



Corporate Performance Plan

2005/06
Part II

CORPORATE PERFORMANCE PLAN PART II – SUPPORTING INFORMATION

CONTENTS

1. Best Value Performance Indicator Tables	3
2. Local Public Service Agreement	27
3. Financial Information	29
4. Forward-Looking Annual Efficiency Statement	32
5. Improvement Plans	35
6. Quality of Life Index	43
7. Statement on Contracts	47

Best Value Performance Indicator Tables

CORPORATE PERFORMANCE PLAN PART II

BEST VALUE PERFORMANCE INDICATOR TABLES





Every council is required by the Office of the Deputy Prime Minister to collect and publish a range of Best Value performance indicators (BVPIs). These statutory BVPIs are set out in the pages that follow. The tables provide details of 2004/05 performance compared with previous years' performance and compared with the target set. The tables also provide details of the targets we have set for 2005/06, 2006/07 and 2007/08. These have been set taking into account:

- Previous performance
- Corporate data from other councils.
- National floor targets
- Local percentages
- Local circumstances

They are presented under the six Community Strategy themes and the Council's overarching 'Fit for purpose' theme.

- Supporting children and learning
- Promoting healthier communities and effective social care for adults
- Creating safer and stronger communities
- Transforming our local environment
- Meeting local transport needs more efficiently
- Promoting the economic vitality of Middlesbrough
- Fit for purpose

Key

- Performance has improved compared with the previous year 
- Performance has decreased compared with the previous year 
- Performance has remained the same compared with the previous year 
- Performance cannot be compared 

BVPIs were introduced in 2000/01. Since 2000/01 the framework within which local government performance is assessed has developed significantly, particularly through the introduction of comprehensive performance assessment. During 2004/05 ODPM undertook a fundamental review of the BVPIs to ensure they continue to meet local and central government needs. This resulted in a revised suite of BVPIs. The revised suite incorporated:

- 9 new BVPIs (these BVPIs do not require targets)
- 26 amended BVPIs (some of these BVPIs do not require targets see tables for details)
- 14 deleted BVPIs.

The BVPI tables identify amended and deleted BVPIs through text in the comments column. New BVPIs are detailed in the final table.

SUPPORTING CHILDREN AND LEARNING

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

CHILDREN, FAMILIES AND LEARNING – SCHOOL IMPROVEMENT SERVICE

BV 38	Percentage of 15-year-old pupils in schools maintained by the local education authority achieving 5 or more GCSEs at grades A*– C or equivalent	35.8%	38.8%	40.8%	45.0%	48.0%	48.0%	49.0%	
BV 39	Percentage of 15-year-old pupils in schools maintained by the local education authority achieving 5 or more GCSEs or equivalent at grades A*– G, including English and Mathematics	80.6%	81.0%	80.3%	88.0%	90.0%	90.0%	90.0%	
BV 40	Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test	69.6%	71.1%	72.0%	83.0%	83.0%	83.0%	84.0%	
BV 41	Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 English test	70.0%	71.6%	73.0%	83.0%	83.0%	83.0%	84.0%	
BV 48	Percentage of schools maintained by the LEA subject to special measures	0%	0%	0%	0%	Deleted	Deleted	Deleted	Deleted from 1st April 2005.
BV 181a	Percentage of 14-year-old pupils in schools maintained by the LEA achieving Level 5 or above in Key Stage 3 English	60%	56%	58%	68%	72%	72%	73%	
BV 181b	Percentage of 14-year-old pupils in schools maintained by the LEA achieving Level 5 or above in Key Stage 3 Mathematics	55%	60%	63%	67%	71%	71%	72%	
BV 181c	Percentage of 14-year-old pupils in schools maintained by the LEA achieving Level 5 or above in Key Stage 3 Science	55%	55%	54%	67%	71%	71%	72%	
BV 181d	Percentage of 14-year-old pupils in schools maintained by the LEA achieving Level 5 or above in Key Stage 3 ICT	NEW	55%	62% (e)	70%	77%	77%	78%	

SUPPORTING CHILDREN AND LEARNING

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

CHILDREN, FAMILIES AND LEARNING – SCHOOL IMPROVEMENT SERVICE

BV 194a	Percentage of pupils achieving Level 5 or above in Key Stage 2 English	NEW	24%	22%	31%	25%	25%	26%	
BV 194b	Percentage of pupils achieving Level 5 or above in Key Stage 2 Mathematics	NEW	26%	25%	31%	27%	27%	27%	

CHILDREN, FAMILIES AND LEARNING – PUPIL SUPPORT SERVICE

BV 43a	Percentage of statements of special education need issued by the authority in a financial year and prepared within 18 weeks, excluding exceptions	95.2%	100%	100%	97%	100%	100%	100%	
BV 43b	Percentage of statements of special education need issued by the authority in a financial year and prepared within 18 weeks, including exceptions	77.7%	92.2%	88.1%	93.0%	94.0%	95.0%	96.0%	
BV 44	Number of pupils permanently excluded during the year from all schools maintained by the LEA per 1,000 pupils	0.60	0.42	0.93	1.04	Deleted	Deleted	Deleted	Deleted from 1st April 2005.
BV 45	Percentage of half-days missed due to total absence in secondary schools maintained by the LEA	11.0%	10.2%	10.3%	8.3	10.1%	9.9%	9.8%	
BV 46	Percentage of half-days missed due to total absence in primary schools maintained by the LEA	6.4%	6.7%	6.4%	5.5%	6.3%	6.2%	6.2%	
BV 159a	Percentage of permanently excluded pupils provided with alternative tuition of 5 hours or less	15.7%	22.1%	10.4%	0%	N/A	N/A	N/A	BV 159 amended from 1 st April 2005 to: <ul style="list-style-type: none"> BV 159 – Percentage of excluded pupils with 21 hours or more alternative tuition. targets: 100%, 2005/06, 2006/07, 2007/08
BV 159b	Percentage of permanently excluded pupils provided with alternative tuition of 6–12 hours	13.7%	14.3%	12.4%	0%	N/A	N/A	N/A	
BV 159c	Percentage of permanently excluded pupils provided with alternative tuition of 13–19 hours	11.8%	20.8%	19.0%	0%	N/A	N/A	N/A	

SUPPORTING CHILDREN AND LEARNING

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

CHILDREN, FAMILIES AND LEARNING – POLICY AND RESOURCES SERVICE

BV 159d	Percentage of permanently excluded pupils provided with alternative tuition of 20 hours or more	58.8%	43.0%	58.1%	100%	N/A	N/A	N/A	
BV 34a	Percentage of primary schools with 25% or more (and at least 30) of their places unfilled	28.90%	21.40%	11.9%	9.52%	Deleted	Deleted	Deleted	Deleted from 1st April 2005.
BV 34b	Percentage of secondary schools with 25% or more (and at least 30) of their places unfilled	12.5%	0%	16.7%	0%	Deleted	Deleted	Deleted	Deleted from 1st April 2005.
BV 193a	Schools Budget as a percentage of the Schools Funding Assessment	NEW	104.2%	100% (e)	100%	Deleted	Deleted	Deleted	Deleted from 1st April 2005.
BV 193b	Increase in Schools Budget on the previous year as a percentage of the increase in Schools Funding Assessment on the previous year	NEW	112.2%	100% (e)	100%	Deleted	Deleted	Deleted	Deleted from 1st April 2005.

CHILDREN, FAMILIES AND LEARNING – COMMUNITY EDUCATION SERVICE

BV 33	Youth Service expenditure per head of population in the Youth Service target age range	£73.93	£105.62	£142.22 (e)	£80.39	N/A	N/A	N/A	BV 33 amended from 1st April 2005 to: <ul style="list-style-type: none"> • BV 221a – Participation in and outcomes of youth work: Recorded outcomes. • BV 221b – Participation in and outcomes from youth work: Accredited outcomes. No targets required.
BV 192a	Average days access to relevant training and development per practitioner delivering Foundation Stage education	NEW	4.1	4.1	4.1	N/A	N/A	N/A	BV 192a and 192b amended from 1st April 2005 to: <ul style="list-style-type: none"> • BV 222a – Quality of early years and childcare leadership – Leaders. • BV 222b – Quality of early years and childcare leadership – Postgraduate input. No targets required
BV 192b	Average number of QTS teachers per 10 non-maintained settings	NEW	5.5	6.8	5.5	N/A	N/A	N/A	

SUPPORTING CHILDREN AND LEARNING

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

CHILDREN, FAMILIES AND LEARNING – VULNERABLE CHILDREN'S SERVICES

BV 49	Stability of placements of children looked after by the authority – the percentage of children looked after on 31 March in any year with three or more placements during the year	14.0%	12.0%	10.1%	10.0%	6.0%	5.0%	4.0%	
BV 50	Educational qualifications of children looked after – the percentage of young people leaving care aged 16 or over with at least one GCSE at grades A*-G , or General National Vocational Qualification (GNVQ)	25%	40%	37.5%	45%	40%	45%	50%	
BV 51	Cost of services for children looked after by the authority – the gross weekly expenditure per looked-after child in foster care or in a children's home	£468	£520	£533(e)	£455	Deleted	Deleted	Deleted	Deleted from 1st April 2005.
BV 161	Percentage of care leavers in employment, education or training	50%	30%	0.43	70%	0.54	0.65	0.76	Definition amended April 2004.
BV 162	Percentage of child protection cases that should have been reviewed during the year and that were reviewed	92.6%	100%	95.4%	100%	100%	100%	100%	
BV 163	Adoptions of children looked after	10.7%	8.0%	14.9%	11.0%	15.0%	16.0%	17.0%	
BV 197	Change in the number of conceptions to females aged under 18 resident in an area, per 1,000 females aged 15–17 resident in the area, compared with the baseline year of 1998	NEW	5.0%	3.6%	15.0%	20.5%	26.0%	30.0%	Aspirational targets moving towards increasing rate of reduction to meet national targets.

PROMOTING HEALTHIER COMMUNITIES AND EFFECTIVE SOCIAL CARE FOR ADULTS

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

SOCIAL CARE – ADULTS SERVICES

BV 52	Average gross weekly cost of intensive social care for adults and older people	£384	£393	£431 (e)	£419	Deleted	Deleted	Deleted	Deleted from 1st April 2005.
BV 53	Households receiving intensive home care per 1,000 population aged 65 or over	15.6	15.4	13.0	16.0	20.0	21.0	22.0	
BV 54	Older people helped to live at home per 1,000 population aged 65 or over	143	135	150	140	152	154	157	
BV 56	Percentage of items of equipment delivered in 7 days	91%	73%	75.9%	85%	88%	89%	90%	
BV 58	Percentage of people receiving a statement of needs and how they will be met	72%	80%	85%	91%	Deleted	Deleted	Deleted	Deleted from 1st April 2005.
BV 195	Percentage of new older client assessments having acceptable waiting times	NEW	37%	53.2%	60%	70%	75%	80%	
BV 196	Percentage of new older client care-package provisions having acceptable waiting times	NEW	69%	76%	75%	88%	91%	92%	
BV 201	Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 years or over (age standardised by age groups)	-	-	43	90	110	126	144	

REGENERATION – HOUSING

BV 183a	Average length of stay in bed and breakfast accommodation of households that include dependent children or a pregnant woman and that are unintentionally homeless	6	4	4.1	4	4.0	4.0	4.0	
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PROMOTING HEALTHIER COMMUNITIES AND EFFECTIVE SOCIAL CARE FOR ADULTS

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

REGENERATION – HOUSING

BV 183b	Average length of stay in hostel accommodation of households that include dependent children or a pregnant woman and that are unintentionally homeless	14	13	0	11	0	0	0	
BV 202	Number of people sleeping rough on a single night within the area of the local authority	N/A	N/A	6	0	0	0	0	New indicator from 1st April 2004.
BV 203	Percentage change in the average number of families, which include dependent children or pregnant women, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year	N/A	N/A	11%	10%	10%	10%	10%	New indicator from 1st April 2004.

CREATING SAFER AND STRONGER COMMUNITIES

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

ENVIRONMENT – COMMUNITY PROTECTION

BV 119a	Percentage of residents satisfied with sports and leisure facilities	Not Collected	65%	Not to be Collected	Not to be Collected	Not to be Collected	70%	Not to be Collected	
BV 126	Number of domestic burglaries per 1,000 households – PSA 10	44.8	35.1	27.4	38.7	27.0	Not Set	Not Set	Not set by Police until year end 2006/07
BV 127	Number of violent crimes per 1,000 population	Not Available	29.1	31.9	29.3	Not Set	Not Set	Not Set	BV 127 amended from 1st April 2005 to: <ul style="list-style-type: none"> ● BV 127a – Violent crime per 1,000 population. ● BV 127b – Robberies per 1,000 population.
BV 127a	Number of crimes committed by a stranger per 1,000 population	Not Available	18.1	17.7	Not Set	Deleted	Deleted	Deleted	
BV 127b	Number of crimes committed in a public place per 1,000 population	Not Available	22.6	23.5	Not Set	Deleted	Deleted	Deleted	
BV 127c	Number of crimes committed in connection with licensed premises per 1,000 population	Not Available	4.5	4.0	Not Set	Deleted	Deleted	Deleted	
BV 127d	Number of violent crimes committed under the influence of alcohol per 1,000 population	Not Available	9.9	11.4	Not Set	Deleted	Deleted	Deleted	
BV 128	Number of vehicle crimes per 1,000 population	43.7	31	34.5	32.1	27.36	Not Set	Not Set	Definition amended from 1st April 2005.
BV 166a	Score against best practice checklist for Environmental Health	68%	80%	90%	80%	90%	95%	95%	
BV 166b	Score against best practice checklist for Trading Standards	66%	72%	83.3%	80%	90%	100%	100%	

CREATING SAFER AND STRONGER COMMUNITIES

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

REGENERATION – COMMUNITY DEVELOPMENT

BV 174	Number of racial incidents recorded by the authority per 100,000 population	Not Available	109.8	82	105	100	95	90	
BV 175	Percentage of racial incidents that resulted in further action	Not Available	99%	100%	100%	100%	100%	100%	

REGENERATION – HOUSING

BV 176	Number of domestic-violence refuge places per 10,000 population that are provided or supported by the authority	0.82	0.77	0.79	0.82	Not Required	Not Required	Not Required	BV 176 amended from 1st April 2005 to: <ul style="list-style-type: none"> • BV 225 – Actions against domestic violence. No targets required.
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TRANSFORMING OUR LOCAL ENVIRONMENT

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

ENVIRONMENT – STREETSCENE

BV 82a	Percentage of the total tonnage of household waste that has been recycled	4.3%	10.3%	11 % (e)	12.0%	15% 82a (ii) 10904.7	18% 13490.8	18% 13893.4	BV 82a amended from 1st April 2005 to: <ul style="list-style-type: none"> BV 82a(i) – Percentage of household waste recycled. BV 82a(ii) – Tonnage of household waste recycled.
BV 82b	Percentage of the total tonnage of household waste that has been sent for composting	0%	0%	0%	0%	0% 82b (ii) 0	0% 0	0% 0	BV 82b amended from 1st April 2005 to: <ul style="list-style-type: none"> BV 82b(i) – Percentage of household waste composted. BV 82b(ii) – Tonnage of household waste composted.
BV 82c	Percentage of the total tonnage of household waste that has been used to recover heat, power and other energy sources	80.7%	72.0%	72% (e)	75.0%	75% 82c (ii) 54523.7	75% 56208.5	75% 57889.2	BV 82c amended from 1st April 2005 to: <ul style="list-style-type: none"> BV 82c(i) – Percentage of household waste using other energy sources. BV 82c(ii) – Tonnage of household waste using other energy sources.
BV 82d	Percentage of the total tonnage of household waste that has been landfilled	15%	18.1%	17% (e)	13%	10% 82d (ii) 7269.8	7.0% 5246.1	7.0% 5402.9	BV 82d amended from 1st April 2005 to: <ul style="list-style-type: none"> BV 82d(i) – Percentage of household waste landfilled. BV 82d(ii) – Tonnage of household waste landfilled.
BV 84	Number of kilograms of household waste collected per head of population	525	534	596(e)	588	615 84b (ii) 3.19%	634 3.09%	653 2.99%	BV 84a amended from 1st April 2005 to: <ul style="list-style-type: none"> BV 84a – Household waste kilograms per head. BV 84b – Percentage change in kilograms per head of population.
BV 86	Cost of waste collection per household	£30.43	£31.69	£32.64 (e)	£34.79	£35.83	£36.80	£37.90	
BV 87	Cost of waste disposal per tonne of municipal waste	£30.88	£29.07	£31.83 (e)	£38.85	£41.96	£44.60	£47.72	
BV 89	Percentage of people satisfied with the cleanliness standard in their area – PSA 8(b)	Not Collected	51%	Not to be Collected	Not to be Collected	Not to be Collected	60%	Not to be Collected	
BV 90a	Percentage of people satisfied with household waste collection	Not Collected	86%	Not to be Collected	Not to be Collected	Not to be Collected	86%	Not to be Collected	
BV 90b	Percentage of people satisfied with waste recycling	Not Collected	52%	Not to be Collected	Not to be Collected	Not to be Collected	60%	Not to be Collected	

TRANSFORMING OUR LOCAL ENVIRONMENT

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

ENVIRONMENT – STREETSCENE

BV 90c	Percentage of people satisfied with waste disposal	Not Collected	77%	Not to be Collected	Not to be Collected	Not to be Collected	77%	Not to be Collected	
BV 091	Percentage of population resident in the authority's area served by a kerbside collection of recyclables	98.0%	98.0%	98.3%	98.0%	Not Required	Not Required	Not Required	BV 91 amended from 1st April 2005 to: <ul style="list-style-type: none"> ● BV 91a – Kerbside recyclables (one recyclable). ● BV 91b – Kerbside recyclables (two recyclables). No targets required.
BV 119e	Percentage of residents satisfied with parks and open spaces	Not Collected	82%	Not to be Collected	Not to be Collected	Not to be Collected	82%	Not to be Collected	
BV 199	Proportion of relevant land classified as unclean	NEW	28.0%	18.0%	26.6%	Not Required	Not Required	Not Required	BV 199 amended from 1st April 2005 to: <ul style="list-style-type: none"> ● BV 199a – Unclean land – litter and detritus. ● BV 199b – Unclean land – graffiti. ● BV 199c – Unclean land – fly posting. ● BV 199d – Unclean land – fly tipping. No targets required for 2005/06.

MEETING LOCAL TRANSPORT NEEDS MORE EFFICIENTLY

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

ENVIRONMENT – TRANSPORT AND DESIGN

BV 096	Percentage of principal roads in poor condition (amended definition)	21%	22%	29%	22%	Not Required	Not Required	Not Required	BV amended from 1st April 2005 to: ● BV 223 – Condition of principal roads. No targets required for 2005/2006.
BV 097a	Percentage of non-principal roads in poor condition	0.62%	5.27	10.7%	5.30%	Not Required	Not Required	Not Required	BV amended from 1st April 2005 to: ● BV 224a – Condition of non-principal classified roads ● BV 224b – Condition of unclassified roads. No targets required for 2005/2006.
BV 097b	Percentage of unclassified non-principal roads in poor condition	0.52%	4.13	7.4%	5%	Not Required	Not Required	Not Required	
BV 099	Number of casualties – (a) All killed/seriously injured (b) Children killed seriously injured (c) All slight injuries	N/A N/A N/A	N/A N/A N/A	85 13 529	54 17 664	52 -3.7% -20.0%	50 -3.85% -23.08%	48 -4.0% -26.15%	Definition amended from 1st April 2004 Definition for BV99a-i amended from 1st April 2005 to: (i) Number of casualties: All killed/ seriously injured (ii) Percentage change, in road accident casualties, compared with the previous year: Total killed or seriously injured (iii) Percentage change, in road casualties compared with 1994-1998 average: Total killed or seriously injured
BV 099	Percentage change in road accident casualties, compared with the previous year: (d) Total killed or seriously injured (e) Total children killed or seriously injured (f) Total slightly injured	N/A N/A N/A	N/A N/A N/A	14.8% -35% -9.7%	-3.57% -5.56% -0.9%	16 -5.88% 27.27%	15 -6.25% 31.81%	15 0.0% 31.81%	BV 99b (i) Number of casualties: All Children killed/seriously injured (ii) Percentage change, in road accident casualties, compared with the previous year: Total children killed or seriously injured (iii) Percentage change, in road casualty compared with 1994-1998 average: Total children killed or seriously injured
BV 099	Percentage change in road casualties, compared with 1994-1998 average: (g) Total killed or seriously injured (h) Total children killed or seriously injured (i) Total slightly injured	N/A N/A N/A	N/A N/A N/A	30.76% -40.9% -23.67%	16.92% 22.73% 4.19%	658 -0.9% -5.05%	652 -0.91% -5.92%	646 -0.92% -6.78%	BV 99c (i) Number of casualties: Slight injuries. (ii) Percentage change, in road accident casualties, compared with the previous year: (iii) Percentage change, in road casualties compared with 1994-1998 average: Total slight injuries.

MEETING LOCAL TRANSPORT NEEDS MORE EFFICIENTLY

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

ENVIRONMENT – TRANSPORT AND DESIGN

BV 100	Number of days of temporary traffic controls or road closures caused by road works per km of traffic-sensitive road	11.6	3.4	0.47	3.0	3.0	2.5	2.5	
BV 102	Local bus services – number of passenger journeys per year	Not Available	10,819,298	10,613,000 (e)	10,819,298	10,447,000	10,321,000	N/A	Target to reflect the local plan target 2007/08.
BV 103	The percentage of respondents satisfied with local provision of public transport information	Not collected	52%	Not to be Collected	Not to be Collected	Not to be Collected	55%	Not to be Collected	
BV 104	The percentage of all respondents satisfied with the local bus service	Not collected	57%	Not to be Collected	Not to be Collected	Not to be Collected	60%	Not to be Collected	
BV 165	The percentage of pedestrian crossings with facilities for disabled people	84%	89%	100%	90%	100%	100%	100%	
BV 178	The percentage of total length of footpaths and other rights of way which were easy to use by members of the public	60%	73%	75%	75%	85%	86%	87%	
BV 186a	Principal roads not needing repair	86.41	110.6	146.9 (e)	110.1	Deleted	Deleted	Deleted	Deleted 2005/06.
BV 186b	Non-principal roads not needing major repair	288.98	385.1	394.8 (e)	385.18	Deleted	Deleted	Deleted	Deleted 2005/06.
BV 187	Percentage of footways with poor surface condition	21.5%	17.4%	22.9%	17.4%	28.4%	28.4%	22.5%	

PROMOTING THE ECONOMIC VITALITY OF MIDDLESBROUGH

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

ENVIRONMENT – HOUSING

BV 062	Proportion of unfit private-sector dwellings made fit or demolished as a direct result of action by the local authority	1.83%	1.87%	1.98%	2.00%	Deleted	Deleted	Deleted	The Council transferred its housing stock to Erimus on 15th November 2004. The actual figures reported relate to the period 1st April 2004 - 14th November 2005. From 15th November 2005 responsibility for these BVPIs passed to Erimus.
BV 063	Energy efficiency – the average SAP rating of local authority owned dwellings	64	64	64	65	N/A	N/A	N/A	
BV 066a	Local authority rent collection and arrears: proportion of rent collected	96.9%	97.3%	96.4%	97.0%	N/A	N/A	N/A	
BV 074	Satisfaction of council house tenants with overall service provided – with breakdown:	78% (+/-3%)	74%	Not to be Collected	Not to be Collected	N/A	N/A	N/A	
BV 074(i)	Black and Minority Ethnic tenants	80%	78%	Not to be Collected	Not to be Collected	N/A	N/A	N/A	
BV 074(ii)	Non-Black and Minority Ethnic tenants	78%	76%	Not to be Collected	Not to be Collected	N/A	N/A	N/A	
BV 075	Satisfaction of council house tenants with opportunities for participation in management and decision-making in relation to housing services provided – with breakdown:	Not	54%	Not to be Collected	Not to be Collected	N/A	N/A	N/A	
BV 075(i)	Black and Minority Ethnic tenants	NEW	55%	Not to be Collected	Not to be Collected	N/A	N/A	N/A	
BV 075(ii)	Non-Black and Minority Ethnic tenants	NEW	66%	Not to be Collected	Not to be Collected	N/A	N/A	N/A	
BV 164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in <i>Tackling Racial Harassment: Code of Practice for Social Landlords</i> ?	Yes	Yes	Yes	Yes	N/A	N/A	N/A	

PROMOTING THE ECONOMIC VITALITY OF MIDDLESBROUGH

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

ENVIRONMENT - HOUSING

BV 184a	Proportion of local authority homes that were non-decent at 1 April 2004	55%	63%	59.5%	45%	N/A	N/A	N/A	The Council transformed housing stock to Erimus on 15th November 2004. The actual figures reported relate to the period 1st April 2004 - 14th November 2005. From 15th November 2005 responsibility for these BVPIs passed to Erimus.
BV 184b	Percentage change in proportion of non-decent local authority homes between 1 April 2004 and 1 April 2005	10%	10.2%	13.6%	10%	N/A	N/A	N/A	
BV 185	Percentage of appointments made and kept for responsive repairs	20%	32%	48%	41%	N/A	N/A	N/A	

REGENERATION – PLANNING AND DEVELOPMENT

BV 106	Percentage of new homes built on previously developed land	61.0%	22.0%	54.8%	50.0%	55.0%	57.7%	60.0%	
BV 109a	Percentage of major planning applications determined in 13 weeks	31.6%	66.0%	62.8%	66.5%	67.0%	67.5%	68.0%	
BV 109b	Percentage of minor planning applications determined in 8 weeks	70.4%	72.0%	75.4%	72.5%	75.5%	76%	76.5%	
BV 109c	Percentage of other planning applications determined in 8 weeks	83.9%	84.5%	85.6%	85.0%	86%	86.5%	87%	
BV 111	Percentage of applicants satisfied with the service received	Not Collected	94.50%	Not to be Collected	Not to be Collected	Not to be Collected	95%	Not to be Collected	
BV 200a	A local plan was adopted in the last 5 years and has not expired	NEW	Yes	No	Yes	N/A	N/A	N/A	BV 200 amended from 1st April 2005 to: <ul style="list-style-type: none"> • BV 200a – LDF and 3-year rolling programme. • BV 200b – Authority milestones set out by LDF. • BV 200c – Monitoring annual report published 31st December each year.
BV 204	Percentage of appeals allowed against the authority's decision to refuse planning applications	N/A	N/A	64.3%	6.7%	40%	38%	36%	New for 2004/2005.
BV 205	Quality of service checklist	N/A	N/A	88.9%	77.7%	88.9	94.5%	100%	

PROMOTING THE ECONOMIC VITALITY OF MIDDLESBROUGH

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

REGENERATION – CULTURAL SERVICES

BV 119d	Percentage of residents satisfied with arts activities and venues	Not Collected	50%	Not to be Collected	Not to be Collected	Not to be Collected	52%	Not to be Collected	
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REGENERATION – LIBRARIES

BV 117	Number of visits to public libraries per 1,000 population	4,029	5,242	4,744	6,300	Deleted	Deleted	Deleted	Deleted from 1st April 2005.
BV 118a	Percentage of library users who found a book to borrow	Not Collected	65%	Not to be Collected	Not to be Collected	Not to be Collected	70%	Not to be Collected	
BV 118b	Percentage of library users who found the information they wanted	Not Collected	71%	Not to be Collected	Not to be Collected	Not to be Collected	75%	Not to be Collected	
BV 118c	Percentage of library users who expressed overall satisfaction with library services	Not Collected	91.8%	Not to be Collected	Not to be Collected	Not to be Collected	95.0%	Not to be Collected	
BV 119b	Percentage of residents satisfied with libraries	Not Collected	72%	Not to be Collected	Not to be Collected	Not to be Collected	75%	Not to be Collected	

REGENERATION – MUSEUMS AND GALLERIES

BV 119c	Percentage of residents satisfied with museums	Not Collected	58%	Not to be Collected	Not to be Collected	Not to be Collected	60%	Not to be Collected	
BV 170a	Visits to/use of museums per 1,000 population	912	1,999	2,130	1,100	1,200	2,100	2,200	BV 170a-c definition amended from 1st April 2005. to include both museums and galleries:
BV 170b	Visits that were in person per 1,000 population	808	1,703	1,289	1,000	1,100	1,800	1,900	
BV 170c	Pupils visiting museums and galleries in organised school groups	6,517	8,975	7,080	6,500	9,000	12,000	12,500	

SUPPORTING CHILDREN AND LEARNING

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

REGENERATION – HOUSING SERVICES

BV 064	Vacant private-sector dwellings reoccupied or demolished as a direct result of action by the local authority	28	46	69	62	93	110	121	
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REGENERATION – LOCAL STRATEGIC PARTNERSHIP

BV 001a	Does the authority have a Community Strategy developed in collaboration with the local strategic partnership?	Yes	Yes	Yes	Yes	Deleted	Deleted	Deleted	Deleted from 1st April 2005.
BV 001b	A full review of the Community Strategy will be carried out by June 2005	NA	Yes	Yes	Yes	Deleted	Deleted	Deleted	Deleted from 1st April 2005.
BV 001c	Progress towards implementing the Community Strategy will be reported to the wider community by March 2004	NA	Yes	Yes	Yes	Deleted	Deleted	Deleted	Deleted from 1st April 2005.

FIT FOR PURPOSE

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

CENTRAL SERVICES – PERFORMANCE AND POLICY

BV 2a	Level of the Equality Standard for Local Government to which the authority conforms	0	1	1	2	2	3	3	
BV 2b	The duty to promote race equality	NEW	58%	95%	83%	100%	100%	100%	
BV 3	Percentage of citizens satisfied with the overall service provided by their authority	Not Collected	57%	Not to be Collected	Not to be Collected	Not to be Collected	67%	Not to be Collected	
BV 11a	Percentage of the top 5% of earners that are women	55.0%	47.6%	50.8%	48.0%	52.0%	52.0%	52.0%	
BV 11b	Percentage of the top 5% of earners from black and minority ethnic communities	1.6%	0%	0.78%	1.0%	1.6%	2.4%	3.2%	Definition amended 1st April 2005 to include 11c. Top 5% of earners: Disability No target required
BV 12	Proportion of working days/shifts lost due to sickness absence	Not Available	15.2	11.8	13.0	9.5	9.0	8.5	
BV 14	Percentage of early retirements (excluding ill-health retirements) as a percentage of the total workforce	0.28%	0.22%	0.54%	0.15%	0.4%	0.3%	0.2%	
BV 15	Percentage of ill-health retirements as a percentage of the workforce	0.18%	0.22%	0.58%	0.30%	0.4%	0.3%	0.2%	
BV 16a	Percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition	1.48%	1.0%	2.8%	1.5%	3.0%	3.5%	4.0%	
BV 16b	Percentage of economically active disabled people in the authority area	7.4%	19.5%	14%	Not Required	Not Required	Not Required	Not Required	
BV 17a	Percentage of local authority employees from minority ethnic	1.79%	0.87%	2.6%	1.25%	3.0%	3.5%	4.0%	Definition amended from 1st April 2005
BV 17b	Percentage of economically active minority ethnic population in the authority area	5.0%	6.1%	6.4%	Not Required	Not Required	Not Required	Not Required	6.4% of the working age population are ethnic minority origin.

FIT FOR PURPOSE

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

CENTRAL SERVICES – PERFORMANCE AND POLICY

BV 157	Types of interaction that are enabled for electronic service delivery as a percentage of the types of interaction that are legally permissible for electronic service delivery	34%	66%	56%	79%	100%	100%	100%	
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CENTRAL SERVICES – STRATEGIC RESOURCES

BV 8	Percentage of undisputed invoices which were paid in 30 days	79%	83%	74%	88%	92%	95%	96%	
BV 9	Proportion of council tax collected	96.3%	94.8%	91.9%	98.0%	98.0%	98.0%	98.0%	
BV 10	Percentage of business rates that should have been received during the year and that were received	99%	99%	95%	99%	99%	99%	99%	
BV 76a	Housing benefit security: the number of claimants visited, per 1,000 caseload	NEW	42	154	90	234	250	250	
BV 76b	Housing benefit security: the number of fraud investigators employed, per 1,000 caseload	NEW	0.27	0.32	0.32	0.32	0.32	0.32	
BV 76c	Housing benefit security: the number of fraud investigations, per 1,000 caseload	NEW	43	60	48	60	60	60	
BV 76d	Housing benefit security: the number of prosecutions and sanctions, per 1,000 caseload	NEW	2.4	4.0	2.4	4.0	4.0	4.0	
BV 78a	Speed of processing: average time for processing new claims	40	27	30	29	26	26	26	
BV 78b	Speed of processing: average time for processing notifications of changes of circumstances	12	6	8	25	8	8	8	
BV 79a	Accuracy of processing: the percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available	98.2%	98.6%	98.6%	99.0%	99.0%	99.0%	99.0%	

FIT FOR PURPOSE

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

CENTRAL SERVICES – STRATEGIC RESOURCES

BV 79b	Accuracy of processing: the percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year	59.2%	51.3%	34.9%	60.0%	Amended BV 79b(i) 20%	N/A	N/A	BV 79b amended from 1st April 2005 to: <ul style="list-style-type: none"> BV 79b(i) – Percentage of recoverable overpayments (HB) in the year as a percentage of HB overpayments deemed recoverable during that period. BV 79b(ii) – Percentage of recoverable overpayments (HB) in the year as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period. BV 79b(iii) – Housing benefits written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period
BV 80a	Percentage of benefit claimants who were satisfied with the facilities to get in touch with the benefits office	Not Collected	83.6%	Not to be Collected	Not to be Collected	Not to be Collected	90.0%	Not to be Collected	
BV 80b	Percentage of benefit claimants who were satisfied with the service in the actual office	Not Collected	87.0%	Not to be Collected	Not to be Collected	Not to be Collected	95.0%	Not to be Collected	
BV 80c	Percentage of benefit claimants who were satisfied with the telephone service	Not Collected	71.0%	Not to be Collected	Not to be Collected	Not to be Collected	85.0%	Not to be Collected	
BV 80d	Percentage of benefit claimants who were satisfied with the staff at the benefits office	Not Collected	87.0%	Not to be Collected	Not to be Collected	Not to be Collected	90.0%	Not to be Collected	
BV 80e	Percentage of benefit claimants who were satisfied with the clarity and understandability of the forms, leaflets and letters	Not Collected	74.0%	Not to be Collected	Not to be Collected	Not to be Collected	75.0%	Not to be Collected	
BV 80f	Percentage of benefit claimants who were satisfied with the amount of time it took to tell the claimant whether the claim was successful	Not Collected	78.0%	Not to be Collected	Not to be Collected	Not to be Collected	85.0%	Not to be Collected	

FIT FOR PURPOSE

Indicator	Description	Previous Performance		Current Performance		Future Targets			Comments
		2002/ 2003	2003/ 2004	Actual	Target	2005/ 2006	2006/ 2007	2007/ 2008	

CENTRAL SERVICES – STRATEGIC RESOURCES

BV 080g	Percentage of benefit claimants who reported overall satisfaction	Not Collected	85.0%	Not to be Collected	Not to be Collected	Not to be Collected	90.0%	Not to be Collected	
BV 156	Percentage of authority buildings open to the public in which all areas are suitable for and accessible to disabled people	10.48%	13.45%	20.9%	23.2%	29.6%	36.6%	43.4%	

CENTRAL SERVICES – LEGAL AND DEMOCRATIC SERVICES

BV 004	Percentage of those making complaints satisfied with the handling of those complaints	Not Collected	27%	Not to be Collected	Not to be Collected	Not to be Collected	33%	Not to be Collected	
BV 179	Percentage of standard searches carried out in 10 working days	97.5%	99.8%	99.3%	100%	100%	100%	100%	

CHILDREN, FAMILIES & LEARNING – POLICY AND RESOURCES SERVICE

BV 177	Percentage of authority expenditure on legal and advice services that is spent on services that have been awarded the Quality Mark and meet a priority legal need identified in the Community Legal Service Partnership strategic plan	60%	79%	85%	90%	N/A	N/A	N/A	BV 177 amended from 1st April 2005 to: <ul style="list-style-type: none"> ● BV 226a – Total amount spent by the LA on advice and guidance provided by external organisations. ● BV 226b – Percentage spent on advice and guidance given to organisations awarded CLS Quality mark at 'General help' level and above ● BV 226c – Total amount of advice and guidance in housing, welfare benefits and consumer matters provided directly by authority.
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NEW BVPIs – INTRODUCED FROM 1ST APRIL 2005

Since BVPIs were introduced in 2000/01, the framework within which local government performance is assessed and measured has developed significantly, particularly through the introduction of the Comprehensive Performance Assessment and the separate star-rating assessments of education and social services. Therefore it was decided that the BVPIs should be fundamentally reviewed. This resulted in nine new BVPIs, as listed in the table below.

Indicator	Description	Comments	Service Area
FIT FOR PURPOSE			
BV 11c	Top 5% of earners who have a disability	No targets required for 2005/06	Central Services – Performance And Policy
PROMOTING HEALTHIER COMMUNITIES AND SOCIAL CARE FOR ADULTS			
BV 213	Number of homeless cases prevented	No targets required for 2005/06	Regeneration – Housing Services.
BV 214	Repeat homelessness.	No targets required for 2005/06	Regeneration – Housing Services.
PROMOTING THE ECONOMIC VITALITY OF MIDDLESBROUGH			
BV 220	Compliance against the Public Library Service Standards (PLSS).	No targets required for 2005/06.	Regeneration – Libraries.
TRANSFORMING OUR LOCAL ENVIRONMENT			
BV 215	Percentage of street lights operational	No targets required for 2005/06	Environment – Transport and Design
BV 216	Identifying contaminated land	No targets required for 2005/06	Regeneration – Planning and Development
BV 217	Pollution Control	No targets required for 2005/06	Environment – Streetscene
BV 218	Abandoned Vehicles	No targets required for 2005/06	Environment – Streetscene
BV 219	Preserving the special character of conservation areas	No targets required for 2005/06	Regeneration – Planning and Development

Local Public Service Agreement

LOCAL PUBLIC SERVICE AGREEMENT

Middlesbrough Council is currently negotiating target areas, for inclusion in the second local public service agreement, with the Office of the Deputy Prime Minister (ODPM). The targets below represent the position reached by 31st March 2005 these target areas may be subject to change prior to final agreement with ODPM.

<p>EDUCATION, SKILLS AND TRAINING</p>	<ul style="list-style-type: none"> ● Increase boys' literacy attainment at Key Stages 3 and 4. ● Increase attainment at Key Stages 3 and 4 in science and information and communication technology. ● Reduce the number of school leavers, aged 16, leaving without a qualification. ● Decrease the rate of absence in Middlesbrough's primary schools.
<p>PROMOTING INDEPENDENCE OF VULNERABLE PEOPLE</p>	<ul style="list-style-type: none"> ● Reduce emergency hospital admissions and improve older people's quality of life by: <ul style="list-style-type: none"> a) increasing the number of carers' services for older people through the use of information technology b) increasing the speed of response in terms of self-assessment c) increasing the speed and accuracy of access to available services across all sectors by the development of a common directory of services d) delivering services to prevent unnecessary hospital admissions of older people. ● Improve the quality of life for carers. ● Increase employment of people with learning difficulties. ● Reduce the number of overall homelessness acceptances by: <ul style="list-style-type: none"> ● reducing the number of homelessness acceptances resulting from domestic abuse ● reducing the number of families with children in temporary accommodation. ● Reduce the number of single persons homelessness acceptances by: <ul style="list-style-type: none"> a) reducing the amount of time spent in bed and breakfast accommodation by single people a) increasing the number of supported, furnished tenancies.
<p>IMPROVING THE PUBLIC REALM</p>	<ul style="list-style-type: none"> ● Improve cleanliness by 10% in relation to dog fouling, graffiti, litter and waste at shops, schools, high-density housing estates and key routes to work. ● Reduce the rate of waste growth by increasing the use of home composting in partnership with Environment City. ● Reduce the number of deliberate fires / arson attacks committed on vehicles in Middlesbrough.

Financial Information

FINANCIAL INFORMATION – SPENDING PLANS 2004/05 AND 2005/06

Gross Exp. £m	LAST YEAR 2003/04		Net Exp. £m	Major Services	Gross Exp. £m	THIS YEAR 2004/05		Net Exp. £m
	Grant Income £m	Other Income £m				Grant Income £m	Other Income £m	
37.0	3.8	14.6	18.6	Environment & Neighbourhood	40.3	3.8	15.4	21.1
111.7	21.9	6.7	83.1	Children, Families & Learning	113.2	19.2	7.0	87.0
11.6	4.5	2.3	4.8	Regeneration	14.1	5.1	2.9	6.1
46.5	13.8	9.9	22.8	Social Care	50.3	13.2	12.7	24.4
98.4	64.1	10.7	23.6	Corporate and Central	93.6	60.5	7.0	26.1
305.2	108.1	44.2	152.9	TOTAL	311.5	101.8	45.0	164.7
			10.3	Capital financing, less interest				9.1
			1.8	Other central items (net)				2.0
			0.6	Contribution from (-) reserves				-0.7
			164.4	Budget				175.1
				Parish precepts				
			164.4	Budget requirement				175.1

FINANCIAL INFORMATION – WHERE THE MONEY COMES FROM

LAST YEAR 2003/04			THIS YEAR 2004/05 AMOUNT	
Total £	Amount per head or population £		Total £	Total per head of population £
88,973,545	664.547	Revenue Support Grant	89,337,125	642.699
37,400,851	279.348	Redistributed non-domestic rates	46,321,564	333.241
		Collection Fund – Poll Tax surplus		
– 68,474	– 0.511	Collection Fund – Council Tax surplus/deficit(–)	– 869,907	– 6.258
38,106,078	284.616	Required from Council Tax payers	40,291,218	289.859
164,412,000	1,228.000	Budget Requirement (including parishes)	175,080,000	1,259.541

Forward-Looking Annual Efficiency Statement

FORWARD-LOOKING ANNUAL EFFICIENCY STATEMENT

In July 2004 the Gershon Review was published. This review looked at public spending and resulted in an efficiency target of £6.45 billion being set for the local government sector, including schools and police. This has to be achieved over the three years to 2007/08. This translates into 7.5 per cent off the baseline or 2.5 per cent year-on-year.

Each council is required to achieve a 2.5% efficiency gain in 2005/06, 2006/07 and 2007/08, of which at least 50% must be cashable. Each council must produce an Annual Efficiency Statement, which outlines how the Council's target will be met. The Annual Efficiency Statement has to be endorsed by the Leader, Chief Executive and Chief Financial Officer of each council. There are two main elements to this statement: one is a forward-looking action plan and the other is a retrospective report on efficiency gains achieved.

The table below sets out the key actions Middlesbrough Council intends to take in 2005/06 to achieve our efficiency target.

FINANCIAL INFORMATION – WHERE THE MONEY COMES FROM

Area	Key Actions to Achieve Efficiency	Cashable Efficiency Savings	Non-Cashable Efficiency Savings	Total Efficiency Savings
Social Care	Increased placement of individuals within the independent sector.	£225,000	£139,000	£364,000
Children, Families and Learning	Review of the provision for school-age children with special needs. Annual reviews to consider in-house provision in partnership with the health authority.	£50,000	£0	£50,000
Environment Services	Rapid-response team to deal immediately with emerging issues. Positive enforcement guidance through extended street warden scheme. Resources targeted to areas of high need.	£0	£228,000	£228,000

FORWARD LOOKING ANNUAL EFFICIENCY STATEMENT

FINANCIAL INFORMATION – WHERE THE MONEY COMES FROM

Area	Key Actions to Achieve Efficiency	Cashable Efficiency Savings	Non-Cashable Efficiency Savings	Total Efficiency Savings
Social Care	Increase placement of individuals within the independent sector.	£225,000	£139,000	£364,000
Children, Families and Learning	Review of the provision for school-age children with special needs. Annual reviews to consider in-house provision in partnership with the health authority.	£50,000	£0	£50,000
Environment Services	Rapid response team to immediately deal with emerging issues. Positive enforcement guidance through extended street warden scheme. Resources target to area of high need.	£0	£228,000	£228,000
Central Services	Corporate actions to achieve efficiency include <ul style="list-style-type: none"> benefits arising from our strategic partnership with a private-sector provider. investment by private-sector provider re-negotiation of leasing arrangements regarding the financing of ICT equipment application of best practice to construction projects application of prior information notices creation of corporate contacts register procurement training for key staff. 	£2,149,000	£130,000	£2,279,000
	Positive work force management to reduce absence at work by: <ul style="list-style-type: none"> training for manager on managing attendance robust sickness-reporting procedures sharing of best practice implementation of stress management recommendations employee assistance programme introduced annual review of occupational health provision. 	£0	£1,000,000	£1,000,000
	Rescheduling of Council debt – disaggregating of previous Cleveland County debt to constituent authorities, and associated debt rescheduling.	£1,000,000	£150,000	£1,150,000
TOTAL		£3,424,000	£1,647,000	£5,071,000

Improvement Plans

ACCESS TO SERVICES – IMPROVEMENT PLAN

The Audit Commission carried out an inspection of the Council's 'Access to Services' during 2004/05. The Council received a score of 'good' services and 'promising' prospects for improvement.

The Access to Services Inspection was an inspection of the quality of public access to Council services. Specific strengths that the inspectors found included:

- the Council has a good understanding of customer needs and is endeavouring to provide services in line with these
- the main contact centre offers a modern, pleasant environment, is easily accessible and provides efficient services
- the Council operates a range of outreach activities that improve the quality of life and the environment for the diverse needs of local people
- there is a wide range of opportunities to access information and advice, including a variety of formats and some information in other languages.

A number of recommendations were made, and the Council developed an action plan to progress and monitor these. Progress against the action plan is detailed below.

Action/Task	Timescale	Progress to Date
1. Develop a corporate approach to access and customer care		
Ensure that there is a clearly articulated long-term vision for access to services included in the Corporate Performance Plan and associated key plans and strategies.	June 2005	Completed – see Corporate Performance Plan 2005/06, Part I.
Develop a minimum standard for customer care.	March 2005	This has taken longer to complete than originally envisaged. It now forms part of the people strategy and is also included in the Central Services group plan.
Revise the Corporate Minimum Standard for Performance Management to include explicit reference to service protocols and standards for customer care.	October 2004	Completed – revised Minimum Standard circulated to CMT in November 2004 and to all relevant members of staff in January 2005.

ACCESS TO SERVICES – IMPROVEMENT PLAN

Action/Task	Timescale	Progress to Date
2. Improve communications with communities of interest to ensure their access needs are met		
Undertake research to identify the needs of Middlesbrough residents regarding overcoming barriers to accessibility (e.g. language/culture and disability) and establish baseline information for measures of access for all council services.	March 2005	Research proposal in place by March 2005. This will be progressed during 2005/06.
Develop a proposal, with clear deadlines for implementation, to ensure a consistent approach to signage, including: <ul style="list-style-type: none"> - signposts to buildings (for pedestrians and motorists) - internal signage. 	October 2004 (Proposal)	Completed – proposal with timetable has been agreed and implementation has begun.
Implement the longer-term website solution.	December 2005	Short-term refresh has been completed and the longer-term website solution is being progressed.
Introduce a corporate approach to language assistance (Prestige Network).	September 2004	Completed – Prestige Network has been operational since September 2004. In addition to improving access to services, it is also providing important information on the language needs of service users.
Registrars to investigate the feasibility of communicating bereavement information to relevant departments, and report to CMT with recommendations.	December 2004	Feasibility completed and information made available to relevant departments.
Ensure that the Corporate Communications Strategy addresses the Council's approach to council-wide and service promotional activities by developing a minimum standard for marketing.	December 2004	The Communications Strategy focuses on the Council's communication aim, objectives and principles. The attached action plan includes the requirement for a minimum standard for marketing.

ACCESS TO SERVICES – IMPROVEMENT PLAN

Action/Task	Timescale	Progress to Date
3. Develop a corporate complaints system to inform policies for improvement to access and service delivery		
Develop a corporate complaints system to inform policies for improvement to access and service delivery: <ul style="list-style-type: none"> - evaluate complaint management software available to record, analyse and evaluate complaints, and report to CMT on the way forward - implement Corporate Complaints Systems - monitor and report to CMT – with recommendations to service areas for action - consult with residents on satisfaction with complaint handling as part of our regular consultation activity. 	March 2005 April 2006 6-monthly Annually	Completed – Research was undertaken into possible solutions and the preferred solution has been identified: this is an in-house development. Work has been undertaken to progress the in-house solution, with expected completion by September 2005 Completed – questions to be included in future voice-over surveys (annually) and also the biannual Neighbourhood Survey.
4. Develop a clear framework for the evaluation of service contribution to improved access across the authority		
Investigate the feasibility of enabling all calls to the Council (including remote offices) to be monitored and analysed, and report to CMT on options.	March 2005	
Ensure that service improvements relating to access are shared across all leisure centres.	September 2004	Completed – learning forum established.
5. Review and set targets that challenge services to continue to improve accessibility		
Re-negotiate access Service Level Agreement with HBS to include review of Key Performance Indicators and targets.	March 2005	Achieved.
Ensure that the Council achieves Level 2 of the Equality Standard.	March 2005	Achieved.

ACCESS TO SERVICES – IMPROVEMENT PLAN

Action/Task	Timescale	Progress to Date
6. Prioritise the resources required to tackle remaining access issues		
<p>Develop a strategy and project proposal to address the Council's access issues that:</p> <ul style="list-style-type: none"> - prioritises resources available to tackle access issues - considers the rationalisation of building - ensures council buildings (particularly those open to the public) are DDA compliant (dependent upon LPSA funding) - offers a 'managed service' solution where physical access is too costly to address - demonstrates maximum possible improvement in the relevant Best Value Performance Indicators. 	December 2004	<p>Paper taken to CMT on a phased solution. Resources identified to implement the first phase. Access was removed from the LPSA 2 agreement and the Council is exploring other funding streams. Draft strategy relating to 'softer' access issues available.</p>

CULTURAL SERVICES - IMPROVEMENT PLAN

The Audit Commission carried out an inspection of the Council's Cultural Services during 2004/05. The Council received a score of 'good' services and 'promising' prospects for improvement. The Cultural Services Inspection included libraries, arts, arts development, theatres, museums, parks and open spaces, leisure centres and sports development. Specific strengths that the inspectors found included:

- There are clear linkages between the service ambitions and the ambitions for the local area
- A Cultural Strategy for Middlesbrough is in place to guide service provision and has a balanced approach to meeting national and local objectives
- The Council has a good understanding of the needs of the local communities, based on extensive consultation with residents and stakeholders
- The Council provides a good range of cultural facilities and activities which on the whole are accessible to residents
- The range of cultural service activities positively contributes to delivering both national and corporate agendas
- The Council works well with a range of partnerships to deliver cultural services to residents
- A range of initiatives is provided across Cultural Services for 'hard to reach' groups.

A number of recommendations were made and the Council developed an action plan to progress and monitor these. Progress against the action plan is detailed below.

Action/Task	Timescale	Progress to Date
1. Prepare a long term strategic overview for the delivery of cultural services beyond the current five year strategies		
Identify within the Economic Vitality Theme of the revised Community Strategy the high level vision for culture within Middlesbrough. In particular addressing the significant change over the next decade as an outcome of the Council's regeneration ambitions.	March 2005	Completed – see Middlesbrough Community Strategy 2005.
Revise the Cultural Strategy to identify: <ul style="list-style-type: none"> • the role of the borough in the regional context • the provision of services in a climate of local change – including consideration of alternative methods of service delivery 	December 2004	The original deadline was too ambitious however the Cultural Strategy has been realigned against the new Community Strategy Themes. It has been agreed that an out-turn report will be prepared for the first two years of the Cultural Strategy –following this the Cultural Strategy will be refined to reflect issues highlighted.

CULTURAL SERVICES – IMPROVEMENT PLAN

Action/Task	Timescale	Progress to Date
1. Prepare a long term strategic overview for the delivery of cultural services beyond the current five year strategies		
<ul style="list-style-type: none"> the significant change over the next decade in the profile, volume, location and demand of Middlesbrough residents cultural contributions to all community strategy themes priorities across cultural services and within individual cultural services non cultural priorities prioritisation in relation to contributing to corporate objectives ensuring priority is given to issues such as community safety and the education and care of young people and support to vulnerable people. 		
<p>Ensure the range of cultural strategies and action plans:</p> <ul style="list-style-type: none"> are cross referenced and harmonised with each other and with the overall Cultural Strategy identify consistent culture priorities and non priorities. 	March/ April 2005_– or when strategy to be	Completed - see Regeneration Service Plan 2005/06. reviewed Culture priorities and non priorities will be reviewed as a result of the Out-turn Report on the Cultural Strategy.
2. Focus on actions and activities to increase user numbers and to improve levels of resident's		
Identify actions and activities within service plans that focus on increasing user numbers and improving levels of resident satisfaction.	March/ April 2005	Completed – see Regeneration Service Plan 2005/06.
Increase visitors to libraries to 6,300 for 2004/05 (BV 117).	March/ April 2005	Target not achieved due to a number of libraries closed longer than anticipated for refurbishment and a decline in the use of Central Library owing to the building works for mima and the new civic square. An action plan is in place to reverse this trend.

CULTURAL SERVICES – IMPROVEMENT PLAN

Action/Task	Timescale	Progress to Date
<p>Increase by 2006/07 the percentage of residents satisfied with:</p> <ul style="list-style-type: none"> - Leisure Centres to 70% (BVPI 119a) - Libraries to 75% (BV 119b) - Museums to 60% (BV 119c) - Arts activities and venues to 52% (BV 119d). 	March/ April 2005	A survey will be carried out during 2006/07 to test the impact of the actions and activities focused on improving levels of resident satisfaction.
Ensure cultural services are considered within the Council's strategy and project proposal being prepared to address access issues in response to the access to services inspection report.	January 2005	Completed - see project proposal and access strategy.
<p>Prepare a report for the e-Government Management Board that investigates the feasibility of developing the benefits which the use of IT systems can bring to service users including:</p> <ul style="list-style-type: none"> ● online reservations for cultural services ● cross service linkages between user facing elements of IT systems ● IT solution to gather information for service users. 	March 2005	It has been agreed to procure a corporate on-line booking module for the Council's website. This will allow on-line reservations for cultural services - this will go live by December 2005. However the library service has already implemented an on-line book reservation service.
3. Establish criteria to measure the outcomes of the cultural services in relation to corporate objectives and impacts on the local population		
<p>Establish a set of local indicators that measure and monitor the outcome and impact of cultural services in relation to:</p> <ul style="list-style-type: none"> ● the extent they are contributing to the achievement of national, corporate and local objectives and priorities including the Raising Hope agenda ● the impact on the local population including the care of young people and the impact on the BME community. 	March 2005	The Council is awaiting the outcome of a national exercise to explore a set of outcome indicators for culture. This exercise builds on the work carried out for the library service on the library impact standards which have been implemented and supported by local indicators.




Quality of Life Index





































QUALITY OF LIFE INDEX

This index summarises 36 quality of life indicators and their trends since a baseline was set in 2000. This helps us determine whether the quality of life is getting better or worse in Middlesbrough.

Note: Information has been omitted in instances where the source information is not presented annually. Information has come from the Neighbourhood Survey carried out every two years and the three-yearly Best Value Performance Indicator Survey.

Key

-  Improving
-  No significant change/baseline information
-  Getting worse

Theme	Indicator	2000/01	2001/02	2002/03	2003/04
SUPPORTING CHILDREN AND LEARNING	Percentage of pupils achieving 5 or more A* to C GCSEs or equivalent.				
	Reduction in the number of under-18 conceptions per thousand female residents aged 15–17, compared with the baseline year of 1998.				
	Percentage of young people (16–24) in full-time education or employment.				
PROMOTING HEALTHIER COMMUNITIES AND EFFECTIVE SOCIAL CARE FOR ADULTS	Death rate from cancer in under-75s per 1,000 population.				
	Infant mortality per 1,000 live births.				
	Percentage of residents who say they have a long-term illness or disability.				
	Percentage of people smoking daily.				
	Percentage of residents who say their health has been good in the last 12 months.				
	Percentage of residents who take moderate exercise 3 to 5 times a week.				

Theme	Indicator	2000/01	2001/02	2002/03	2003/04
CREATING SAFER AND STRONGER COMMUNITIES	Percentage of residents satisfied with sports and leisure facilities.	😊	😊	😊	😞
	Number of domestic burglaries per 1,000 households.	😊	😞	😊	😊
	Percentage of residents who like living in their neighbourhood.	😊	😊	😊	😊
	Percentage of residents who think they have enough say about services.	😊	😊	😊	😊
	Percentage of residents who feel fairly or very safe in their neighbourhood.	😊	😊	😊	😊
	Percentage of residents who feel fairly or very safe walking alone in their neighbourhood at night.	😊	😊	😊	😊
	Percentage of residents who agree their neighbourhood is a place where people from different backgrounds get on well together.	😊	😊	😊	😊
	Percentage of residents who consider their neighbourhood is getting worse.	😊	😊	😊	😊
TRANSFORMING OUR LOCAL ENVIRONMENT	Percentage of household waste recycled.	😊	😊	😞	😊
	Percentage of total tonnage of household waste that has been used to recover heat and power and other energy sources.	😊	😞	😊	😞
	Percentage of household waste that has been landfilled.	😊	😞	😊	😊
	Percentage of people satisfied with street and land cleanliness.	😊	😞	😊	😊
	Percentage of people satisfied with household waste collection.	😊	😊	😊	😊
	Percentage of people satisfied with waste recycling.	😊	😊	😊	😊
	Percentage of people satisfied with waste disposal.	😊	😊	😊	😊
	Percentage of people satisfied with parks and open spaces.	😊	😊	😊	😊
	Percentage of residents concerned about noise from traffic.	😊	😊	😊	😊

Theme	Indicator	2000/01	2001/02	2002/03	2003/04
6. Prioritisation of the resources required to tackle remaining access issues					
MEETING LOCAL TRANSPORT NEEDS MORE EFFICIENTLY	Percentage of users satisfied with local public transport information.	☹️	☹️	☹️	😊
	Percentage of all respondents satisfied with the local bus service.	☹️	☹️	☹️	😊
	Percentage of residents who travel to work by car.	☹️	☹️	☹️	😊
	Percentage of residents who travel to work by bus.	☹️	☹️	☹️	😞
PROMOTING THE ECONOMIC VITALITY OF MIDDLESBROUGH	Percentage of residents satisfied with libraries.	☹️	☹️	☹️	😊
	Percentage of residents satisfied with museums.	☹️	☹️	☹️	😊
	Percentage of residents satisfied with arts venues and activities.	☹️	☹️	☹️	😞
	Percentage of new homes built on previously developed land.	☹️	☹️	☹️	😞
	Proportion of unfit private-sector dwellings made fit or demolished as a direct result of action by the Council.	☹️	😞	😊	😊
	Percentage of people who have concerns with derelict land and buildings.	☹️	☹️	☹️	😊

STATEMENT ON CONTRACTS

During the year 2004/05, all Middlesbrough Council staff who have been transferred in connection with partnering arrangements have done so in compliance with the Code of Practice on Workforce Matters in Local Authority Service contracts. This has ensured that individual employee pension rights have been protected. In addition, the terms and conditions of transferred staff have either remained the same or been enhanced from those they enjoyed with the Council prior to transfer.

During 2004/05 Middlesbrough Council transferred its housing stock to Erimus, a not-for-profit Housing Association. This stock transfer also included the transfer of staff. These staff were transferred in compliance with the Code of Practice on Workforce Matters.

Middlesbrough Council has no plans to transfer staff during 2005/06; but should a transfer occur, it would be in compliance with the Code of Practice on Workforce Matters.

FURTHER INFORMATION

Part I and Part II of this plan are available on the Middlesbrough Council website: www.middlesbrough.gov.uk

The Community Strategy is available on the Middlesbrough Partnership website: www.middlesbroughpartnership.org.uk

We will try to make a summary of this document available in other languages, Braille or large print on request.

سوف نحاول ان نجعل ملخص هذه الوثيقة متوفرة بلغات اخرى, الابرل وكتابة
كبيرة عند الطلب.

ہم کوشش کریں گے کہ اس دستلہز کا خلاصہ دوسری زبانوں میں مہیا کیا جاسکے مزید
آپکی درخواست پر اسے بریل یا موٹے الفاظ میں بھی فراہم کیا جاسکے گا

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