



**WARDS AFFECTED  
ALL WARDS (CORPORATE ISSUE)**

**Forward Timetable of Consultation and Meetings**  
Resources and Corporate Issues Scrutiny Committee  
Cabinet

11<sup>th</sup> January 2007  
15<sup>th</sup> January 2007

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**Corporate Performance – Second Quarter 2006/07**

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Report of the Chief Executive

**1. Purpose of Report**

- 1.1. This report tracks the Council's performance in delivering services to citizens at a corporate level. It shows the forecasted range of our CPA score for 2007 for each of the service blocks and performance of key corporate indicators. It is based on performance data for July, August and September 2006.

**2. Summary**

- 2.1. We are expecting to get this year's CPA rating from the Audit Commission in February 2007. Based on performance to date, we expect to receive a rating of three stars. This is a drop from our current status of four stars.
- 2.2. Overall performance in this second quarter has improved but next year's projected CPA rating remains at three stars (see Table One, page 3). A critical area for improvement is the Benefits service block.
- 2.3. The Social Care (Adults) service block has increased its CPA forecasted rating from a 2/3 in the first quarter to 3 in this quarter, the Housing service block has gone up from a forecasted rating of 2 to a 3 and the Environment service block has increased its forecasted rating from 3 to 4.
- 2.4. We must be mindful however that the Environment block runs the risk of a lower score if the Council is declared a Planning Standards Authority (PSA) due to performance prior to June 2006, which was below national targets. Current performance on planning applications is showing good progress and sustained improvement (see supporting information para.1, page 5 & 6).

- 2.5. A position on the key corporate risks has been deferred pending a review of strategic risks. A revised set of risks, which directly impact on the achievement of corporate plan priorities will be agreed by Corporate Director's Board and monitored by the end of the financial year.
- 2.6. Strong improvements in performance are evident in satisfaction of housing tenants with opportunities for participation (BV 75a) <sup>1</sup>, the processing of planning applications (BV 109 a, b & c) and the % of recycled and composted waste (BV 82 a & b).
- 2.7. Steady progress is being made in the Stock Turn (Libraries) indicator, the % of rent allowance claims paid on time or within 7 days of a decision being made (PM 4), the number of interventions where a benefits review was completed since 1<sup>st</sup> April (PM 10), % of benefits data matches resolved within 2 months (PM 11) and the number of benefits claimants visited (PM 12).
- 2.8. See supporting information, para.1, pages 5 to 7.
- 2.9. The Benefits service block maintains its score of two stars. In the last quarter it was reported that given the problems regarding the IT system, the service did not expect to make an improvement in this quarter sufficient to impact on its projected CPA rating. Key areas showing a decline in performance in this quarter are the % of new claims outstanding over 50 days (PM 2), % of new claims decided within 14 days (PM 3), average time taken to make a full decision on a change of circumstances (PM 5, BV 78B), % case for which the calculation of benefit due is correct (PM 6, BV 79a) and the % of appeals submitted to Appeals Tribunal in three months (PM 19).
- 2.10. See supporting information, para.2, pages 8 to 13.

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<sup>1</sup> Based on preliminary results from 2006/07 BV Satisfaction Survey

## 2.11. Table One – CPA Service Block Ratings

Service Block	Current star rating - 2005	Expected rating for - 2006	Forecast using Quarter 1 data - 2007	Forecast using Quarter 2 data <sup>1</sup> - 2007
Corporate Assessment	3	3	3	3
Use of Resources	3	3	3	3
Children & Young People	3	3	3	3
Social Care (Adults)	3	3	2/3	3 <sup>2</sup>
Housing	3	3	2	3
Environment	3	3 <sup>3</sup>	3	4
Culture	3	3	3	3
Benefits	3	2	2	2
<b>Overall CPA Scoring</b>	<b>4 stars</b>	<b>3 stars</b>	<b>Not Forecast</b>	<b>3 stars</b>

2.12. For more detailed information on Quarter Two data, see supporting information para.2.8, pages 15 – 20.

2.13. The performance of departmental key indicators shows that:

- 47.2% are hitting/exceeding their targets.
- 39.6% are below target, but improving their performance.
- 13.2% are below target, and not improving.
- All PIs have targets.

<sup>1</sup> The Audit Commission final guidance for the CPA Service Assessment (July 2006) has been used to analyse current performance and to predict scores for the housing, environment, culture and benefits service scores.

<sup>2</sup> Social Care (Adults) Risks:

- The department has an inspection of services for people with learning disabilities taking place in Feb/March 2007.
- There will be significant changes to the self assessment process in order to work within a framework built around the 9 outcomes in the Local Government White Paper.
- CSCI's judgments on councils for the first time will be weighted by client group.
- Proposals for 2006/07 to move from the present zero to three stars rating to a zero to four stars rating.

<sup>3</sup> See para.2.4, page 1 and supporting information, pages 5&6.

### 3. Recommendations

3.1. Members are recommended to:

- Congratulate those areas demonstrating continuous improvement in performance (see para.2.6, page 2 and supporting information para.1, pages 5 - 7).
- Review the second quarter performance results and consider the need for any special action on areas of concern (see para.2.9, page 2 and supporting information para.2, pages 8 - 14).

### 4. Legal Implications

4.1. There are no additional legal implications. (Peter Nicholls, Head of Litigation, Resources).

### 5. Financial Implications

5.1. There are no direct financial implications arising from this report. It should be noted, however, that in areas where performance needs to be improved there may be a requirement for some additional funding, or to realign budgets to reflect priorities. Any proposals for funding growth should be included in the relevant department's revenue budget strategy (2007/08).  
*(Andy Morley, Chief Accountant, Resources).*

### 6. Report Authors

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#### DECISION STATUS

<b>Key Decision</b>	No
<b>Reason</b>	N/A
<b>Appeared in Forward Plan</b>	N/A
<b>Executive or Council Decision</b>	Executive (Cabinet)



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**Corporate Performance – Second Quarter 2006/07**

**Report of the Chief Executive**

**SUPPORTING INFORMATION**

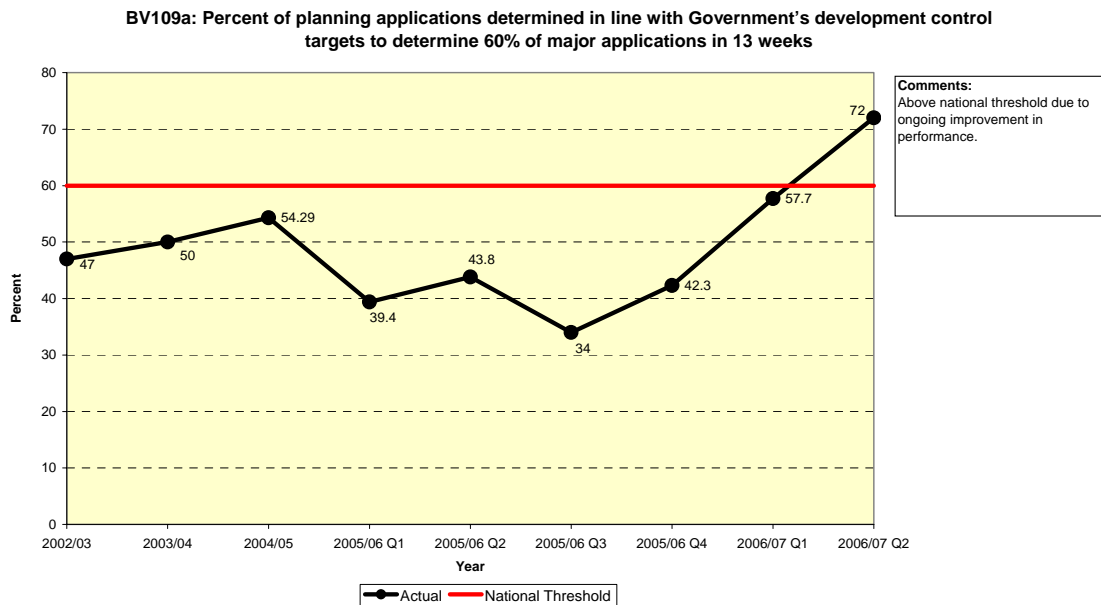
**Report**

**1. Areas of improved performance**

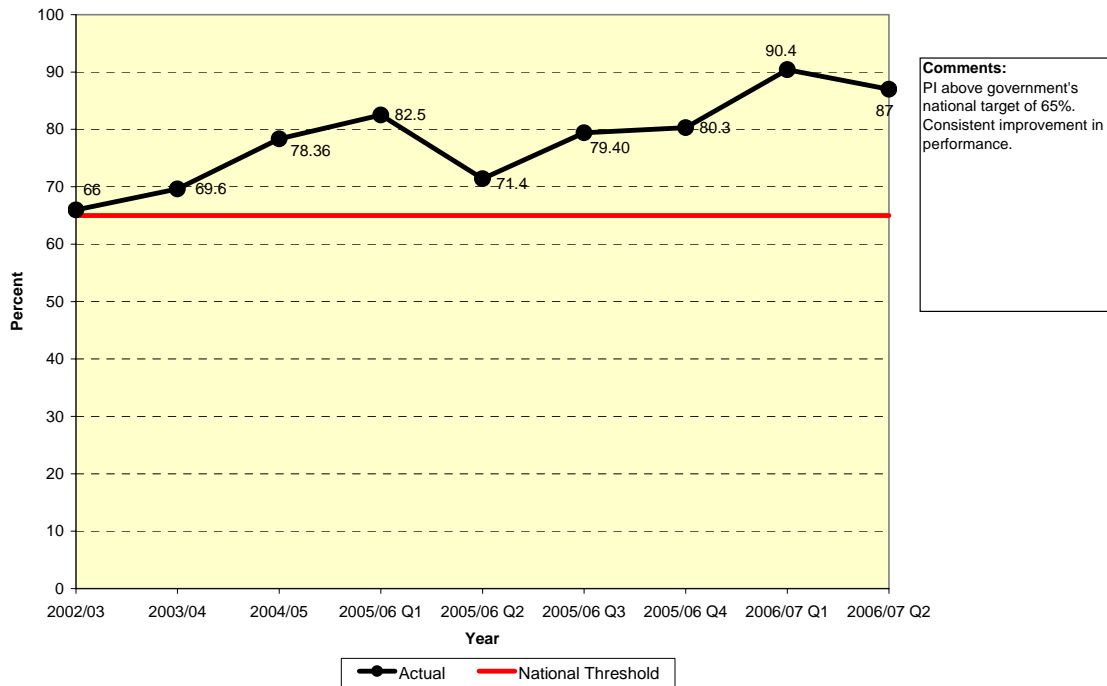
1.1. The following areas have demonstrated a continuous improvement in performance:

**ENVIRONMENT**

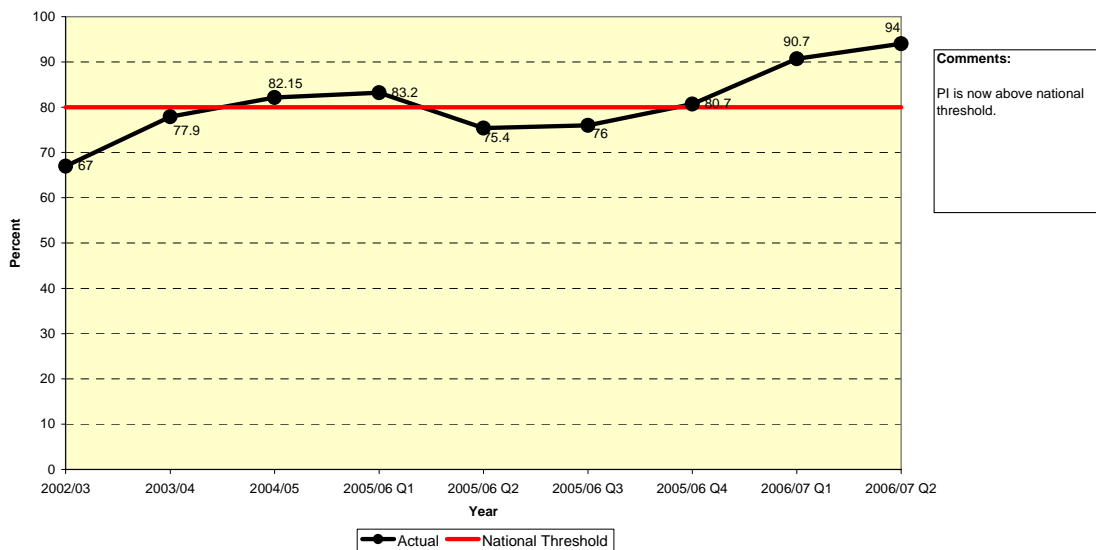
BV109 a, b & c – Time taken to determine Planning Applications.



**BV109b: Percent of planning applications determined in line with Government's new development control targets to determine 65% of minor applications in 8 weeks**



**BV109c: Percent of planning applications determined in line with Government's new development control targets to determine 80% of other applications in 8 weeks**

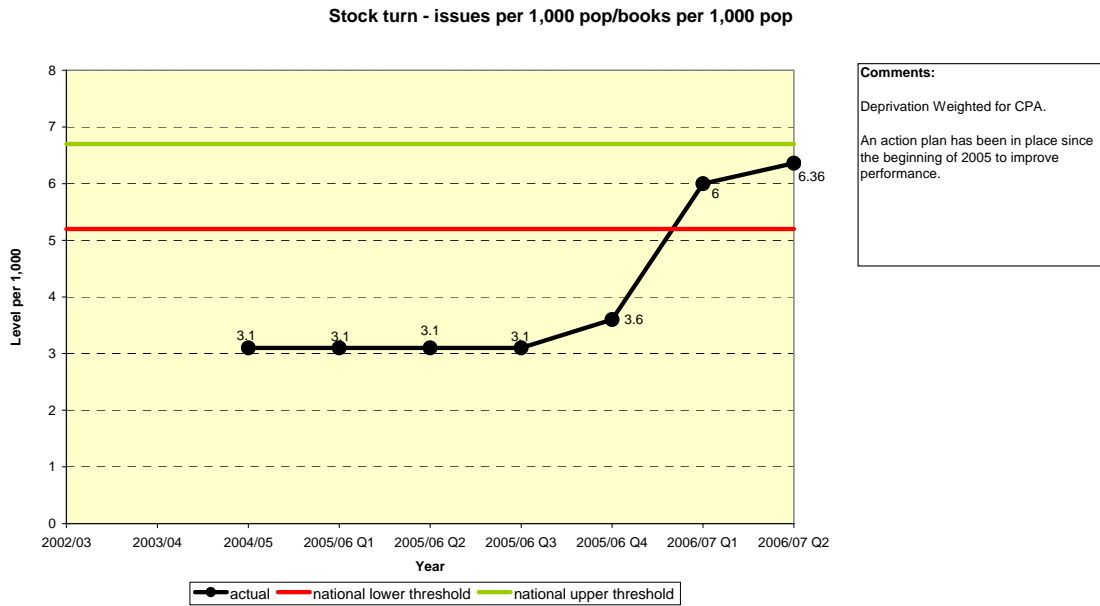


The performance of major planning applications was flagged up as an area of concern in the first quarter report. In this second quarter, performance in processing of all planning applications has been exceptional and the upper threshold has been reached with all three targets achieved.

However, the council has recently been notified that it has been included in the consultation list for a proposed Planning Standards Authority (PSA), based on performance prior to June 2006. This is for major planning applications (BV 109a). If the Council is declared a PSA, the department will need to continue to meet the target for all three BV 109 indicators to avoid being below the lower threshold for 2007. The department intends to review the PSA proposal.

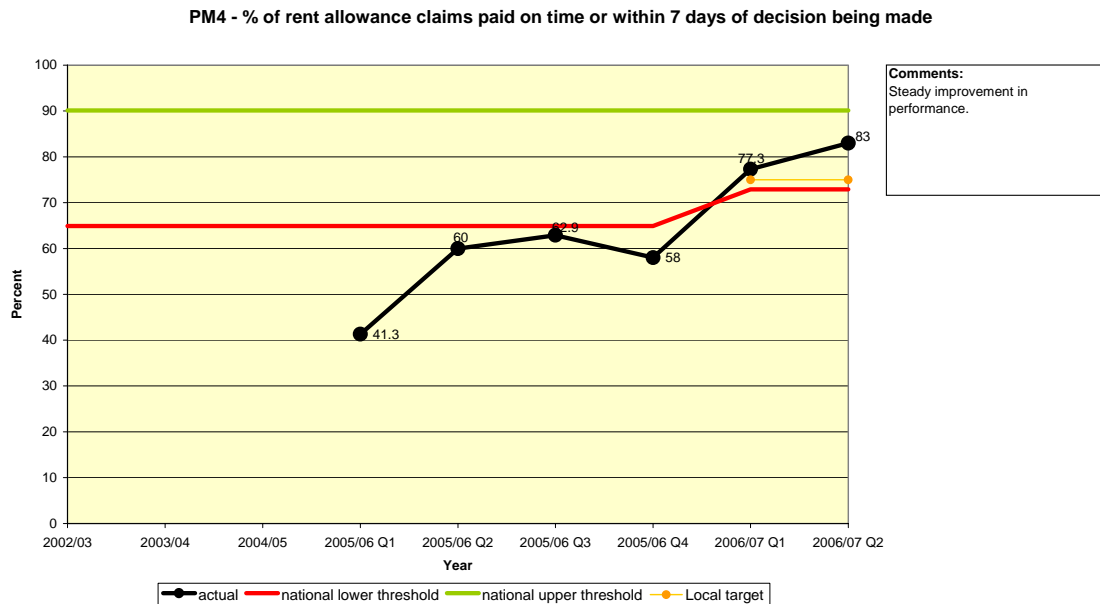
## CULTURE

Stock turn (Libraries) issues per 1,000 pop/books per 1,000 population.



## BENEFITS

PM4 % of rent allowance claims paid on time or within 7 days of a decision being made.



## 2. Managing CPA performance - 2007

### Performance issues

2.1. The 'threshold management' approach agreed in previous reports has been applied to highlight performance indicators (PI's) for attention as follows:

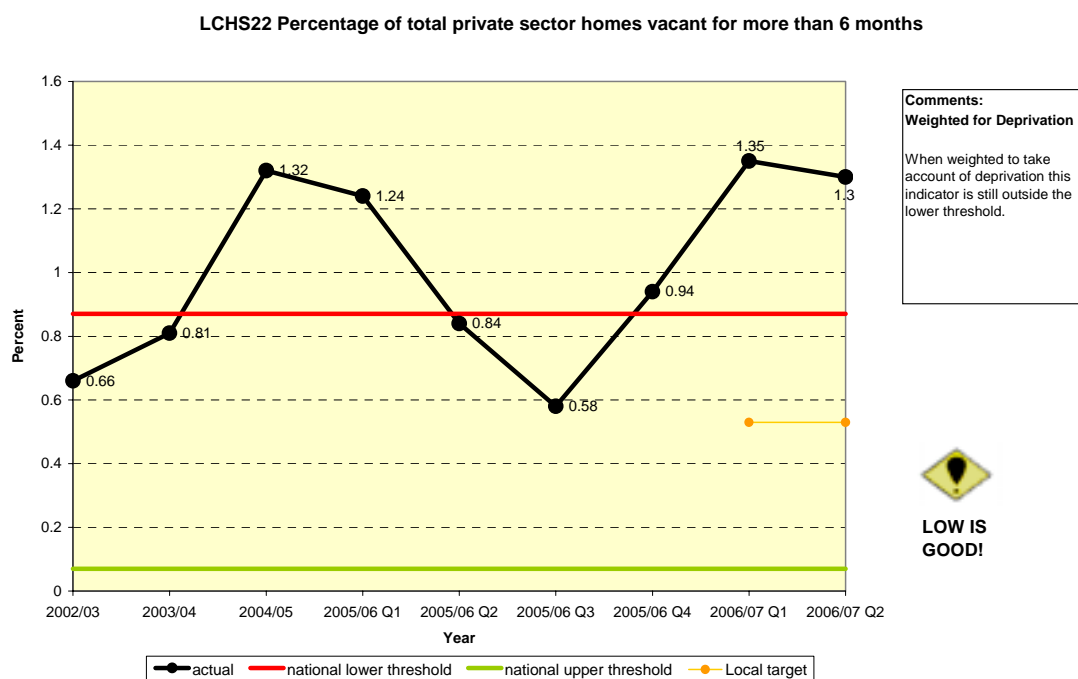
- Any PI's where the performance is on or around the thresholds.
- Any PI's where the performance trend is set to go across the threshold in a relatively short time. This could include PI's doing well to maintain momentum or those PI's in trouble and declining fast.
- We are also listing PI's for attention where data is missing.

2.2. The full list of the Benefits, Culture, Environment and Housing Service Block PIs for CPA 2006 are presented in **Table 1 of Appendix 1, page 23-32**. For each PI there is a description of its CPA score, its trend, and any additional commentary.

2.3. Applying the above criteria establishes that the following CPA performance indicators require attention:

### HOUSING

#### 2.4. **LCHS 22: % of total private sector homes vacant for more than 6 months.**



Council Tax records identify just over 2,900 private sector homes that have been empty for more than 6 months. To move out of the bottom threshold this would have to be reduced by at least 420 properties. However the amount of new building and conversions keeps the overall



number of empty properties at a fairly constant level, meaning that progress with this indicator can be difficult to attain. This point was made to the Government during the recent CPA consultation period.

However the following initiatives are in place to help improve performance:

(a) National Empty Homes Week occurs during October and an open day is to be held at the Ian Marlow Centre to coincide with the event. All owners of empty properties in the city have been written to and invited to attend

(b) A report is being prepared for Housing Scrutiny (7<sup>th</sup> December 2006) recommending the abolition of the Council Tax discount currently given to furnished but unoccupied homes. This should help bring more back into action.

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## **BENEFITS**

The Corporate Director of Housing reports that the service is currently operating at Level 2 and is unlikely to change by the end of the year 2006/07.

### **Overall Prospects for Improvement**

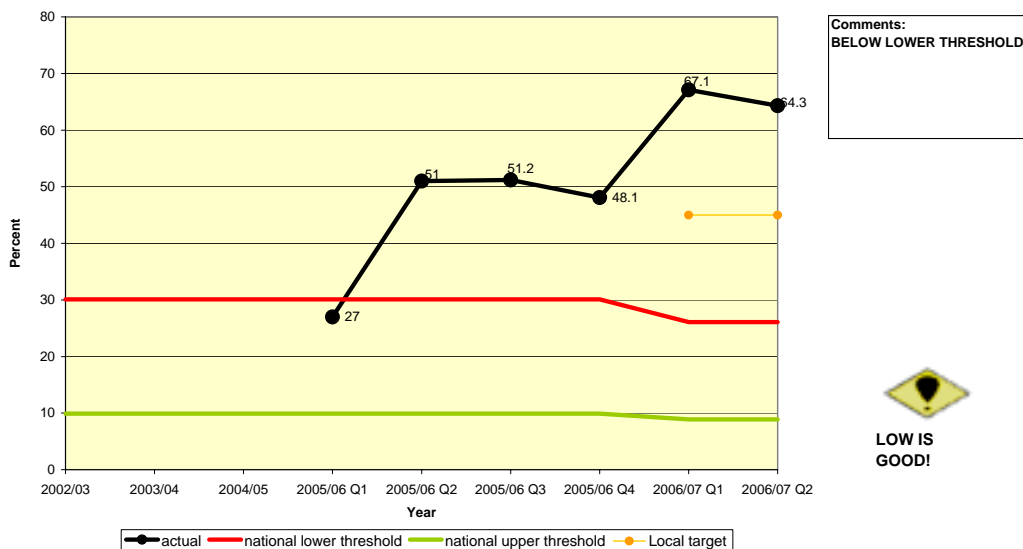
The services of a commercial organisation have been commissioned temporarily to process the outstanding cases and telephone calls off site. Externalising telephone call answering will release about six members of staff to process new claims. The aim is to have the majority of new claims no more than a calendar month old by 31<sup>st</sup> December 2006, however, Housing Benefit regulations require that the authority gives claimants a full month from the date of application to provide the full supporting information. In some cases this period is extended if extra information is required for example, where the claimant is old or vulnerable. By quarter four, the service will be at level three but the earlier quarters' performance will still mean an overall rating of level 2 for the year as a whole. However the improvement action is forecast to raise the score to level 3 in 2008 (which will be based on the 2007/08 actual performance).

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### **PM 2 - % of new claims outstanding over 50 days**

New cases are being targeted so that when a customer visits Wellington house and provides all of the information to support the claim, that claim will be processed within one working day. Many claims arrive in the post and legislation requires that the claimant is written to if there is any required information missing. If there is no response within one month, the claim can be determined on the basis of the information originally provided. It is this type of claim that is now being targeted. A level 2 performance is predicted for the fourth quarter.

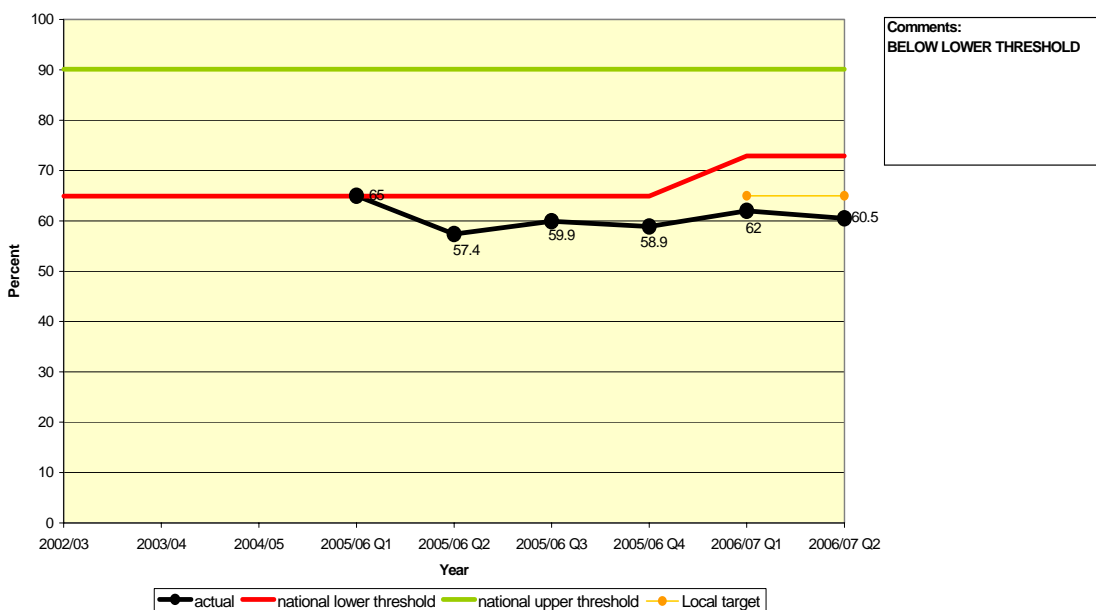
PM2 - % of new claims outstanding over 50 days



**PM 3 - % of new claims decided within 14 days of receiving all information.**

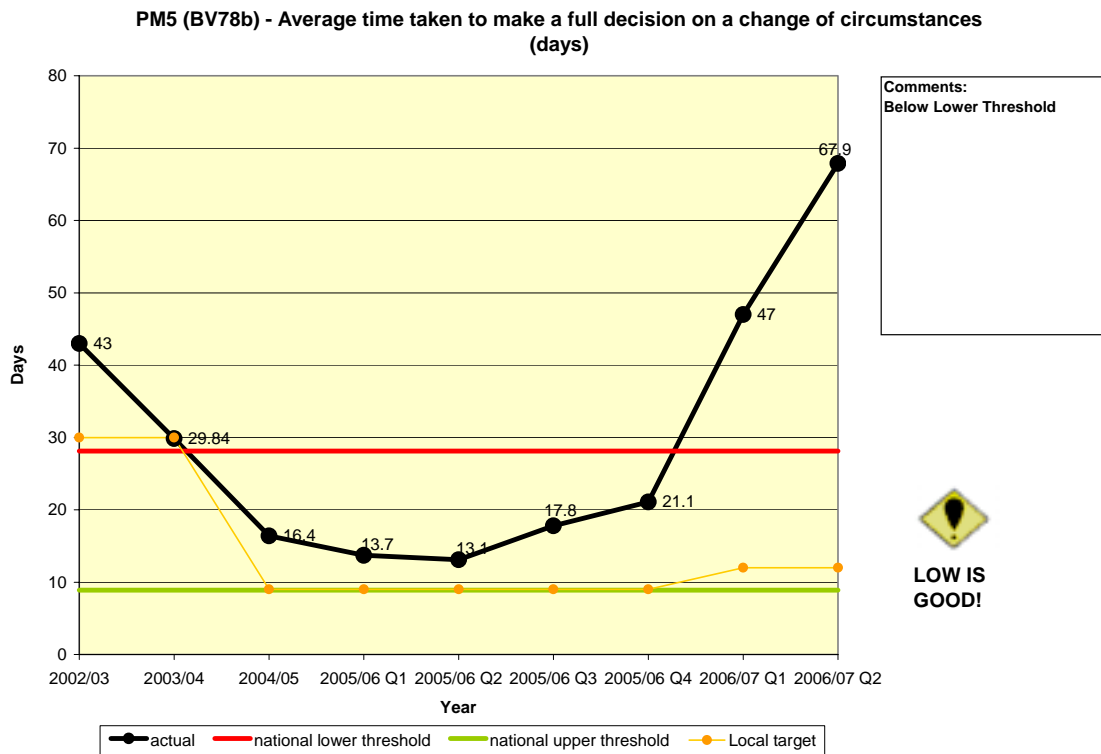
The Document Imaging and Workflow system identifies cases where information has been requested and is then received. These cases are treated as a priority and a greater % will be dealt with within 14 days of receiving the information. A level 3 performance is predicted for the fourth quarter.

PM3 - % of new claims decided within 14 days of receiving all information



**PM 5 (BV 78b) - Average time taken to make a full decision on a change of circumstances.**

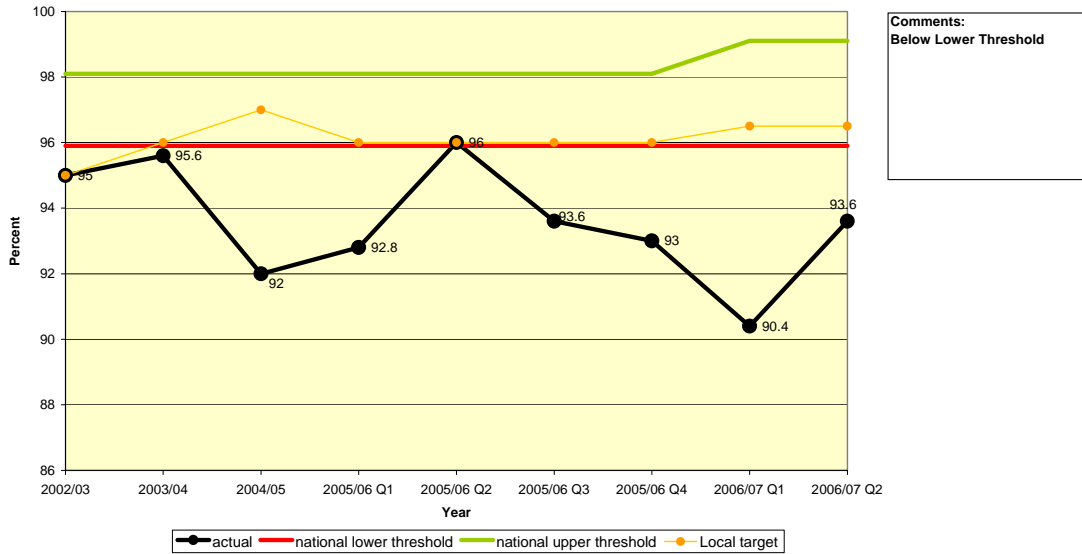
An external supplier has been contracted to assist in the processing of this type of work with a view to reducing the volume of changes outstanding. A level 1 performance is predicted for the fourth quarter.



**PM 6 (BV 79a) - % of cases for which the calculation of benefit due is correct.**

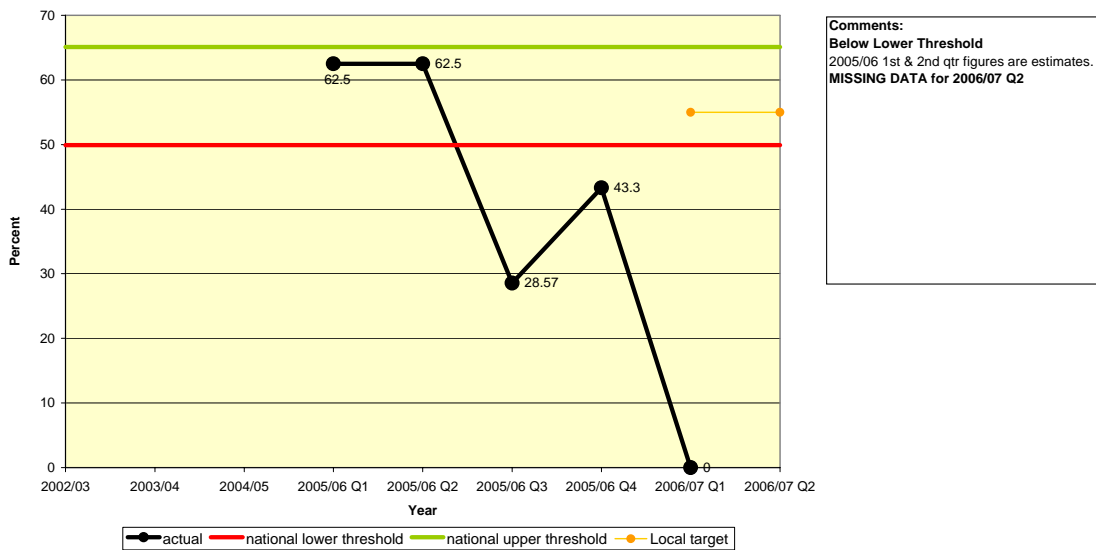
A random sample of 125 cases is chosen electronically each quarter to produce this indicator. Where a trend of errors is identified these are fixed by either retraining officers or providing additional information to officers. Where there is no pattern to the errors very little can be done other than bring this type of error to everyone's attention. A Level 1 performance is predicted for the fourth quarter.

PM6 (BV79a) - % of cases for which the calculation of the amount of benefit due is correct



## PM17 - % of applications for reconsideration/revision actioned and notified within 4 weeks

PM17 - % of applications for reconsideration/revision actioned and notified within 4 weeks

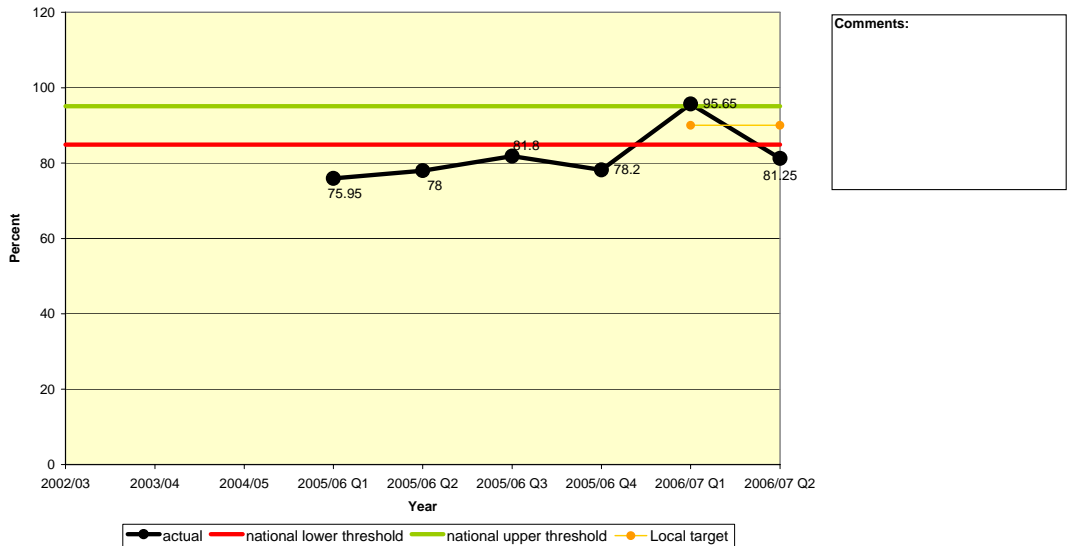


This indicator has been flagged up as it has missing data for quarter two. The production of this PI is dependant upon staff recording changes on a separate spreadsheet. From the entries made, it is clear that the manual record is not being properly maintained. New software that is built within the main processing system has been acquired and will be introduced during quarter three so the figures are accurately recorded during the whole of quarter four.

**PM 19 - % of appeals submitted to the Appeals Tribunal including those in PM18 in 3 months.**

Where appeals are not recognised when they are first received and only recognised when the item of correspondence is to be actioned, the Performance Measure is not achieved because statutory timescales have been exceeded before the actual processing work has commenced. The work currently being undertaken by external providers to process cases should identify cases incorrectly coded on the system. Procedures have also been introduced to check potential appeal cases before they are placed in the normal work queues. This will also assist in enabling this measure to be met. A level 3 performance is predicted for the fourth quarter.

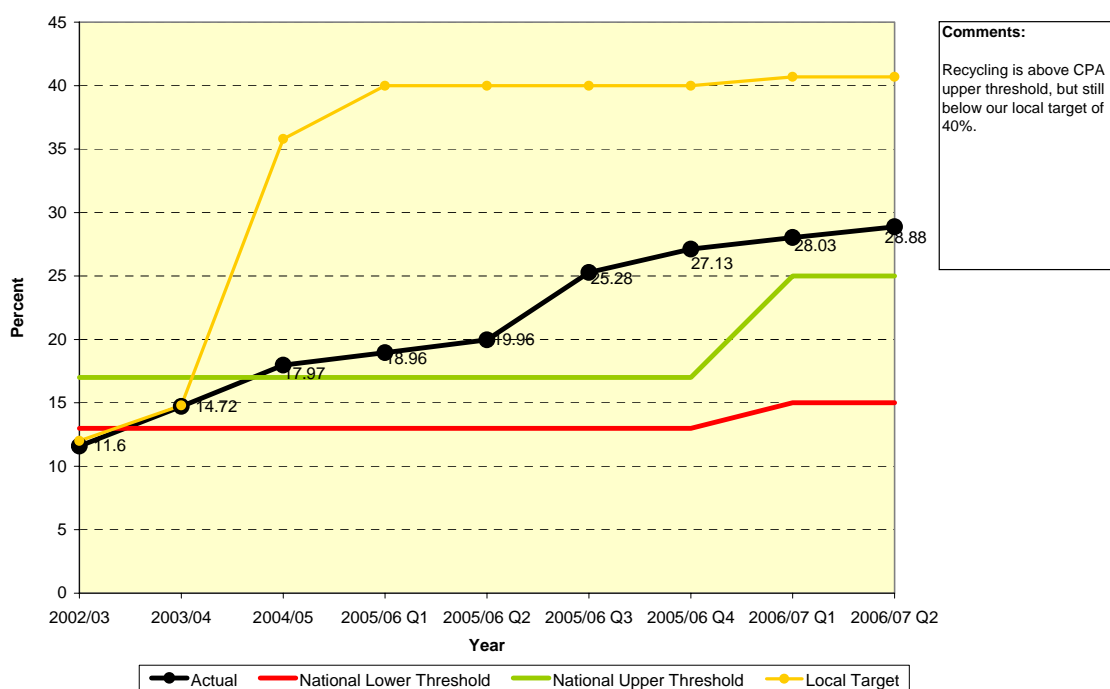
**PM19 - % of appeals submitted to the Appeals Tribunal including those in PM18 in 3 months**



**ENVIRONMENT**

**BV 82 a & b - Household waste, % recycled and composted.**

**BV82a+b: Total tonnage of household waste arisings - percent recycled & composted**



Waste recycling is projected to exceed the statutory target and exceed the CPA upper threshold. However, Leicester City Council has a more ambitious local target of 40% - this is the EMAS target and also forms part of the agreement with our waste management contractor, Biffa.

**CPA Service block 2007 projections:**

2.5. To calculate the projected 2006/07 service block CPA scores we used the following criteria:

- Based the Corporate Assessment score on the last assessment, which was in 2002 (next one is Jan/Feb.2008).
- Given the complex scoring mechanism with regard to the Use of Resources, Children & Young People and Social Care (Adults) service blocks, department colleagues were requested to project a likely score position.
- The Benefits service block was scored using the Benefit Fraud Inspectorate's Benefit Performance Standards.
- PI performance for the Housing, Environment and Culture service blocks was analysed using the latest Audit Commission Service Assessment Framework (July 2006).

2.6. The Corporate Director for Adult and Community Services forecasts a score of 3. See para.2.11, Table One, page 3.

2.7. The Corporate Director for Children & Young People's Services forecasts a rating of 3 three stars, based on current performance.

### Service Block Summary

2.8. The detailed position for the CPA scorecard and service blocks is shown in the scorecard below:

<b>CPA 2007 Assessment Ready Reckoner - The Harder Test</b>			
<b>Level One</b>			
<b>Use of Resources</b>	<b>3</b>	<b>Children &amp; Young People</b>	<b>3</b>
Financial Reporting	3		
Financial management	3		
Financial Standing	3		
Internal Control	2/3		
Value for Money	2/3		
<b>Level Two</b>			
<b>Housing</b>	<b>3</b>	<b>Environment</b>	<b>4</b>
Supporting People inspection	3	Environmental Services Inspection	2
Housing community inspection score	0.45	<b>Weighted Inspection Score</b>	<b>0.21</b>
Housing management inspection	3	<b>Weighted PI Score</b>	<b>3.58</b>
Managing Council Housing inspection score	0.45		3.75
<b>Weighted Inspection Score</b>	<b>0.90</b>		
Housing the community PI score	0.70		4
Managing council housing PI score	1.05		
<b>Weighted PI Score</b>	<b>1.75</b>		
<b>Culture</b>	<b>3</b>	<b>Benefits</b>	<b>2</b>
<b>PI Score</b>	<b>3</b>	Claims administration	1
		Security	4
		User Focus	1
		Resource Management	4
<b>Corporate Assessment</b>		<b>3</b>	
<b>Overall CPA Performance</b>		<b>* * *</b>	

### Level One Service Block - Use of Resources

<b>Use of Resources CPA Score</b>	<b>3</b>
Financial Reporting	3
Financial management	3
Financial Standing	3
Internal Control	2/3
Value for Money	2/3

**Comments:**

The Audit Commission have confirmed that our overall Use of Resources score for 2006 will be a **3**. Based on these results and anticipated performance for next year, the Resources department are predicting a score of **3** for 2007.

### Level One Service Block - Children & Young People

**Children & Young People CPA Score** **3**

**Comments:**

The Department has completed a self-assessment process through which it assessed itself as level 3 (on a four point scale with four being excellent).

This score has now been confirmed by OFSTED and CSCI.

### Level One Service Block - Social Care (Adults)

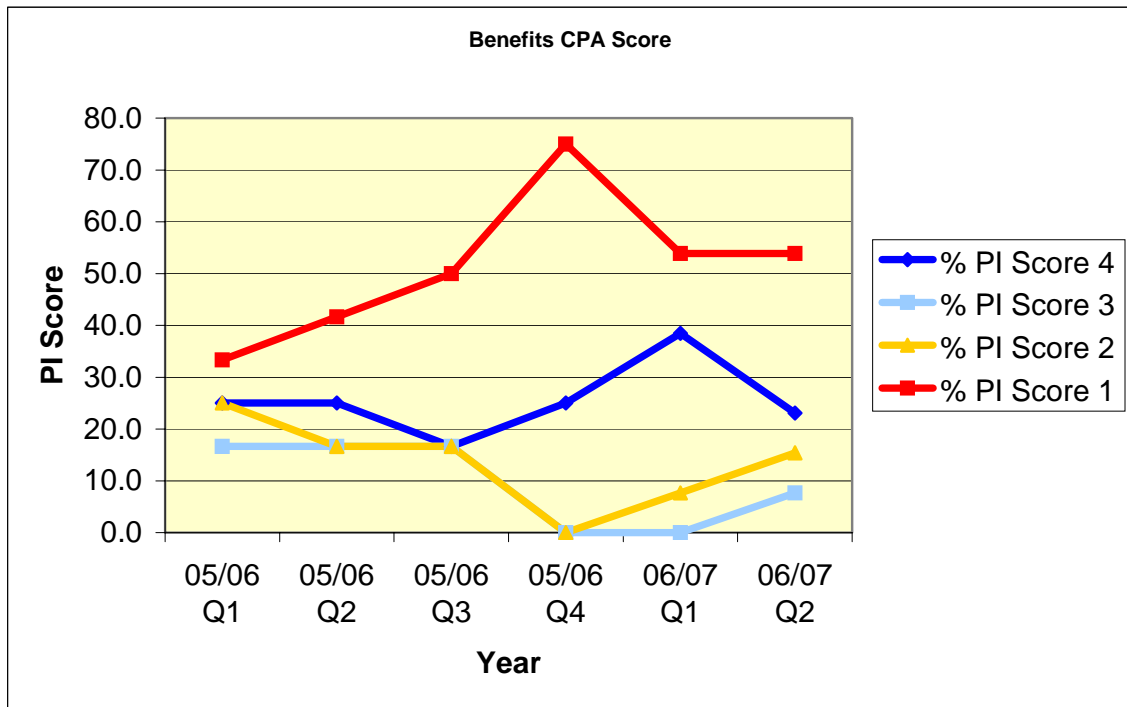
**Social Care (Adults) CPA Score** **3**

**Comments:**

Score based on Delivering Improvement Statement assessment and other reviews that contribute towards star rating awarded by CSCI



## Level Two Service Block - Benefits



	05/06 Q1	05/06 Q2	05/06 Q3	05/06 Q4	06/07 Q1	06/07 Q2
% PI Score 4	25.0	25.0	16.7	25.0	38.5	23.1
% PI Score 3	16.7	16.7	16.7	0.0	0.0	7.7
% PI Score 2	25.0	16.7	16.7	0.0	7.7	15.4
% PI Score 1	33.3	41.7	50.0	75.0	53.8	53.8

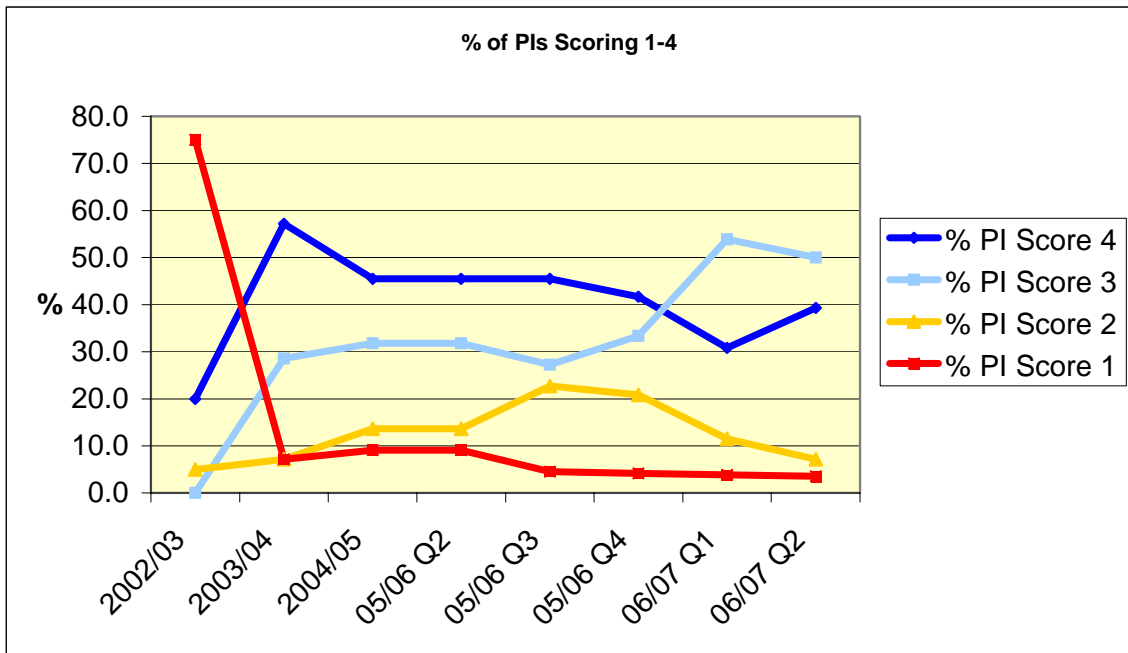
### Scoring Analysis 2006/07 Q2

Claims administration	1
Security	4
User Focus	1
Resource Management	4
<b>Benefits CPA Score:</b>	<b>2</b>

#### Comments:

The Benefits Fraud Inspectorate provide an annual written report which provides the final CPA rating.

## Level Two Service Block - Culture



	2002/03	2003/04	2004/05	05/06 Q2	05/06 Q3	05/06 Q4	06/07 Q1	06/07 Q2
% PI Score 4	20.0	57.1	45.5	45.5	45.5	41.7	30.8	39.3
% PI Score 3	0.0	28.6	31.8	31.8	27.3	33.3	53.8	50.0
% PI Score 2	5.0	7.1	13.6	13.6	22.7	20.8	11.5	7.1
% PI Score 1	75.0	7.1	9.1	9.1	4.5	4.2	3.8	3.6

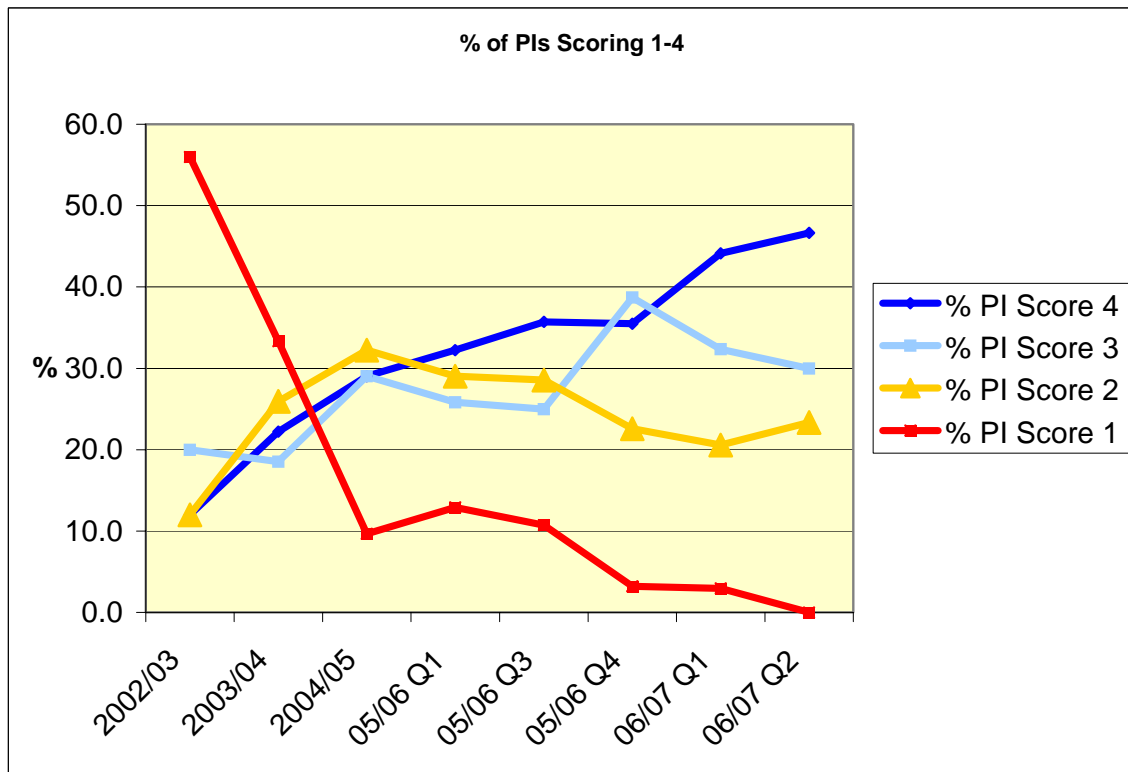
Scoring Analysis 2006/07 Q2	(Maximum Score)	
Average Inspection score <sup>1</sup>	n/a	n/a
PI Score	3	4
<b>Culture CPA Score</b>	<b>3</b>	<b>4</b>

### Comments:

Data not available for first quarter of 2005/06.

<sup>1</sup>Only inspections published in January 2004 or later contribute to the overall service score. Therefore Leicester's score will be based entirely on Performance Indicators.

## Level Two Service Block - Environment



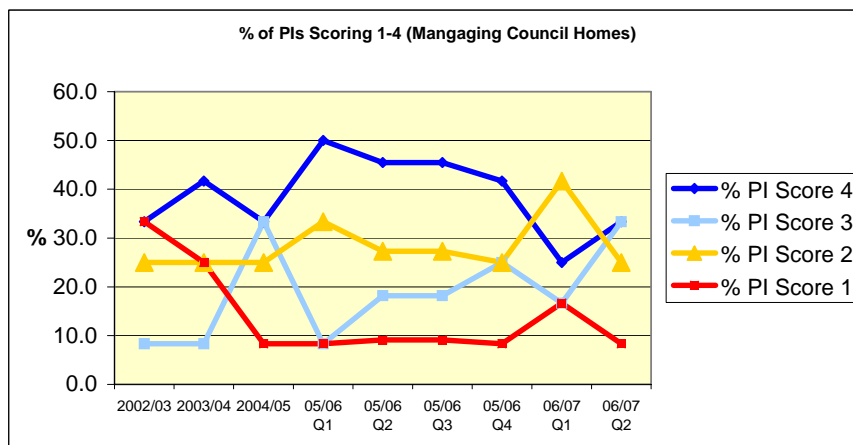
	2002/03	2003/04	2004/05	05/06 Q1	05/06 Q3	05/06 Q4	06/07 Q1	06/07 Q2
% PI Score 4	12.0	22.2	29.0	32.3	35.7	35.5	44.1	46.7
% PI Score 3	20.0	18.5	29.0	25.8	25.0	38.7	32.4	30.0
% PI Score 2	12.0	25.9	32.3	29.0	28.6	22.6	20.6	23.3
% PI Score 1	56.0	33.3	9.7	12.9	10.7	3.2	2.9	0.0

<b>CPA Scoring Analysis 2006/07 Q2</b>		<b>(Maximum Score)</b>
Environmental Services Inspection	2	4
Weighted Inspection Score <sup>1</sup>	0.21	0.42
Weighted PI Score	3.58	3.58
<b>Total Score</b>	<b>3.79</b>	4
<b>Environment CPA Score</b>	<b>4</b>	4

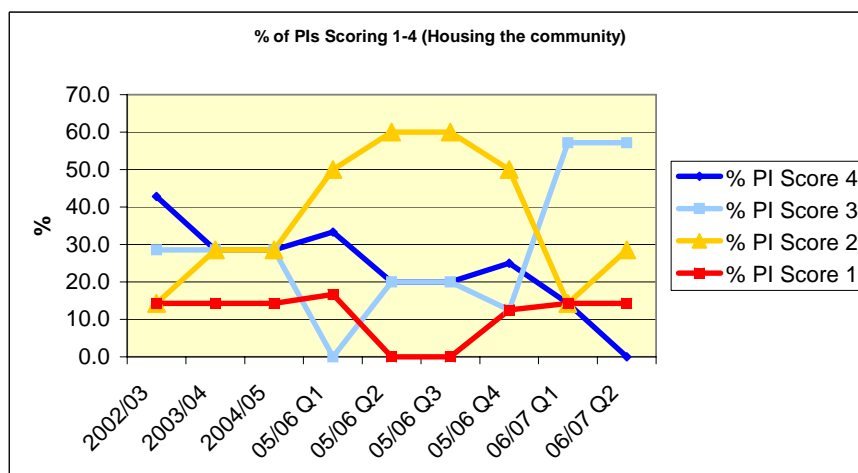
**Comments:**

Data not available for first quarter of 2005/06.  
<sup>1</sup>Only inspections published in January 2004 or later contribute to the overall service score.  
 Therefore, Leicester's waste inspection will contribute to the overall score.

## Level Two Service Block - Housing



	2002/03	2003/04	2004/05	05/06 Q1	05/06 Q2	05/06 Q3	05/06 Q4	06/07 Q1	06/07 Q2
% PI Score 4	33.3	41.7	33.3	50.0	45.5	45.5	41.7	25.0	33.3
% PI Score 3	8.3	8.3	33.3	8.3	18.2	18.2	25.0	16.7	33.3
% PI Score 2	25.0	25.0	25.0	33.3	27.3	27.3	25.0	41.7	25.0
% PI Score 1	33.3	25.0	8.3	8.3	9.1	9.1	8.3	16.7	8.3



	2002/03	2003/04	2004/05	05/06 Q1	05/06 Q2	05/06 Q3	05/06 Q4	06/07 Q1	06/07 Q2
% PI Score 4	42.9	28.6	28.6	33.3	20.0	20.0	25.0	14.3	0.0
% PI Score 3	28.6	28.6	28.6	0.0	20.0	20.0	12.5	57.1	57.1
% PI Score 2	14.3	28.6	28.6	50.0	60.0	60.0	50.0	14.3	28.6
% PI Score 1	14.3	14.3	14.3	16.7	0.0	0.0	12.5	14.3	14.3

### Comments:

The housing service assessment framework is split into two sections - 'managing council housing' and 'housing the community'. There is scope for wide fluctuations in the Housing the Community score due to the small number of PIs involved.

### Scoring Analysis 2006/07 Q2 (Maximum score)

Supporting People inspection	3	4
<b>Housing the community inspection scc</b>	<b>0.45</b>	<b>0.60</b>
Housing management inspection	3	4
<b>Managing Council housing inspection</b>	<b>0.45</b>	<b>0.6</b>
<b>Weighted Inspection Score</b>	<b>0.90</b>	<b>1.20</b>
Housing the community PI score	0.70	1.4
Managing council housing PI score	0.70	1.4
<b>Weighted PI Score</b>	<b>1.40</b>	<b>2.80</b>
<b>Housing CPA Score</b>	<b>2</b>	<b>4</b>

### 3. Corporate Key Indicators Performance

3.1. Performance of departmental key indicators shows that:

Department	Number of BVPIs	Hit or Exceeding Target	Below Target – Improving	Below Target – Not improving	No Targets/ Missing data
Resources*	6	50%	50%	0%	0%
C&YP Sers	12	58.3%	16.7%	25%	0%
Adult & Comm.Sers	22	40.9%	50%	9.1%	0%
Housing	5	20%	60%	20%	0%
R & C	8	62.5%	25%	12.5%	0%
<b>Total</b>	<b>53</b>	<b>47.2%</b>	<b>39.6%</b>	<b>13.2%</b>	<b>0%</b>

\*Good progress has been made on the number of working days lost due to sickness absence (BV 12). In the first quarter, this indicator was flagged up as an area for attention as it showed deterioration in performance and a figure of 14.7 days (full year equivalent) absence per employee. This figure has now dropped to 10.9 days (full year equivalent) in the second quarter.

3.2. The following key departmental PIs are **below target** and are **not improving**:

- % of street lamps not working as planned (R&C) - LCEN 080 (page 34).
- Average time for processing new claims (Benefits)\* - BV 78a (page 35). This is also a CPA indicator.
- % of schools in special measures - PI 49a (page 35).
- Absences at primary school - BV 46 (page 36).
- Adoptions of children looked after - PAF C23 (page 36).
- % of people receiving a statement of needs and how they will be met (Adults) - PAF 39 (page 38).
- Clients receiving a review (Adults) - PAF 40 (page 39).
- Vehicle crimes per 1,000 pop (Adults) - BV 128 (page 40).

3.3. The full list of key corporate PI's are shown in **Table 2 of Appendix 1, pages 33- 40**. For each PI there is an indication of whether it is also a CPA PI, its trend, any comments and whether it needs attention.

#### **4. Conclusion**

4.1. We expect in February 2007 to lose our four star status and become a three star authority. In the second quarter, there has been good overall progress in performance of CPA indicators and key corporate indicators. However, if we want to regain our status of a CPA four star authority next year, it is critical that we get the Benefits service block to score a three by end of this financial year. It is equally important that we sustain our improvement in the processing of planning applications in order that the risk of being declared a PSA is minimized if not negated. If this is not done, the only other route to regaining the four star status, will be to get a level four corporate assessment. This is a tough challenge.

#### **5. Legal Implications**

5.1. There are no additional legal implications (Peter Nicholls, Head of Litigation, Resources).

#### **6. Financial Implications**

6.1. There are no direct financial implications arising from this report. It should be noted, however, that in areas where performance needs to be improved there may be a requirement for some additional funding, or to realign budgets to reflect priorities. Any proposals for funding growth should be included in the relevant department's revenue budget strategy (2007/08).  
(Andy Morley, Chief Accountant, Resources).

#### **7. Other Implications**

7.1. The report seeks to improve the monitoring of performance in the following areas:

<b>Other Implications</b>	<b>Yes/No</b>	<b>Paragraph References with Supporting Information</b>
Equal Opportunities	Yes	No specific reference
Policy	No	No specific reference
Sustainable and Environmental	Yes	No specific reference
Crime and Disorder	Yes	No specific reference
Human Rights Act	No	No specific reference
Elderly People on Low Income	Yes	No specific reference

#### **8. Background Papers – Local Government Act 1972**

8.1. Audit Commission National Data ([www.audit-commission.gov.uk/cpa](http://www.audit-commission.gov.uk/cpa))  
Data from Leicester's Performance Management System






#### **9. Consultations**

Performance Management Group  
Strategic Resources Group (21<sup>st</sup> Nov.2006)  
Corporate Directors Board (28<sup>th</sup> Nov.2006)








#### **10. Report Authors**

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Kurt Coulter, CXO, Ext 6487

Table 1: CPA Service Assessment Framework Performance Indicators 2006/07 (2<sup>nd</sup> Quarter)Key:  Improvement in Performance Decline in Performance No change – Good Performance No change – Poor Performance

Performance Indicator	CPA Score	Trend	CPA PI for attention <sup>4</sup>
<b>Benefits</b>			
PM1 (BV78a) Average time taken to make a full decision on new claims (days)	1		
New cases are being targeted so that when a customer visits Wellington house and provides all of the information to support the claim, that claim will be processed within one working day. Many claims arrive in the post and legislation requires that the claimant is written to if there is any required information missing. If there is no response within one month the claim can be determined on the basis of the information originally provided. It is this type of claim that is now being targeted.			
PM2 % of new claims outstanding over 50 days	1		<b>Yes</b>
As above.			
PM3 % of new claims decided within 14 days of receiving all information	1		<b>Yes</b>
PM4 % of rent allowance claims paid on time or within 7 days of decision being made	3		
Internal procedures have been amended both within the Revenue and Benefits Section and elsewhere to improve the % of payers receiving their rent allowance within 7 days of a decision being made. Payment runs are now made twice a week.			
PM5 (BV78b) Average time taken to make a full decision on a change of circumstances (days)	1		<b>Yes</b>

<sup>4</sup> This indicates a PI that has been identified as one, which has the potential to affect, positively or negatively, the overall CPA score for the service block within which it resides.

Performance Indicator	CPA Score	Trend	CPA PI for attention <sup>4</sup>
An external supplier has been contracted to assist in the processing of this type of work with a view to reducing the volume of changes outstanding.			
PM6 (BV79a) % of cases for which the calculation of the amount of benefit due is correct	1		Yes
PM10 % of interventions when review action commenced in last quarter against annual target			
PM10 % of interventions when review action commenced in last quarter against annual target	4		
The authority has a target of 17,879 interventions to be made during 2006/07. At the end of quarter 2, 11,096 had been made and we are on course to meet the statutory target.			
PM11 % of data matches resolved within 2 months	4		
At the end of the 2 <sup>nd</sup> quarter the authority had received 1,501 data match queries. Of these, 1,470 had been dealt with inside the statutory time limits. The number of these cases is not fixed but the aim is to check all cases referred.			
PM12 % of visits carried out against the annual target	4		
The authority has a target to visit 7,150 claimants. At the end of the 2 <sup>nd</sup> quarter 4,330 visits had been completed. The aim is to achieve the statutory target.			
PM17 % of applications for reconsideration/ revision actioned and notified within 4 weeks	1		Yes
<b>MISSING DATA.</b> The production of this PI is dependant upon staff recording the changes on a separate spreadsheet. From the number of entries made, it is clear that the manual record is not being properly maintained. New software that is built within the main processing system has been acquired and will be introduced during quarter 3 so that the figures are accurately recorded during the whole of quarter 4.			
PM18 % of appeals submitted to Appeals Service in 4 weeks	2		
The work currently being undertaken to use external providers to process cases should identify cases incorrectly coded on the system. Procedures have also been introduced to check potential appeal cases before they are placed in the normal work queues. This will also assist in enabling this measure to be met.			
PM19 % of appeals submitted to the Appeals Service including those in PM18 in 3 months	1		Yes
As above.			
Culture			



Performance Indicator	CPA Score	Trend	CPA PI for attention <sup>4</sup>
BV178: % of footpaths and other rights of way easy to use by members of the public	3	↑	
PI reports annually. Adequate funding is allocated. The works are being identified. The performance indicator result will be available in March 2007.			
PLSS1: Proportion of households living within a specified distance of a static library	3	↔	
PLSS2: Aggregate scheduled opening hours per 1,000 pop for all libraries	4	↔	
PLSS6: Number of library visits per 1,000 pop	4	↑	
PLSS3: % of static libraries providing access to electronic information resources connected to the internet	3	↔	
PLSS4: Total number of electronic workstations available to users per 10,000 pop	3	↔	
Percent of population that are within 20 mins travel time (walking) of a range of three different sports facility types, of which one has achieved a specified quality assured standard	3	-	
NEW PI. Results based on data submitted to the database up to 31 August 2006 and QA scheme by 15 September 2006.			
Active Borrowers as a % of population	3	↑	
% of 5-16 year olds in school sports engaged in 2 hours a week minimum on high quality PE & school sport within & beyond curriculum	1	↑	
This PI is measured through annual survey, Results based on performance up to 31 August 2006. Managed by Children's Services.			
% of adults participating in at least 30 mins moderate intensity sport and active recreation on three or more days a week	4	↔	
NEW CPA INDICATOR			

Performance Indicator	CPA Score	Trend	CPA PI for attention <sup>4</sup>
% of population volunteering in sport and active recreation for at least one hour per week	4	↔	
NEW CPA INDICATOR			
BV119a: % of residents by targeted group satisfied with sports and leisure facilities (users)	3	↔	
Three yearly BV survey (last one in 2003/04)			
BV119b: % of residents by targeted group satisfied with libraries. (users)	3	↑	
Three yearly BV survey (last one in 2003/04)			
BV119c: % of residents by targeted group satisfied with museums (users)	4	↔	
Three yearly BV survey (last one in 2003/04)			
BV119d: % of residents by targeted group satisfied with arts activities and venues (users)	3	↓	
Three yearly BV survey (last one in 2003/04)			
BV119e: % of residents by targeted group satisfied with parks and open spaces (users)	3	↑	
Three yearly BV survey (last one in 2003/04)			
PLSS5: Requests supply time (7 days)	4	↔	
PLSS5: Requests supply time (15 days)	4	↔	
PLSS5: Requests supply time (30 days)	4	↔	
PLSS9: Annual items added through purchase per 1,000 pop	4	↔	
PLSS10: Time taken to replenish the lending stock on open access or available on loan	4	↔	

<b>Performance Indicator</b>	<b>CPA Score</b>	<b>Trend</b>	<b>CPA PI for attention<sup>4</sup></b>
Stock turn - issues per 1,000 pop/books per 1,000 pop	3	↑	
Stock level per 1,000 pop	3	↔	
Museums accreditation (where applicable)	4	↔	
<b>NEW CPA INDICATOR</b>			
Cost per visit (libraries)	3	↔	
<b>Environment</b>			
Progress with local transport plan	3	↑	
The provisional plan was assessed as "very promising." The full plan was submitted to the Dept. for Transport on 24/03/06 and its assessment result will be known in December 2006.			
BV109a: % of planning applications determined in line with Government's development control targets to determine: (a) 60% of major applications in 13 weeks;	4	↑	
RULE-BASED PI - Failure to exceed the lower threshold will limit the PI element for the service to a maximum score of 2.			
BV109b: % of planning applications determined in line with Government's new development control targets to determine: (b) 65% of minor applications in 8 weeks	4	↑	
RULE-BASED PI - Failure to exceed the lower threshold will limit the PI element for the service to a maximum score of 2.			
BV109c: % of planning applications determined in line with Government's new development control targets to determine: (c) 80% of other applications in 8 weeks.	4	↑	
RULE-BASED PI - Failure to exceed the lower threshold will limit the PI element for the service to a maximum score of 2.			
BV111: % of applicants and those commenting on planning applications satisfied with service received.	2	↓	
Three yearly BV survey (last one in 2003/04)			
BV200a: Development Plan	3	↔	
<b>NEW CPA INDICATOR</b>			

Performance Indicator	CPA Score	Trend	CPA PI for attention <sup>4</sup>
BV204: Proportion of Planning Appeals Allowed	4	↑	
NEW CPA INDICATOR			
BV205: Planning Quality Checklist	4	↔	
NEW CPA INDICATOR. Yearly validation is carried out. Further progress on this PI is dependant on a IT scanning system to be implemented successfully. Also for a corporate issue to be resolved to provide the facility to pay on line.			
BV199a: % of relevant land and highways assessed as having combined deposits of litter and detritus across four categories of cleanliness (a, b, c, d)	4	↔	
BV91b: % of population served by a kerbside collection of recyclables (two or more).	-	-	
Amended CPA indicator – thresholds to be established by Audit Commission.			
BV90a: % of people expressing satisfaction with Household Waste Collection	2	↓	
Three yearly BV survey (last one in 2003/04)			
BV90b: % of people expressing satisfaction with Recycling Facilities	3	↑	
Three yearly BV survey (last one in 2003/04)			
BV90c: % of people expressing satisfaction with Civic Amenity Sites	2	↑	
Three yearly BV survey (last one in 2003/04)			
BV224b: Condition of unclassified non-principal roads.	4	↑	
The Coarse Visual Inspection (CVI) surveys were completed in July 2006. The data will be available in September 2006, the PI result will be available in April 2007. The programme of works for 2006/7 is around 62% complete. It is predicted that this indicator will remain at the upper threshold.			
BV99a(i): Reducing number of people killed or seriously injured (KSI) in road traffic collisions	4	↔	
This PI relates to the Government's long-term (10 year) casualty reduction target. Current performance is good and this is due to the success of road safety initiatives in the City (e.g. spend on safer routes, traffic calming and local safety schemes and programmes). However, this measure is subject to various influences outside our control (e.g. traffic levels, behaviour of road users, weather protection, etc).			

Performance Indicator	CPA Score	Trend	CPA PI for attention <sup>4</sup>
BV99c(i): Reducing slightly injured road casualties	4	↔	
BV103: Percentage of users satisfied with local provision of public transport information	3	↑	
Three yearly BV survey (last one in 2003/04)			
BV104: Percentage of users satisfied with local bus services	4	↑	
Three yearly BV survey (last one in 2003/04)			
BV165: % of pedestrian crossings with facilities for disabled people.	3	↑	
For this indicator we do not report a quarterly outturn, as progress is not linear throughout the year. Most of progress will be made towards the end of the year and by the assessment criteria used to date we are currently on track to achieve 96% coverage. However, it is known that new, stricter criteria are being applied this year. Assessments will henceforth be made by this method, which will result in a lower score for this PI.			
BV187: Condition of footway (categories 1, 1a and 2)	2	↑	
Detailed Visual Inspection (DVI) surveys are in progress and will be completed by December 2006. The PI result will be available in April 2007. The programme of works for 2006/7 is around 41% complete. It is predicted that this indicator will remain between lower and upper threshold.			
Intervention by the Secretary of State under Traffic Management Act powers	3	↔	
RULE-BASED PI - failure to exceed the lower threshold will limit the PI element for the service to a maximum score of 2.			
BV179: The percentage of land searches carried out in 10 working days	4	↑	
BV166b: Score against enforcement best practice checklist – Trading Standards	3	↔	
BV166a: Score against enforcement best practice checklist - Environmental Health (percentage)	3	↔	
LCEN R1: Consumer satisfaction with trading standards	4	↓	

Performance Indicator	CPA Score	Trend	CPA PI for attention <sup>4</sup>
LCEN R2: Business satisfaction with trading standards	4	↔	
LCEN R3: Trading standards - visits to high risk premises	2	↑	
The service has a number of high-risk premises but visits are not programmed evenly throughout the year with the majority being undertaken in the third and fourth quarters.			
LCEN R4: Trading standards - levels of business compliance, high, medium, and low risk premises	3	↔	
BV89: % of people satisfied with cleanliness standards	2	↔	
Deprivation weighted. Three yearly BV survey (last one in 2003/04)			
BV82&b: Household waste - percentage recycled & composted	4	↑	Yes
Statutory target has been met, our local target is more ambitious			
BV106: % of new homes built on previously developed land.	2	↔	
Long term target at least 60% of new housing to be built on B.S. by 2016 AMR -LDS. It's not really appropriate to judge performance on a quarterly basis as there will be fluctuations over the whole year			
BV63: Energy Efficiency - the average SAP rating of local authority owned dwellings	4	↑	
BV84: kg of household waste collected per head	4	↔	
<b>Housing</b>			
BV184a: The proportion of LA homes which were non-decent	2	↔	
PI based on the situation at beginning of each financial year. There is therefore no opportunity to improve our score until the start of 2007/08.			









Performance Indicator	CPA Score	Trend	CPA PI for attention <sup>4</sup>
BV184b: % change in proportion of non-decent LA homes between previous and present years	3	↑	
LCHS14: Urgent repairs in time	4	↑	
LCHS15: Average time for non-urgent repairs	2	↓	
% of planned to responsive repairs funded from revenue expenditure	2	-	
<b>(NEW CPA INDICATOR)</b>			
BV66a: Local authority rent collection and arrears: proportion of rent collected	4	↑	
Collection rates always increase as the year progresses, particularly when the 2 'rent free' weeks over Xmas are included in the calculation. This indicator was in the top threshold for 2005/06 and we are confident of a similar level of achievement by the end of 2006/07			
BV212: Average re-let times	4	↑	
LCHS21: Average weekly management cost	3	↓	
BV164: 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?	3	↔	
We are fully compliant but the CPA rules do not allow authorities to score a top threshold performance for this indicator			
BV63: Energy Efficiency - the average SAP rating of local authority owned dwellings	4	↑	
BV74a: Satisfaction of tenants of council housing with the overall service provided by their landlord	2	↔	
<b>(Deprivation weighted PI)</b>			









<b>Performance Indicator</b>	<b>CPA Score</b>	<b>Trend</b>	<b>CPA PI for attention<sup>4</sup></b>
BV75a: Satisfaction of tenants of council housing with opportunities for participation (Deprivation weighted PI).	3	↑	
BV183a: Average length of stay in bed and breakfast accommodation of households, which include dependent children or pregnant women and are unintentionally homeless and in priority need (weeks).	3	↓	
BV183b: Average length of stay in hostel accommodation of households which include dependent children or pregnant women, which are unintentionally homeless and in priority need (weeks) To achieve a top threshold score there would have to be zero usage of hostel accommodation.	2	↔	
BV214: Repeat homelessness acceptances (%)	3	↑	
BV203: Percentage change in average number of families placed in temporary accommodation	3	↓	
<b>NEW CPA INDICATOR</b>			
LCHS22: % of total private sector homes vacant for more than 6 months	1	↓	<b>Yes</b>
BV64: Number of private sector vacant properties returned to occupation or demolished as a result of local authority action (NEW CPA INDICATOR)	2	↔	
BV175: % of racial incidents that resulted in further action	3	↔	



**Table 2: Key Corporate Plan Performance Indicators 2006/07 (2<sup>nd</sup> Quarter)**

Performance Indicator	CPA PI?	Trend	PI for Attention
<b>Resources</b>			
BV156: % of publicly accessible buildings that are DDA compliant		↑	
A new prioritisation methodology was agreed with Departments and introduced for the Improvement programme from 1/4/06. This will help to continue the trend of ongoing improvement that has seen the programme meet or exceed targets in recent years to stay in the top quartile.			
BV179: % of land searches carried out in 10 working days	Yes	↑	
Performance has improved from 32% in 2002/3, to being consistently 100%. Legal Services has successfully completed a corporate improvement project with the aim of tackling turnaround delays in service departments and ensuring that the Land Charges service achieves NLIS level 3 status (i.e. searches received and dispatched on-line).			
BV8: % of invoices paid within 30 days of receipt		↑	
The performance of R&C is significantly worse than others over the period April – September. Only 85.3% of invoices have been paid on time in that department. The average for all other departments is 93.5%. In order to ensure that all Departments continue to tackle the BVPI vigorously, a report is being presented to SRG (date to be confirmed) setting out the position and urging members to ensure the issue is given due attention from all DMTs. A similar report was presented to the Heads of Finance group on October 25 <sup>th</sup> . The BVPI will also be referred to in the Corporate budget monitoring report for period 6, to be reported to CDB.			
BV12: Average number of days lost due to sickness absence per employee		↑	
Mid-year's figures show 5.45 average days lost through sickness, giving a full-year equivalent of 10.9 days. ResourceLink provides reliable sickness data, and the system has the support of all departments.			
BV11b: % of top 5 % of earners from black and minority ethnic communities		↔	
In top quartile			
BV11a: % of top 5 % of earners that are women		↑	
In top quartile			







Performance Indicator	CPA PI?	Trend	PI for Attention
<b>Regeneration &amp; Culture</b>			
LCEN080: % of street lamps not working as planned			<b>Yes</b>
BV215a: Rectification of street lighting faults	Proposed CPA PI		
BV199b: Proportion of relevant land and highways from which unacceptable levels of graffiti are visible	Proposed CPA PI		
BV199c: Proportion of relevant land and highways from which unacceptable levels of fly posting are visible	Proposed CPA PI		
BV199d: Reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping	Proposed CPA PI		
BV218a: % of abandoned vehicles removed within 24 hours	Proposed CPA PI		
LCEN26a: Number of collections missed per 100,000 collections of household waste due to contractor			
Performance at Qtr 1 & 2 is very good, but most missed bins occur in the winter months as a result of poor weather. We predict this PI will come in on target.			
LCAL 22: Total number of users of cultural services arts, museums, sports and libraries			
<b>Housing</b>			

Performance Indicator	CPA PI?	Trend	PI for Attention
BV63: Energy Efficiency - average SAP rating of local authority owned dwellings	Yes		
BV66a: Local authority rent collection and arrears: proportion of rent collected	Yes		
BV212: Average time to re-let local authority housing	Yes		
BV78a: Average time for processing new claims (days)	Yes		<b>Yes</b>
New cases are being targeted so that when a customer visits Wellington house and provides all of the information to support the claim, that claim will be processed within one working day. Many claims arrive in the post and legislation requires that the claimant is written to if there is any required information missing. If there is no response within one month the claim can be determined on the basis of the information originally provided. It is this type of claim that is now being targeted.			
BV9: Percentage of council tax collected			
<b>Children &amp; Young Peoples Services</b>			
BV43a - % of proposed SEN statements prepared within 18 weeks excluding SEN exceptions			
Maximum performance attained and sustained			
BV43b - % of proposed SEN statements prepared within 18 weeks including SEN exceptions			
Sustained improvement when compared to previous quarters and to other authorities			
PI 49a % of schools in special measures			
One school has entered special measures since the last quarter			

Performance Indicator	CPA PI?	Trend	PI for Attention
LCED 1 - permanent exclusions, primary schools (per 1,000)		↔	
This represents only 1 exclusion at Primary school level. It improves upon last year's performance and exceeds its target.			
LCED 2 - permanent exclusions, secondary schools (per 1,000)		↑	
This PI has improved on last year's performance.			
LCED 3 - permanent exclusions, special schools (per 1,000)		↑	
This PI has improved on last year's performance but will not meet its target, as the target is always zero. The figure represents 2 exclusions at Special Schools.			
BV 45 - All absences secondary schools (authorised/ unauthorised)		↑	
Absence at Secondary schools has continued to decline against a national trend that saw absence increasing.			
BV 46 - All absences primary schools		↔	
Absence in Primary schools increased slightly. A similar position is reflected nationally.			
PAF A1: Stability of placements of children looked after		↑	
At the end of September this remains in the top band for performance and with a significant reduction from 11.5% in the first quarter to 9.5% this quarter.			
PAF A2: Educational qualifications of children looked after		↑	
Anticipated performance continues to improve in comparison with 2005/06			
PAF C20: Reviews of child protection cases		↑	
Maximum Performance attained			
PAF C23: Adoptions of children looked after		↓	
Adoptions for Looked after Children are based on cumulative data - performance in this area is dependent on a number of variables and the			

Performance Indicator	CPA PI?	Trend	PI for Attention
percentage is cumulative, and therefore will increase as the year progresses. We have achieved 11 adoptions to date this year and are hopeful of improving performance over last year's figures. Currently just under 50% of those children adopted this year were placed within 12 months of the 'best interest' decision.			
<b>Adult &amp; Community Services</b>			
PAF C51: Direct Payments		↑	
Targets set for this year are on course to be achieved. This is because a Planning & Policy Officer (Choice & Control) post holder has been appointed to promote & raise awareness amongst commissioning workers in respect of Direct Payments. Furthermore, this year Direct Payments has been extended to include Mobile Meals - Main Meal Delivery & from Dec 2006 for Direct Payments Agency Rates to be available to engage an agency to provide personal home care, domestic care, flexible respite/sitting service and learning disability supported living			
PAF D54: Percentage of items of equipment and adaptations delivered within 7 working days		↑	
PAF D55: Acceptable waiting times for assessments for older people aged 65 and over		↑	
PAF D56: Acceptable waiting times for care packages for older people aged 65 and over		↑	
New post of Performance Systems Champion was filled at the end of August. The post holder is working with commissioning teams, Policy and Performance Unit and Information Systems Unit to improve the Department's recording of performance and the systems in place to do so. She is supporting commissioning teams to improve their data inputting, co-ordinating work on correcting historical data within the database and working to ensure that all future systems implemented within the Department meet its reporting needs.			
DIS 2107: % of assessments of older people which begin within 2 days of first contact with social services		↑	
DIS 2108: Percentage of assessments of older people completed within 4 weeks		↑	

Performance Indicator	CPA PI?	Trend	PI for Attention
DIS 2110: Percentage of assessments of older people completed within 2 weeks		↑	
PAF E82 / DIS 2136: Assessments of Adults and older people leading to provision of service		↑	
PAF E47 / DIS 2134: Ethnicity of older people receiving assessment (aged 65+)		↑	
PAF E48 / DIS 2135: Ethnicity of older people receiving services following an assessment (aged 65+)		↑	
PAF D39: Percentage of people receiving a statement of needs and how they will be met		↓	
Data clean up is being undertaken led by the Performance Systems Champion (and will be completed by the end of the Financial year) to ensure that service packages are being recorded correctly within CareFirst and that historical data is entered correctly. Reports are being run monthly and provided to service and team managers to allow them to correct current data and to ensure that this situation is improving.			
PAF C72 / DIS 2128: Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care per 1000 population		↑	
<p>Commentary PAF C72/PAF C73: The next quarter will probably see a rise in admissions due to adverse weather conditions and associated illness and falls. If a flu epidemic occurs a rise in admissions may be inevitable. This means that the current rate of admissions may not be maintained over the next quarter.</p> <p>PAF 72: With 6 months of the year elapsed a total of 106 supported residents have been admitted to residential and nursing care. If we continue to admit residents at the same rate for the remaining 6 months we foresee an end-of-year indicator value of approximately 58.</p>			
PAF C73 / DIS 2130: Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care per 1000 population		↑	
PAF 73: With 6 months of the year elapsed a total of 22 supported residents have been admitted to residential and nursing care. If we continue to admit residents at the same rate for the remaining 6 months we foresee an end-of-year indicator value of approximately 2.4. Will be able to provide more accurate trend information at the next quarter. For year to date for both learning disability and physical/sensory disabilities under			

Performance Indicator	CPA PI?	Trend	PI for Attention
65, are on target. It should be noted that in Sept 2006, Adult Mental Health introduced a Panel process to consider all under 65 mental health and substance misuse placements requests and this should bring about consistency in approach and a clear monitoring function for admissions.			
PAF D37 / DIS 2131: Availability of single rooms			
DIS 2217: Number of people with learning disabilities who were receiving accommodation and care in a nursing home or residential care provision on a permanent basis funded by the council			
PAF C28 / DIS 2121: Intensive home care per 1,000 population			
This PI is calculated based on actual service delivery during a survey week. The survey week took place between 11 & 17 September 2006 & we are currently in the process of collecting & analysing the data. We will be in a position to report actual performance by the next quarter. In the meantime we can only report on planned service delivery although we acknowledge that there are a number of known data quality issues.			
PAF B11 / DIS 2124: Intensive home care as a percentage of intensive home care and residential care			
PAF D40 / DIS 2133: Clients receiving a review			
Measures are currently in place to increase the number of reviews carried out. For example, older services users attending voluntary sector day care are now being reviewed. This indicator is cumulative from the start of the year and performance will improve as each month passes. To achieve our end-of-year target for reviews of 80% we need to be sustaining a performance of around 6.7% each month. At the beginning of the year we were on course to meet this target but our rate of conducting reviews has slowed as the year has progressed. Currently we are 11% short of the target. Service managers to monitor the number of service users reviewed being recorded by their teams. Data clean up of service packages is also underway.			
PAF C62 / DIS 2711: The number of carers receiving a specific carer's service as a percentage of clients receiving community based services			
Forms returned to teams for correction have been added into the first quarter figures, which improve performance against target. Work is currently being progressed regarding recording carers' issues electronically. This should improve our reported figures, as it will allow for a more efficient and effective recording of performance.			

<b>Performance Indicator</b>	<b>CPA PI?</b>	<b>Trend</b>	<b>PI for Attention</b>
BV126: Domestic Burglaries per 1,000 households		↑	
Reported by R&C. Based on the second quarter actual, however, it does not take account of seasonal trends.			
BV127: Violent offences		↑	
Reported by R&C. Based on the second quarter actual, however, it does not take account of seasonal trends.			
BV127b: Robberies per 1,000 pop		↑	
Reported by R&C. Based on the second quarter actual, however, it does not take account of seasonal trends.			
BV128: Vehicle crimes per 1,000 pop		↓	<b>Yes</b>
Reported by R&C. Based on the second quarter actual, however, it does not take account of seasonal trends.			