

Best Value Performance Plan 2007-2010



ISLE OF WIGHT COUNCIL
BEST VALUE PERFORMANCE PLAN
2007 -2010

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A Performance Indicators

The purpose of the Best Value Performance Plan

This document, which is required by law (Local Government Act 1999 – part 1) and intended primarily for the use of Members and Officers, sets out details of our performance as a Council by publishing the national Best Value Performance Indicators.

It is an appendix to the Councils Corporate Plan “One Island” which outlines the authorities corporate objectives and priorities for the coming year.

Contracts

The Council has not awarded any individual contracts during 2006/07 that have resulted in a transfer of staff.

Further Information

If you require a printed copy, a copy in Braille or another language or if you require further information please contact brigitte.hawkins@iow.gov.uk
Or telephone 01983 823697.

Appendix A - BEST VALUE PERFORMANCE INDICATORS 2006/07

PI reference	Indicator	Actual (05/06)	Target (06/07)	Actual (06/07)	Target (07/08)	Target (08/09)	Target (09/10)	Uni Top Quartile	Uni Bottom Quartile	Comments
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Sustainable regeneration and development of the Island

Improved accessibility to housing

Provide housing meeting needs of Island people

BV 064	Number of private sector vacant dwellings that are returned into occupation or demolished during the financial year as a direct result of action by the Council's.	8	32	56	34	36	38	99	15	Future targets based on 5% increase and based on a fully functioning service.
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Individual contribution to Island life

Accessibility to all services

BV 156	Percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	34	40	34	50	75	85	70.35	31.62	The number of corporate buildings has increased from 53 to 56. New methodology has identified a greater number of obstacles to be remedied.
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Island's environment and heritage

Community and local environment

BV 089	% people satisfied with the cleanliness standard in their area		71	78				71	58	This indicator is part of the tri-annual satisfaction survey - confidence interval 2.06. The target is the top quartile for Unitary Authorities.
BV 106	Percentage of new homes built on previously developed land	80.05	70	74.78	60	60	60	95.03	70.65	Future targets have been based on the national target of 60% of development coming forward on brownfield sites.
BV 178	Percentage of total length of footpaths and other rights of way which were easy to use by members of the public	95	90	97	90	90	90	89.8	71.7	Random sampling of surveys achieved a very high result. Realistically we can only target 90% for future years.
BV 199a	Percentage of relevant land & highway that is assessed as having combined deposits of litter & detritus that fall below an acceptable level	2	12.5	1	10	7.5	5	9.4	18.7	Targets are based on anticipated median national average figures. Last years results show IOW to be one of the best in the country.

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BV 199b	Percentage of relevant land & highway from which unacceptable levels of graffiti are visible	1	2	0	1	1	1	1	8	Grffiti is not a problem on the IOW, consequently the incidents of defacing by graffiti are minimal or absent in nearly all of the observations performed.
BV 199c	Percentage of relevant land & highway from which unacceptable levels of fly-posting are visible	1	2	1	1	1	1	0	1	Illegal flyposting on the Island is not perceived as a significant problem which is reflected in very few observations during the surveys
BV 199d	Year on year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'	2	3	2	3	2	2			This PI is graded on a simple numerical increase / decrease in the number of fly-tipping incidents and/or enforcement actions during the year. At present current departmental resources do not allow for any more than minimal enforcement actions

Environmental impact of commercial sector

BV 082ai	Percentage of the total tonnage of household waste arisings which have been recycled	15.08	16	13.2	17	18	18.5	18.59	14.58	During 2006/07 the resource recovery facility (RRF) located at Forest Park was closed for two periods for a major programme of maintenance and upgrading to improve the efficiency of the plant and also to undertake repairs following fire damage caused by an incident in the adjacent power generation plant. This resulted in less material being diverted from landfill and the reduction in recyclable material recovered.
BV 082aii	Total tonnage household waste arisings sent by the Authority for recycling	11498.15	11600	9711.92	11700	11800	11900	17914.07	11365.6	During 2006/07 the resource recovery facility (RRF) located at Forest Park was closed for two periods for a major programme of maintenance and upgrading to improve the efficiency of the plant and also to undertake repairs following fire damage caused by an incident in the adjacent power generation plant. This resulted in less material being diverted from landfill and the reduction in recyclable material recovered.
BV 082bi	Percentage of the total tonnage of household waste arisings which have been sent for composting.	23.71	24	21.39	24.3	24.5	25	10.42	4.58	This is due to the programmed and un-programmed closures of the RRF detailed in BVPI 82a(i) and BVPI 82a(ii). The amount of organic fines recovered for processing through the in-vessel composting plant was reduced. This resulted in the reduced percentage of

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										household waste that was composted
BV 082bii	Tonnage household waste sent by the Authority for composting or treatment by anaerobic digestion	18073.32	18200	15732.12	18000	18100	18200	10666.16	3755.17	This is due to the programmed and un-programmed closures of the RRF detailed in BVPI 82a(i) and BVPI 82a(ii). The amount of organic fines recovered for processing through the in-vessel composting plant was reduced. This resulted in the reduced percentage of household waste that was composted
BV 082ci	Percentage of the total tonnage of household waste arisings, which have been used to recover heat, power and other energy, sources.	17.01	20	4.5	21	22	23	0.77	0	The reduction in the percentage of household waste used to recover heat and power is due to both the programmed and un-programmed closure of the RRF which produces refuse derived fuel and the extended closure of the cement kiln plant on the mainland that currently accepts this fuel.
BV 082cii	Total tonnage household waste arisings that have been used to recover heat, power & other energy sources	12964.01	13100	3302.7	13200	13400	13600	464.72	0	The reduction in the percentage of household waste used to recover heat and power is due to both the programmed and un-programmed closure of the RRF which produces refuse derived fuel and the extended closure of the cement kiln plant on the mainland that currently accepts this fuel.
BV 082di	Percentage of the total tonnage of household waste arisings which have been landfilled	44.2	40	60.92	37.5	35.5	35	62.68	76.8	Due to the increased amounts sent to landfill as a result of the closures for the RRF and cement kiln that accept the refuse derived fuel.
BV 082dii	Total tonnage of household waste arisings that have been landfilled	33689.94	34000	44808.12	34200	34400	34600	40882.49	76289.25	Due to the increased amounts sent to landfill as a result of the closures for the RRF and cement kiln that accept the refuse derived fuel.
BV 084a	Kilograms of household waste collected per head	550.76	547	525.39	545	543	541	472	534.9	
BV 084b	Household Waste collection - % change	-6.17	-0.3	-4.61	-0.3	-0.3	-0.3	-5.24	-0.83	
BV 086	Cost of waste collection per household	44.62	45	43.91	45	47	49	36.74	52.48	This figure is an estimate as the final figure is not available in time for publication
BV 087	Cost of waste disposal per tonne municipal waste	57.23	47	59.32	60	61	62	36.53	54.76	This figure is an estimate as the final figure will not be available in time for publication
BV 090a	% of people satisfied with the household waste collection		84	89				84	72	This indicator is part of the tri-annual satisfaction survey - confidence interval 1.58. The target is the top quartile for Unitary Authorities.

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BV 090b	% of people satisfied with the waste recycling service		73.3	68				73.3	66	This indicator is part of the tri-annual satisfaction survey - confidence interval 2.44. The target is the top quartile for Unitary Authorities
BV 090c	% of people satisfied with the local tip		85.3	87				85.3	78	This indicator is part of the tri-annual satisfaction survey - confidence interval 1.79. The target is the top quartile for Unitary Authorities
BV 091a	Percentage of population resident in the authority's area served by a kerbside collection of recyclables.	100	100	100	100	100	100	100	95.6	
BV 091b	Percentage of population resident in the authority's area served by a kerbside collection of at least 2 recyclables.	100	100	100	100	100	100	100	89.6	

Robust economic infrastructure

Improve value & quality of tourism

BV 170 b	Number of those visits (Museums) that were in person per 1,000 population.	648	650	684	655	660	665	869	270	
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Planning policies for business development

BV 109a	Percentage of major planning applications determined in 13 weeks;	44.82	75	84.95	75	75	75	72.22	55	
BV 109b	Percentage of minor planning applications determined in 8 weeks	80.79	85	94.55	85	85	85	80.79	68.74	
BV 109c	Percentage of other planning applications determined in 8 weeks	92.72	90	97.74	90	90	90	89.21	81.1	
BV 111	% of applicants satisfied with the service they received by those making a planning application		76	76				76	65	This indicator is part of the tri-annual satisfaction survey. The target is the top quartile for Unitary Authorities.
BV 200a	Did the authority submit the Local Development Scheme by 28 March 2005 and thereafter maintain a three year rolling programme?	1	1	1	1	1	1			
BV 200b	Has the Local Authority met the milestones which the current Local Development Scheme sets out?	1	1	0	1	1	1			Milestone not met due to issues which needed discussion with GOSE and Natural England. Core strategy subsequently withdrawn and LDS revised

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										and re-submitted. Future milestones to be measured against revised LDS.
BV 200c	Did the authority publish an annual report by 31 December each year?	1	1	1	1	1	1			
BV 204	Percentage of appeals allowed against the authority's decision to refuse on planning applications	22.1	30	28.2	30	30	30			
BV 205	Quality of Planning Service Checklist	100	100	100	90	90	90	94.4	88.9	Future targets are based upon assumption of changes to the Pendleton score, which amend the e-government definitions and targets and for which future resources may be required to reach 100%

Well maintained public places

Improve the local environment

BV 216a	Number of 'sites of potential concern' in the local authority area with respect to land contamination	31	31	2452	2452	2452	2452	1756	490	Last years sites were estimated at 3500. Following risk assessments this has now been reduced to 2452. Last years data of 31 sites probably inaccurate.
BV 216b	Number sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of 'sites of potential concern'	1	1	1	1	1	1	4	1	Target to stay at 1% unless massive funding can be found to increase this percentage which is unlikely.
BV 217	Percentage of pollution control improvements completed during the year	90	93	100	100	100	100	95	81	
BV 218a	Percentage of new reports of abandoned vehicles investigated within 24 hours notification	80.1	81	95.99	95	95	95	95.78	80.83	
BV 218b	Percentage abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle	74.01	75	93.32	93	93	93	93.65	72.54	
BV 219a	Total number of conservation areas in the local authority area	26	37	26	30	30	30			Target not met because of capacity issues within the service throughout the year. Vacant post have meant that the original target was unrealistic.

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BV 219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal	11.54	50	26.92	40	50	70	35.42	2.96	Target not met because of capacity issues within the service throughout the year. Vacant post have meant that the original target was unrealistic.
BV 219c	Percentage of conservation areas with published management proposals	0	0	0	0	0	0	14	0	Resources are more appropriately budgeted for continuing work on appraisals and new conservation areas - future target to stay at zero

Improving the health and well-being of Island communities

Healthier community

Increase sport and physical activity

BV 119a	Percentage survey respondents satisfied with quality facilities at leisure centres		63	64				63	54.5	This indicator is part of the tri-annual satisfaction survey- confidence interval 2.43. The target is the top quartile for Unitary Authorities.
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Seamless health and social care

BV 056	Percentage of items of equipment delivered within 7 working days.	90	93	92	95	95	95			
BV 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	91	90	87	90	93	95	82.8	72.2	
BV 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	77.1	95	75.7	80	83	85	90.3	81.4	Target for 06/07 was set at aspirational levels considering continued use of critical and substantial categories, which does mean some time lag is inevitable. A 2% decline in achievement over last year due to identified recording issues.
BV 201	The number of adults and older people receiving direct payments at 31 March per 100,000 population aged 18 years or over (age standardised by age groups).	156	175	145	150	153	156	92	57	Target for 2006/07 based on total people - not age weighted as the indicator demands

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Improve transport system

Improve public transport

BV 102	Local bus services passenger journeys per year	5496972	6129000	7284482	6282000	6345000	6408000	11069964	5515609	Future targets based on Local Transport Plan figures for 2006-11. This years passenger numbers have been way beyond expectations due to the introduction of unlimited concessionary travel, Student Rider discounts and the general expansion of the bus network and frequencies.
BV 103	% respondents satisfied with public transport information		56	60				56	45.5	This indicator is part of the tri-annual satisfaction survey - confidence interval 3.01. The target is the top quartile for Unitary Authorities
BV 104	% respondents satisfied with the local bus service		64	64				64	50.8	This indicator is part of the tri-annual satisfaction survey - confidence interval 2.86. The target is the top quartile for Unitary Authorities.

Improved accessibility to housing

Reduce homelessness

BV 183a	Average length of stay in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need. [weeks]	3.37	6	4.4	6	6	5	1	3.37	
BV 183b	Average length of stay in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need. [weeks]	0	0	0	0	0	0	0	11	There is no hostel provision on the Isle of Wight
BV 202	The number of people sleeping rough on a single night within the area of the authority	1	1	1	1	1	1	1	6	Future targets based on last years outturn and local intelligence and statutory organisations, such as the police.
BV 203	The percentage change in the average number of families, which include dependent children or a pregnant	2.56	-5	-10.6	-10	-12	-12	-15.25	10.89	

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	woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year.									
BV 213	Number of homelessness cases prevented	4.45	4.99	5.7	5.09	5.19	5.29	6	1	Future years performance has now been set against the base established in 2005/06
BV 214	Proportion of households accepted as homeless who were previously accepted as homeless	0.94	1	0.72	1	1	1	0.76	5.08	

Individual contribution to Island life

Council management of diversity issues

BV 002a	The level the Equality Standard for Local Government to which the authority conforms	2	3	2	4	5	5			We are working towards Level 3. A further 2 posts have been allocated to the Diversity Team within the People & Organisation Development Directorate. These increased resources will ensure/enable the council to progress the levels of the standard.
BV 002b	The duty to promote race equality score	100	100	100	100	100	100	84	63	
BV 017aii	Percentage of black and ethnic minority employees - Fire & Rescue	0	1.7	0	0.61	0.61	0.61			There are no uniformed members of staff from the ethnic minority communities which is a reflection of the very low percentage in the local population. This will be difficult to address until the number in the local population increases. Future targets set at the current level of ethnic minorities in the community of working age 18 - 54.

Island's environment and heritage

Community and local environment

BV 119e	% satisfied with the authorities parks and open spaces		79	79				79	69.8	This indicator is part of the tri-annual satisfaction survey- confidence interval 2.03. The target is the top quartile for Unitary Authorities.
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Older people live safe independent lives

Older people helped to live at home

BV 053	Intensive home care per 1,000 population aged 65 or over	6.85	10	8.84	9.5	10.2	11			Growth in intensive home care was sustained during the year. Continued diversion of intensive home care clients into the direct payments scheme.
BV 054	Older people helped to live at home per 1,000 population aged 65 or over. (PAF C32)	77.62	80	79.23	85	87	90	99.22	71.05	

Robust economic infrastructure

Improve value & quality of tourism

BV 170 a	Number of visits to/usages of museums per 1,000 population.	1033	1050	1109	1125	1142	1160	1850	482	
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Value for money

Efficiency savings

BV 078a	Average time for processing new benefits claims	34.5	31	19.1	19	18.5	18	27.5	41.4	
BV 078b	Average time for processing notifications of changes of circumstance	13.3	10	8.9	8	8	8	10.3	22.8	
BV 079a	Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision.	95.2	98.2	97.2	99	99	99	98.8	96	

Creating safer and stronger communities

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Central systems and processes

Reduction in absenteeism

BV 012ii	Number of working days/shifts lost due to sickness absence - Fire & Rescue (wholetime uniform)	8.3	7.5	4	6.5	6	6			Strong leadership has had an impact on morale and this will have had a beneficial impact on sickness absence. This has been an exceptional year but this performance is not expected to be maintained. Future targets have been set to be challenging and realistic.
BV 012iii	No of working days/shifts lost due to sickness absence - all staff Fire & Rescue (not including retained)	8.4	7.5	5.5	6.8	6.3	6.3			Strong leadership has had an impact on morale and this will have had a beneficial impact on sickness absence. This has been an exceptional year but this performance is not expected to be maintained. Future targets have been set to be challenging and realistic.

Effective Fire and Rescue Service

Reduce deaths by fire

BV 143i	Number of deaths arising from accidental fires in dwellings per 100,000 population	0	0	0.71	0	0	0			There was a single fatality in a dwelling fire. There was no failure by the Fire & Rescue Service in our response or any other action that could have been taken which would have saved this life given the circumstances.
BV 146i	Number of calls to malicious false alarms per 1,000 population not attended	0.1	0.05	0.05	0.055	0.065	0.07			
BV 146ii	Number of calls to malicious false alarms per 1,000 population attended	0.5	0.51	0.45	0.48	0.46	0.46			
BV 149i	False alarms caused by automatic fire detection apparatus per 1,000 non-domestic properties	92.9	80	83.2	75	70	65			A significant improvement on 2005-06 was achieved by Fire Safety Inspection visits to repeat offenders
BV 149ii	No. properties with more than one attendance to false alarms caused by automatic fire detection apparatus	85	80	91	85	80	75			Overall number of false alarms due to apparatus significantly lower than last year but the number of repeat offenders is slightly higher. Future targets adjusted in light of this but remain challenging

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BV 149iii	False alarms caused by automatic fire detection apparatus per 1,000 non-domestic properties with more than one attendance	71.8	65	72.3	69	67	65			Despite fewer alarms than 2005/06 and more properties with repeat alarms the outturn is very close to 2005/06 result.
BV 150	Expenditure per head population on the provision of Fire & Rescue Service	46.47	48.33	49.92	48.33	48.33	48.33			Please note this figure is an estimate. Future targets unchanged until actual outturn known.
BV 208	% people escaping unharmed from accidental dwelling fires	91.3	90	98	95	95	95			Targets have been increased to reflect the improved performance but must also take account of the fall in number of Accidental Dwelling Fires.
BV 209i	% of fires attended in dwellings where a smoke alarm had activated	38.9	39	56.4	55	60	65			Considerable improvement over previous years and shows that the education in schools and the Home Fire Safety Check programmes are having the desired impact
BV 209ii	% of fires attended in dwellings where a smoke alarm was fitted but did not activate	20.4	7	14.9	15	15	15			Target for 2006/07 was too low based on the outcome in 2005/06 but is 5.5 % better than the previous year. Future targets adjusted accordingly
BV 209iii	% of fires attended in dwellings where no smoke alarm was fitted	40.7	35	28.7	30	25	20			

Reduce fires in dwellings

BV 142iii	Accidental Dwelling Fires attended per 10,000 population	14.5	15	13.2	13.5	12.9	12.4			Future targets have been set to correlate with the Local Area Agreement targets
BV 144	Percentage of accidental fires confined to room of origin	95.7	90	86.7	90	90	90			There were 72 incidents where fire was confined to room of origin in 83 accidental dwelling fires. Small numbers have a disproportionate impact on the outcome.

Reduce fires on the Island

BV 142ii	Number calls to fires attended per 10,000 population - Primary Fires	21.4	22	21.4	22	21	20			
BV 143ii	Number of injuries arising from accidental fires in dwellings per 100,000 population	2.89	4.5	1.43	3.5	3.2	2.9			The number of injuries fell from 4 to 2. The small number of incidents and injuries arising can cause large statistical fluctuations.
BV 206 iv	No. deliberate secondary fires in vehicles per 1,000 population	0.4	0.4	0.2	0.3	0.2	0.2			
BV 206i	No. deliberate primary fires excluding vehicles per 10,000 population	5.5	5	4.6	4.5	4.4	4.3			

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BV 206ii	No. deliberate primary fires in vehicles per 1,000 population	1.4	2.3	3.1	2.3	2.1	2			The number of incidents more than doubled this year to 44, but no underlying reason has been identified. The Fire Service continues to work with partners in delivering effective arson reduction initiatives
BV 206iii	No. deliberate secondary fires excluding vehicles per 1,000 population	9.8	9	12.6	9	8.5	8.5			Significant increase mainly due to more rubbish and bin fires due to the increase in anti-social behaviour throughout the country.
BV 207	Number fires in non-domestic premises	16.5	16	11.4	11.5	11.1	10.7			

Improve transport system

Improve access & reduce congestion

BV 100	Days of temporary traffic controls or road closure on traffic sensitive roads caused by road works per km of traffic sensitive road	0.1	0.8	1.5	0.7			0.2	2	IOW Council has a policy to avoid major road works during peak times in the summer. Bad weather may also disrupt work and certain works are not undertaken in the winter.
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Individual contribution to Island life

Council management of diversity issues

BV 011aii	Percentage of top 5% of earners that are women - Fire & Rescue	0	0	0	0	20	20			Only 5 staff in top 5%, all uniformed. One woman would put the outturn at 20%. Small number of staff involved makes achieving this target difficult although equality of opportunity is being monitored
BV 011bii	Percentage of top 5% of earners from black and minority ethnic communities - Fire & Rescue	0	0	0	0	0	0			No change in the number of employees from ethnic minority which remains at zero due to the very small number in the local population. Future targets will remain at zero until there is a substantial increase in the local population. The Fire Service will continue to monitor and encourage recruitment from ethnic minority applicants
BV 011cii	% of top 5% earners that are disabled - Fire & Rescue	0	0	0	0	0	0			The Fire Service has no disabled employees at present.
BV 015ii	Percentage of employees retiring on	0	0	0	0	0	0			

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	grounds of ill health as a percentage of the total workforce - Fire & Rescue									
BV 015iii	No of Fire Control ill-health retirements as a percentage of the total workforce	0	0	0	0	0	0			
BV 016ai	Percentage of Fire & Rescue wholetime & retained employees with a disability	0	1	0	0	0	0			There are difficulties employing disabled personnel as operational firefighters. Equal opportunity policy within the Council will ensure that applications from a person with a disability will be considered fairly.
BV 016bi	Percentage of Fire & Rescue controlled & non-uniformed employees with a disability	0	1	0	5.2	5.2	5.2			Fire Control and support staff do not have the same limitations and there is more scope and opportunity to employ people with a disability in these areas
BV 210	Percentage women firefighters	3.9	8	3.7	10	12	15			The number of women firefighters did not increase in 2006/07. Four female applicants all failed the practical /fitness test. New tests have now been introduced and will help to increase the number of women that can pass. Future targets based on achieving government target of 15% over a number of years.

Minority groups to report incidences

BV 174	Number of racial incidents recorded by the authority per 100,000 population	31.16	23.5	34.29	23.5	25	25			IOW Council encourages people to report racial incidents and the trend for this indicator is based on a positive increase. There is no guidance from government on the polarity of this indicator and therefore no quartile data.
BV 175	Percentage racial incidents that resulted in further action	80	100	91.67	90	95	95	100	99	Of the 48 forms received during year 44 had further actions recorded. Previous targets have been set at 100% but experience has shown that this is not realistic and therefore revised targets have been set

Reduce crime and the fear of crime

Reduce crime

BV 126	Domestic burglaries per 1,000 households	6.2	6.22	3.75	5.28	4.4		10.5	15.4	Work to target prolific and other priority and substance misuse problem offenders has led to
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Appendix A - BEST VALUE PERFORMANCE INDICATORS 2006/07

PI reference	Indicator	Actual (05/06)	Target (06/07)	Actual (06/07)	Target (07/08)	Target (08/09)	Target (09/10)	Uni Top Quartile	Uni Bottom Quartile	Comments
										success.Targets set until cessation of LPSA in 08/09. Police no longer set BVPI targets.
BV 127a	Violent crime per 1,000 population	24.6	19.02	23.43	22.93			19.7	32.7	Target missed but actual number of violent crimes down by 132 on last year.Target for 07/08 aligned to the Police authority and Hampshire Constabulary which is based on a straight 2% reduction of the 06/07 figure.
BV 127b	Robberies per 1,000 population	0.2	0.21	0.2	0.2	0.2		0.7	1.7	The Police do not have a BVPI target to meet for robbery.The future targets are linked to the LAA until its cessation in 2008/09.
BV 128	Vehicle crimes per 1,000 population	5.2	5.87	5.85	5.55	5.49		11.4	20.7	Targets set in line with LAA until its cessation in 2008/09.The Police no longer set BVPI targets.

Safer Stronger Communities

BV 166a	Score against a checklist of enforcement best practice for environmental health	97	100	100	100	100	100	100	90	
BV 166b	Score against a checklist of enforcement best practice for trading standards	90	100	100	100	100	100	100	90.8	
BV 198	The percentage year on year change between 2003/04 and 2004/05 in the number of problem drug misusers accessing treatment services							88.58	37.52	The Audit Commission has confirmed that Councils do not have to collect this indicator for 06/07 and that it will be deleted from 07/08.
BV 225	Percentage of questions from a checklist (action Against Domestic Violence) to which the authority can answer 'yes'	72.7	72.7	36	50	75				The lack of a dedicated Co-ordinator post for the Island has meant that the forum has been unable to deliver some of the checklist areas.Future targets based on current performance and identification of which checklist items can be achieved over the forthcoming two years by the Forum.
BV 226a	Total amount spent by the authority on advice & guidance services provided by external organisations	233998	239848	133734	137077	140504	144017			The independent Law Centre closed during the course of the year, diverting over 40% of the spend on this indicator to the Local Authority Housing section.
BV 226b	Percentage monies spent on advice & guidance services provision that was given to organisations holding the CLS Quality Mark at 'General Help' level	51	60	30	32	31	31			The independent Law Centre closed during the course of the year leaving only one provider of quality marked services in the area.It is now impossible for non-legal organisations to acquire a

Appendix A - BEST VALUE PERFORMANCE INDICATORS 2006/07

PI reference	Indicator	Actual (05/06)	Target (06/07)	Actual (06/07)	Target (07/08)	Target (08/09)	Target (09/10)	Uni Top Quartile	Uni Bottom Quartile	Comments
	and above									CLS Quality Mark.
BV 226c	Total amount spent on Advice & Guidance in the areas of housing, welfare benefits & consumer matters which is provided directly by the authority to the public	212231	152954	291524	280693	294941	302227			Due to closure of independent Law Centre funds have been diverted into directly supplied services by the department.

Reduce injuries

Reduce accidents and injuries

BV 099ai	Road accident casualties - KSI all people	91	95	83	91	87	82	57	117	
BV 099aii	Road accident casualties - KSI all people (percentage change since the previous year)	-27	-7	-9	-4	-4	-6	-18.7	3.5	
BV 099aiii	Road accident casualties - KSI all people (percentage change since 1994 -1998 average)	-25	-22	-32	-25	-29	-33	-39.5	-6.9	
BV 099bi	Road accident casualties - KSI Children	8	11	7	10	10	9	7	16	
BV 099bii	Road accident casualties - KSI children (percentage change since the previous year)	-33	-8	-13	-9	0	-10	-31.9	28.3	
BV 099biii	Road accident casualties - KSI children (percentage change since 1994-1998 average)	-47	-27	-53	-33	-33	-40	-57.2	-17	
BV 099ci	Road accident casualties - KSI all people slightly injured	527	486	528	482	478	474	523	934	Slight increase compared to last year - statistically figures are small and prone to fluctuation. Many of the factors influencing the levels of road traffic accidents are outside the Council's control but partnership work to reduce accidents is continuing through a Road Safety forum.
BV 099cii	Road accident casualties - KSI slight injuries (percentage change since previous year)	13	-11	0	-1	-1	-1	-6.4	5.1	Slight increase compared to last year - statistically figures are small and prone to fluctuation. Many of the factors influencing the levels of road traffic accidents are outside the Council's control but partnership work to reduce

Appendix A - BEST VALUE PERFORMANCE INDICATORS 2006/07

PI reference	Indicator	Actual (05/06)	Target (06/07)	Actual (06/07)	Target (07/08)	Target (08/09)	Target (09/10)	Uni Top Quartile	Uni Bottom Quartile	Comments
										accidents is continuing through a Road Safety forum.
BV 099ciii	Road accident casualties - Slight injuries (percentage change since 1994-98 average)	-7	-14	-7	-15	-16	-17	-18.9	3.1	Slight increase compared to last year - statistically figures are small and prone to fluctuation. Many of the factors influencing the levels of road traffic accidents are outside the Council's control but partnership work to reduce accidents is continuing through a Road Safety forum.
BV 165	Percentage of pedestrian crossings with facilities for disabled people	97.9	96.7	98	97.5	98.3	99.1	99.7	76.2	
BV 215a	Average number of days taken to repair a street lighting fault that is under the control of the local authority	1.89	1.89	2.39	2.39	2.39	2.39	3.72	7.41	Outturn figure due to increased workload in other areas. The contract requirement is 5 days
BV 215b	Average time taken to repair a street lighting fault, where response time is under the control of a Distribution Network Operator	9.01	9.01	6.13	9.01	9.01	9.01	11.76	36.96	Less underground faults than in previous years has led to improved performance
BV 223	Percentage of the principal road network where structural maintenance should be considered	18	19	17	18	18.5	19.5			
BV 224a	Percentage of the non-principal road network where maintenance should be considered	29	30	29	29	30.5	32			
BV 224b	Percentage of the unclassified road network where structural maintenance should be considered	58.59	60	36	38	40	42			

Better road network

BV 187	Condition of surface footway	48.85	48	31	31	31.5	32	10	29	
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Value for money

Efficiency savings

BV 076b	Fraud investigators per 1000 caseload	0.22	0.25	0.21	0.21	0.21	0.21			The investigation team has three investigation officers and a fraud manager although the target of 0.25 per 100 caseload is not satisfied the fraud team have performed well in comparison to other
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Appendix A - BEST VALUE PERFORMANCE INDICATORS 2006/07

PI reference	Indicator	Actual (05/06)	Target (06/07)	Actual (06/07)	Target (07/08)	Target (08/09)	Target (09/10)	Uni Top Quartile	Uni Bottom Quartile	Comments
										authorities. The target has been affected by the continuing increase in caseload
BV 076d	Prosecutions and sanctions per 1000 caseload	7.99	7.7	7.49	7.7	7.7	7.7			

Improving outcomes for children and young people

Children & young people safe & cared for

Children in need are safeguarded

BV 049	The % of children looked after at 31 March with three or more placements during the year (PAF CF/A1)	15.17	13	15.08	14	13	12			Continuing increase in numbers of Looked after Children , particularly those with highly complex needs, Availability of foster placements has not increased in tandem therefore choice is very limited.
BV 162	The % of child protection cases which should have been reviewed during the year that were reviewed (PAF CF/C20)	100	100	100	100	100	100	100	99	
BV 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 CF/C23)	5.9	7	1.8	3	4	5	9.6	5.9	Target not met for a combination of reasons: delays in court timescales, changed circumstances leading to reviews in adoption plan, staff capacity to progress adoptions

Children and young people's lifestyle choices

Reduce teenage pregnancies

BV 197	Change in number of conceptions to females aged under 18, resident in an area, per thousand females aged 15-17 resident in the area, compared with the baseline year of 1998	-21.1	-21	-10.4	-17.4	-24.4	-31.1	-18.8	-4.2	Slight increase in teenage pregnancies for this reporting period. Low numbers disproportionately affect percentage outturn.
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Ensure high quality outcomes for children

Appendix A - BEST VALUE PERFORMANCE INDICATORS 2006/07

PI reference	Indicator	Actual (05/06)	Target (06/07)	Actual (06/07)	Target (07/08)	Target (08/09)	Target (09/10)	Uni Top Quartile	Uni Bottom Quartile	Comments
Create new and effective partnerships										
BV 222a	Percentage of integrated early education & childcare settings funded or part-funded by the Local Authority where leaders have a qualification at Level 4 or above	100	100	100	100	100	100	38	15	
BV 222b	Percentage of integrated early education & childcare settings funded or part-funded by the Local Authority where leaders have a qualification at Level 4 or above	100	100	100	100	100	100	100	24	

Performance at Key Stage 4

Achievements at GCSE

BV 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.	45.8	49	47.9	49	53	56.5	57.7	47.6	2.1% rise from 2005/06 but outcomes for pupils remain below the national averages, well adrift of the target and unsatisfactory.
BV 039	Percentage of 15 year old pupils in schools maintained by the local education authority achieving 5 GCSEs or equivalent at grades A*-G including English and Maths	89.3	90	89.3				91	85.8	This is no longer a key measure so no targets set for future years as the emphasis has shifted to set targets for 5 A-C including English and Maths
BV 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	96	
BV 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	100	100	100	100	100	100	97.1	76.3	

Appendix A - BEST VALUE PERFORMANCE INDICATORS 2006/07

PI reference	Indicator	Actual (05/06)	Target (06/07)	Actual (06/07)	Target (07/08)	Target (08/09)	Target (09/10)	Uni Top Quartile	Uni Bottom Quartile	Comments
	Practice apply.									
BV 050	Educational qualifications of children looked after by reference to percentage of young people leaving care aged 16 or over with at least 1 GCSE at grades A*-G, or General National Vocational Qualification	48	55	57	57	60	65	61	47	

Achievements at Key Stages 2 and 3

BV 040	Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test.	69	74	74	77	78	80	77.1	71.1	
BV 041	Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 English test.	76	78	78	78	80	82	81	75.5	
BV 181a	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in English	65	69	67	69	72	74	78	68	Despite an improvement the outcomes for children did not meet the target and were 6% below the national average.
BV 181b	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in Mathematics	70	74	71	74	76	78	77.5	69	Despite a small improvement the outcomes for children did not meet the target and were 6% below the national average
BV 181c	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in Science	68	70	68	70	72	74	74	64	The target was not achieved and outcomes remain 4% below the national average
BV 181d	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in ICT assessment	69	74	77	74	76	78	72.9	62.7	
BV 194a	Percentage of 11 year old pupils achieving level 5 or above in Key	18	20	27	32	32	35	29	21	

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PI reference	Indicator	Actual (05/06)	Target (06/07)	Actual (06/07)	Target (07/08)	Target (08/09)	Target (09/10)	Uni Top Quartile	Uni Bottom Quartile	Comments
	Stage 2 English									
BV 194b	Percentage of 11 year old pupils achieving level 5 or above in Key Stage 2 Maths	22	24	28	32	33	36	33	27	

Attendance Council maintained schools

BV 045	Percentage of half days missed due to total absence in secondary schools maintained by the local education authority.	8.19	6	7.84	6	6	6	7.28	8.85	Targets set well in advance and were perhaps too ambitious. One school with poor attendance previously not included has affected the result.
BV 046	Percentage of half days missed due to total absence in primary schools maintained by the local education authority.	5.73	4.5	5.63	4.5	4.5	4.5	5.13	6.01	Targets set well in advance and may be were too ambitious but improvement on last year.

Positive work ethic that matches employer needs

Improved 14-19 attainments for (NEET) indicator

BV 161	Ratio of the % of those young people who were looked after on 01/04 in their 17th year (aged 16), engaged in education, training & employment at age 19 to the % of young people engaged in education, training & employment at age 19 (PAF CF/A4)	0.82	0.8	0.83	0.8	0.8	0.8	0.91	0.62	Targets are significant stretch targets for this cohort who are a challenging low achieving group. 2006/07 outturn was exceptional.
BV 221a	Percentage of young people (13-19) gaining a recorded outcome who participate in youth work compared to the percentage of young people on the Island		60	79	60	60	60	56	30	Future targets are based on those set nationally by Resourcing Excellent Youth Services
BV 221b	Percentage of young people (13-19) gaining a recorded outcome compared to the percentage of young people on the Island		30	44	30	30	30	26	10	Future targets are based on those set nationally by Resourcing Excellent Youth Services

Robust economic infrastructure

Improve value & quality of tourism

Appendix A - BEST VALUE PERFORMANCE INDICATORS 2006/07

PI reference	Indicator	Actual (05/06)	Target (06/07)	Actual (06/07)	Target (07/08)	Target (08/09)	Target (09/10)	Uni Top Quartile	Uni Bottom Quartile	Comments
BV 119c	% satisfied with the authorities museum services		56.5	44				56.5	37	This indicator is part of the tri-annual satisfaction survey- confidence interval 2.53. The target is the top quartile for Unitary Authorities
BV 170 c	Number of pupils visiting museums and galleries in organised school groups	17929	17000	19121	17510	18035	18576	21138	3362	Future targets based on 3% increase in pupil visits based on previous target. School visiting remains unpredictable as tied to deployment of school resources and teaching priorities.

Being a high performing cost-effective council

Central systems and processes

Reduction in absenteeism

BV 012i	Number of working days/shifts lost due to sickness absence - Council	8.48	8	8.7	8.2	7.7	7.2	8.9	10.82	Ambitious targets were set to maintain the downward trend. Due to significant changes in the organisation structure and a stronger performance culture more demands have been placed on staff with a resulting increase in sickness absence. This is a well - understood symptom of significant organisational change in complex organisations.
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Service Performance

BV 003	The percentage of citizens satisfied with the overall service provided by the authority		54	46				54	46	This indicator is part of the tri-annual satisfaction survey - confidence interval 2.5. The target is the top quartile for Unitary Authorities
BV 004	Percentage of complainants satisfied with the handling of their complaint		34.3	30				34.3	30	This indicator is part of the tri-annual satisfaction survey - confidence interval 5.8. The target is the top quartile for Unitary Authorities
BV 008	Percentage of invoices for commercial goods and services that were paid by the authority within 30 days of such invoices being received	92	95	96.64	96	96	96	93.18	88.42	Future targets to remain at 96% as this figure is both realistic and demanding
BV 119b	% satisfied with the authorities library facilities		75	77				75	69	This indicator is part of the tri-annual satisfaction survey- confidence interval 2.1 The target is the top quartile for Unitary Authorities
BV 119d	% satisfied with the authorities		62	48				62	40.5	This indicator is part of the tri-annual satisfaction

Appendix A - BEST VALUE PERFORMANCE INDICATORS 2006/07

PI reference	Indicator	Actual (05/06)	Target (06/07)	Actual (06/07)	Target (07/08)	Target (08/09)	Target (09/10)	Uni Top Quartile	Uni Bottom Quartile	Comments
	Theatres / concert halls									survey- confidence interval 2.53. The target is the top quartile for Unitary Authorities.
BV 220	Compliance against public library service standards	4	4	3	4	3	4			Three standards not met, proximity to service points, visitor numbers and satisfaction rating. We provide 11 town and village branch libraries plus a regular mobile service which does not count towards the standard. Opening hours and charging for the Public Network has affected visitor numbers and the satisfaction rating. Future targets difficult to set as indicator unlikely to exist in its current format past 2007/08.

Individual contribution to Island life

Council management of diversity issues

BV 011ai	Percentage of top 5% of earners that are women - Council	40.35	41	36.28	37	38	39	48.09	39.55	Further changes to the management structure has not resulted in the same increase in outturn as last year. It was felt necessary to quote a year on year improving target which has not been met.
BV 011bi	Percentage of top 5% of earners from black and minority ethnic communities - Council	2.04	2.33	3.53	3.53	3.53	3.53	3.68	1.08	
BV 011ci	Percentage of top 5% of earners that are disabled - Council	1.03	1.03	1.2	1.2	1.2	1.2	3.14	1.06	
BV 014	Percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force	1.28	0.5	1.61	1.61	1.61	1.61	0.3	0.67	Of 76 early retirements, 42 were voluntary and 34 were due to dismissal on the grounds of redundancy or efficiency of the service. In respect of voluntary early retirement the Authority has little direct control other than encouraging staff to want to remain in employment.
BV 015i	Percentage of employees retiring on grounds of ill health as a percentage of the total workforce - Council	0.27	0.15	0.13	0.5	0.5	0.5	0.13	0.29	Redeployment / Rehabilitation Policy has helped keep the number of ill-health retirements down. As there is a correlation between the sickness indicator and this BVPI, efforts to reduce the sickness indicator is likely to drive up this indicator. This has been reflected in future targets.
BV 016a	Percentage of Council's employees	1.11	1.21	1.2	1.2	1.25	1.3	2.75	1.09	Not quite reached target but there is an

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PI reference	Indicator	Actual (05/06)	Target (06/07)	Actual (06/07)	Target (07/08)	Target (08/09)	Target (09/10)	Uni Top Quartile	Uni Bottom Quartile	Comments
	declaring that they meet the Disability Discrimination Act 1995 disability definition									improvement in the percentage from last year.
BV 016b	Percentage of working age people on the Isle of Wight with a disability	16.54	16.54	16.54	16.54	16.54	16.54			Static figure obtained from Census
BV 017ai	Percentage of black and ethnic minority employees - Council	0.7	0.75	0.71	0.7	0.7	0.7	5.6	1.3	Not reached target but there is an improvement in the percentage from last year. Direct link to the very low ethnic minority in the resident population and the preference for many in those minorities is to pursue careers not available in the Council.e.g Health Sector specific career streams.
BV 017b	Percentage of economically active minority ethnic community population	1.45	1.45	1.45	1.45	1.45	1.45			Static figure obtained from Census

Value for money

Efficiency savings

BV 076a	Benefits Claimants visited per 1000 caseload	291.08	270	287.5	300	300	300			
BV 076c	Fraud investigations per 1000 caseload	32.94	35	27.97	28	28	28			Level of cases investigated affected by a reduction in referrals from the Housing Benefit Matching Service.Fraud awareness training is provided to all staff and the hotline is advertised on the Council web site. Targets also affected by continuing increase in caseload.
BV 079bi	The amount of Housing Benefit overpayments recovered as a percentage of Benefit overpayments	83.39	65	74.29	69	70	70	81.51	58.87	
BV 079bii	Housing Benefit overpayments recovered as a percentage of the total amount of Housing Benefit debt outstanding at the start of the year, plus the amount of overpayments identified during the year	53.51	55	44.95	49	49	49	38.49	27.91	Resources redeployed to maintain performance against other indicators. Future targets based on comparisons with other local authorities and the deployment of staff to other areas.
BV 079biii	Housing Benefit overpayments written off as a percentage of the total amount of Housing Benefit debt outstanding at the start of the year, plus the amount	4.6	5	2.64	4.5	4.5	4.5			

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PI reference	Indicator	Actual (05/06)	Target (06/07)	Actual (06/07)	Target (07/08)	Target (08/09)	Target (09/10)	Uni Top Quartile	Uni Bottom Quartile	Comments
	of Housing benefit overpayments identified during the year									

Minimise council tax increases

BV 010	Percentage of non-domestic rates due for the financial year which were received by the authority.	98.53	98.7	99.21	99.3	99.4	99.5	99.19	97.75	
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Reduce council tax burden

BV 009	Percentage of Council Tax collected	98.42	98.5	98.98	99.3	99.4	99.5	97.63	95.72	
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