

Brighton and Hove City Council LAA Summary Scorecard Report

Period: 2010/11

Improving health & well being					
PERFORMANCE INDICATOR	UNIT	TARGET	ACTUAL	STATUS	
L 11 (NI054) - Services for disabled children	No.	no target	no data		

Data for this national indicator was stopped so it is not possible to present a final result. There is no status as this indicator is not targeted. When data was available, nationally parents rated the services received by their disabled child as 59 out of 100. In Brighton and Hove parents rated the services received by their disabled child as 58 out of 100. A higher score denotes greater satisfaction with services.

L 12 - Percentage of contacts and enquiries % 90.00 awaiting data resolved at the access point

The Access Point consistently performed above target throughout the LAA, resolving many enquiries and improving the quality of service and care for customers. During 2009/10 Access Point has been resolving over 2,000 contacts and enquiries each month. In total 25,899 queries out of 27,995 were resolved at the point of contact during the year. Data for 2010/11 is awaiting finalisation as there has been a change in the systems used to monitor contacts.

L 13a - Reduce the number of 11-16 year	%	19.00	17.00	
olds completing the Safe at School Survey				GREEN
who state that they have been bullied				

There has been a significant reduction in bullying in this age group. It has dropped from a high of 29% in 2004, also down during the LAA from 22% in 2008/09. Schools attribute this improvement to the implementation of SEAL (Social and Emotional aspects of learning) a national strategy, more effective survey delivery and the role of support staff in responding quickly to bullying.

Brighton & Hove City Council

L 13b - Reduce the number of 8-11 year % olds completing the Safe at School Survey

who state that they have been bullied

23.00 23.70

AMBER

Bullying has reduced across Primary schools significantly. In 2004 it stood at 36% and has consistently reduced since then. Also, where there were greater instances of bullying in some schools this has now reduced to be in line with schools across the city.

L 14 - Reduction in suicide per 100,000 No. 12.10 not yet available population

The result is based on a three-year rolling average. Note that the most recently published data was for 2007-09. This gave a rate of 13.22 with an upper confidence level (95%) of 15.72 and lower of 10.52. Data received so far does not show a statistically valid decrease. 2008-10 data will be published in December 2011.

L 15 - Increase uptake of risk assessment % 72.80 71.50 Screening for hypertension and cholesterol AMBER in general practice

The number of patients screened over the last three years has been consistently just under target. However it is worth noting that the numbers of patients on register has increased, so the final percentage figure actually represents a positive result as higher number of screenings are taking place enabling preventative action at an early stage, although it is a slightly smaller proportion of all patients. The PCT is continuing with the roll-out of the NHS Health Checks programme that aims to identify high blood pressure along with other risk factors such as obesity.

L 16 - Take up/offer of 'talking therapies' No. 5,482.00 not yet available

Awaiting final data. 2,809 people had received psychological (or 'talking') therapies by December 2010. The final result will be available shortly. The target for 10/11 has been discussed with the Strategic Health Authority who have agreed for it to be extended to October 2011 as the programme did not begin properly until October 2008.

NI039 - Rate of Hospital Admissions per No. 2,010.00 2,004.48 (interim) 100,000 for Alcohol Related Harm

This is an interim result pending final data, which will be available in July 2011.

The LAA target was to limit the increase in hospital admissions for alcohol related harm over the three years to 3% less than the expected rise for this period. While the number of admissions in the city has been better than the targets, the continuing increase in admissions remains a cause for concern.

NI051 - Effectiveness of child and No. 16 16 adolescent mental health (CAMHS) GREEN services

We have achieved the maximum level each year for this measure. The CAMHS service undertake a self assessment that evaluates performance in 4 areas from 1-4 (4 being the best). This result is the addition of those scores.

NI056d - Obesity in primary school age children in year 6 - percentage of children measured this year who are obese

% 17.50

78%

15.50

45%

GREEN

no colour

The results for percentage of obese children in year 6 has decreased during the year and are better than the national average (18.3%), although the change is not statistically significant.

%

NI059 - Percentage of initial assessments for children's social care carried out within 7 working days of referral

There has been a major change in guidance for this work from 1 April 2010. The revised Working Together to Safeguard Children guidance set out that an initial assessment should be completed within 10 working days of a referral (where a decision has been taken that one is required) rather than the previous timescale of seven days. As recommended by Ofsted there has been a change in process so all children are now seen as part of the Initial Assessment within 10 working days of referral.

NI112 Under 18 conception rate per 1000 population of 15-17 year olds

No.

26.40 not yet available

The under 18 conception rate has dropped in the city over the last three years, though not quickly enough to meet the LAA targets. The latest results are still a marked improvement; the rate of conceptions per 1,000 people aged 15-17 in 2008 was 43.2, dropping to 33.1 in 2009. 2010 data will be available later in July 2011.

NI116 - The percentage of children under 16 living in households in receipt of out of work benefits %

17%

not yet available

Time-lagged data mean it is not possible to determine this yet. The proportion fell year on year from 23.4% in 2004 to 20.3% in 2008. This data is pre-recession and does not provide a picture of current performance. Data for 2010 will not be available until 2012.

NI119 - Self-reported measure of peoples % no data no data overall health and wellbeing

This information was to be collected through the Place Survey, which was cancelled by Government, so no result will be available. It was to have shown people's perception of their own overall health and wellbeing, recorded using a series of measures to gauge different aspects of their health.

NI123 - Stopping smoking

No.

946.00 not yet available

Final data for this target should be available from 19th June 2011

NI130 - % Social care clients receiving Self % 30.00 33.50 Directed Support

GREEN

There has been a significant improvement in this key measure of personalisation of people's care during the LAA. Not all service users are able to have self directed support; this represents the majority of those people in the city who can access services in this way (1367 people out of 4083 service users).

NI135 - Carers receiving needs assessment or review and a specific carer's service, or advice and information

22.00

35.70

GREEN

The council has exceeded the target during each year of the LAA, increasing from 19% in the first year to nearly 36% by the close.

%

NI150 - Adults receiving secondary mental % 3.3 not yet available health services whilst in paid employment

Brighton & Hove was required to show a statistically significant improvement over the three years for this indicator. There was a small improvement from 3.3% in 2008/09 (30 people) to 3.8% in 2009/10, but this still represents small numbers of people in paid employment. Awaiting final data for 2010/11: the Department of Health cleanses all data received and publishes the final results. This is likely to be in September 2011, although as it is data for an NI it may not be released.

Improving housing & afford	lability	/		
PERFORMANCE INDICATOR	UNIT	TARGET	ACTUAL	STATUS
L 23 (BV064) - Private sector vacant dwellings returned into occupation or demolished	No.	153.00	154.00	GREEN

This is an interim result for 2010/11 and will probably increase. Further empty properties are likely to be counted once verification from Council Tax records has been received, as has happened in each of the previous years. The target has been consistently exceeded throughout the LAA.

L 24 (LT31) - Reduce the number of rough No. 10.00 14.00 no colour sleepers

The methodology for counting rough sleepers has been changed by the government so this result is not comparable to previous results or the target. Actions to address rough sleeping in the city are contained within the Single Homeless Strategy 2009-14.

L 25 - Number of (fire) Home Safety Visits No. 2,842.00 2,697.00 AMBER

Although slightly worse than target for the final year of the LAA the number of fire home safety visits was higher than target for 2008/09 and 2009/10, so that overall the number of visits is just below that initially required.

NI141 - Percentage of vulnerable people % 68.00 72.20 GREEN

This area has consistently performed well, better than target throughout the LAA at around 72% of Supporting People service users moving on from supported accommodation in a planned way.

NI154 - Net additional homes provided No. 570 (1710) not yet available

The final result will be available in September 2011. Numbers of homes completed so far are 721 in 2008/09 and 380 in 2009/10 giving a cumulative total of 1101 by March 2010, against a target of 1140 for the same period. The target for the 3-year period is 1710.

The lower result in 2009/10 is being addressed by Building New Council Homes Tenant Working Group and Housing Revenue Account (HRA) Estates Master Plan. Work is being undertaken to identify sites and properties across the City that have potential for development, refurbishment or regeneration. Housing Management Consultative Committee & Cabinet have approved:

- The development of a comprehensive estates master plan in partnership with tenant representatives to inform best use of HRA assets and identify opportunities to build new Council homes
- The development of procurement, design and delivery options for new Council housing on up to 800 identified sites

The indicator shows the net increase in homes over the year, taking into account new builds, changes in use, demolitions and conversions. The result for additional homes is counted at the point that new properties have a roof, not at the point that they are occupied.

NI156 - Number of households living in temporary accommodation

No. 333.00

501.00

RED

Target of 333 was set by to be met by April 2010 and this was achieved (316). This relates to statutory homeless households in Temporary Accommodation, the majority of which are good quality self contained flats and houses amongst the private sector housing stock, leased from between 5 – 10 years.

The figures have increased since April 2010; there has been an increase in homeless presentations and a decrease in available properties for rent in the private sector at Local Housing Allowance levels, as we are seeing the impact of the changes to LHA rates in the private sector. However, the accommodation provided is stable, secure and of a good quality.

NI158 - % non-decent council homes

%

26.00

25.97

GREEN

There has been significant good progress in this area. BHCC homes not meeting the Decent Homes Standard have dropped from 56.6% at the start of 2008 to under 26% by March 2011 and the council has met target for the end of the LAA. Work continues to improve the council's housing stock, with the forecast for March 2012 for only 12% not to meet the Standard.

Promoting enterprise & learning

PERFORMANCE INDICATOR UNIT TARGET ACTUAL STATUS

L 01 - Progress towards the development % 0.00 0.00 no colour of the Brighton Centre

There is no status for this indicator as it does not have results or targets as such; it is here to enable us to comment on the progress made towards the development of the Brighton Centre.

Standard Life dispatched the Contract Notice for publication in OJEU on 13 January 2009 to initiate the procurement process to appoint a Lead Architect and the professional development team to undertake a first

Brighton & Hove City Council

LAA Summary Scorecard Report 2010/11

stage feasibility design and study. 'Make' architectural team appointed as lead consultant for the development of the Brighton Conference Centre site – 27 July 2009.

The next agreed stage of work will be for Standard Life to begin feasibility work with their professional team. To date this has been delayed whilst further reports are undertaken with their cost consultants. A revised programme is due to be agreed for this work in 2011.

L 02 - Gross Value Added Per Head

£ 18,685.00 not yet available

There is a significant time-lag in the data: 20,659.00 is the latest information available and relates to 2008. GVA (Gross Value Added) is a measure of the value of the local economy. A relatively high GVA per head indicates that the local economy is healthy and productive.

L 04 - Improve the visitor economy (£million)

£ 440.70 not yet available

The result represents the total spend made by visitors on their trip to the city in 2009 - this was an estimated £732.3million. From 2007 the methodology used to capture Economic Impact has changed.

NI079 - Achievement of a Level 2 qualification by the age of 19

% 82.00

79.10

AMBER

While below the LAA target, performance has improved over the last four years to just over 79%, from 70.9% in 2007/08; in 2004 the result was 64%. This is above the latest national result of 78.7%, but lower than our statistical neighbours in the South East who scored 80.4%.

NI117 - 16 to 18 year olds who are not in education, employment or training (NEET)

% 6.7%

7.5%

AMBER

The annual 16-18 NEET rate is calculated as an average of November, December and January figures. The current economic conditions appear to be contributing to the rise in numbers. Many of the NEET group are falling out of employment rather than education or training.

NI152(i) - Percentage of the working age population claiming out of work benefits

% gap -1% to national not yet available

Data is not yet available for this measure, which was to be judged on how Brighton & Hove compared to the England average as of May 2011. The latest figures are for May 2009 to Feb 2010, when 24,333 people were claiming out of work benefits, a rate of 13.6.

NI163 - Proportion of working age people % 79.00 not yet available qualified to Level 2 or higher

There is a significant time-lag for this data. The result for the calendar year 2009 is 75.5%, which is the latest available. The national result for 2009 was 65.4%.

NI171 - New business registration rate per No. 68.00 not yet available 10,000 of the population (VAT and PAYE)

Business registrations are a proxy measure for business start-ups (actual measure is VAT and PAYE per 10,000 pop).

The latest available information of 63.3 is for 2008. The target has been adjusted to reflect the impact of the recession and a change to baseline information.

In the Centre for Cities report for 2010, Brighton was highlighted as having the 6th highest business birth rate (out of 64 other areas – 49.6%) - this is compared with a business death rate of 42.4%. As well as featuring in the top ten for business births we also feature in the top ten for high skilled workforce and knowledge intensive industries – this highlights our high rate of entrepreneurial activity.

Promoting resource & enhancing the environment

PERFORMANCE INDICATOR UNIT TARGET ACTUAL STATUS

L 26 (NI185) - CO2 emissions (tonnes) from No. 0.00 not yet available local authority operations

The result for 2009/10 is 31,725.4 tonnes CO2 (target 31,868 tonnes).

This includes CO2 emissions from civic buildings, school buildings, street lighting and illuminated bollards, business travel mileage and vehicle fleet mileage.

A carbon footprint was produced in 2008/09 and it was estimated that Brighton & Hove City Council produced 33,195 tonnes of CO2. The authority is aiming for a year on year 4% reduction between 2009 - 2012. This equates to achieving less than 31,868 tonnes of CO2 emissions in 2009/10 estimates, and 30,593 tonnes in 2011/12. Collection of emissions data is complex and while much work has been done to improve the accuracy and reliability of the council's carbon footprint there is still more to do. The result reported here is based on the best information we have available at this moment in time.

A footprint for 2010/11 is being developed and will be published on the council's website and submitted to the Government at the end of July 2011. This fits with the Governments timetable for ensuring compliance with legislative priority around Carbon Reduction Commitment which has an end of July deadline. We are on track to meet this statutory deadline and avoid associated financial penalties.

NI186 - Per capita reduction in CO2 % 12.00 not yet available emissions in the LA area

Data for this target has a significant time-lag.

Emissions stood at 5.45 tonnes per person in 2007, and dropped to 5.30 tonnes in 2008. While this is some way off target was aspirational and possibly over ambitious. We are performing to similar levels of comparable authority areas and are reducing emissions at a greater rate than the England Average. Due to the relatively small industrial sector in Brighton and Hove we are limited in the reductions that are possible. Brighton and Hove has performed well in reducing domestic sector emissions, which are the main contributor to CO2 emissions in Brighton and Hove.

NI187a - Tackling fuel poverty - % of people % 11.20 no data receiving income based benefits living in homes with a low energy efficiency rating

This indicator has been cancelled and there will not be data for 2010/11. Brighton & Hove had been doing well before this, performing better than target in both 2008/09 and 2009/10.

At the Spending Review in October 2010 the Government announced it would commission an independent review to take a fresh look at the fuel poverty target and definition, to focus available resources where they will be most effective in tackling the problems of underlying fuel poverty. The review will publish interim findings, based on the analysis conducted, in autumn 2011 and a final report to Government no later than January 2012.

NI187b - Tackling fuel poverty - % of people % 34.00 no data receiving income based benefits living in homes with a high energy efficiency rating

This indicator has been cancelled and there will not be data for 2010/11. Brighton & Hove had been doing well before this, performing better than target in both 2008/09 and 2009/10.

At the Spending Review in October 2010 the Government announced it would commission an independent review to take a fresh look at the fuel poverty target and definition, to focus available resources where they will be most effective in tackling the problems of underlying fuel poverty. The review will publish interim findings, based on the analysis conducted, in autumn 2011 and a final report to Government no later than January 2012.

NI195c - Improved street and % 6.00 2.00
environmental cleanliness - levels of graffiti

There has been good progress in reducing graffiti in the city and levels have both been lower than target throughout the LAA and also consistently getting lower. This data is no longer being collected to the same definition so this final result is up to November 2010.

Promoting sustainable transport PERFORMANCE INDICATOR UNIT TARGET ACTUAL STATUS

NI167 - Congestion - average journey time No. 3.63 not yet available per mile during the morning peak

There is a significant time-lag for this data; the latest information is from 2008/09 when the result was 3.45. It represents the average journey time per mile (minutes) during the morning peak traffic flows.

The target for this indicator was to maintain the baseline journey time figure for the duration of this LAA.

NI175 - Access to services and facilities by % 93.00 not yet available public transport, walking and cycling

There is a significant time-lag for this data. The result for 2009/10 was 87% and is the latest available. This indicator measures accessibility to doctors' (GP) surgeries based on the proportion of the population within a 10 minute journey time from a surgery. During the period of this LAA, the PCT has overseen the relocation of a number of smaller, more localised GP surgeries in the Preston and Carden areas to larger sites at 175 Preston Road and Carden Hill respectively. These changes in location, rather than transport provision, are considered to be the main reason for the current level of performance, as most journeys within 10 minutes could only reasonably be expected to be carried out on foot and by bike using existing roads and pavements and no additional routes have been built. In addition, there are now higher frequencies on some of the core bus routes in the city.

It is noted however that accessibility within the 15 minute journey time threshold has remained constant from 2008 to 2010 at a very high level of 97%. Therefore, it could be concluded that the adoption of the 10 minute journey time for this indicator was too ambitious.

Reducing crime & improving safety					
PERFORMANCE INDICATOR	UNIT	TARGET	ACTUAL	STATUS	
L 05 (NI026) - Specialist support to victims of a serious sexual offence	No.	not set	no data		

This indicator was not put into practice. Data collection was being piloted during 2009/10 and it was decided that the measures would not be robust.

The Sexual Assault Referral Centre in Crawley has been providing support to victims from Brighton & Hove since September 2008.

L 06 (NI020) - Number of 'Assaults with less	No.	1785	1710	
serious injury' offences				GREEN

There has been consistent progress in the city with a year-on-year decrease in the number of assaults with less serious injury since 2005/6. During the LAA the results have been 1877 in 2008/09 and 1839 in 2009/10. Partnership work to manage the night time economy is well established and has supported this long term decrease.

L 07a (NI033a) - Arson incidents -	No.	0.71	0.64	
Deliberate primary fires per 1000				GREEN
population				

Good progress has been made during the LA in reducing the number of arson incidents. This result reflects 163 incidents, with figures shown as incidents per 1000 population. A primary fire is a major fire involving property, casualties or 5 or more appliances.

L 07b (NI033b) - Arson Incidents -Deliberate secondary fires per 1000 population

No. 1.12

0.85

GREEN

Good progress has been made during the LA in reducing the number of arson incidents. This result reflects 225 incidents, with figures shown as incidents per 1000 population. A secondary fire is a major fire involving property, casualties or 4 or fewer appliances.

L 08 - Number of Police recorded LGBT No. 0.00 72.00 hate crimes and incidents

This indicator is currently not targeted. It was included to monitor the effectiveness of work that prevents LGBT hate crimes and incidents, while also seeking to increase reporting of incidents. There is a difficulty in setting targets, because it is not possible to analyse the number of incidents actually taking place compared to an increasing likelihood that they will be reported. However, numbers recorded have decreased during the LAA, with 133 in 2008/09, 88 in 2009/10 and 72 in 2010/11.

L 09 - Number of police recorded racist and No. 0.00 215.00 religiously motivated crimes and incidents

This indicator is currently not targeted. It was included to monitor the effectiveness of work that prevents racist and religious hate crimes and incidents, while also seeking to increase reporting of incidents. There is difficulty in setting targets, because it is not possible to analyse the number of incidents actually taking place compared to an increasing likelihood that they will be reported. However, numbers recorded have decreased during the LAA, with 320 in 2008/09, 285 in 2009/10 and 215 in 2010/11.

NI017 - Perceptions of anti-social % 32.50 no data behaviour

This information was to be collected through the Place Survey, which was cancelled by Government, so no result will be available. The 2008 Place Survey gave a result of 19.4%.

NI030 - The number of convictions for No. not set not yet available Prolific and other Priority Offenders (PPOs) over a 12 month period

Data is not yet available for this target. As of December 2010 the result stood at 172: local data indicates that the year end number of offences committed is in the range between 179 and 259 offences (from a baseline of 283 offences).

The final target was to have been confirmed by the Government Office for the South East and the Home Office after they had analysed information about the PPO cohort for 2010/11. This will not be set now.

NI032 - Repeat incidents of domestic violence

%

28.00

23.30

GREEN

The number of repeat MARAC (Multi-Agency Risk Assessment Conference) cases during 2010/11 has been better than target, though higher than last year (16.8%).

The representation at the MARAC is still very good with a lot of statutory and third sector agencies in attendance and the plans around these victims remain fit for purpose acknowledging some of the challenges faced with some of the referrals.

NI038 - Drug related (Class A) offending

No.

0.93

not yet available

There is a significant time-lag on this data, with 2010/11 data being available later in 2011. This target represents the ratio of actual against predicted reoffending by Class A drug users (i.e. if the number of actual offences was the same as the number of predicted offences this would equal a ratio of 1). The latest available result is up to December 2010 with a ratio of 1.02, worse than the annual target of 0.93. Three prolific and other priority offenders have been identified whose offending is above the predicted level, who are most at risk of reconviction, and who will be targeted intensively.

NI040 - Number of drug users recorded as being in effective treatment

No.

1187

1220

GREEN

The target was to increase the number of drug users recorded as being in effective treatment by 3% over the LAA period. The number of drug users in effective treatment is defined as those Class A drug users [opiates and/or crack cocaine] who are in treatment for twelve weeks or more, or who are subject to a planned discharge within twelve weeks.

NI047 - The number of people killed or seriously injured in road traffic accidents in the calendar year

No.

123.00

136.00

RED

While this is above the target set for the LAA this does still represent an improvement: both this year's result and three year rolling average are the lowest figures that have been recorded since before the inception of the LAA. This is the calendar year result for 2010. Eight of these incidents were fatalities, with the remainder being serious injuries. The target is based on a three year rolling average. The three year rolling average for 2010 was 142.3.

NI111 - First time entrants (FTE) to the Youth Justice System aged 10-17

No.

245.00

170.00

GREEN

There has been very positive progress in this area. There have been 170 FTEs recorded for the full performance year 2010/11. This compares to 251 in 2009/10 which is a reduction of 81 young people. This is the lowest number of FTEs recorded in the last ten years.

The Police have now fully rolled out Community Resolution (CR) which uses a restorative justice approach

Brighton & Hove City Council LAA Summary Scorecard Report 2010/11 as an alternative to a police or court disposal. From January to May 2011, 114 young people have taken part in CR.

Strengthening communities & involving people

STATUS PERFORMANCE INDICATOR UNIT **TARGET** ACTUAL % L 17 (NI001) - % of people who believe N/A N/A people from different backgrounds get on well together in their local area

This information was to be collected through the Place Survey, which was cancelled by Government, so no result will be available.

The result from the 2008 Place survey was 86.1%, the UK average was 76.4% and the South East Average was 78.9%.

L 18 (NI008) - Adult participation in sport % 22.70 24.70 and active recreation **AMBER**

This indicator measures the percentage of the adult population participating in sport or active recreation 3 days a week. The result shown is taken from the 'Active People Survey' (APS) 4 which was conducted over the financial year of 2010/11. However, this result is not a statistically significant improvement on the original result of 22.7% as the confidence interval of 3.7% means that the result is a band between 21% and 28%.

L 21 - Community engagement in local % 100.00 not yet available libraries

Awaiting confirmation of result. Previously this has been 100%. Awaiting data.

L 22 - Number of school age children in No. 34,448.00 33,065.00 organised school visits to museums RED

This target has not been met. The main area where numbers have been lower is in Museum partner outreach sessions. This relates to outreach activity using objects from the Royal Pavilion & Museums collections and developed by the RP&M but delivered via other Museum partners within the region i.e. East Sussex Museums & Archaeology Project, Bexhill Museum, Horsham Museum & Henfield Museum. After a two-year partnership two of these four partners (Bexhill & Henfield) have dropped out of scheme during 2009/10 resulting in far fewer pupils being reached.

% NI004 - % of people who feel they can 30.60 no data influence decisions in their locality

The information was to have been collected through the Place Survey. However, the Place Survey was cancelled by Government and there has been no further data available during the LAA.

NI006 - Participation in regular 26.90 no data volunteering

Brighton & Hove City Council

LAA Summary Scorecard Report 2010/11

The information was to have been collected through the Place Survey. However, the Place Survey was cancelled by Government and there has been no further data available during the LAA.

NI007 - Environment for a thriving third % 24.80 not yet available sector

Data is not yet available for this target. The results will be taken from the National Survey of Third Sector Organisations conducted in 2010. Results from that survey have not yet been released.

This indicator measures the contribution that local government and its partners make to the environment in which independent third sector organisations can operate successfully. The result in 2009/10 of 19.8% compares well to the national result of 16.2%.

NI011 - Engagement in the Arts

%

64.20

57.50

AMBER

This information is taken from the 2010 Active People Survey. The result although less than target is not statistically significantly less than the original result as the response rate to this survey was particularly low. It measures the percentage of the adult population in a local area that report they have engaged in the arts at least three times in the 12 months prior to the survey. The target is set as a 2% increase on the 2008 result (61.7%).

In the 2009 survey we ranked 2nd of the Unitary Authorities and 7th when compared to the London Boroughs.