

Amendments to BVPP 20/6/03

Amendments to Narrative

Page No	Changed From	Changed To
Page 3, Para 3	Policy, Performance, Finance & Resources	Policy, Performance & Finance
Page 17, New table row added.	-	Highways Improvement influencing/ Promote good access and transportation in and around the City area/ Commercial and Technical
Page 27, Para 4	Councils	Council's

Amendments to Performance Indicators

	Page	PI No	PI Description	Item Changed	Changed From	Changed To
45	47	BV 170a	Number of visits to museums per 1,000 pop (includes website visits)		5,600	5,700
46	48	BV 3	% citizens satisfied with the overall service provided by their authority	2002/03 Actual	80.00%	78.00%
46	48	BV 3	% citizens satisfied with the overall service provided by their authority	Target 2003/04	68.60%	68.00%
46	48	BV 3	% citizens satisfied with the overall service provided by their authority	Target 2004/05	70.00%	69.33%
46	48	BV 3	% citizens satisfied with the overall service provided by their authority	Target 2005/06	71.40%	70.66%
46	48	BV 4	% of those making complaints satisfied with the handling of those complaints	2002/03 Actual	46.00%	45.00%
46	48	BV 4	% of those making complaints satisfied with the handling of those complaints	Target 2003/04	44.20%	43.86%
47	48	BV 4	% of those making complaints satisfied with the handling of those complaints	Target 2004/05	45.10%	44.72%
46		BV 4	% of those making complaints satisfied with the handling of those complaints	Target 2005/06	46.00%	45.58%
47	48	BV 14	Early retirements/staff	Target 2004/05	1.00%	0.70%
47	49	BV 14	Early retirements/staff	Target 2005/06	0.70%	0.45%
47	49	BV 1(b)	When will community strategy review be completed?	Target 2003/04	N/ap	To be set
47	49	BV 1(b)	When will community strategy review be completed?	Target 2004/05	N/ap	To be set
47	49	BV 1(b)	When will community strategy review be completed?	Target 2005/06	N/ap	To be set
47	49	BV 1(c)	Community strategy progress reported	Target 2004/05	31//05/05	N/ap
48	50	LP 95	% phone calls answered within target time	2001/02 Actual	98.60%	94.99%
48	50	LP 144	% customers with increased levels of satisfaction from customer contact service	2002/03 Actual	N/av	N/ap

48	50	LP 144	% customers with increased levels of satisfaction from customer contact service	Target 2002/03	N/av	N/ap
48	50	LP 144	% customers with increased levels of satisfaction from customer contact service	Target 2005/06	-	To be set
48	50	LP 145	The average cost of handling a Housing Benefit or Council Tax Benefit claim, taking into account the differences in the types of claim received	Target 2003/04	£54.00	£58.00
48	50	LP 145	The average cost of handling a Housing Benefit or Council Tax Benefit claim, taking into account the differences in the types of claim received	Target 2004/05	£56.43	£60.61
48	50	LP 145	The average cost of handling a Housing Benefit or Council Tax Benefit claim, taking into account the differences in the types of claim received	Target 2005/06	£58.97	£63.34
48	50	BV 8	% undisputed invoices paid on time	2001/02 Actual	£97.50	£97.52
49	51	BV 119c	Satisfaction with cultural and recreational activities – museums/galleries	2003/04 Target	80.00%	83.00%
49	51	BV 119e	Satisfaction with cultural and recreational activities - parks and open space	2003/04 Target	77.00%	81.00%
50	52	BV 2	Equality Standard for Local Government Level	2001/02 Actual	0.0	Level 0
50	52	BV 2	Equality Standard for Local Government Level	2002/03 Actual	0	Level 0
51	53	BV 128	Vehicle crimes per 1,000 pop	Target 2003/04	13.90	13.92
51	53	LP 134	Number of public disorder incidents per 1,000 pop	2001/02 Actual	91.66	92.76
51	53	LP 189a	% residents who feel safe after dark	2002/03 Target	65.00%	70.00%
51	53	LP 189b	% residents who feel safe in the day	2002/03 Target	88.00%	90.00%
52	54	CV 27	Revenue generated into Carlisle Conference Group (CCG) venues through the CCG office	2001/02 Actual	£126,687	£125,678
52	54	CV 27	Revenue generated into Carlisle Conference Group (CCG) venues through the CCG office	2002/03 Target	£126,687	£135,000
52	54	LP 57	% of units let as a % of total units available to let	2002/03 Target	91.85%	93.00%
7	54	BV 80	Benefit user satisfaction survey	Comments		Added: <u>This is a three-year survey.</u>
53	55	LP16a	The % of adult residents who think that the sports provision in their local neighbourhood is good/very good.	2003/04 Target	To be set	42.00%
53	55	LP16a	The % of adult residents who think that the sports provision in their local neighbourhood is good/very good.	2004/05 Target	To be set	44.00%
53	55	LP16a	The % of adult residents who think	2005/06 Target	To be set	46.00%

			that the sports provision in their local neighbourhood is good/very good.			
53	55	LP 28	Burial & cremation income as % of expenditure	2002/03 Target	81.00%	85.00%
54	56	BV 64	Private sector vacant dwellings - returned to occupation or demolished	Comments	Target to be maintained at 4%.	Target to be maintained at 1%.
54	56	BV 183a	Average length of stay in Bed & Breakfast accommodation	Actuals and Targets	N/av and 0	N/ap
54	56	BV 183b	Average length of stay in hostels	Description of PI	Average length of stay in hostels	Average length of stay in hostels (weeks)
54	56	BV 89	% of people satisfied with cleanliness standards	Comments		Added: <u>This is a three-year survey.</u>
54	56	BV 90		Comments		Added: <u>This is a three-year survey.</u>
54	56	BV 111				Added: <u>This is a three-year survey.</u>
55	57	BV 82a	% tonnage household waste arisings recycled	2004/05 Target	12%	15%
55	57	BV 82a	% tonnage household waste arisings recycled	2005/06 Target	12%	15%
55	57	BV 82a	% tonnage household waste arisings recycled	Comments	Target to be maintained at 12%...	Target to be maintained at 15%...
55	57	BV 82a	% tonnage household waste arisings recycled	Comments		Added: <u>Government target for Carlisle is 30% combined recycling total by 2005.06 (82a and 82b).</u>
55	57	BV 82b	% tonnage household waste arisings composted	2004/05 Target	12%	15%
55	57	BV 82b	% tonnage household waste arisings composted	Comments	Target to be maintained at 12%...	Target to be maintained at 15%...
55	57	BV 82b	% tonnage household waste arisings composted	Comments		Added: <u>Government target for Carlisle is 30% combined recycling total by 2005.06 (82a and 82b).</u>
55	57	BV 82b	% tonnage household waste arisings composted	Target 2005/06	12%	15%
55	57	BV 84	Kg household waste collected per head	Upper Quartile	442	394
55	57	BV 86	Cost of waste collection per household	Upper Quartile	£6.22	£26.22

55	57	BV 106	% new homes built on brown field sites	Target 2003/04	55.00%	50.00%
55	57	BV 109b	% minor planning applications determined in 8 weeks	2002/03 Actual	45.17%	54.83%
55	58	BV 109b		Target 2002/03	75.00%	65.00%
56	58	LP100	Net expenditure per hectare on parks & open spaces	Target 2003/04	£2,850	£2,960
56	58	LP100	Net expenditure per hectare on parks & open spaces	Target 2004/05	£2,964	£3,093
56	58	LP100	Net expenditure per hectare on parks & open spaces	Target 2005/06	£3,082	£3,232
56	58	LP100	Net expenditure per hectare on parks & open spaces	Comments		Added: <u>Target for 2003/04 changed from £2,850 to £2,960.</u>
56	59	LP 137	No. of collections missed per 100,000 collections of household waste	2005/06 Target	1.00	2.00

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Some PI's are also user satisfaction surveys conducted every three years (for example, BV80 Benefits). In most cases, the first survey was conducted in 2001/02 and it was assumed that the results from this survey have remained unchanged. Figures in *italics* show it was a non-survey year and the response was carried over from the previous survey. Where applicable, follow-up survey results are shown in normal type (for example, BV 119d).

Deleted PI's

59	LP 139	% people with positive perception of Carlisle, locally, nationally and internationally	Comment	No data available for 2003/03	No data available for 2002/03
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