nuneaton and 30/11/06 for opening of Coleshill Parkway. • At year-end, the DfT offered to increase the allocation for Nuneaton Development Project Phase 3 subject to WCC funding the shortfall in order to complete the scheme. Availability of the match funding has not yet been determined. Scope of the scheme for Phase 3 will not be actioned until funding is identified. • For Coleshill Parkway full approval was obtained in March 2006 and contracts let. Opening is planned for early 2007. **Priority** – Minimise household waste and increase rates of recycling and composting. **Action** – Agree phase 2 of the Integrated Waste Strategy with waste collection authorities – milestone target of completion by the end of July 2005. • Phase 2 was approved in October 2005. **Action** – Work on waste management activities to achieve national targets – milestone target of 31/8/05. • The long-term contract for disposal of residual waste is not expected to be advertised until 2006/07 due to re-phasing of the Strategy and lack of funding in 2005/06 for the procurement process.

| | 2 | 10% | **Priority** – Lead by example to promote environmental sustainability.

Action – Develop an energy strategy for Warwickshire.

• Members at Environmental Overview and Scrutiny committee agreed that both the Climate and Energy strategies should be amalgamated under one strategy and called Climate Change strategy. Hence this action has been amalgamated with the one on the Climate Change Strategy.

Action – Achievement of the LPSA2 target of overall reduction of 23% in carbon through energy management from named county council properties by end of March 2008.

• An LPSA 2 was not agreed regarding carbon reduction. |
| **TOTAL =** | **19** | | |

Key Messages from Consultation

Satisfaction with Environmental Services

There was a slight drop in satisfaction levels with Environmental Services from 59% in 2004 to 57% in 2005. Users of the services were more satisfied i.e. 83% in 2004, 80% in 2005.

Overall, respondents from Stratford District were most satisfied (62%), whilst those within Warwick were least satisfied (52%).

Of the comments received from the survey 22.6% related to Environment and Planning,

- Improve recycling facilities.
- Improve / introduce plastic recycling.
- Improve green bin collection.
- Concerns about planning permission.
- General concerns about the environment.
- Levels of litter.

While 25.4 % related to Roads and Travel,

- Traffic volume / traffic problems.
- Parking problems.
- Improve road maintenance.
- Make easier for disabled to negotiate roads / crossings.
- Road safety concerns.
- Litter on roads / roadside.
- Parking permit concerns.

Satisfaction with Recycling Centres

81% of respondents are satisfied with their local recycling centre overall, this is a slight decrease from last year 82%. Respondents within Stratford were most satisfied with their recycling centre, whilst those in Nuneaton and Bedworth were least satisfied. The results in Stratford and Warwick have improved since last year, whilst satisfaction has decreased within the other three Districts.

From consultation with the **Citizens' Panel** the top priority for Environment was – "Increasing the percentage of waste that is recycled".

Satisfaction with Transport Services

Nearly half (49%) of respondents stated that they were satisfied with the Transport services that they received from Warwickshire County Council this is a slight increase from 2004 - 46%. Users of the service were more satisfied with the service i.e. 68% in 2005, 63% in 2004.

Of the respondents who had used Transport Services, those from Rugby appear to be most satisfied (75%), whilst those in Stratford appear least satisfied (64%). All Districts have witnessed an increase in satisfaction levels since the 2004 survey.

Local Bus Service

Half of the respondents were satisfied with the local bus service, this is a slight increase on the results from last year, and is the highest level of satisfaction recorded on any of the previous six Public Satisfaction Surveys. Respondents who have used the local bus service in the last year are more satisfied than the overall result, 58% in 2005 and 50% in 2004.

Satisfaction has increased in four of the Districts since last year, the exception being North Warwickshire, where satisfaction has fallen from 53% to 44%.

Public Transport Information

Approximately one-third of respondents (33%) have seen information provided on local transport services in the last year. Approximately 75% of these respondents are satisfied with the information they have seen, compared to 57% of all respondents to the questionnaire.

Overall satisfaction has increased from 49% in 2004 to 57% this year,
Figure 2 shows that there have been significant increases in satisfaction levels at a District level.

Roads

For the first time in the survey, respondents were asked to say how satisfied they were with the roads in Warwickshire that are maintained by the County Council.

- Respondents appear most satisfied with the maintenance of street lighting and the condition of road signs. However, less than two in five respondents are satisfied with the general condition of road surfaces in rural surfaces.

- Respondents in North Warwickshire appear most satisfied with the condition of both their rural and urban road systems compared to the rest of the county.

- Respondents in Stratford are least satisfied with rural roads and those in Nuneaton and Bedworth are least satisfied with the roads in their town.

Planning Services

30% of respondents stated that they were satisfied with the Planning services that they received from Warwickshire County Council. This result is slightly more positive than last year, when 29% of respondents were satisfied. Users of the service (11%) were more satisfied (60%), again, this was a slight increase in satisfaction from last years survey, 59%.

The **Citizens' Panel** was consulted on a number of Sustainability issues, Climate Change, Waste Management and Sustainable Travel.

- All the environmental issues i.e. Climate Change, Sustainable Travel, Biodiversity/Nature Conservation, Historic Environment Conservation and Waste Management were felt to be important. Main issue, which were thought to be very important, were Waste Management (78%) and Climate Change (70%).

- Top three things to reduce impact on the environment, Recycle (96%), Use insulation in your home (90%), Save electricity or fuels in your house (89%).

- Awareness and use of recycling services is generally high, services most used are Doorstep/kerbside recycling collection of more than one material (80%), Recycling centre at household waste site (tip) (80%).

- Most recycled household item is Paper (e.g. newspapers/magazines), biggest motivation to recycle is 'Good for the environment/saves resources'

- Majority (89%) agree that is it a good idea to use waste that cannot be recycled to produce useful electricity and heat energy.

- Main method of transport to work is 'driving a car/van alone', over a third said nothing would encourage them to car share to and from work. Results were more positive on what would encourage using public transport to and from work – quicker/direct transport (48%), higher frequency of public transport (38%).

- Over half agreed they want to reduce their car usage, main reason being 'To help reduce environmental damage' (26%).

- Awareness of climate change is high (74%), and 97% felt it was important that children learn about environmental issues.

- 5% already buy electricity from renewable sources from suppliers, over three quarters (77%) would consider buying renewable energy if it did not cost any extra. 89% would be interested in buying electricity or heat from renewable sources generated in their area.

68% thought that ownership by communities and individuals should be encouraged. Over three quarters (78%) would be interested in investing to help create a domestic or community energy generation proposal.

7 Development and Resources

Progress on Corporate Business Plan actions for 2005/06

Performance Key	Number	% of Total	Commentary
★	1	5%	
●	15	65%	
▲	7	30%	**Priority** – Modernise the way we deliver service to our customers. **Action** – Develop a joint access strategy through the Warwickshire On-Line Partnership, to support Warwickshire Strategic Plan. • Of the two milestones set for activities against the action neither were achieved and the revised completion date is March 2007. • The Warwickshire Direct Partnership has recently agreed a Framework Document, which includes the development of a joint access strategy. The document will be submitted to the Partnership Board for endorsement. **Priority** – Improve the public perception of the Council. **Action** – Strengthen the relationship with the voluntary and community sector. • Cabinet considered the strategy and action plan and a revised completion date of 31/3/07 has been set. **Action** – Promote strong democratic and corporate governance – target was to complete 80% of recommendations of the action plan by 31/3/06. • 70% of the recommendations were completed. • Action plan in place to address the outstanding 'red' actions. **Priority** – Effectively manage change through developing and supporting our people. **Action** – Implement the OD Strategy work programme, specifically through the Working for Warwickshire project – target was 90% of new employees undergo new induction process within six months of recruitment. • Only 60% of employees are undergoing the new induction process. • Portable presenter now available. HR Change Managers have agreed strategy for improving performance.

▲			**Priority** – Effectively manage change through developing and supporting our people. **Action** – Implement Phase 2 of HRMS – target was process re-engineering for Phase 2 modules of HRMS identified and implemented by September 2005. • Recruitment process re-engineering underway. Action now carried forward to 2006/07 Business Plan. **Action** – Implement corporate workforce planning – target was 100% of workforce planning project deadlines achieved. • No project deadlines achieved as the overall project delivery was delayed due to the issues with HRMS. **Action** – Address the requirements for an equal pay review contained in the national pay agreement – target was new pay structure agreed by April 2006. • Action plan for achieving equal pay review up to Scale 3 is in place for delivery by the end of March 2007.
☐	0	0%	
TOTAL =	**23**		

Key Messages from Consultation

Satisfaction with the County Council Overall

The 2005 survey showed that satisfaction with the way the Authority runs things has slightly decreased since last year from 60% to 58%. However, satisfaction levels have recovered from the nationally experienced drop of 10% in 2003.

In terms of getting value for money, 34% of respondents are satisfied with the County Council, whilst 30% are dissatisfied. This is a decrease from 42% satisfaction in 2004.

Of the comments received from the survey 18% related to Warwickshire County Council services in general, the most common types of comments revolved around,

- Satisfied / happy with council services.
- Council tax is too high.
- Poor / slow response by Council to queries / problems.

The three most important issues identified by the **Citizens' Panel** were,

- Education (schools and children).
- Reducing crime and improving community safety.
- Services for older people and adults needing support.

Whilst the top three priorities identified under Access, involvement and sound Management of WCC were,

- Encouraging local people to become actively involved in the safety of their own community.

- Ensuring sound financial management.

- Encouraging community involvement by providing straightforward methods for feedback and responses.

Contacting council services

- Within the last year, the most popular forms of contacting the County Council have been telephone (48% of respondents had phoned) and by visiting the County Council offices (23%). A further 20% had written to the County Council and 8% had e-mailed the County Council.

- Of those respondents who had telephoned the County Council, 68% were satisfied with the overall way their call was dealt with, whilst 15% were dissatisfied. These are similar results to last year.

- More than one in five respondents, 21%, had visited the County Councils website in the last year, compared to 18% last year. Of these respondents, 78% were satisfied with the website, whilst 4% were dissatisfied. These results compare favourably to last year, when 70% of users were satisfied and 8% were dissatisfied.

Complaints handling

- Approximately one in nine respondents (11%) had contacted the Authority to make a complaint in the last 12 months. Most respondents, 78%, phoned up to make their complaint, whilst a further 31% wrote a letter to the Council to complain.

- Respondents were asked how satisfied they were with the way their complaint was handled, 38% were satisfied, whilst 46% were dissatisfied, including 28% who were 'very dissatisfied'.

- The main reasons for dissatisfaction with the way complaints are dealt with is;
  o The final response was not what was hoped for (43%).
  o The time taken to deal with the complaint (38%).
  o Staff attitude (26%).
  o Response did not answer the questions (21%).
  o Response was not clear (15%).

Mystery Shopping

Overall satisfaction with **phone calls** had improved in wave 9 from 72% to 80%.

Positive	Green	Negative	Red
• 81% of calls were answered within Corporate Standards (CS 5 rings). • 79% of callers are given a correct response. • Improvements are seen with ensuring callers fully understand and are satisfied with the answer given (CS). • Improvements seen in the transfer process.		• 31% of those expecting to receive literature did not receive anything. • 53% of staff don't give the department name/location in their greeting (CS), only 6% said WCC.	

Overall satisfaction with **visits** has increased in wave 9 from 80% to 96%.

Positive	Green	Negative	Red
• 84% of visitors are seen immediately, the rest wait less than 5 minutes (CS). • 92% of visitors were given the correct answer to their query (100% including partially correct answers). • All visitors feel they were dealt with discretely if required.		• Only 36% of receptionists had a badge or plaque on the desk (CS). • 31% of those expecting to receive literature did not receive anything.	

Overall satisfaction with **letters** has decreased from 72% to 50%.

Positive	Green	Negative	Red
• 100% of letters are easy to understand. • 100% were given the correct answer to their query. • 100% of those expecting to receive literature did.		• 50% of letters didn't receive a reply (decrease from 19% in wave 8).	

Overall satisfaction with **emails** was down from 66% in wave 8 to 51%.

Positive	Green	Negative	Red
• 89% of emails were easy to understand.		• 38% of emails didn't receive a reply. • 80% of those expecting to receive literature did not receive anything. • 61% were given the correct answer to their query.	

Response times to phone calls and letters from the public are also monitored internally.

Full Year Customer Care Figures April – March 2005/06

Department	% of telephone calls responded to within 5 rings or 15 seconds	% of letters responded to within 5 working days	% of letters responded to within 10 working days	% of emails acknowledged in 24 hours via the web feedback button	% of emails responded to within 5 working days	% of emails responded to within 10 working days
CAMS	97.6%	100%	100%	100%	80%	85%
Chief Executive's	93%	54%	57% *	100%	78% \n 52% (YO)	82% \n 61% (YO)
Education	97.2%*	53%	74%	100%	69%	80%
Fire & Rescue	-	100%	100%	100%	72%	85%
LHTS	90.5%	86%	99%	100%	90% \n 83% (TS)	96% \n 94% (TS)
PTES	93%	75%	90%	100%	79%	90%
Property Services	98.4%	79%	93%	100%	76%	90%
Social Services	95%	53.1% [2]	85.9%	100%	69%	86%
Treasurers	97.6%	100%	100%	100%	58%	63%

- Not covered by WCC switchboard.

* Only measured for first 6 months.

[2] Only measured for last 6 months.

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APPENDIX A

Corporate Headline Indicators (CHIs)

The following tables summarise our performance over time for our key Corporate Headline Indicators (CHIs). Commentary is given on individual indicators, if required, for better understanding and interpretation.

Performance is presented with analysis of **Trend, Target** and **Comparison**, with performance indicators grouped into LAA Themes in Appendix A and using a coloured 'traffic light' approach with a scoring explanation as follows,

Performance Key	Trend	Performance Key	Target	Compare
Green Arrow	Continuous improvement over 2-3 years.	**Green Star**	Exceeded target set by more than 2%.	Exceeded County Council or National best figures.
Blue Arrow	Fluctuation above or below target or some improvement, but not yet consistent.	**Blue Circle**	Actual value within +2% and –5% of the Target.	Within County Council or National best figures by +2% and –5%.
Red Arrow	Reverse trend (greater than 5%) to that of the Aim of the indicator.	**Red Triangle**	Target missed by more than 5%.	Missed County Council or National best figures by more than 5%.
White Square	Only current value or no data available.	**White Square**	No target set.	No comparative data available.

In addition, the data value of the performance indicator for 2005/06 is compared with last years value (2004/05), to indicate whether it has improved, stayed the same or deteriorated over the previous year.

This is represented in the tables by the following symbols,

Getting Better =   (Bigger is better)   (Smaller is better)

No change   =   ➡

Getting Worse =   (Smaller is better)   (Bigger is better)

Corporate Headline Indicator (CHI)	2003/04 Alert (Actual vs Target)	2004/05 Alert (Actual vs Target)	2005/06 Alert (Actual vs Target)	2005/06 Target	2005/06 Actual	2004/05 to 2005/06 Value Change	2 or 3 Year Trend	2004/05 Alert (Actual vs National Best Quartile)	2004/05 Alert (Actual vs County Best Quartile)	Commentary
LAA Theme 1 - Children and Young People										
CH51 - Av. score per student entered	[white square]	[green star]	[blue circle]	309.50	303.20	[red down arrow ✗]	[blue right arrow]	[white square]	[white square]	The average score per student has performed above the National average. The Authority has performed above the National average figures for the past three years with the Authority figure being 1.2% above the National average figure for 2005/2006.
CH66 - Av. score per exam entry	[white square]	[white square]	[blue circle]	81.90	81.10	[red down arrow ✗]	[white square]	[white square]	[white square]	Although the gap has narrowed between the Authority and National average figures, the Authority consistently performs above the National average.
CH52 - % achieving 5+ A*-C grades	[red triangle]	[blue circle]	[red triangle]	61.00	57.30	[green check]	[green up arrow]	[blue circle]	[red triangle]	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.
CH54a - % achieving level 5+ in English	[blue circle]	[blue circle]	[blue circle]	78.00	78.00	[green check]	[green up arrow]	[blue circle]	[blue circle]	
CH54b - % achieving level 5+ in Maths	[blue circle]	[blue circle]	[blue circle]	79.00	77.00	[green check]	[green up arrow]	[blue circle]	[blue circle]	
CH54c - % achieving level 5+ in Science	[blue circle]	[red triangle]	[blue circle]	76.00	74.00	[green check]	[blue right arrow]	[green star]	[blue circle]	
CH54d - % achieving level 5+ in ICT	[green star]	[red triangle]	[red triangle]	79.00	73.40	[green check]	[green up arrow]	[blue circle]	[blue circle]	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.
CH55 - % achieving level 4+ in English	[blue circle]	[red triangle]	[blue circle]	81.00	82.00	[green check]	[green up arrow]	[blue circle]	[blue circle]	
CH56 - % achieving level 4+ in Maths	[red triangle]	[red triangle]	[blue circle]	82.00	78.00	[green check]	[green up arrow]	[blue circle]	[blue circle]	
CH59 - No. New Childminders	[green star]	[green star]	[green star]	70.00	126.00	[red down arrow ✗]	[red down arrow]	[white square]	[white square]	

LAA Theme 1 - Children and Young People										
Corporate Headline Indicator (CHI)	2003/04 Alert (Actual vs Target)	2004/05 Alert (Actual vs Target)	2005/06 Alert (Actual vs Target)	2005/06 Target	2005/06 Actual	2004/05 to 2005/06 Value Change	2 or 3 Year Trend	2004/05 Alert (Actual vs National Best Quartile)	2004/05 Alert (Actual vs County Best Quartile)	Commentary
CH61 - % satisfied with Education	☐	▲	▲	55.00	49.30	↓✗	➡	☐	☐	The response for this question shows a slight fall in satisfaction results. However, dissatisfaction results have also fallen in 2005 meaning that the number of people who are neither satisfied nor dissatisfied has increased.
CH62 - % Users satisfied with Education	●	★	●	78.00	78.00	➡	➡	☐	☐	
CH63 - % School's Satisfaction with Education Department	☐	☐	☐	na	83.50	☐	☐	☐	☐	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.
CH29 - % of 3 or more placements	●	★	●	13.00	13.00	✓	➚	☐	☐	
CH30 - % looked after children adopted	▲	▲	▲	8.00	5.60	↓✗	➘	▲	▲	There has been a small reduction in the number of adoptions this year. However, we expect increasing work around special guardianship orders across the county to help increase this figure in the future.
CH31 - % year 11 in care gaining 1+ A*-G	☐	★	●	75.00	73.00	✓	➚	☐	☐	
CH32a - % school absence - primary	●	▲	▲	4.00	4.90	✓	➚	★	●	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.

LAA Theme 1 - Children and Young People										
Corporate Headline Indicator (CHI)	2003/04 Alert (Actual vs Target)	2004/05 Alert (Actual vs Target)	2005/06 Alert (Actual vs Target)	2005/06 Target	2005/06 Actual	2004/05 to 2005/06 Value Change	2 or 3 Year Trend	2004/05 Alert (Actual vs National Best Quartile)	2004/05 Alert (Actual vs County Best Quartile)	Commentary
CH32b - % school absence - secondary	🔵	🔺	🔺	6.00	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.
CH38 - % special needs statements issued	🔵	🔵	🔵	96.00	96.00	✓	➡	🔵	🔵	
CH39 - No. pupils excluded	⭐	🔺	🔺	1.00	1.90	✗	↘	🔺	🔺	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.
CH35 - No. schools involved in programme	🔺	⭐	🔺	100.00	77.00	✗	➡	⬜	⬜	Warwickshire is not likely to achieve the targets for 2007 given national changes. The targets for 2008 and 2009 are more realistic and achievable.

LAA Theme 2 - Safer and Stronger Communities										
Corporate Headline Indicator (CHI)	2003/04 Alert (Actual vs Target)	2004/05 Alert (Actual vs Target)	2005/06 Alert (Actual vs Target)	2005/06 Target	2005/06 Actual	2004/05 to 2005/06 Value Change	2 or 3 Year Trend	2004/05 Alert (Actual vs National Best Quartile)	2004/05 Alert (Actual vs County Best Quartile)	Commentary
CH71 - % change in casualties for all KSI	☐	●	★	-30.10	-42.80	✔	↗	▲	●	
CH72 - % change in casualties all children KSI	☐	▲	★	-31.90	-56.50	✔	→	▲	▲	
CH73 - % change in casualties for slight injuries	☐	★	★	3.40	-7.60	✔	→	▲	▲	
CH74a - No. fire calls attended	▲	★	●	55.80	57.20	✗	→	☐	☐	There has been a small increase of 1.6% in the number of calls to fire in the year 2005/06.
CH74b - No. deliberate fires	☐	▲	●	37.80	37.57	✔	↘	☐	☐	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.
CH75a - No. fatalities accidental fires	●	▲	▲	0.00	0.38	✔	→	☐	☐	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.
CH75b - No. injuries accidental fires	▲	★	▲	4.04	5.32	✗	→	☐	☐	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.
CH76a - % risk household crime victim	☐	★	☐	18.00	na	☐	☐	☐	☐	

Corporate Headline Indicator (CHI)	2003/04 Alert (Actual vs Target)	2004/05 Alert (Actual vs Target)	2005/06 Alert (Actual vs Target)	2005/06 Target	2005/06 Actual	2004/05 to 2005/06 Value Change	2 or 3 Year Trend	2004/05 Alert (Actual vs National Best Quartile)	2004/05 Alert (Actual vs County Best Quartile)	Commentary
LAA Theme 2 - Safer and Stronger Communities										
CH76b - % risk personal crime victim	☐	★ (green)	☐	4.00	na	☐	☐	☐	☐	
CH77 - Domestic burglaries	▲ (red)	★ (green)	★ (green)	13.70	11.50	✓ (green check)	➚ (green)	▲ (red)	▲ (red)	
CH78 - Vehicle crimes	★ (green)	★ (green)	★ (green)	13.00	11.80	✓ (green check)	➚ (green)	▲ (red)	▲ (red)	
CH79 - Recorded violent crime	▲ (red)	▲ (red)	★ (green)	12.40	11.70	✓ (green check)	➚ (green)	☐	☐	
CH80a - % residents worried about burglary	▲ (red)	★ (green)	● (blue)	60.00	61.00	✓ (green check)	➚ (green)	☐	☐	
CH80b - % residents woried about violent crime	★ (green)	● (blue)	▲ (red)	43.00	50.00	✗ (red)	�’ (red)	☐	☐	
CH80c - % residents worried about vehicle crime	★ (green)	● (blue)	● (blue)	50.00	50.00	✓ (green check)	➚ (green)	☐	☐	
CH81 - % 10-17 year old offenders	● (blue)	▲ (red)	▲ (red)	1.50	1.70	➡ (black)	➡ (blue)	☐	☐	

LAA Theme 3 - Healthier Communities and Older People										
Corporate Headline Indicator (CHI)	2003/04 Alert (Actual vs Target)	2004/05 Alert (Actual vs Target)	2005/06 Alert (Actual vs Target)	2005/06 Target	2005/06 Actual	2004/05 to 2005/06 Value Change	2 or 3 Year Trend	2004/05 Alert (Actual vs National Best Quartile)	2004/05 Alert (Actual vs County Best Quartile)	Commentary
CH21 - % satisfied with Social Services	☐	★	●	37.00	36.10	[green ✓]	[green arrow]	☐	☐	
CH22 - % users satisfied with SS	☐	★	▲	77.00	67.50	[red ✗]	[blue arrow]	☐	☐	
CH23 - % users satisfied with Home Care	☐	★	●	63.00	62.00	[green ✓]	[blue arrow]	☐	☐	
CH24 - Community based services	▲	▲	▲	65.00	57.00	[red ✗]	[red arrow down]	▲	▲	Significant improvements have been made to the quality of data used to generate the figure for Older People Helped to Live at Home.
CH25 - Intensive home care	★	▲	●	8.50	8.10	[green ✓]	[blue arrow]	▲	●	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.
CH26 - Residential care admissions	★	▲	★	79.00	73.00	[green ✓]	[blue arrow]	☐	☐	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.
CH27 - Waiting time - care packages	★	▲	●	89.00	85.00	[red ✗]	[red arrow down]	●	●	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.
CH28 - No. delayed transfers of care	☐	▲	☐	37.10	na	☐	[green arrow]	☐	☐	

Corporate Headline Indicator (CHI)	2003/04 Alert (Actual vs Target)	2004/05 Alert (Actual vs Target)	2005/06 Alert (Actual vs Target)	2005/06 Target	2005/06 Actual	2004/05 to 2005/06 Value Change	2 or 3 Year Trend	2004/05 Alert (Actual vs National Best Quartile)	2004/05 Alert (Actual vs County Best Quartile)	Commentary
LAA Theme 3 - Healthier Communities and Older People										
CH37a - No. quitters at 4 weeks	★	★	▲	3323.00	2726.00	✗	➡	☐	☐	
CH64 - % satisfied with Libraries	●	●	▲	75.00	71.20	✗	➡	☐	☐	
CH65 - % users satisfied with Libraries	★	●	▲	95.00	88.10	✓	➡	☐	☐	

LAA Theme 4 - Economic Development and Enterprise										
Corporate Headline Indicator (CHI)	2003/04 Alert (Actual vs Target)	2004/05 Alert (Actual vs Target)	2005/06 Alert (Actual vs Target)	2005/06 Target	2005/06 Actual	2004/05 to 2005/06 Value Change	2 or 3 Year Trend	2004/05 Alert (Actual vs National Best Quartile)	2004/05 Alert (Actual vs County Best Quartile)	Commentary
CH11 - % people in employment	☐	●	☐	80.00	na	☐	➡	☐	☐	
CH12 - % no. local jobs	☐	★	☐	0.20	na	☐	➡	☐	☐	
CH13 - % employers rating Warks as good	★	★	☐	67.70	na	☐	➡	☐	☐	
CH14 - Av. income best to worst district	☐	●	●	1.21	1.26	✗	➡	☐	☐	
CH15 - % destinations for school leavers	☐	●	●	93.40	93.60	✓	⬆	☐	☐	
CH16 - % confident consumers	★	▲	▲	68.00	44.60	✗	⬇	☐	☐	

LAA Theme 5 - Environment										
Corporate Headline Indicator (CHI)	2003/04 Alert (Actual vs Target)	2004/05 Alert (Actual vs Target)	2005/06 Alert (Actual vs Target)	2005/06 Target	2005/06 Actual	2004/05 to 2005/06 Value Change	2 or 3 Year Trend	2004/05 Alert (Actual vs National Best Quartile)	2004/05 Alert (Actual vs County Best Quartile)	Commentary
CH41 - % new homes built	▲	★	★	60.00	64.40	↑	↗ (green)	☐	☐	
CH42 - % satisfied with Transport	★	★	★	47.00	48.50	↑	↗ (green)	☐	☐	
CH43 - % users satisfied with Transport	★	●	★	64.00	67.70	↑	↗ (green)	☐	☐	
CH44a - % satisfied with Footways & Pavements	☐	▲	☐	na	49.00	↑	→ (blue)	☐	☐	The overall national target is to achieve 57% by 2010.
CH44b - % satisfied with Rural Road Surfaces	☐	▲	☐	na	49.00	↑	→ (blue)	☐	☐	The overall national target is to achieve 54% by 2010.
CH45a - % primary school travel by car	☐	●	▲	46.00	49.00	→ (black)	→ (blue)	☐	☐	This indicator has been changed for inclusion within the LTP (Local Transport Plan).
CH45b - % secondary school travel by car	☐	▲	▲	17.00	23.00	✗ (red)	→ (blue)	☐	☐	This indicator has been changed for inclusion within the LTP (Local Transport Plan).
CH46a - % total household waste recycled	★	★	●	14.40	14.40	↑	↗ (green)	▲	▲	
CH46b - % total household waste composte	▲	★	▲	15.60	14.60	↑	↗ (green)	☐	☐	
CH47 - Kg. household waste collected	★	●	●	544.00	544.00	↑	→ (blue)	▲	▲	
CH48a - % network principal roads	★	▲	☐	25.00	na	☐	☐	★	★	The methodolgy for how the data is collected on this indicator has been changed for 2005/06 and therefore cannot be compared to previous years. However, the 2004/05 comparison to National and County Best Quartiles is relevant.
CH48b - % network non-principal classified roads	●	●	☐	11.70	na	☐	☐	▲	▲	The methodolgy for how the data is collected on this indicator has been changed for 2005/06 and therefore cannot be compared to previous years. However, the 2004/05 comparison to National and County Best Quartiles is relevant.
CH48c - % network non-principal un-classified roads	▲	★	●	14.50	14.60	✗ (red)	→ (blue)	●	★	
CH49 - % residents satisfied with neighbourhood	●	★	●	82.00	83.50	↑	↗ (green)	☐	☐	

Corporate Headline Indicator (CHI)	2003/04 Alert (Actual vs Target)	2004/05 Alert (Actual vs Target)	2005/06 Alert (Actual vs Target)	2005/06 Target	2005/06 Actual	2004/05 to 2005/06 Value Change	2 or 3 Year Trend	2004/05 Alert (Actual vs National Best Quartile)	2004/05 Alert (Actual vs County Best Quartile)	Commentary
LAA Theme 6 - Development and Resources										
CH01 - % residents satisfaction	🔺 (red triangle)	⭐ (green star)	🔵 (blue circle)	60.00	57.60	✗ (red down)	➡ (blue arrow)	☐	☐	
CH02 - % council tax change	⭐ (green star)	☐	☐	na	7.4	✓ (green check)	➡ (blue arrow)	☐	☐	
CH03 - Increase in EFQM scores	⭐ (green star)	☐	🔵 (blue circle)	450.00	438.00	☐	➡ (blue arrow)	☐	☐	
CH04 - CPA rating	🔵 (blue circle)	⭐ (green star)	🔵 (blue circle)	4.00	3.00	✗ (red down)	➡ (blue arrow)	☐	☐	
CH05 - % staff satisfied with WCC	☐	⭐ (green star)	⭐ (green star)	66.00	80.00	✗ (red down)	↘ (red down arrow)	☐	☐	
CH06 - % Gershon Savings	☐	☐	⭐ (green star)	2.50	3.37	☐	☐	☐	☐	
CH07 - % budget variance	🔵 (blue circle)	🔺 (red triangle)	🔵 (blue circle)	-1.00	-1.05	na	➡ (blue arrow)	☐	☐	