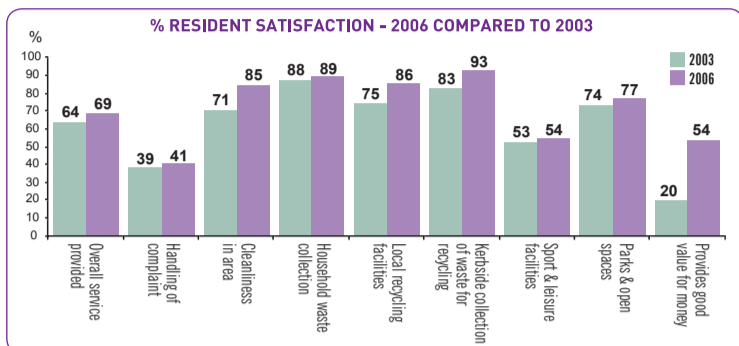
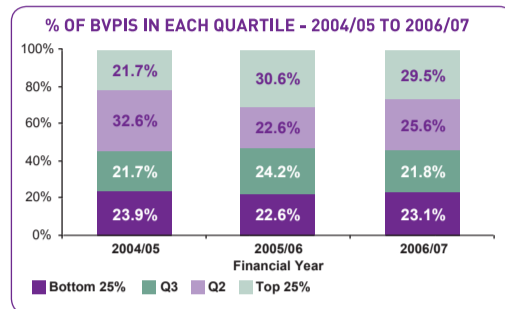


This is a summary of our performance, main achievements and improvement priorities. You can also find it on our website at: [www.blaby.gov.uk](http://www.blaby.gov.uk)  
We achieved some of the **highest satisfaction levels** of all councils in the national 2006/07 General User Satisfaction Survey. Satisfaction levels were generally in the **top 25%** of all English Councils and our residents were **more satisfied** than the last time the survey was carried out.

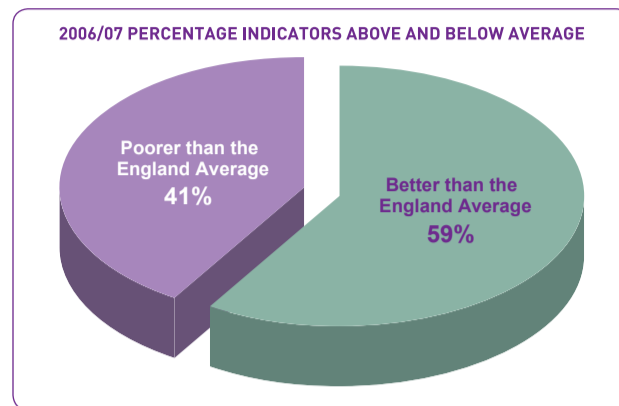


### KEY TRENDS IN PERFORMANCE INDICATORS:

National Data shows that we were one of the top 25% best performing Councils in over a quarter of the Best Value Performance Indicators.



63% of indicators improved or stayed the same in 06/07



In 2006/07, 59% of indicators were better than the all England Average.

### HIGHLIGHTS INCLUDE:

- Highest score in England for satisfaction with recycling facilities
- 2nd highest score in England for satisfaction with street cleanliness
- 6th highest score in England with overall service provided.

## WHAT WE ACHIEVED IN 2007/08:

### 1. PROMOTING THE PROVISION OF QUALITY HOUSING

- Secured a positive tenant vote for the transfer of the Council's housing stock which will attract an additional £30 million of investment
- Helped improve the homes of vulnerable residents by completing, or providing funding, for over 250 minor aids and 105 major adaptations.
- Provided 16 grants and loans to private landlords for energy efficiency work

### 2. PROVIDING A CLEAN ATTRACTIVE AND SUSTAINABLE NATURAL AND BUILT ENVIRONMENT

- Expanded our Garden Recycling Service which is now purchased by over 30% of households.
- Held a Flood Fair for residents and business to raise awareness of flooding and the effect it has on homes, business and livelihoods.
- Helped promote sustainable transport systems. We have:
  - worked with the County Council to progress a 1000 space Park and Ride Scheme
  - sought funding to extend, and improve, the car park at Narborough Railway Station.
  - hosted a seminar to encourage business to produce sustainable travel plans.
- Declared Glen Hills Nature a Local Nature Area to further protect, improve and promote the area.
- Led a campaign to combat dog fouling and litter within the District.

### 3. WORKING TOGETHER TO REDUCE CRIME, FEAR OF CRIME AND ANTI-SOCIAL BEHAVIOUR

We have worked with other agencies to:

- Establish over 20 "No Calling Zones" to help deter distraction burglaries
- Address underage drinking through the "Challenge 21" initiative
- Resolve 140 community safety issues through the Joint Action Group (JAG)
- Run 4 Community Road Shows to provide crime prevention advice and deal with specific issues raised by residents.

### 4. DELIVERING HIGH QUALITY COST-EFFECTIVE SERVICES, VALUED BY CUSTOMERS

- Completed £1m refurbishment to Enderby Leisure Centre.
- Doubled in 3 years the % of residents who think we provide "Value for Money".
- Improved the way we deal with Council Tax and Waste Services so that services are provided quickly and conveniently.
- Worked with other Leicestershire Districts to introduce the "Scores on Doors" food safety scheme to provide the public with a standard grading system of catering establishments.

### 5. BEING THE FOCUS FOR LISTENING TO THE COMMUNITY AND TAKING ACTION

- Secured monthly Farmers Market in Blaby Town Centre.
- Worked with local business and residents to produce a Master plan of improvements for Blaby Town Centre.
- Established Community Forums to better involve residents in the identification and solution of issues in their area.
- Set up an Older Persons Forum and aim to establish a Youth Council to inform and influence our decision making.

### 6. SUPPORTING PEOPLE IN THEIR COMMUNITIES

- Provided £78,000 of grants for over 30 Community Projects costing in excess of £400,000.
- Launched The Pavilion at Huncote to provide a leisure and community facility resource
- Worked with County-wide partners to introduce a range of regular physical activity sessions across the District (Active Together).
- Ran an expanded Summer Activities programme for over 274 young people and held a "Kick out Racism" football tournament involving over 100 young people.
- Secured £200,000 BIG Lottery funding to develop 5 Children's Play Schemes
- Worked with Voluntary Action Blaby District to secure funding for a sports worker for young people with mental health difficulties.

### IMPROVEMENT PRIORITIES TO 2009 AND BEYOND:

Over the past year the Council has led worked with its partner agencies and residents to identify priorities for the district for the next 20 years.

This work has shown that the following areas are particularly important to focus on:

- The contribution of children and young people
- A clean, attractive and sustainable environment
- The safety, strength and health of local communities
- High quality, responsive, efficient and valued public services

A new Sustainable Community Strategy for Blaby will be finalised for publication in April 2008. This, along with the Council's own Corporate Plan, will set out how improvements in these areas will be delivered over the next few years.

The Council continues to work closely with its partners in the public, voluntary and community sectors to find creative ways to deliver improved services and get more value out of public investment.

### SCRUTINY:

Scrutiny has an important role in monitoring the Council's performance and the delivery of targets. By doing this Scrutiny adds value by publicly holding the Cabinet Executive to account.

The Scrutiny Work Programme covers a range of policy, performance and service related issues. Scrutiny values the involvement of stakeholders, witnesses and the public in its reviews and has been pleased with the input into work carried out, including:

- a review of the sale of alcohol to underage young people
- access to Council facilities
- the work of the Local Strategic Partnership
- more detailed scrutiny of the 08/09 budget

### KEY SERVICE PERFORMANCE INFORMATION

The Table below shows our targets for our Key Best Value Performance indicators and our estimates for the current financial year.

| Best Value Performance Indicators |  | Actual 2006/07 | Target 2007/08 | Estimate 2007/08 |
|-----------------------------------|--|----------------|----------------|------------------|
| BV9                               | % Council tax collected  | <b>98.54</b>   | 98.80          | 98.30            |
| BV10                              | % Non-domestic Rates collected   | <b>99.44</b>   | 99.71          | 99.20            |
| BV78a                             | Average time for processing new benefit claims (days)  | <b>39.3</b>    | 32.0           | 39.6             |
| BV78b                             | Average time for processing changes of circumstances (days)  | <b>14.2</b>    | 10.1           | 17.4             |
| BV183a                            | Average length of stay in B&B accommodation (days)   | <b>2</b>       | 3              | 10               |
| BV183b                            | Average length of stay of homeless in hostel accommodation (weeks)                                 | <b>22</b>      | 25             | 0                |
| BV212                             | Average time taken to re-let LA housing (days)   | <b>72</b>      | 62             | 50               |
| BV213                             | Number of Homeless Households for whom Housing Advice resolved their situation per 1000 households | <b>6.00</b>    | 1.00           | 6.11             |
| BV66a                             | % of rent collected  | <b>96.79</b>   | 97.75          | 97.75            |
| BV12                              | Days lost due to sickness/ absence   | <b>13.45</b>   | 10.00          | 10.00            |
| BV126                             | Burglaries per 1000 households   | <b>8.10</b>    | 7.70           | 7.60             |
| BV127a                            | Violent crimes per 1000 population   | <b>12.00</b>   | 11.40          | 11.20            |
| BV127b                            | Robberies per 1000 population  | <b>0.40</b>    | 0.4            | 0.6              |
| BV128                             | Vehicle crimes per 1000 population   | <b>8.70</b>    | 8.30           | 9.60             |
| BV218b                            | % abandoned vehicles removed within 24hrs  | <b>89.66</b>   | 94.00          | 94.00            |
| BV174                             | Number of Racial Incidents reported to the LA per 100,000 population                               | <b>3.28</b>    | 4.50           | 3.36             |
| BV82a                             | % Household waste recycled (tonnage)   | <b>27.43</b>   | 26.75          | 28.43            |
| BV82b                             | % Household waste sent for composting/ anaerobic digestion (tonnage)                               | <b>10.79</b>   | 15.00          | 12.32            |
| Bv109a                            | % Major planning applications determined in 13 weeks   | <b>77.27</b>   | 60.00          | 45.00            |
| BV109b                            | % Minor planning applications determined in 8 weeks  | <b>66.08</b>   | 65.00          | 30.00            |
| BV109c                            | % of other planning applications determined in 8 weeks   | <b>79.55</b>   | 80.00          | 60.00            |

### SPENDING:

In 2008/09 we will spend over £33 million on providing services to over 92,500 local people and over 1,750 businesses.

#### Where does each pound come from?

|  |             |
|--|-------------|
| Government Grants                      | <b>0.52</b> |
| Council Tax                            | <b>0.12</b> |
| Investment Income                      | <b>0.02</b> |
| Council House Rents & Charges          | <b>0.19</b> |
| Contributions from Reserves & Balances | <b>0.00</b> |
| Other Income                           | <b>0.14</b> |

#### How each pound is spent

|  |             |
|--|-------------|
| Housing - own stock / Warden Services              | <b>0.23</b> |
| Planning / Building Control / Economic Development | <b>0.05</b> |
| Community  | <b>0.09</b> |
| Environmental Health / Environmental Issues        | <b>0.04</b> |
| Refuse Collection / District Cleansing             | <b>0.11</b> |
| Property Services                                  | <b>0.01</b> |
| Housing - Private Sector                           | <b>0.02</b> |
| Corporate  | <b>0.05</b> |
| Benefits   | <b>0.35</b> |
| Other Services                                     | <b>0.04</b> |