



IMPROVING
Island life



Annual Action Statement 2005-6

**Incorporating the
Best Value Performance
Plan 2005-8**

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The Council's Mission



The Council's Corporate Objectives

Improving health, housing and the quality of life for all.

Encouraging job creating and economic prosperity.

Raising education standards and promoting lifelong learning.

Creating safe and crime-free communities

Improving public transport and the highways infrastructure

Protecting the Island's physical environment.

Note: These are the objectives in the Council's current Corporate Plan. Following the 2005 local elections the plan is currently being reviewed to reflect the priorities of the new administration.

Section One - Background

The Island in Context:

The Isle of Wight Council is the only island in the south east, and as such faces unique challenges and opportunities. It covers some 147 square miles and in mid-2003 the Island had a population of some 136,000. It is a predominantly rural area with the principal town of Newport as its centre and a number of other towns each playing a role in the economy of the Island.

Much of the island is covered by UK or European Union landscape designations, for example, approximately 50% of the Island is designated as an Area of Outstanding Natural Beauty and 34km of the total 104km of coastline is designated as Heritage Coast. 40 sites of Specific Scientific Interest cover 11% of the Island. The local population and visitors hold the quality of the environment in high regard.

The Island attracts over 2.6 million visitors per year with approximately 1.5 million people staying every year. Tourism accounts for 20% of employment and 24% of Gross Domestic Product (GDP).

In transport terms, the Island has 122km of principal roads and 270km of other classified roads, with an additional 400km of unclassified roads, and a rights of way network of 827km.

The Island is generally more deprived than elsewhere in the southeast.

It has the lowest average earnings in the UK, with a heavy reliance on seasonal and part-time work. 18% of households on the Island are in receipt of income support (the highest in the region, outside greater London). A total of 25% of residents are in receipt of means tested benefits.

The latest unemployment rates (December 2004) show that unemployment is higher on the Island than in the UK and the South East Region, at around 2.4 % (compared to 1.4 % in the South East Region, and 2.2 % in the UK) and is concentrated in the 18 – 24 age group.

Some 4,000 businesses employ over 41,000 people – 95% of firms, however, employ less than 25 people. Key sectors by volume are retail/hotels (31%), agriculture (3%), finance and business services (8%) and manufacturing (17%).

Further Information:

Copies of this document will be available at www.iwight.com. Printed copies can be supplied on request.

We can also provide you with the information in this plan in formats such as Braille, audio-cassette, or large print, or in other languages, or on CD-Rom, on request.

For further information on the Plan and requests for alternative formats, please contact Brigitte Hawkins on (01983) 823697, or email brigitte.hawkins@iow.gov.uk

এহ প্রকাশত সামগ্রাট অনুরোধ করলে বাজয়ে শোনার
ক্যাসেটে, মোটা হরফে তৈরি করে এবং অন্যান্য ভাষায়
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কাউন্সিলের সাথে (01983) 821000 নাম্বারে
ফোন করে যোগাযোগ করুন। (টাইপটকের ব্যবস্থা
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Bengali

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Maaring magpalathala dito, sa malalaking titik, sa Braille, (uri nang panulat para sa Bulag) at magpasalin sa ibang wika sa pamamagitan nang pakikipag-usap sa audiotape. Para sa iba pang impormasyon makipag-ugnayan sa Isle of Wight Council sa numero (01983) 821000. *Tagalog*

Section Two – Achieving our objectives

Our Corporate Objectives

The Council's overall mission is to "Improve Island Life". In October 2002, the Council approved its Corporate Plan for 2002-2005, setting out our priority aims and the means by which we intend to achieve our overall vision. They also provide a sense of direction for the Council and its staff.

The Corporate plan is currently being reviewed following the May 2005 local elections and the change in administration.

Our six corporate objectives are listed below. From these we have developed priority actions to support these objectives, which are included in this plan.

- Improving health, housing and the quality of life for all;
- Encouraging job creation and economic prosperity;
- Raising education standards and promoting lifelong learning;
- Creating safe and crime-free communities;
- Improving public transport and the highways infrastructure;
- Protecting the Island's physical environment.

The Corporate Plan also includes a series of 4 specific commitments, which outline how the Council will deliver on its corporate objectives. These are:

- A commitment to strong political and managerial leadership
- A commitment to strategically driven excellence in service delivery
- A commitment to improving our community focus
- A commitment to continuous organisational improvement and staff development

This section of the Annual Action Statement sets out the Council's key achievements over the past year highlights areas of poor performance and sets key strategic areas of work for this year. Performance information is detailed in Appendix A of this plan.

Following a change in administration new priorities are in the process of being drawn up by the Council. We have listed in broad terms the key political and service delivery priorities in this plan. Additionally, all service plans contain details of service priorities for 2005/06. It is not the intention of this document to reproduce

information, which can be found in other strategies and plans developed by the council.

In setting our priority areas of work, the Council has taken into consideration local consultation, the result of the CPA Inspection and other Inspections carried out through the year, and the need to link local objectives and actions with national priorities. Strengths and weaknesses in terms of how the Council works, what it achieves, how it measures its performance and how it is going to improve, have all been set out in the CPA report and recommendations, and in the various Best Value Reviews and Inspections already discussed in other sections of this document. This section sets out the actions (improvement priorities) that the Council will take to overcome some of its identified weaknesses.

Our objective is to:

Improve health, housing and quality of life for all.

Our Island status brings with it many benefits – it inspires a high degree of pride, generates a strong local identity and, for the majority of people, supports a good quality of life. However, for a significant minority of people the situation is not so favourable. Poverty, unemployment, poor housing and poor health can act to effectively exclude some people from leading fulfilled lives. The Council is committed to identifying and meeting the social care needs of our community, especially those who are most vulnerable.

We achieved this by work on:

- Protecting and providing for the needs of vulnerable adults and children.
- Reducing deprivation and social exclusion.
- Promoting healthy living.
- Improving the availability of affordable housing and reducing homelessness.

Our 2004/05 Achievements were:

- Adult Services retained its two star service rating from the national inspectorate
- Successful roll-out of the new Meals on Wheels service
- Adult Services has continued to sustain a near nil return on delayed transfers from hospital
- Housing services was judged to be a “fair” service with “excellent” prospects for improvement

- Introduction of new low interest loans schemes to assist owners maintain their homes
- 41 empty properties brought back into use
- Approval of PAN neighbourhood development plan
- The junior sports challenge and children's activity programme held over the summer holidays attracted over 2600 young people and engaged them in physical activities
- Research Report commissioned and received mapping the Black Minority Ethnic population on the Island

Our objective is to:

Encourage job Creation and Economic Prosperity

Put quite simply, the Island does not share in the economic prosperity more generally enjoyed by our mainland neighbours. Above average unemployment, low wages, a dependence upon a seasonal tourism industry and emerging skill shortages, all serve to restrict business growth and competitiveness.

However, despite these difficulties the economic prospects for the Island are relatively good. In particular our strengths in advanced materials production, in electronics and in the marine and leisure industries provide the basis for future prosperity. In addition, the tourist industry is one of the fastest growing sectors in the world and has great potential to expand on the Island.

The Council is determined to build on these opportunities creating new jobs, maintaining our existing business base and creating sustainable economic prosperity for all.

We achieved this by work on:

- Establishing the island as one of the fastest growing economies in the South East region, creating sustaining new jobs and investment opportunities.
- Supporting, development of the Island as one of the UK's leading tourist and leisure destinations.
- Ensuring that all our residents are able to share in the improving economic prosperity.

Our 2004/05 Achievements were:

- The Isle of Wight Music and Walking Festivals have both been successfully delivered, the music festival attracted 133,000 and the walking festival 10,000 people

- Consolidation of Tourism Industry membership arrangements & the Image Campaign
- Tourism Development Plan for the Island approved
- 2.6 million people visited the Island last year
- The number of new jobs created on the Island under the PSA agreement remain on target (369 to date)
- The number of new/ assisted businesses on the island – the 3 year target of 21 has been achieved 15 months ahead of schedule
- In partnership with the IOW Economic Partnership , Local Strategic Partnership and Island Futures Support Group the Council selected 13 projects within five priority areas within the Area Investment Framework
- Masterplan for East Cowes project announced
- Development and delivery programmes for Ryde, Sandown Bay and West Wight regeneration areas

Our objective is to:

Raise Education Standards & Promote Lifelong Learning

We have many good schools and other education and training providers on the Island. However although we are trying to improve achievement levels, a number of challenges face us - the number of people with degree-level qualifications is low, performance at GCSE level is below the average and basic skills provision needs to be improved.

The importance of education and lifelong learning is a priority for the Council – we believe that access to continuing education is a basic right for everyone. Harnessing and realising the talents of all, especially our young people, will be essential to the future of the Island.

We have recognised that educational attainment on the island is a particular problem and needs to be addressed. Improving our children's exam results has been selected as a "Priority Improvement Area".

We achieved this by work on:

- Trying to improve achievement levels.
- Promoting community learning.
- Promoting learning that is accessible to all.

Our 2004/05 Achievements were:

- Children's Services retained their 2 star rating from OFSTED
- Created a fully operational Children's Services Directorate
- Conducted a full consultation on the future structure of the Island's three tier education system
- Implementation of fixed penalty notice scheme for truancy and absence from school
- The Adult and Community Learning service was "Highly Commended" at a Local Government Chronicle award ceremony for their work on the "Ryde Carnival Project"

Our objective is to:

Create Safe and Crime-free communities

Compared with many mainland areas the Island is fortunate in being a relatively safe and crime-free community - recorded crime here is generally below the rates for the Hampshire Force area and the national averages.

The Island is also fortunate in having a locally controlled Fire and Rescue Service and in having a comprehensive range of public and consumer protection services to promote and maintain community safety.

The annual audit letter states that our Fire Service has not yet embraced the Government's modernisation agenda and that despite two inspection reports little or no progress had been made. The Council has now designated the Fire & Rescue service a "Priority Improvement Area" where help and support will be provided to the Fire service to move forward.

Maintaining a safe and crime-free community is a priority for the Council.

We achieved this by work on:

- Reducing crime, disorder and the fear of crime.
- Supporting the provision of a locally controlled fire service.
- Safeguarding public welfare through our consumer protection services.

Our 2004/05 Achievements were:

- In partnership with the police substantially reduced the number of burglaries on the Island
- Established Young Peoples Substance Misuse Service
- Achieved our 2006 PSA target to increase the number of people receiving treatment for drug or alcohol abuse 15 months ahead of schedule
- Significantly reduced the number of malicious false alarms to the Fire Service by cutting off young offenders mobile telephones
- Maintained an excellent record of no recorded deaths due to accidental fires in the home and reduced the number of injuries resulting from fires.
- Corporate Support Team set up for Fire Modernisation Agenda
- The Consumer Protection service was awarded IIP status
- Good progress made to implement liquor licensing arrangements

Our objective is to:

Improve public transport and the highways infrastructure

As a predominantly rural community, transport is a key issue for the Council – access to public transport or to a car is essential for many people to travel to work, for shopping, education and for leisure pursuits. Almost 25% of our residents have no access to a car and many live in rural areas, some of which have limited public transport provision.

The transport needs of visitors to the Island add to the challenge facing the Council – traffic levels on our roads virtually double during the peak holiday period. Visitor needs also impose additional demands on public transport provision.

Meeting the transport needs of both residents and visitors is a priority for the Council.

We achieved this by work on:

- Maintaining the highways infrastructure.
- Encouraging travel by sustainable means.
- Promoting public transport.

Our 2004/05 Achievements were:

- Undercliffe drive scheme approved

- Additional Local Transport Plan funding for Ryde Tunnel strengthening work and Ventnor Land Stability Study
- In car safety – 99 child car seats were checked and 45% were found to be fitted incorrectly
- National award received for implementing measures to increase cycling
- PSA target for increasing the number of cycling trips is on target
- 1200 children in primary and middle schools received off road and on road cycle training
- 300 children between 5-6 years received practical kerbside road safety training via our “Kerbcraft” programme
- 200,000 more people used buses last year
- The Engineering Services department was awarded ISO9001 accreditation, the first in the country

Our objective is to:

Protect the Island’s Physical Environment

The quality of the Island’s environment is second to none – almost 70% of the Island is protected by either UK or European environmental designations. In particular, we have an Area of Outstanding Natural Beauty (AONB) covering almost 50% of the Island together with 44 sites of Special Scientific Interest (SSSIs) and 45 kilometres of Heritage Coast. Both residents and visitors alike value the exceptional quality of our landscape.

The Council is fully committed to protecting and enhancing the Island’s physical environment.

We achieved this by work on:

- Promote sustainable service delivery.
- Protect the natural, built and historic environment.
- Make best use of natural resources and reducing waste generation.

Our 2004/05 Achievements were:

- Our combined waste recycling and composting result is one of the best in the country at 35%
- The IOW Integrated Waste Contract has received national recognition
- DEFRA financial award of £107,000 for waste management initiatives

- Good progress towards introducing the Local Development Framework
- Planning Service was classed as “fair” with “promising” prospects for improvement
- Established Development Control “householder” team
- The Isle of Wight was designated a special policy area in the draft south east regional plan
- 13 seaside and 3 blue flag awards for beaches on the Island last year
- Creation of 40 acres of new coastal nature reserves
- Completion of £11 million of new coast protection works at Niton Undercliff and Seaview
- The publication of the Isle of Wight AONB Management Plan
- “Go wild on Wight” Event held
- West Wight Landscape partnership formed
- Approval of four new research projects by the European Commission on climate change and coastal related topics

Priorities for 2005/06

In May 2005 the outcome of the local elections resulted in a change of political control of the Council – we now have a Conservative administration with a clear majority and wide ranging Manifesto of political commitments.

The detailed policies of the new administration will be set out over the next few months in a revised Corporate Plan for the Council covering the period 2005 -2009. This will detail clear and measurable targets, outcomes and milestones for the strategic objectives set out in the Plan. The Council will ensure that these policies link directly to the priorities set by the Island community and outlined in a new Community Strategy which is to be agreed by November 2005. The Strategy will be owned by Island Futures, our local strategic partnership, and will be further supported through a Local Area Agreement for which the Island will be a pilot area from April 2006.

In broad terms the key political priorities for the Council are as follows:

- To reduce the financial burden of the Council on the public whilst maintaining and improving essential services.
- To develop proposals for a strategic business partner to manage administrative, IT and other Council functions.
- To improve the economic prosperity of the Island and strengthen our role as a tourist destination.
- To support the establishment of a single Care Trust providing integrated health and social care services.
- To improve standards of school attainment working within the current three tier system.
- To improve the levels of investment in our highways and public transport infrastructure.
- To improve community safety.

The Council has also identified improvements in leadership and governance arrangements as a priority for 2005/6:

1. Improving our strategic focus

- Developing a revised Community Strategy and a new Corporate Plan for the Council
- Developing a Medium Term Financial Plan
- Developing a Local Area Agreement
- Improving performance management arrangements

2. Improving performance

- Preparing for CPA 2006
- Tackling areas of under-performance
- Developing a “Leadership Programme”
- Continuing to improve our approach to diversity issues

3. Improving governance

- Delivering an intensive induction programme for new members and establishing new political governance arrangements.
- Developing proposals to improve internal and external communications.
- Continuing roll-out of e:government and related customer services improvements.

Service-level improvement priorities are as follows:

1. Children’s Services Directorate

- Improving standards of school attainment within a three tier system.
- Establishing a Children’s Trust
- Establish a Local Safeguarding Children’s Board
- Establish a single Children and Young People Plan
- Establish Children’s Services Workforce Development Plan
- Develop improved information sharing arrangements
- Improve equality and diversity within Children’s Services

2. Adult and Community Services

- Improving the quality of adult care services
- Improving community development and leisure services
- Reducing homelessness and improving housing support services
- Improving levels of community safety
- Developing a Community Support Officer scheme to improve community safety.

3. Environment Services

- Working with partners to draft a new Economic Development Strategy for the Island
- Continuing development of our new Local Development Framework plan.
- Continuing delivery of Cowes Waterfront Plan
- Submitting a PFI bid for improving the highways infrastructure
- Drafting a new LTP plan for transport on the Island
- Preparation of the Tourism Development Action Plan
- Implementation of the new liquor licensing arrangements
- Delivery of regeneration projects in Newport and Ryde

4. Fire and Rescue Service

- Delivering the CPA Improvement Plan
- Delivering the IRMP
- Achieving the objectives under the National Framework
- Improving engagement with key partners, particularly Island Futures and the Safer Communities partnership

Further details regarding service-level priorities are separately available in departmental Service Plans.

Section Three – Making it happen

The Isle of Wight Council became a unitary authority on 1 April 1995 taking on the functions of Medina and South Wight Borough Councils as well as its own.

Parish Councils in the authority's area : Arreton, Bembridge, Brighstone, Calbourne, Chale, Freshwater, Gatcombe, Godshill, Gurnard, Lake, Nettlestone, Newchurch, Niton, Rookley, St Helens, Seaview, Shalfleet, Shorwell, Totland, Whitwell, Wootton Bridge, Wroxall.

Town Councils in the authority's area : Brading, Cowes, East Cowes, Sandown, Shanklin, Ventnor, Yarmouth

To find out who your local councillor is and to look at a personal profile of all Isle of Wight Council councillors, please go to www.iwight.com

How the Council operates:

Until May 2005 the Council had a system of governance built around an Executive and a series of Select Committees. Following the election in May 2005 a new system was introduced - set out below.

Full Council - The Full Council is made up of 48 Members and usually has eleven meetings each year. All are open to the public. The meetings give Members the opportunity to find out what is happening in every area of the Council and to ask Cabinet Members questions about the services they are responsible for. The Full Council is responsible for setting the Council's budget and Council tax levels for the following year and usually meets to agree this in February. It holds an Annual Meeting in April when it elects the Chairman and Leader of the Council and appoints a number of other postholders.

Cabinet - The Cabinet is the principal decision making body of the Council and meets regularly to consider major plans and strategies. It's size and composition is agreed by the leader of the Council. All of its meetings are open to the public. Made up of 6 Councillors plus the Leader of the Council, each Cabinet Member has a portfolio of responsibilities for service improvement. The individual member may take decisions within their own areas of responsibility.

The Cabinet collectively takes decisions which are of genuine Island or Council wide significance.

Cabinet members take decisions of genuine significance in improving the services for which they are responsible.

Decisions made by the Cabinet are subject to scrutiny by a Scrutiny Committee and can be 'called in' for public consideration, as a safety net where the decision proves unexpectedly controversial or has an unintended effect.

Two *Cabinet Secretaries* complete the picture – senior elected members appointed by the Leader of the Council lead on internal and external communications, make sure that the political parts of the Council operate well and pick up specific troubleshooting briefs.

Scrutiny Committee - The Scrutiny Committee is chaired by an opposition member, and has a majority of opposition members. It looks at the most high risk and potentially controversial proposals to the Cabinet, and also looks, after the event, at decisions which have been taken.

Policy Commissions – A number of Policy Commissions are established at any one time. Their job is to turn political commitments by elected representatives into practical policies – and to identify solutions to the most difficult and significant issues facing the Island. This is done in public, and as often as possible away from County Hall.

Neither the Scrutiny Committee nor Policy Commissions take decisions, but influence and guide decision makers in taking their decisions.

Regulatory Committee – Appointed on a non party political basis, the Regulatory Committee takes decisions which affect the lives and livelihoods of individuals. Taking decisions on Development Control, Licensing (including sale of alcohol) and dealing with Human Resources issues for council employees, the Regulatory Committee has a profound effect on Island Communities.

Standards Committee – The Standards Committee, which is made up of a majority of independent (i.e. external to the council) people, exists to drive up standards of conduct within the council. The Standards Committee, along with the Standards Board for England (the external regulator of conduct by elected members of the council) has the power to hear complaints against elected members.

In addition there are three other groups who have responsibility for delivery of services. These are:

Directors Group (DG) - the strategic directors have operational responsibility for delivery of the Annual Action Statement and services in general, as well as advising the Executive on both strategic and operational matters.

Strategic Management Team (SMT) - made up of the strategic directors and heads of service, this group meets quarterly, co-ordinating the corporate management of the Council.

Our staff and partners - our staff and partner agencies have the day-to-day responsibility for delivery of the Council's many services and acting as the critical interface between our customers and the Executive and SMT.

Community Leadership Role of the Island Futures Partnership

"Island Futures" our **Local Strategic Partnership**, which brings together major players on the island, including industry, the voluntary sector, health agencies and local government to adopt and deliver a community strategy.

The last year has seen a refinement of the Partnership structure to a full board and a working Executive of 16 members, which includes a champion for each of the 7 themes of Island Futures. Champions are supported by a lead partnership group, which is, in turn, supported by an officer network within the Council and within Partner Agencies.

The Community Strategy, published in the summer of 2002, documented around 250 aspirations, identified through a comprehensive Island-wide public consultation. The initial 250 or so aspirations have been refined down to around 50, split across the 7 themes, which have been prioritised and divided between short, medium and long term issues. The LSP Executive has identified some crosscutting short and medium term priority outcome areas they wish to focus upon and action. The 5 areas identified were as follows:

- Cowes Waterfront
- "Inspire" branding,
- Educated Island
- Connected Island
- Healthy Island.

The last 12 months has seen the establishment of the Island Futures Support Group (IFSG), a largely, Chief Executive based group, which acts as a resource and advisory forum for the Island Futures Executive. The IFSG is accountable to the LSP Executive and seeks to sift proposals, identify funding and make appropriate recommendations to the LSP Executive.

A 2020 Vision is being developed which will involve each of the 7 themes developing long-term objectives within their specific remit. This work will result in a revised version of the Community Strategy. The draft document will be widely consulted upon and following approval will form the basis of a master strategy for the Island's future.

The purpose of the Best Value Performance Plan / Annual Action Statement:

This document, which is required by law and intended primarily for the use of members and officers, sets out details of our performance as a Council. It provides an overview of the council's corporate priorities and identifies objectives for the coming year. We hope that this document will enable you to see more clearly how we perform our everyday tasks. It links the actions and targets set out by the Council in its Corporate Plan and CPA Improvement Plan, providing a

comprehensive summary of our performance over past years and our priorities for the coming year.

The District Auditor is required to carry out an audit of the Best Value Performance Plan.

We have published five years' Best Value Performance Plans, and undertaken a number of reviews, covering a wide range of services.

We are constantly striving towards meeting targets and providing services efficiently and cost-effectively. We are developing local performance indicators (LPI's) to ensure we manage performance in areas not covered by statutory indicators or where they do not appear relevant to the Island's service delivery. Where Best Value Reviews have taken place, these have been reported to relevant Select Committees.

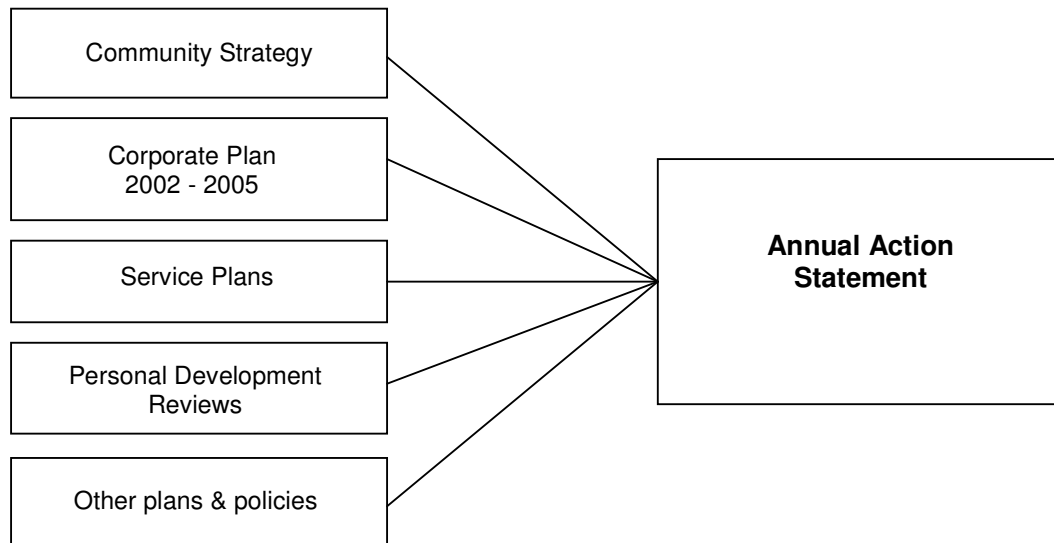
We have created opportunities for public comment through a number of consultation exercises and where appropriate, the results have been used to make changes to service provision.

A Hierarchy of Plans

The Annual Action Statement is part of much wider planning process for both the Council and the Island. It sits within a hierarchy of plans:

- Island Futures Community Strategy - developed by the Island Futures Partnership, involving public, private and voluntary sector interests, this sets out broad strategic priorities for the Island over the coming 10-15 years.
- Corporate Plan – as outlined, this sets out the Council's strategic priorities for the next three years and is essentially our contribution to the Community Strategy. The Corporate plan is supplemented by the Annual Action Statement & BVPP for 2004/05, which details the priorities and targets the council is setting on an annual basis. This years Annual Action Statement key priorities are outlined in the "2005/06 Priorities" section of this plan.
- CPA Improvement Plan – the Council's response and detailed actions resulting from the Comprehensive Performance Assessment Report (December 2002). The actions detail "how" the council is planning for continuous improvement. The plan links directly to Part 3 "Making it Happen" of the Corporate Plan, the section that includes the 4 specific commitments, detailed above.
- Service Plans – these are annual plans setting out detailed operational programmes for each of the Council's key service areas.
- Personal Development Review – these are individual plans for each member of staff. They are designed to make explicit the role of staff and their contribution to Service Plans.

The diagram on below illustrates the linkages between the Annual Action Statement / Best Value performance Plan and the various other strategic plans of the Council.



The Council also produces a host of other statutory and local plans and policies, within which services are provided. For example, the Unitary Development Plan, the Local Transport Plan, Corporate Asset Management Plan, Education Development Plan, Library Service Plan, Housing Strategy, and many, many more. More details of individual services plans can be obtained from the offices listed in Appendix B of this document.

Our Performance

Since the publication of the last Best Value Performance Plan, we have taken great strides to monitor and manage our performance in a much-improved way.

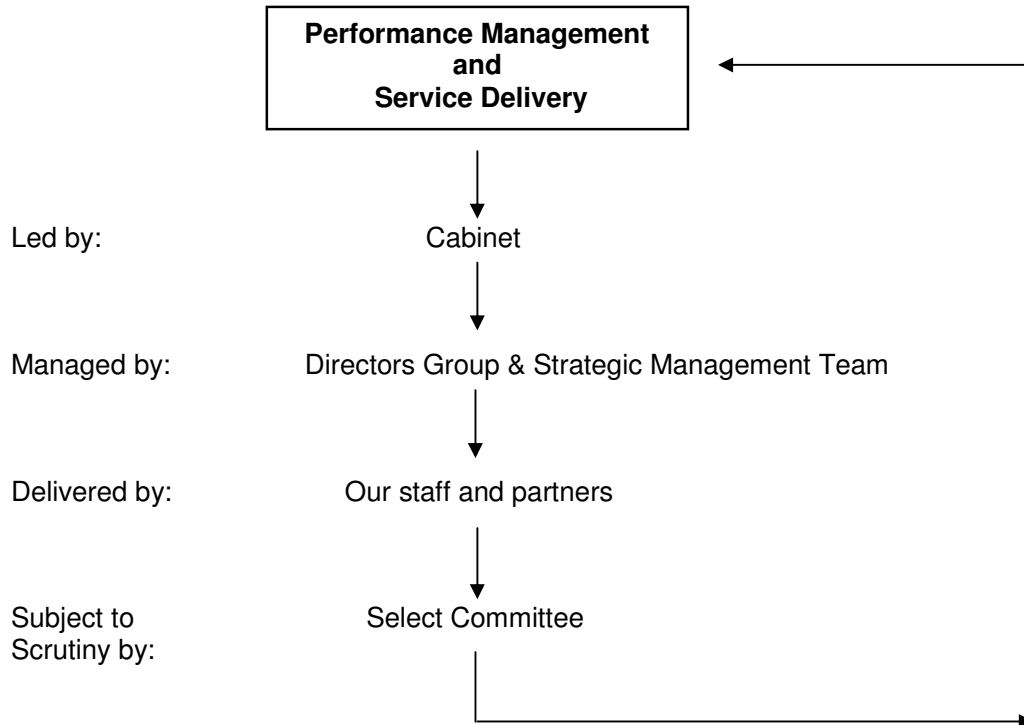
Performance Management:

Performance management is a set of tools and techniques that can be used by senior officers and politicians to manage the performance of the Isle of Wight Council.

The Council is making very good progress in implementing a performance management framework that enables both councillors and officers to monitor progress more effectively and efficiently. This will ultimately result in the Council being able to provide the community with easier access to performance information.

The aim of performance management is to make the Council more accountable. The Annual Action Statement is just one small element of this framework. The diagram below illustrates how performance management will be set up and delivered within the Council.

Mechanisms for performance management and service delivery



Performance Indicators

We manage and monitor approximately 140 statutory performance indicators set by the Government and a further 25 are set locally by the council, to reflect the Island's needs. Each individual indicator has to be continuously monitored and managed and must have a supporting trail of data supplied with it so external auditors can see that we have arrived at our final results for the year in a reasonable and accountable manner.

Every year the Government changes the number of indicators we report on and makes amendments to the existing ones. They also delete indicators and introduce new ones. We are also provided with comparative data, which takes into account the results of all other local authorities so that we can assess how well we are performing on a national level. The results are split into quartiles, which look at the top 25% of results and so on.

The bottom quartile indicates the poorest performance.

Appendix A of this document contains a table of all Best Value Indicators and Local Indicators, together with comparator data from other Unitary Authorities or other appropriate comparator groups.

The corporate centre will help service departments to develop meaningful local performance indicators where their service has no national indicators or where the national indicators are not a good measure of the performance of individual services because they are not measuring crucial service delivery issues.

Priority Improvement Areas

The Council has introduced a system to address specific areas identified for improvement. Service areas are chosen for targeted support to improve their performance on the basis of unfavourable inspection reports or consistent low performing indicators.

For 2005/06 the service areas chosen are:

- Educational Attainment
- Fire & Rescue
- Highways
- Planning

Each year a review is carried out and a decision made on whether there has been enough improvement to remove the service area from the list and to add any areas which have fallen behind in performance terms.

Housing Benefits and Homelessness were designated Performance Improvement Areas but have now progressed to a standard where their performance has shown a marked turnaround. The Housing Benefits service now has key indicators amongst the best 25% in the country.

Best Value Service Reviews:

Delivering improvements through Best Value reviews

We are now in year 6 of our review programme and the emphasis of Best Value is continuing to change as the principles become more embedded in service delivery. Each Section of the Council is now incorporating the principles of value for money, stakeholder consultation, comparative benchmarking, challenge to the way services are delivered and critical review of who should be providing them, into the annual cycle of Service Plans.

There are now fewer formal Best Value reviews, though the Review Team, as a part of the Council's Select Committee section, carries out a wide range of review work to support the Council in its efforts to improve its services.

How is the work programme set?

The work programme is set by taking into account the priorities set by Members and Directors, and also in response to areas requiring improvement (Priority Improvement Areas), as highlighted by the Comprehensive Performance Assessments, Peer Reviews and other external inspections.

Results of Recent Reviews

Planning Services

The main outcomes were:

Customer Focus

- Planning services listen more to what users of the service want and incorporate changes.
- Decision notices on the planning services web site will include an explanation of why decisions were made.
- 24 hour service will be available via the web site, and progress of planning applications will be viewable.
- A newly formed customer care team and a redesigned reception area at Seaclose.
- All correspondence, forms and documents will be revised to ensure they are written in plain English.
- A quarterly newsletter will be fed to all groups with whom planning interacts.
- Clear and consistent standards of customer care will be published within a Customer Care Charter.

What matters to local people

- Major developers will make contributions towards improvements that will benefit the local community.
- Ensure that planning conditions are met through improved enforcement of decisions.

Reduce delays within Development Control

- Give a clear and consistent pre-application advice for prospective planning applicants.
- Develop a joined up approach across the council and with outside agencies for dealing with major applications.
- Processes within development control speeded up to provide a better service.

Assure Quality of Development

- Improve the working of the Development Control Committee; to give better public access, a more customer orientated and professional service.
- Promote good quality design on the island through a design awards scheme.

- Development Control Committee to monitor the impact of their decisions through site visits.

The review and its findings were inspected by the Audit Commission and the result was that they judged the service to be: "A fair service with promising prospects for improvement". The improvement plan for planning services is being reviewed and updated as a result of the Audit Commission Report.

The Audit Commission Report can be read on the Planning Services web site:

www.iwight.com/council/documents/performance/planningservices.pdf

Procurement

A review of all of the Council's buying and contracting processes for goods and services was completed in 2004/5. The review led to several initiatives including:

- The "Selling to the IW Council" guide on the council's website (<http://www.iwight.com/council/procurement>).
- 'Meet the buyer' days with local suppliers.
- A partnering pilot for refurbishing school buildings.

Further progress is to be made in areas such as e-procurement systems and a commitment to the use of environmentally friendly products.

Procurement practices will continue to be compared with other local authorities and organisations. Similarly the Council will participate in price benchmarking exercises. Overview and scrutiny will continue to ensure fair competition, transparency and probity throughout our procurement processes. It will continue to pursue quality services and good value for money for the benefit of the community.

Housing and Council Tax Benefits

As a result of a review of the benefits service several recommendations were put forward to improve the service in terms of accessibility, efficiency and response time, as well as to improve security and verification arrangements to counter fraud. Improvements include:

- Halving the average time for processing new claims from 75 to 30 days
- Increasing the number of interim payments
- Improved information provision
- Simplified application forms
- Less staff sickness
- Quicker recovery of overpayments

- Improved access to the service
- Better take-up of benefits
- Better overall service for users, through closer working with third-parties

An external inspection rating of the service after the review showed it to be a top rank service.

Current Review

Public Transport

The main parts of the review are:-

To form a future vision of transport, which is part of an overall vision for the Island called the 2020 Vision. Some of the major issues for the overall vision to encompass include the need to:-

- Provide a safe & well maintained road network.
- Improve travel opportunities for everybody living on the Island, particularly those who do not own a car.
- An improved public transport network, offering choice.
- Accommodate economic growth and regeneration.
- Protect the environment of the Island.
- To recommend a range of improvements for better public transport for all on the Island. To provide better opportunities to use alternative transport to the car, e.g. buses, trains, cycling and walking.

We have consulted extensively with local public transport users, community organisations, town and parish councils, and environment groups to get ideas for real improvements. These include issues around the quality and frequency of services, fares and tickets, public transport information and the supporting infrastructure.

We are working with local transport providers and examining the potential for the Council's own transport fleet, to achieve these improvements. Ultimately the Council will want to take a lead on introducing Workplace, School and Health-Service Travel Plans across the Island.

Comprehensive Performance Assessment:

In 2002, the Council and all other county and unitary authorities underwent a Comprehensive Performance Assessment (CPA) inspection. This was carried out by the Audit Commission and involved an in-depth assessment of the quality of our services and how well the Council is run.

As a result of the assessment the Council has developed an improvement plan, which sets out the actions identified as a direct response to issues identified by the CPA, and also provides the action framework by which the Council will actively

pursue its goals. For 2005/06 the improvement plan is incorporated within the Annual Action Statement.

The achievement of these actions has been monitored during 2004/05 in the Council's Quarterly Performance Management Report (QPMR) which was reported to the Executive and scrutinised by Select Committees. The remaining actions from the CPA Improvement Plan have been included in the 2005/06 Annual Action statement along with other improvement plans thus providing a single point of reference.

By setting out how the Council proposes to improve its overall capability and capacity, the improvement plan will contribute to the delivery of improved services for the public. Individual responsibilities in the improvement plan will be documented in Service Improvement Plans and monitored through Personal Development Reviews.

The Council will be re-assessed during 2006/07 and remains on course to improve its previous score.

CPA Assessment 2002

Our overall assessment was fair, (on a range from excellent, good, fair, weak and poor) and we scored 3 out of 4 for service performance.

The annual audit letter for 2003/04 confirmed that the Isle of Wight continues to be a "fair" council and acknowledges improvements in our Planning and Benefit services. It states that the public are satisfied with the cleanliness of the Island and that crime levels remain low and that overall the council is well placed to improve the way it works and the services for local people.

Peer Review

After the successful Peer Review by the IDeA in 2003, four members of the original team revisited the Island on 15 September 2004. They found that the Council had addressed all their original recommendations and concluded that there was:-

- A momentum for change within the Council but questioned if the pace was sufficient to secure a 'Good' rating in the next Comprehensive Performance Assessment.
- A need for more explicit Council ambitions, especially in the medium term
- Progress on blue sky thinking and cultural change but felt that a longer term vision was still needed
- Evidence of achievement against priorities and that these should be communicated better
- A continuing need to shape, set and drive the media agenda
- A sound performance management system with work required to highlight performance against targets
- A commitment to sound governance and quality service provision

- A Council leadership committed to continuing the programme of change, improvement and modernisation.

Copies of the peer review can be found at:

www.iwight.com/council/documents/performance

Copies of the full CPA Improvement Plan are available from the Policy Team, or on the web site at

www.iwight.com/council/documents/performance/cpa.asp

Further information on the CPA and the scores of the Council and all other assessed authorities are available on the Audit Commission web-site at:

www.audit-commission.gov.uk

Local Public Service Agreements:

During 2002 we negotiated a Local Public Service Agreement (LPSA), which has set us 12 challenging targets, covering a wide cross-section of services. If we can achieve these stretched targets over the next three years, we will receive additional financial support from Government. These targets link to specific corporate objectives, and will be discussed in more detail in the "Achieving our objectives" section. They also form key targets that are used to measure our performance throughout the year. We have been monitoring our performance against these targets quarterly during the year and are confident that most are being achieved. Where there are concerns, Directors and Heads of Service are asked to address these to ensure that performance stays on track.

Details of the twelve indicator definitions and more information (including a copy of the PSA agreement between the Council and Government) can be found on the council's website at :

www.iwight.com/council/documents/performance/lpsa.asp

Annual Audit and Inspection Letter, 2004

In their Annual Letter the Audit Commission noted similar progress by the Council. It was observed that "the Council has made further improvements to its corporate arrangements over the last year and work is in hand to drive through an ambitious change programme that will impact on the future configuration of service departments and the way in which local services are delivered." But also "the capacity to deliver the complex agenda remains a key challenge for the Council."

Copies of the letter can be found at:

www.iwight.com/council/documents/performance

Audit & Inspection Programme

The Audit Commission have developed in consultation with the Council a comprehensive, co-ordinated and proportionate audit and inspection programme, which sets out in detail the full Inspection and Audit programme for 2004-2005 and future programmes for 2005-2007. This will form the basis for how the Audit Commission will monitor the Council's performance in the coming years.

Council Budget, 2005/06

The Council plans to spend £168.4 million in 2005/06 on providing services for Islanders and delivering the Annual Action Statement/ Best Value Performance Plan – this is £10.7 million higher than the 2004/05 budget.

The money the Council uses to provide services comes from different sources, including Revenue Support Grant from the government, business rates, the council tax, grants for specific services and projects and income from charging for certain services.

This year's grant settlement is better than expected owing to a last minute injection of funds announced by the Chancellor of the Exchequer in December 2004.

Although the amount which the government has allowed for extra spending next year still falls short of what the Council needs by roughly £2.5 million, efficiency savings and other spending reductions of a similar amount have been identified during the year.

Because of this the Council has set a Council Tax increase of 4.3%, whilst at the same time making modest improvements to priority service areas, including Fire and Rescue Service modernisation.

One disturbing development by the government this year is a clawing back of grant from 2003 – 2004 and 2004 -2005 because of an error it made in the 2001 census data. Without this adjustment, the Council Tax increase would have been 3.4%

EXHIBIT 1: Revenue Budget, 2005/06

SERVICE	2004/05 £'000	2005/06 £'000	CORP. PLAN AIM SUPPORTED
Fire Service	7,061	7,477	4
Children's Social Services	11,133	11,478	1 & 3
Adult Social Services	18,962	19,232	1
Older People Social Services	27,532	28,010	1
Housing Services	52,886	53,323	1
Schools Budget	60,631	64,094	3
Other Education Services	28,337	28,120	3
Coast Protection	1,275	1,277	6
Environmental Health	1,508	1,545	4
Public Conveniences	672	656	1 & 4
Consumer Protection	519	515	4
Street & Beach Cleansing	1,489	1,530	1 & 4
Waste Management	7,318	7,383	1, 4 & 6
Highway Maintenance	6,915	7,059	5
Street Lighting	708	735	4 & 5
Public Transport	2,621	2,763	4
Planning & Development Control	3,282	3,333	6
Economic Development	467	419	2
Recreation & Sport	4,910	4,826	1
Parks & Open Spaces	2,304	2,352	1 & 6
Tourism	3,125	2,740	2
Libraries	2,166	2,208	1 & 3
Environmental Initiatives	766	568	6
Other Services	18,333	16,874	All aims
Other Financing	-5,851	-1,299	
GROSS SPEND	259,069	267,218	
LESS : specific grants & other income	-101,273	-98,769	
BUDGET REQUIREMENT	157,796	168,449	

As well as the day to day spending shown in the table above, the Council plans to spend £12.7 million on its capital programme, investing mainly in schools, highways and housing improvement programmes during 2005-2006. In addition to these programmes, the Council may also incur significant amounts of capital expenditure in major highways and transport projects at Undercliff Drive and Ryde should final approval be obtained from the government during the year.

Most capital investment is financed by borrowing which is agreed and funded by central government over a period of years. At 31st March 2004 our total net borrowings were £88.7 million.

The Council's single most important resource is its staff without whom none of the corporate or service priorities set out in this document would be achieved. At the end of January 2005 the Council employed the equivalent of 3,579 full time employees – this compares to a figure of 3,414 at January 2004. Most of the increase is due to additional staff in schools, children's services and engineering design.

Contracts

The Council has not awarded any individual contracts that have resulted in a transfer of staff.

Making It Happen

In addition to the six strategic aims in our Corporate Plan, the Council has made a commitment to improving services through strategic and managerial leadership and through excellence in service delivery.

We will achieve these by work on:

- Building our internal leadership skills and capacity.
- Building both internal and external awareness, “ownership” and support for the council’s corporate priorities.
- Having effective corporate and service planning and support systems in place.
- Establishing effective performance management arrangements.
- Developing a culture of continuous improvement in service delivery.
- Developing a customer-centred culture across the council.
- Developing and extending the use of strategic delivery partnerships.
- Recognising the need to provide services that meet the needs of both residents and visitors.
- Improving public confidence in the standards and ethics of the Council.
- Improving the skills, performance and motivation of our staff.
- Developing a culture of continuous organisational improvement.

Our 2004/05 Achievements were:

- Corporate Call Centre established and operational
- Customer Service Charter standards in place
- Customer Relationship Management IT system developed to deliver consistent and compliant response to requests
- Employee survey conducted and analysed
- Staff competency framework developed, approved and implemented
- Quarterly Performance Management Report refined which now contains risk scored areas of concern
- Directorate level performance management framework in place

- One “qualification” received for national performance indicators rather than five the previous year
- Prince 2 methodology adopted for project management including a training programme
- Live current risk register compiled
- Nationally recognised web-site in place
- Continued development work with the Local Strategic Partnership
- Performance to assess Housing Benefit claims has improved and is now within the upper quartile nationwide
- Legal Services Team achieved re-accreditation to the Law Society Practice Management Standard and is still the only legal practice on the island so accredited

Appendix A – Performance Indicators

Corporate Health

PI Reference	Indicator	03/04 outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Similar Unitary Authorities	
								75 th percentile	25 th Percentile
BVPI 001 a	Does the authority have a community strategy developed in collaboration with the local strategic partnership, for improving the economic, social and environmental well being in a way that is sustainable?	Yes	Yes	Yes	Indicator deleted from 05/06			Not available	
BVPI 001b	By when (mm, yy) will a full review of the community strategy be completed? If such a review was scheduled for this year, was it completed on time?	June 2004	June 2005	November 2005				Not available	
BVPI 001c	Has the authority reported progress towards implementing the community strategy to the wider community this year? If no, by when (mm, yy) will this be undertaken?	Yes	Yes	Yes				Not available	
BVPI002(a)	The Level of Equality Standard for Local Government to which the authority conforms	1	3	2	3	4	5	Not available	
BVPI002(b)	Duty to promote race equality	53%	100%	100%	100%	100%	100%	63%	33%
BVPI 008	The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority.	93.1%	95%	91%	93%	95%	98%	95.9%	88%
BVPI 009	Percentage of Council Tax collected.	98.2%	98.0%	98.57%	98.4%	98.5%	98.5%	98.29%	96%
BVPI 010	The percentage of non-domestic rates due for the financial year which were received by the authority.	99.05%	98.4%	99.33%	98.5%	98.7%	98.8%	99.10%	97.82%
BVPI 011a	The percentage of top 5 % of earners that are women. –Council Fire & Rescue Service – new from 04/05	29.9%	30%	32.84% 0%	33% 0%	33.5% 0%	34% 0%	39.05%	17.45%
BVPI 011b	The percentage of top 5 % of earners from black and minority ethnic communities – Council Fire & Rescue Service – new from 04/05	1.16%	1.25%	2.33% 0%	2.33% 0%	2.33% 0%	2.33% 0%	3.7%	0%
BVPI 011c	The percentage of top 5% of earners that have a disability	New indicator from 05/06						Not available	
BVPI 012	The number of working days/shifts lost due to sickness absence - Council	9.3	9.1	8.6	8.5	8.0	7.5	8.9	11.67
	Fire Service Personnel (uniformed)– Number of days/shifts lost to sickness absence	9.7	9.1	5.7	7.7	7.6	7.5	8.9	11.67

Corporate Health

PI Reference	Indicator	03/04 outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Similar Unitary Authorities	
								75 th percentile	25 th Percentile
BVPI 014	The percentage of employees retiring early (excluding ill - health retirements) as a percentage of the total work force.	1.15%	1%	1.42%	0.75%	0.5%	0.5%	0.17%	0.83 %
BVPI 015	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce. 1. Council 2. Fire & Rescue Service	0.52% 1.7%	0.3% 0%	0.42% 1.64%	0.15% 0%	0.15% 0%	0.15% 0%	0.17%	0.54 %
BVPI 016 [a&b]	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the authority area.	(a) 0.6% (b) 16.54%	(a) 1.5% (b) 16.54%	(a) 1.21% (b) 16.54%	(a) 1.5% (b) 16.54%	(a) 1.5% (b) 16.54%	(a) 1.5% (b) 16.54%	Not Available	
BVPI 017[a&b]	The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active minority ethnic community population in the authority area. Fire & Rescue Service – new from 04/05	(a) 0.5% (b) 1.45%	(a) 0.6% (b) 1.45%	(a) 0.66% (b) 1.45% 0%	(a) 0.7% (b) 1.45% 1.7%	(a) 0.7% (b) 1.45% 1.7%	(a) 0.7% (b) 1.45% 1.7%	Not Available	
BVPI 156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	17%	18%	30%	32%	34%	35%	64.83%	21.01%
BVPI 157	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery.	23.46%	60%	15.6%	100%	100%	100%	74%	52.30%
BVPI 076	Housing Benefit Security: (i) Number of claimants visited per 1,000 caseload (ii) Number of fraud investigators employed per 1,000 caseload (iii) Number of fraud investigations per 1,000 caseload (iv) Number of prosecutions and sanctions per 1,000 caseload	(i)233.15 (ii)0.27 (iii) 21.05 (iv) 4.32	(i) 25 (ii) 0.25 (iii) 23 (iv) 5	(i) 246 (ii) 0.23 (iii) 31.45 (iv) 5.08	(i) 215 (ii) 0.25 (iii) 23 (iv) 5	(i) 220 (ii) 0.25 (iii) 23 (iv) 5	(i) 225 (ii) 0.25 (iii) 23 (iv) 5	(i) 310.45 (ii) 0.44 (iii) 52.61 (iv) 4.84	(i) 67.53 (ii) 0.23 (iii) 25.14 (iv) 1.50
BVPI 078a	Speed of processing: a) Average time for processing new claims.	75.81	36	33.12	36	36	36	32	50
BVPI 078b	Speed of processing: b) Average time for processing notifications of changes of circumstance.	16.2	9	10.46	9	9	9	7.7	15.3
BVPI 079a	Accuracy of processing: a) Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the determination for a sample of cases checked post-determination.	97%	98.8%	95.8%	98%	98.2%	98.4%	98.80%	96.40%

Corporate Health

PI Reference	Indicator	03/04 outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Similar Unitary Authorities	
								75 th percentile	25 th Percentile
BVPI 079b	Accuracy of processing: b) The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.	59.5%	62.5%	57.43%	Indicator amended from 05/06 See below			55.10%	38.13%
BVPI 079b Amended	The percentage of recoverable overpayments recovered (i) Amount recovered during the period (ii) Amount recovered during the period as a percentage of the total debt outstanding plus amounts of overpayment identified during the period (iii) Amount written off during the period as a percentage of the total debt outstanding plus amounts of overpayment identified during the period	Amended indicator from 05/06			(i) 62%	(i) 65%	(i) 68%	Not applicable	
LBV FIN REV2	Average time for processing new Council Tax benefit claims (days)	78.5	36	33.63	36	36	36	Not applicable	
LBV FIN REV3	Average time for processing new housing benefit claims (days)	49.5	36	28.01	36	36	36	Not applicable	
LBV FIN REV4	Average time for paying new rent allowance claim (days)	74.6	36	32.8	36	36	36	Not applicable	
BEREAVEMENT SERVICES									
LBV FIN BS3	Cost of adult cremation service. Increase is limited to inflation but actual increase is a council decision.	£351	£361	£361	£383	Annual target only		Not available	
LBV FIN BS4	Cost of adult burial. Increase is limited to inflation, but actual increase is a council decision.	£484	£499	£499	£529				

Improving health, housing & the quality of life for all

PI Reference	Indicator	03/04 outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Department of Health Rating / Similar Unitary Authorities	
								IWC Rating	Similar Councils
SOCIAL SERVICES									
<p><i>Department of Health Ratings for Performance are ;</i> ● Investigate Urgently, ●● Ask Questions about performance, ●●● Acceptable, room for improvement ●●●● Good ●●●●● Very Good</p>		<p>The government's Department of Health rates the quality of service provided by all councils who have social care responsibilities. This means that for the first time, people have a 'consumers guide' to how good, local services are.</p> <p>A good way of judging how well a service is performing is to compare it to the same service in very similar Councils. The Department of Health has carefully put together groups of councils who share the same problems and challenges in social care. There are different types of council in our group, it includes places such as Torbay, Herefordshire, Bournemouth and The Wirral. Comparing the performance of social services on the Isle of Wight with the other councils in our comparator group gives an official like-for-like impression of how well we are meeting these social care challenges.</p> <p>For the first time top and bottom quartile figures are available for Social Services indicators. They have been included where they are available</p>							
BVPI 049	Stability of placements of children looked after by the authority by reference to the percentage of children looked after on 31st March in any year with three or more placements during the year.	14.4%	12%	15.7%	13%	13%	11%	●●●●●	●●●●●
BVPI 050	Educational qualifications of children looked after (interface indicator with education services) by reference to the percentage of young people leaving care aged 16 or over with at least 1 GCSE at grades A- G, or GNVQ	9.16%	78.6%	38.5%	50%	55%	55%	57%	40%
BVPI 051	Costs of services for children looked after by the authority by reference to the gross weekly expenditure per looked-after child in foster care or in a children's home.	£465	£500	£576	Indicator deleted from 05/06			●●●●	●●●
BVPI 052	Cost of intensive social care for adults and older people by reference to the average gross weekly cost of providing care for adults and elderly people.	£432	£415	£404.63	Indicator deleted from 05/06			●●●●	●●●
BVPI 053	Intensive home care per 1,000 population aged 65 or over.	7.4	12	8.5	18	24	30	15.70	8.44
BVPI 054	Older people (aged 65 or over) helped to live at home per 1,000 population aged 65 or over.	116.8	120	55.5	70	80	85	101.17	72.30
BVPI 056	Percentage of items of equipment delivered within 7 working days	62.2%	75%	91.7%	93%	93%	95%	88%	72%
BVPI 058	Percentage of people receiving a statement of their needs and how they will be met.	80.8%	90%	100%	Indicator deleted from 05/06			96.10%	87.10%
BVPI 161	Employment, education and training for care leavers.	75%	0.52	0.50	0.60	0.68	0.68	65.90%	50%
BVPI 162	The % of child protection cases which should have been reviewed during the year that were reviewed (PAF C20)	100%	100%	97%	100%	100%	100%	100%	95%

Improving health, housing & the quality of life for all

PI Reference	Indicator	03/04 outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Department of Health Rating / Similar Unitary Authorities	
								IWC Rating	Similar Councils
BVPI 163	The number of looked after children adopted during the year as a % of the number of children looked after at 31 March who had been looked after for 6 months or more at that date (PAF C23)	3.3%	4%	3.7%	5%	5%	5%	9.1%	5.8%
BVPI 195	Acceptable waiting time for assessment: (i) older clients % where time from 1st contact to beginning of assessment = <48 hours (ii) % where time from 1st contact to completion of assessment is less than or = to 28 days	79.6%	90%	92.1%	90%	90%	90%	74.7%	49.7%
BVPI 196	Acceptable waiting time for care packages: older people % where time from completion of assessment to provision of all services in a care package is less than or equal to 28 days	77.5%	95%	81.4%	95%	95%	95%		
LBV 001	Adults and older people receiving direct payments	47	175	121	200	215	215	Not applicable	
LBV 002	The number of practice learning opportunities provided for professional social work training	16	19	11	20	24	24		
BVPI 201	No of adults and older people receiving direct payments at 31 st March per 100,00 population over 18	New PI from 04/05	No target set	96.4	175	175	175	Not available	
BVPI 197	Change in number of conceptions to females aged under 18, resident in area, per thousand females aged 15-17 resident in the area, compared with baseline year of 1998	+ 0.5	36.3 Based on numbers rather than percentage change	+ 9%	0%	- 5%	-10%	Not available	
COMMUNITY DEVELOPMENT									
BVPI 170a Amended 05/06	a) The number of visits to/usages of museums per 1,000 population.	754	775	1009	1020	1040	1061	771	108
BVPI 170b Amended 05/06	(b) The number of those visits that were in person per 1,000 population.	664	650	668	681	694	704	513	85
BVPI 170c Amended 05/06	(c) The number of pupils visiting museums and galleries in organised school groups.	17,850	16,000	17,677	16,320	16,346	16,673	7294	586
WIGHT LEISURE									
LBV ED WL1	Number of visits to leisure centres and track	742,099	681,140	663,287	684,546	687,969	691,408	Not applicable	
LBV ED WL2	Number of visits to seasonal facilities	492,922	495,387	418,930	375,818	377,697	379,585		
LBV ED WL3	Staff costs as a percentage of income for leisure centres and track	91.2%	90.5%	88.02%	92.0%	89.9%	87.3%		

Improving health, housing & the quality of life for all

PI Reference	Indicator	03/04 outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Department of Health Rating / Similar Unitary Authorities	
								IWC Rating	Similar Councils
LBV ED WL4	The total number of visits to leisure centres and seasonal facilities per head of population	9.30	8.86	8.07	7.78	7.82	7.86		
LBV ED WL6	% of survey respondents satisfied with quality of facilities at leisure centres	92%	92%	92%	94%	95%	96%		
BEREAVEMENT SERVICES									
LBV FIN BS1	Number of cremations (targets based on 6 year average)	1497	1460	1382	1445	1445	1445	Not applicable	
LBV FIN BS2	Number of burials (targets based on 6 year average)	154	170	136	163	163	163		
HOUSING SERVICES									
BVPI 062	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority.	2.6%	1.6%	2.7%	Indicator deleted from 05/06			4.32%	1.44%
BVPI 064	The number of private sector vacant dwellings that are returned into occupation or demolished during 2004/05 as a direct result of action by the local authority	41	32	32	32	32	32	Not available	
BVPI 183	The average length of stay in (i) bed and breakfast accommodation and (ii) hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	14 weeks 0	6 weeks 0	9 weeks 0	6 weeks 0	6 weeks 0	6 weeks 0	1.21 weeks 0	9.11 weeks 21.29
BVPI 202	No of people sleeping rough on a single night	New PI from 04/05	No target set	1	1	1	1	Not available	
BVPI 203	The percentage change in the average number of families placed in temporary accommodation compared with the average from previous year.	New PI from 04/05	No target set	30.4%	10%	10%	10%	Not available	
BVPI 213	The number of homelessness cases prevented	New Indicator from 05/06						Not available	
BVPI 214	The proportion of households accepted as homeless who were previously accepted as homeless	New indicator from 05/06							

Encouraging job creation & economic prosperity

PI Reference	Indicator	03/04 outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Similar Unitary Authorities	
								75 th percentile	25 th Percentile
TOURISM									
LBV T6	Visit to Tourist Information Centres per annum	404,640	420,000	507,316	517,000	537,000	548,000	Not available	

Raising Education Standards & promoting lifelong learning

PI Reference	Indicator	03/04 outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Similar Unitary Authorities	
								75 th percentile	25 th Percentile
BVPI 033	Youth Service expenditure per head of population in the Youth Service target age range.	£113.08	£112.66	£122.79	Indicator replaced by BV 221 see below			£99.71	£64.89
BVPI 221	Percentage of young people aged 13-19 gaining (a) a recorded outcome (b) an accredited outcome compared to the percentage of young people in the area	Amended indicator – replaces BV 33 above			No target set				
BVPI 034a	Percentage of primary schools with 25% or more of their places unfilled.	15.2%	15.2%	10.9%	Indicators deleted from 05/06			16.9%	8%
BVPI 034b	Percentage of secondary schools with 25% or more of their places unfilled.	0%	0%	9.5%				0%	10.08%
BVPI 038	Percentage of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A*- C or equivalent.	44.3%	51%	44%	54%	54%	Unable to set target until DfES stocktake meeting	55%	44.5%
BVPI 039	Percentage of 15 year old pupils in schools maintained by the local education authority achieving 5 GCSEs or equivalent at grades A*- to G including English and Maths.	86.4%	89%	85.3%	90%	90%	Unable to set target until DfES stocktake meeting	90.1%	85.5%

Raising Education Standards & promoting lifelong learning

PI Reference	Indicator	03/04 outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Similar Unitary Authorities	
								75 th percentile	25 th Percentile
BVPI 040	Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test.	66.8%	77%	70%	78%	79%	Unable to set target until DfES stocktake meeting	75%	69.1%
BVPI 041	Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 English test.	67.6%	83%	75%	81%	83%	Unable to set target until DfES stocktake meeting	77.6%	71.6%
BVPI 043a	Statements of special educational need drafted within 18 weeks as a percentage of all statements excluding cases where any of the exceptions listed in 3.4 to 3.42 of the Code of Practice apply.	100%	100%	100%	100%	100%	100%	100%	87.5%
BVPI 043b	Statements of special educational need drafted within 18 weeks including those involving other agencies as a percentage of statements including cases where any of the exceptions listed in 3.4 to 3.42 of the Code of Practice apply.	100%	100%	100%	100%	100%	100%	83.9%	54.4%
BVPI 044	Number of pupils permanently excluded during the year from all schools maintained by the local education authority per 1,000 pupils at all maintained schools.	0.51	0.61	0.36	Indicator deleted from 05/06			0.84	1.53
BVPI 045	Percentage of half days missed due to total absence in secondary schools maintained by the local education authority.	8.57%	7%	7.88%	6.6%	6%	6%	7.70%	8.90%
BVPI 046	Percentage of half days missed due to total absence in primary schools maintained by the local education authority.	5.78%	5%	5.71%	4.9%	4.5%	4.5%	5.40%	6.40 %
BVPI 048	Percentage of schools maintained by the local education authority subject to special measures.	1.4%	1.4%	0%	Indicator deleted from 05/06			0%	2.04%
BVPI 159a	The percentage of permanently excluded pupils provided with alternative tuition of 5 hours or less	0%	0%	0%	Indicator amended from 05/06 see below			Not available	
BVPI 159b	The percentage of permanently excluded pupils provided with alternative tuition of 6-12 hours	0%	0%	0%				Not available	
BVPI 159c	The percentage of permanently excluded pupils provided with alternative tuition of 13-19 hours	0%	0%	0%				Not available	
BVPI 159d	The percentage of permanently excluded pupils provided with alternative tuition of 20 hours or more	100%	100%	100%				93.20%	50.50%
BVPI 159 Amended from 05/06	The percentage of permanently excluded pupils offered full time alternative educational provision of 21 hours or more	Amended from 05/06			100%	100%	100%	Not available	
BVPI 181a Amended 05/06	Percentage of 14 year old pupils in schools maintained by the LEA achieving Level 5 or above in the Key stage 3 test in English	65%	65%	65%	68%	70%	Unable to set target until DfES stocktake meeting	73%	63.8%

Raising Education Standards & promoting lifelong learning

PI Reference	Indicator	03/04 outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Similar Unitary Authorities	
								75 th percentile	25 th Percentile
BVPI 181b Amended 05/06	Percentage of 14 year old pupils in schools maintained by the LEA achieving Level 5 or above in the Key stage 3 test in Maths	68%	69%	70%	71%	71%	Unable to set target until DfES stocktake meeting	74%	65.231%
BVPI 181c Amended 05/06	Percentage of 14 year old pupils in schools maintained by the LEA achieving Level 5 or above in the Key stage 3 test in science	69%	66%	64%	70%	71%	Unable to set target until DfES stocktake meeting	73%	61%
BVPI 181d Amended 05/06	Percentage of 14 year old pupils in schools maintained by the LEA achieving Level 5 or above in the Key stage 3 test in ICT	71%	69%	71%	75%	79%	Unable to set target until DfES stocktake meeting	72.13%	58.58%
BVPI 192a	Average day's access to relevant training and development per practitioner delivering foundation stage education.	11	12	20.7	Indicator amended from 05/06 see below			4.8	3.8
BVPI 192b	Average number of QTS teachers per 10 non-maintained settings.	4.0	2.9	2.9				11	3
BVPI 222	Percentage of; (a) Leaders of integrated early education and childcare settings funded by the LA with a qualification at Level 4 or above (b) Integrated early education and childcare settings funded by the LA which have input from staff with graduate or post graduate training in teaching or child development	Amended from 05/06						Not available	
BVPI 193a	Schools budget as a % of Schools Funding Assessment.	102%	100%	103%	Indicator deleted from 05/06			102.1%	99.4%
BVPI 193b	Increase in schools budget on the previous year as a % of the increase in schools funding assessment on the previous year.	121%	117%	105%				108%	100%
BVPI 194 Amended 05/06	Percentage of pupils in schools maintained by the local education authority achieving level 5 or above in Key stage 2 English & Maths.	English 19 % Maths 19.5%	30% 28%	20% 24%	32% 30%	32% 30%	Unable to set target until DfES stocktake meeting	29% 31%	23% 25%
LIBRARIES									
BVPI 117	The number of physical visits per 1,000 population to public library premises.	6,898	7,000	7,797	Indicator deleted from 05/06			6605	4820
BVPI 220	Compliance against public library service standards	New indicator from 05/06						Not available	

Creating safe & crime-free communities

PI Reference	Indicator	03/04outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Similar Unitary Authorities		
								75 th percentile	25 th Percentile	
COMMUNITY SAFETY										
BVPI 126 Amended 05/06	Domestic burglaries per 1000 households	7.4	7.6	3.6	5.5	5.5	5.5	Quartile information not available as police data deemed unreliable		
BVPI 127a	Violent offences committed by a stranger per 1,000 population	5.5	5.5	4.9	Indicator amended – see below					
BVPI 127a	Violent crime per 1000 population	Amended from 05/06								
BVPI 127b	Violent offences committed in a public place per 1,000 population	12.2	12.2	12.8	Indicator amended – see below					
BVPI 127b	Robberies per 1000 population	Amended from 05/06								
BVPI 127c	Violent offences committed in connection with licensed premises per 1,000 population	1.6	1.6	1.3	Indicator deleted from 05/06			Quartile information not available as police data deemed unreliable		
BVPI 127d	Violent offences committed under the influence per 1,000 population.	Not monitored	No target set as Hants police unable to produce data for this indicator	Not monitored	Indicator deleted from 05/06			Quartile information not available as police data deemed unreliable		
BVPI 128 Amended 05/06	Vehicle crimes per 1,000 population	5.7	5.0	5.2	4.8	4.6	4.4	Quartile information not available as police data deemed unreliable		
BVPI 174	The number of racial incidents recorded by the authority per 100,000 population.	10.4	10	21.3	23.0	23.5	23.5	Not available		
BVPI 175	The percentage of racial incidents that resulted in further action.	100%	99%	100%	100%	100%	100%	100%	57.14%	
BVPI 176	The number of domestic violence refuge places per 10,000 population which are provided or supported by the authority.	0.25	0.44	0.35	Indicator replaced by BV 225 see below			0.77	0	
BVPI 222	Actions against domestic violence Checklist result	New indicator from 05/06					Not available			
CONSUMER PROTECTION										
BVPI 166	Score against a checklist of enforcement best practice for (a) environmental health (b) trading standards.	83.8% 76.3%	85% 77%	90% 86.3%	100% 87%	100% 90%	100% 100%	90% 100%	70% 80%	
BVPI 217	The percentage of pollution control improvements completed during the year	New indicator from 05/06					Not available			
BVPI 216 a, b	The percentage of local authority area inspected for contaminated land during the year	New indicator from 05/06					Not available			

Creating safe & crime-free communities

PI Reference	Indicator	03/04outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Similar Unitary Authorities	
								75 th percentile	25 th Percentile
LBV FIN EH5	Risk assess premises by self assessment or visit, as a percentage of all premises	43%	70%	84%	Local targets on annual basis			Not applicable	
LBV FIN EH9	Percentage of complaints resolved within 8 weeks	90%	91%	93%					
LBV FIN TS8	Number of businesses with 15 or more trading standards helpline inquiries during the year	15	12	7					
LEGAL ADVICE									
BVPI 177	Percentage of expenditure on legal and advice services which 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.	29.6%	35%	35.35%	Indicator replaced by BV 226a,b,c see below			96.9%	18.8%
BVPI 226	Advice & guidance (a) Amount spent on advice & guidance services provided by external organisations (b) The percentage of money spent on advice & guidance to organisations holding the CLS Quality Mark at "general Help" level and above (c) Amount spent on advice & guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public	Amended Indicator from 05/06			No target set	No target set	No target set	Not available	
FIRE AND RESCUE									
BVPI 142 Amended 05/06	Number of calls to fires attended per 10,000 population (i) total (ii) primary fires (iii) accidental – fires in dwellings per 10,000 dwellings	(i) 51.4 (ii) 23.8 (iii) 17.1	(i) 52 (ii) 29.8 (iii) 19.08	(i) 38.5 (ii) 19.7 (iii) 15.0	(i) 48 (ii) 24 (iii) 17	(i) 46 (ii) 23 (iii) 16.5	(i) 44 (ii) 22 (iii) 16	Not applicable to unitary authorities Benchmarking against similar Fire & rescue services available on the web – site at www.iwfire.org	

Creating safe & crime-free communities

PI Reference	Indicator	03/04outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Similar Unitary Authorities	
								75 th percentile	25 th Percentile
BVPI 143	Number of deaths and injuries arising from accidental fires in dwellings per 100,000 population (i) deaths (ii) injuries	(i) 0 (ii) 5.2	(i) 0 (ii) 8	(i) 0 (ii) 4.4	(i) 0 (ii) 7	(i) 0 (ii) 6.5	(i) 0 (ii) 6		
BVPI 144	Percentage accidental dwelling fires confined to room of origin	Amended PI from 04/05	90%	85.3%	85%	86%	87%		
BVPI 145a – deleted from 04/05 Now local indicator LBV OP 3a	% of incidents which passed the standards of fire cover – number of appliances	99.4%	99%	100%	99%	99%	99%		
BVPI 145b - deleted from 04/05 Now local indicator LBV OP 3b	% of incidents which passed the standards of fire cover – number of riders	99.0%	99%	99.3%	99%	99%	99%		
BVPI 145c - deleted from 04/05 Now local indicator LBV OP 3c	% of incidents which passed the standards of fire cover – attendance time	94.3%	90%	90.6%	91%	92%	93%		
BVPI 146 Amended 05/06	Number of calls to malicious false alarms per 1,000 population From 05/06 (i) not attended (ii) attended	0.43	0.54	0.56	(i) 0.05 (ii) 0.51	(i) 0.06 (ii) 0.48	(i) 0.07 (ii) 0.46		
BVPI 149 Amended 05/06	False alarms caused by automatic fire detection apparatus per 1,000 non-domestic properties From 05/06 (i) per 1000 non-domestic properties (ii) no of properties with more than one attendance (iii) per 1000 non-domestic properties with more than one attendance	82.1	80	77.2	76	72	70		
BVPI 150	Expenditure per head of population on the provision of Fire and Rescue Services	£42.70	£43.81	£47.49	£45	£45	£45		

Creating safe & crime-free communities

PI Reference	Indicator	03/04outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Similar Unitary Authorities			
								75 th percentile	25 th Percentile		
BVPI 143	Number of deaths and injuries arising from accidental fires in dwellings per 100,000 population (i) deaths (ii) injuries	(i) 0 (ii) 5.2	(i) 0 (ii) 8	(i) 0 (ii) 4.4	(i) 0 (ii) 7	(i) 0 (ii) 6.5	(i) 0 (ii) 6				
BVPI 206 Amended from 05/06	No of deliberate fires per 10,000 population From 05/06: (i) No of deliberate primary fires ecluding vehicles per 10,000 population (ii) No of deliberate primary fires in vehicles per 10,000 population (iii) No of deliberate secondary fires excluding vehicles per 10,000 population (iv) No of deliberate secondary fires in vehicles per 10,000 population	New PI from 04/05	5.50	5.87	No targets set as substantially changed indicator from 05/06						
BVPI 207	Fires in non-domestic premises	New indicator from 05/06									
BVPI 208	Escaping unharmed from accidental dwelling fires	New indicator from 05/06									
BVPI 209	Smoke Alarms	New indicator from 05/06									
BVPI 210	The percentage of women firefighters	New indicator from 05/06									
LBV F&R OP8a	Fire Control Centre emergency call handling times – 60 secs or less	75%	75%	78.9%	75%	75%	75%			Not applicable	
LBV F&R OP8c	Fire Control Centre emergency call handling times – 120 secs or less	99%	99%	97.4%	95%	96%	97%				
LBV F&R SAF1	% of fire safety re-inspections completed on high risk premises	30%	30%	83%	75%	76%	77%				
LBV F&R HS1	Number of days lost due to reportable accidents under Riddor Regulations (a) wholetime (from 03/04) (b) retained (from 03/04)	413 1027	500 960	10 441	150 650	135 585	120 525				

Improving the public transport & highways infrastructure

PI Reference	Indicator	03/04 outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Similar Unitary Authorities	
								75 th percentile	25 th Percentile
BVPI 096	Condition of principal roads. Amended indicator 04/05 – different method to measure compulsory	11.98%	11%	65.4%	Replaced by BV 223 see below			6.68%	15%
BVPI 223	Percentage of principal road network where structural maintenance should be considered	Amended from 05/06						Not available	
BVPI 097[a&b]	Condition of non-principal roads. Amended indicator 04/05 – different method to measure compulsory (a) Classified non-principal roads (b) unclassified non-principal roads	(a) 43% (b) 31.3%	(a) 43% (b) 28%	(a) 63.75% (b) 62.95%	Replaced by BV 224 see below			12.28% 11.52%	25.42% 24.65%
BVPI 224	(a) Percentage of the non-principal classified road network where maintenance should be considered (b) Percentage of the unclassified road network where structural maintenance should be considered	Amended from 05/06						Not available	
BVPI 099	Percentage change in road accident casualties, in the area of the authority, since: Number of casualties- all KSI (a) the previous year (b) the 1994 to 1998 average	Amended Indicator from 04/05	No 109 (a) - 4 (b) - 11	No 124 (a) +9% (b) +1%	No 105 (a) -4% (b) -14%	No 101 (a) -4% (b) -17%	No 97 (a) -4% (b) -20%	Not available	
BVPI 099	Percentage change in road accident casualties, in the area of the authority, since: Number of casualties, Children KSI (a) the previous year (b) the 1994 to 1998 average	Amended Indicator from 04/05	No 16 (a) - 5 (b) +1	No 12 (a) -29% (b) -20%	No 11 (a) -8% (b) -26%	No 10 (a) -9% (b) -33%	No 9 (a) -10% (b) -40%	Not available	
BVPI 099	Percentage change in road accident casualties, in the area of the authority, since: Number of casualties- All slight injuries (a) the previous year (b) the 1994 to 1998 average	Amended Indicator from 04/05	No 473 (a) - 1 (b) - 17	No 467 (a) -2% (b) -18%	No 468 (a) -1% (b) -18%	No 463 (a) -1% (b) -18%	No 458 (a) -1% (b) -19%	Not available	
BVPI 100	Number of days of temporary traffic controls or road closure on traffic sensitive streets or the road was closed, due to local authority road works or utility street works per km of traffic sensitive streets.	0.86	0.75	0.43	0.75	0.75	0.70	0.10	1.70
BVPI 102	Local bus services (passenger journeys per year).	5.76m	5.98m	5.78m	5.98m	6.12m	6.28m	Not available	
BVPI 165	The percentage of pedestrian crossings with facilities for disabled people.	95%	95%	96%	96%	97%	98%	98%	75.3%
BVPI 186a	Percentage of the principal road network where major structural treatment is not considered necessary divided by the authority's average structural expenditure on the principal road network over the past three years.	37.36	46.79	10.00	Indicator deleted from 05/06			103.85	36.65

Improving the public transport & highways infrastructure

PI Reference	Indicator	03/04 outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Similar Unitary Authorities	
								75 th percentile	25 th Percentile
BVPI 186b	Percentage of the non-principal road network where major structural treatment is not considered necessary divided by the authorities average structural expenditure per kilometre on the non-principal road network over the past three years.	95.07	83.04	61.29	Indicator deleted from 05/06			365.02	157.13
BVPI 187	Condition of surface footways: categories 1, 1a and 2 footway.	17.6%	15%	16.51%	16	15	15	18%	38%
BVPI 199	(a) The proportion of relevant land and highways as defined under EPA 1990 Part IV section 86 (expressed as %) that is assessed as having combined deposits of litter and detritus (eg, sand, silt & other debris) across four categories of cleanline From 05/06: (b) Proportion of relevant land and highways from which unacceptable levels of graffiti are visible © Proportion of relevant land and highways from which unacceptable levels of fly-posting are visible (d) The year on year reduction in total number of incidents and increase in number of enforcement actions taken to deal with "fly-tipping"	Not monitored	Not set	Not monitored	Amended from 05/06			14%	29%
This indicator was not collected due to lack of resource to carry out the inspections to collect all the information needed to compile the indicator. The Waste Management team are working on rectifying the situation.									
BVPI 215 a,b	The percentage of street lights operational	New indicator from 05/06						Not available	
HIGHWAYS AND ENGINEERING SERVICES									
BVPI 082a Amended 05/06	Percentage of the total tonnage of household waste arisings which have been recycled. From 05/06: Total tonnage of household waste which have been sent for recycling	13.7%	14.5%	16.95%	16%	17%	18%	16%	9.93%

Improving the public transport & highways infrastructure

PI Reference	Indicator	03/04 outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Similar Unitary Authorities	
								75 th percentile	25 th Percentile
BVPI 082b Amended 05/06	Percentage of the total tonnage of household waste arisings which have been composted. From 05/06: The tonnage of household waste sent by the authority for composting or treatment by anerobic digestion	21.3%	20%	18.66%	20%	20%	21%	6.01%	0.32%
BVPI 082c Amended 05/06	Percentage of the total tonnage of household waste arisings which has been used to recover heat, power and other energy sources. From 05/06: Tonnage of household waste arisings which have been used to recover heat, power and other energy sources	15%	22%	18.48%	22%	22%	23%	3.9%	0%
BVPI 082d Amended 05/06	Percentage of the total tonnage of household waste arisings which has been landfilled. From 05/06: The tonnage of household waste arisings which have been landfilled	50%	43.5%	45.91%	42%	41%	40%	73.44%	84.02%
BVPI 084	Kilograms of household waste collected per head.	595	575	587 (-1.345%)	580	578	576	390	488
BVPI 086	Cost of waste collection per household.	£40.79	£43	£41.7	£44	£45	£46	Not available	
BVPI 087	Cost of waste disposal per tonne for municipal waste.	£41.48	£47	£48.69	£47	£47	£47	Not available	
BVPI 091 Amended 05/06	Percentage of population resident in the authority's area served by a kerbside collection of recyclables. From 05/06: Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	100%	100%	100%	100%	100%	100%	100%	94%
BVPI 178	The percentage of total length of footpaths and other rights of way which were easy to use by members of the public. Did you use the CSS/ CA methodology	87.5% Yes	89% Yes	90% Yes	90%	90%	90%	85.3%	58.6%
BVPI 218	The percentage of abandoned vehicles removed within 24 hrs of expiry of relevant notice period	New indicator from 05/06						Not available	
PLANNING SERVICES									
BVPI 106	Percentage of new homes built on previously developed land.	95.8%	80%	96.52%	80%	75%	75%	93.5%	50.17%
BVPI 109a	Percentage of major applications determined within 13 weeks	59.7%	60%	45.6%	60%	60%	60%	63.64%	40%

Improving the public transport & highways infrastructure

PI Reference	Indicator	03/04 outturn	04/05 target	04/05 outturn	05/06 target	06/07 target	07/08 target	Similar Unitary Authorities	
								75 th percentile	25 th Percentile
BVPI 109b	Percentage of minor planning applications determined within 8 weeks	47.15%	65%	59.6%	65%	65%	65%	70.28%	52.74%
BVPI 109c	Percentage of other applications determined within 8 weeks	66.11%	80%	81.7%	80%	80%	80%	85%	72.20%
BVPI 179	The percentage of standard searches carried out in 10 working days.	100%	100%	100%	100%	100%	100%	100%	94%
BVPI 200 Amended 05/06	Do you have a development plan (or alterations to it) that has been adopted in the last 5 years and the end date of which has not expired? From 05/06: (a) Did LA submit the Local Development Scheme by 28 th March 2005 and thereafter maintain a three year rolling programme? (b) Has the LA met the milestones which the current Local development Scheme sets out? (c) Did the LA publish an annual report by 31 st december each year?	Yes	Yes	Yes	(a) Yes (b) Yes (c) Yes	(a) Yes (b) Yes (c) Yes	(a) Yes (b) Yes (c) Yes	Not available	
BVPI 204	Percentage of appeals allowed against the authority's decision to refuse planning applications.	New PI from 04/05	No target set	22.1%	30%	30%	30%	Not available	
BVPI 205	Quality of service checklist	New PI from 04/05	No target set	55.6%	70%	85%	90%		
BVPI 219 a,b,c	% of conservation areas that have been subject to a character appraisal within the last 5 years	New indicator from 05/06							
LBV COR PP5	Average density of housing developments on large housing schemes (over 10 units)	43 dph	42 dph	54 dph	45 dph	45 dph	45 dph		
LBV COR BC2	Building Control Applicants notified of defects/amendments required within 3 weeks	47%	65%	56%	65%	70%	75%		
LBV COR BC3	Building Control Decisions notified within statutory time limits	92%	95%	96%	98%	99%	100%		

Appendix B – Useful Contact Numbers And Further Information

ISLE OF WIGHT COUNCIL

www.iwight.com

Principal Office

County Hall, High Street, Newport, Isle of Wight PO30 1UD
Tel 01983 821000; Fax (01983) 823333 DX 56361 Newport (IoW)

Education Services

County Hall, High Street, Newport, Isle of Wight PO30 1UD
Tel 01983 821000; Fax (01983) 823333 DX 56361 Newport (IoW)

Planning Services

Seaclose, Fairlee Road, Newport, Isle of Wight PO30 2QS
Tel. (01983) 821000 Fax (01983) 823563

Engineering Services

Enterprise House, St Cross Business Park, Monksbrook, Newport, Isle of Wight
PO30 5WB
Tel (01983) 821000 Fax (01983) 520563

Consumer Services

Jubilee Stores, The Quay, Newport, Isle of Wight PO30 2EH
Tel (01983) 821000 Fax (01983) 823387

Fire and Rescue Services

St Nicholas House, 58 St Johns' Road, Newport, Isle of Wight, PO30 1LT
Tel (01983) 821000 Fax (01983) 825728

Social Services

17 Fairlee Road, Newport, Isle of Wight, PO30 2EA
Tel (01983) 821000 Fax (01983) 524330

Housing Services

7 High Street, Newport, Isle of Wight, PO30 1SS
Tel (01983) 821000 Fax (01983) 823050

The Councils five Directorates

Adult and Community Services (Associate Directors acting)

**Children's Services -
Corporate Services
Environment Services
Fire and Rescue**

**Director
Director
Director
Director**

**Sandy Weller
John Metcalfe
Graham Wilmshurst
David Pettit
Mike Fisher
Derek Rowell
Richard Hards**

Appendix C – Glossary Of Terms

BVPP	Best Value Performance Plan
BVPI	Best Value Performance Indicator
CPA	Corporate Performance Assessment
CPT	Corporate Policy Team
FAIRMAP	Fire Authorities Integrated Risk Management and Plan
LPI	Local Performance Indicator
HoS	Heads of Service
IIP	Investors in People
PI	Performance Indicator
PPR	Personal Performance Review
PSA	Public Service Agreement
QPMR	Quarterly Performance Management Report
SIP	Service Improvement Plan
SMT	Strategic Management Team

Benchmarking - the analysis of selected information, activities and processes and their comparison with similar organisations: for example, New Unitary Benchmarking Group, which are similar in size in terms of demography and rurality.

Best Practice - performance or strategy which leads to other service providers making service improvements.

Best Value - the duty that all local authorities owe their stakeholders to provide equality of access to relevant cost-effective, efficient and quality services.

Challenge - to question whether a service should be provided and at what level, in what way and by whom. Usually performed by an external person or organisation.

Citizen's Panel - a panel comprising local people who reflect the island's profile. The panel is surveyed throughout the year, the results of the surveys can be used to influence council strategies and policies to help meet community needs.

Compare - a study of performance results against other services providers both nationally and locally, as well as year-on-year comparisons.

Compete - to measure competitiveness against other service providers.

Consult - to seek opinions of those who have an interest in a service in order to influence its delivery.

Continuous Improvement - a process of measuring, assessing and reviewing in order to improve performance improvement.

Corporate Objectives - Isle of Wight Council's set of aspirations for the Island.

Corporate Plan - the Isle of Wight Council Plan which sets out how it will achieve its corporate Mission and Values and Corporate Objectives.

Council - Isle of Wight Council

Cross cutting - an activity or provision which involves more than one service, authority, voluntary organisation or private sector business.

DTLR - Department for Transport, Local Government and the Regions.

District Audit - independent body established with a statutory responsibility for the external audit of public sector organisation.

Efficiency - producing the maximum output for any set of resource inputs or using the minimum inputs for the required quantity and quality of service provided.

Feedback - responses to consultation and requests for opinion of stakeholders.

Focus Groups - small groups of local people who come together to act as sounding boards, with regard to service delivery issues etc.

Objectives - long-term vision for the Isle of Wight Council

ODPM – Office of the Deputy Prime Minister

Partnership - agreement between two or more bodies under which all contribute separate services or work towards a common aim.

Performance Indicator - any measurement which can be used for comparing performance year on year or with other providers.

Performance Measures - factual data used in comparisons of performance

Performance Target - the level of performance expected to be achieved in relation to Best Value Performance Indicators.

Policies and priorities - the guidelines by which the organisation will operate to achieve its objectives.

Service Aims - which have been identified by the Council as key priorities on which to focus.

Service Plans - management documents setting out how action plans will be achieved, including the resources to be used.

Stakeholders - everybody with a legitimate interest in the service under consideration.

Top quartile - the top 25% of performance measures within a specific group of service providers.

Have Your Say

We are genuinely interested in your views about our services and how we provide them. The services we provide rely on feedback if they are to improve.

The Annual Action Statement will be improved with your help. We need your views to incorporate in future editions.

Please take this opportunity to help. All you have to do is tick the boxes, fill in your details and return the page to the address shown.

Thank you.

Is the information easy to understand?

Very easy

Fairly easy

Fairly difficult

Very difficult

Is the information interesting or useful?

Interesting Yes No

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Were there any aspects that you found interesting or useful?

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What could we do to improve the Statement?

Your name and address will allow us to follow up any comments you make:

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