Leicestershire County Council

Draft

Improving life in Leicestershire

Annual Plan 2007/08

Performance Information Supplement

Contents

Introduction 3

Overall Performance 7

Improving the quality of life for people

Children and young people 8

Older people, adults and carers 10

Improving the quality of life in communities

Transport 11

Culture and leisure 13

Environment and waste 15

Safer communities 16

Improving services

Quality, customers and diversity 18

User satisfaction survey 19

Contact Details:

Chris Gillie
Performance Improvement Officer
Change Management Unit
Rm 312
County Hall
0116 265 6371
c.gillie@leics.gov.uk

Introduction

This Performance Information Supplement to our Annual Plan shows our progress against the performance indicators (PIs) we are using to help us to monitor whether our objectives are being achieved and which we, alongside all other councils, are required to make public each year. The document serves the purpose of a Best Value Performance Plan which we are required to publish by the 30th June each year.

Many indicators relate to more than one objective, but in this supplement each indicator has been assigned to just one corporate objective. It is hoped that this approach simplifies the presentation and makes it easier to follow. The performance indicator information provides only part of the picture of our performance. For an overall picture please read the first part of our Annual Plan which can be obtained, along with a comprehensive set of data tables, from our website www.leics.gov.uk.

The following information shows:

- Our actual performance in 2006/2007 compared with the targets for performance that we set at the start of that year, and compared with the actual performance of other councils where the information is available;
- Our performance trends over time where the data is available to show this;
- Projected targets for future performance in 2006/07, 2007/08 and 2008/09 wherever possible.

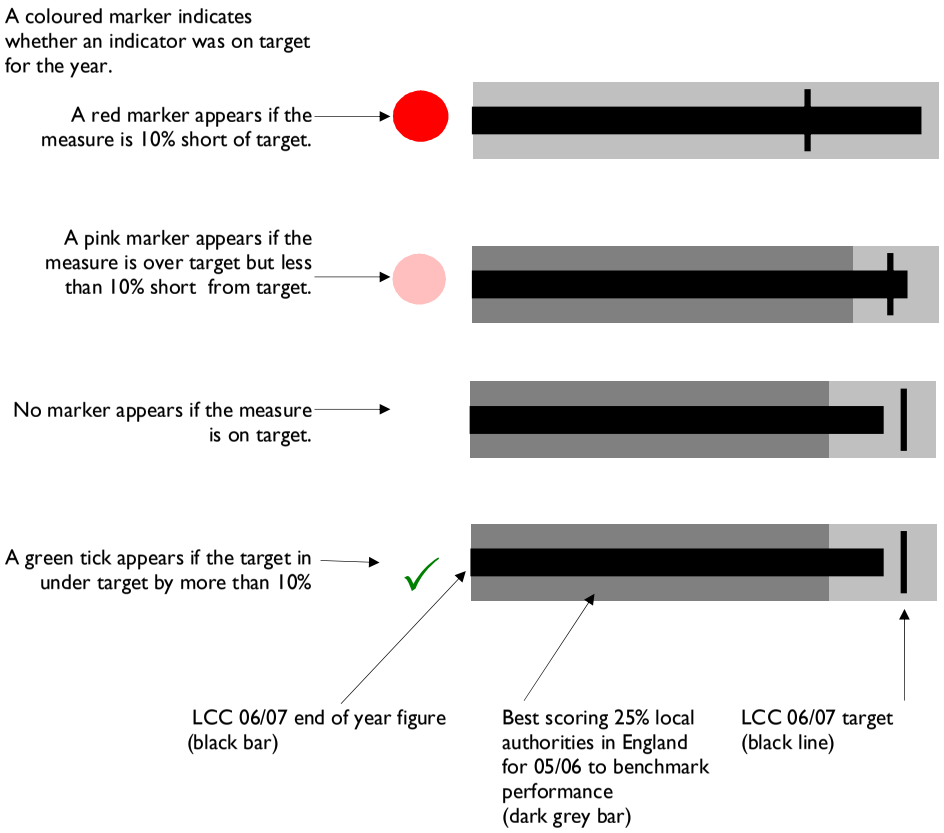
Performance indicator dashboard

This supplement uses dashboards for each corporate objective to display performance data so that it is understood clearly and without distraction, and in a manner that can be quickly examined and understood.[1] A dashboard is a visual display of the most important information so that it can be monitored at a glance providing an effective solution in understanding large amounts of data.

The dashboards use two types of graphics to measure performance. Firstly, a line graph to measure past performance and also to indicate future targets. Secondly the use of bullet charts, which are a type of graphical display developed specifically for information dashboards. The bullet chart is explained in more detail on the next page showing an example where a low outturn figure indicates good performance.

[1]This dashboard draws on some of the ideas discussed by Stephen Few in his recent publication: Information Dashboard Design. The Effective Visual Communication of Data. (O'Reilly, 2006. 0-596-10016-7).

How to read the performance graphs



Where a high outturn figure represents good performance the markers order in the example above would be reversed with the green tick at the top and red circle at the bottom.

Comparisons with other authorities

These indicators are nationally defined so that relative performance of councils can be compared. The comparisons of performance against other authorities shown in the bullet graphs are based on Leicestershire's statistical 'nearest neighbours', i.e., those authorities that are similar with regard to a range of socio-economic factors. Some socio-economic factors are more relevant to some services than to others, so the same approach can lead to slightly different groups of authorities for different services.

For Adult Social Services, the Commission for Social Care Inspection (CSCI) has included Leicestershire in a group of 16 comparator authorities. For Children's Services The Office for Standards in Education (OFSTED) has included Leicestershire in a new group of authorities for the first time this year.

For all other services we have included Leicestershire in a group of 13 authorities which are most similar, as identified by the 'nearest neighbours' analysis provided by the Chartered Institute of Public Finance (CIPFA). The lists of these authorities are shown in the following table on the next page.

Children's Service (Ofsted)	Adult Social Services (CSCI)	All Other Services
Bedfordshire	Bedfordshire	Bedfordshire
Essex	Cambridgeshire	Cambridgeshire
	Cheshire	Cheshire
	Derbyshire	Derbyshire
	Gloucestershire	Gloucestershire
Hampshire	Hampshire	Hampshire
Leicestershire	Leicestershire	Leicestershire
	Northamptonshire	Northamptonshire
	Nottinghamshire	Nottinghamshire
	Oxfordshire	
North Somerset	Shropshire	
Staffordshire	Staffordshire	Staffordshire
South Gloucestershire	Suffolk	
Warwickshire	Warwickshire	Warwickshire
West Sussex		Wiltshire
Worcestershire	Worcestershire	Worcestershire

The bullet charts show the performance of the best-scoring 25% of authorities, represented by a dark grey bar, in the group against the performance of the relevant comparator group.

For some indicators, it is better to achieve a high score, e.g., the proportion of pupils achieving Level 4 or above in the Key Stage 2 mathematics test (BV40). In these cases, the score shown under 'best 25%' is higher than the average and is that of the authority ranked the 75th percentile (i.e., the authority that is three-quarters of the way up the table if authorities' scores are ranked with the highest at the top). For some indicators, it is better to achieve a low score, e.g., the number of vehicle crimes per 1,000 population (BV128). In these cases, the score shown under 'best 25%' is lower than the average and is that of the authority ranked the 25th percentile (i.e., the authority that is one-quarter of the way up the table if authorities' scores are ranked with the highest at the top). To aid interpretation indicators with the same 'polarity', either a high or low outturn, are grouped together.

We compare ourselves annually against the best 25% and set targets to reach the best 25% within 3 years (if we are not already there), wherever this is appropriate. It should be noted that best-25% performance is a moving target, as local authority performance generally improves year on year.

Change of indicator definition

There are some cases in which the Government and the Audit Commission make the changes to definitions of an indicator from one year to the next. In such cases, the change is identified by an asterisk indicating where inter-year comparison is not strictly like-for-like.

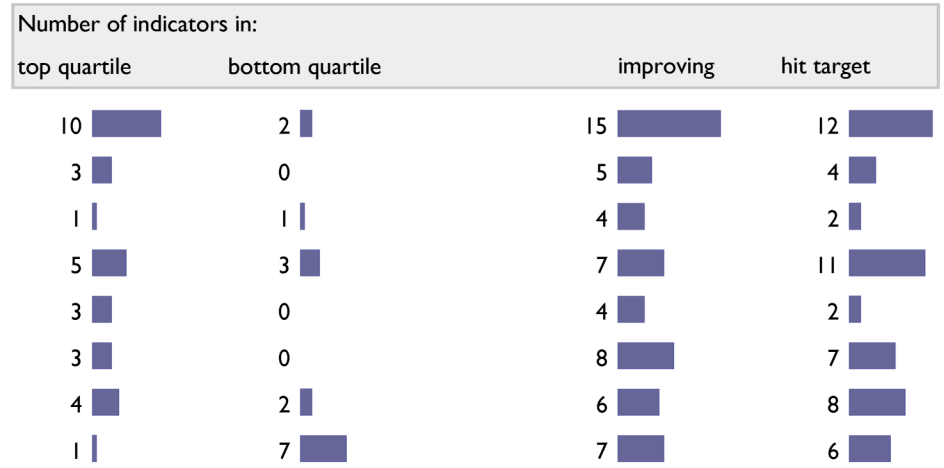
Overall performance

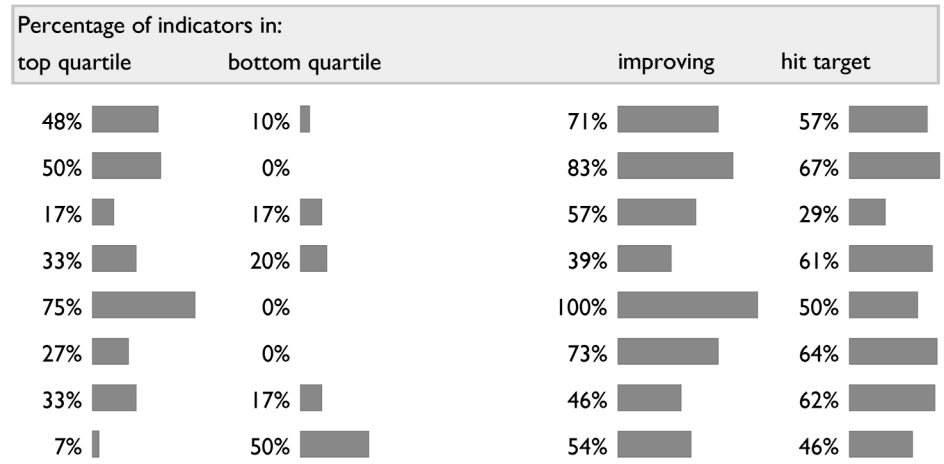
The following pages present a detailed analysis of performance in 2006/07 against the detailed performance targets, including BVPI's and Medium Term Corporate strategy. The LAA is monitored separately.

The two charts to the left provide an overview of corporate and departmental performance over the last twelve months.

Corporate performance

Departmental performance

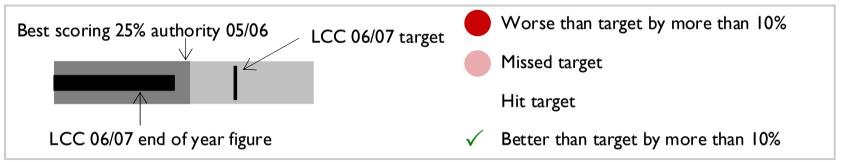




Improving the quality of life for people

Children and young people

How to read the performance graph



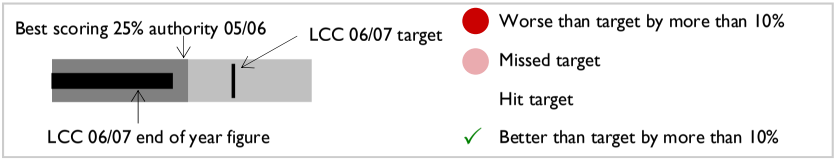
BVPI targets where authorities should be aiming for a high end of year figure

PI Code	Description	06/07 performance	actual 06/07	target 06/07	Previous performance	Future targets	Explanation of variation from target (missed target by plus or minus 10%)
BV38	GCSE performance: A*-C grades		58.4%	62.0%			—
BV39	GCSE performance: A*-G grades, incl. English and Maths		89.9%	91.0%			—
BV40	KS2 Mathematics performance – level 4		76.0%	81.0%			—
BV41	KS2 English performance – level 4		82.0%	83.0%			—
BV43a	Statements of special educational needs:excluding 'exceptions'		99.6%	99.7%			—
BV43b	Statements of special educational needs:including 'exceptions'		99.6%	99.1%			—
*BV181(a)	KS3 English performance – level 5		83.0%	82.0%			—
*BV181(b)	KS3 Mathematics performance – level 5		85.0%	83.0%			—
*BV181(c)	KS3 Science performance – level 5		83.0%	83.0%			—
*BV181(d)	KS3 ICT performance – level 5		79.0%	79.0%			—
BV194a	KS2 English performance – level 5		34.0%	32.0%			—
BV194b	KS2 Mathematics performance – level 5		34.0%	33.0%			—
BV222a	Quality of early years and childcare leadership – leaders		25.0%	25.0%			—
BV222b	Quality of early years and childcare leadership – postgraduate input		100%	100%			—
*BV50	Educational qualifications of looked after children		46.5%	45.0%			—
BV161	Employment, education and training for care leavers		0.66%	0.81%			The reduction in performance compared to the target will be due to a) less care leavers (3) going into EET than anticipated last spring and b) a greater number of all 19 year olds across the county being in EET compared to the previous year.
*BV162	Reviews of child protection cases		99.2%	100.0%			—
*BV163	Adoptions of children looked after	✓	10.1%	8.0%			The increase on the target (+2% point) is due to approximately 4 more children being adopted during the year than anticipated.

* - the indicator has changed at least once over the last five years.
BV 38, 39, 40, 41, 181, 94a&b are only DfES targets for 2 years as we are only statutorily obliged to produce these 2 years in advance and our target setting process does not take place until December / January for what will be the third year. For this dashboard the 2008/09 target has been used for the 2009/10.
BV50 have their future targets based on a) the trajectory of the 10 year target to reduce teenage pregnancy and b) the LAA target to improve the educational attainment of children leaving care.

Children and young people

How to read the performance graph



BVPI targets where authorities should be aiming for a low end of year figure

PI Code	Description	06/07 performance	actual 06/07	target 06/07	Previous performance	Future targets	Explanation of variation from target (missed target by plus or minus 10%)
BV45	Absence in secondary schools	●	7.5%	7.1%			—
BV46	Absence in primary schools	●	5.1%	4.8%			—
*BV49	Stability of placements of looked after children	✓	12.9%	16.0%			The target was set at <=16% as this is the threshold for the top band of performance within the national performance framework. Due to the small numbers in the calculation causing fluctuation, it is difficult to set a specific target, and consequently the national threshold has been used.

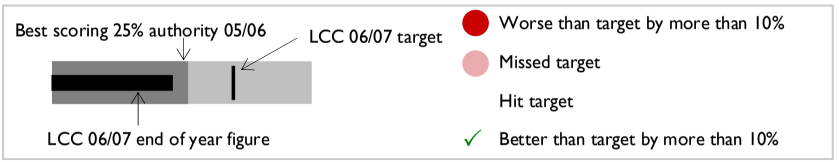
BVPI targets where performance maybe high or low, depending on other factors

PI Code	Description	06/07 performance	actual 06/07	target 06/07	Previous performance	Future targets	Explanation of variation from target (missed target by plus or minus 10%)
BV197	Teenage pregnancies	● —	-18.9%	-24.0%			The targets for the reduction in the teenage pregnancy rate are milestones in the overall target of a 45% reduction from a baseline in 1998. Despite an increase in the conception rate in the past few years, the 2004 interim target was met and an action plan has been agreed to support progress towards the 2010 target.
BV221	Participation in and outcomes from youth work:						
(a)	recorded outcomes		60.0%	60.0%			—
(b)	accredited outcomes		20.0%	20.0%			—

*- the indicator has changed at least once over the last five years.
BV 45 & 46 are only DfES targets for 2 years as we are only statutorily obliged to produce these 2 years in advance and our target setting process does not take place until December / January for what will be the third year.
BV197 have their future targets based on a) the trajectory of the 10 year target to reduce teenage pregnancy and b) the LAA target to improve the educational attainment of children leaving care.

Older people, Adults and Carers

How to read the performance graph



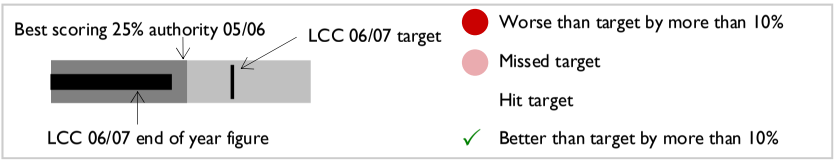
BVPI targets where authorities should be aiming for a high end of year figure

PI Code	Description	06/07 performance	actual 06/07	target 06/07	Previous performance	Future targets	Explanation of variation from target (missed target by plus or minus 10%)
BV53	Intensive home care for people aged 65 or over		11.3	11.0			—
BV54	Over 65s helped to live at home		68.8	72.0			—
BV56	Items of equipment delivered within 7 working days		91.0%	88.0%			—
BV195	Acceptable waiting time for assessment		90.2%	90.0%			—
BV196	Acceptable waiting time for care packages		93.0%	92.0%			—
BV201	Direct payments of benefits		81.5	84.7			—

Improving the quality of life in communities

Transport

How to read the performance graph



BVPI targets where authorities should be aiming for a high end of year figure

PI Code	Description	06/07 performance	actual 06/07	target 06/07	Previous performance	Future targets	Explanation of variation from target (missed target by plus or minus 10%)
*BV102	Passenger journeys on buses		15.68m	15.14m			—
*BV165	Pedestrian crossings with facilities for disabled people		99.2%	99.0%			—

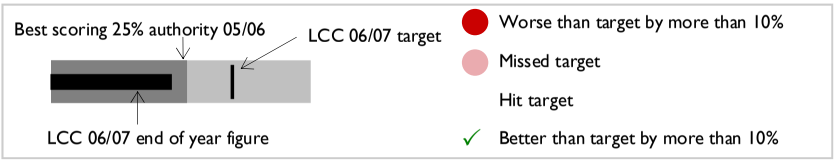
BVPI targets where authorities should be aiming for a low end of year figure

PI Code	Description	06/07 performance	actual 06/07	target 06/07	Previous performance	Future targets	Explanation of variation from target (missed target by plus or minus 10%)
*BV99a(i)	Road accident casualties: KSI all people (number)		308	309			Slight increase from 2005/06 (2004) levels, but early indications of 2006 figures (to be reported in 2007/08) show that we have hit our 2006/07 3 year average target in the LTP. Potential reasons for levelling off of casualty reduction in last 3 years being investigated.
*BV99a(ii)	Road accident casualties: KSI all people (% change over previous year)	✓	2.0%	2.3%			
*BV99a(iii)	Road accident casualties: KSI all people (% change 94-98 avge)		-24.9%	-24.6%			
*BV99b(i)	Road accident casualties: KSI children (number)	●	23	20			Increase in child ksi's from 2005/06 (2004) levels. 2006 figures indicate we have hit our 2006/07 3 year average target in the LTP. Potential reasons for recent increases being investigated. Casualty figures are liable to vary from year to year, particularly where smaller absolute numbers are involved. The longer term-trend (generally downward - see % change from 94-98 average) should be assessed to gain a better idea of child casualty performance in the County.
*BV99b(ii)	Road accident casualties: KSI children (% change on previous year)	●	64.3%	53.8%			
*BV99b(iii)	Road accident casualties: KSI children (% change on 94-98 avge)	●	-46.5%	-53.5%			
*BV99c(i)	Road accident casualties: slight injuries (number)		2,624	2,779			Showing good progress in delivering long-term reduction in slight casualties in line with the national trend.
*BV99c(ii)	Road accident casualties: slight injuries (% change on previous year)	✓	-3.3%	2.4%			
*BV99c(iii)	Road accident casualties: slight injuries (% change on 94-98 avge)	✓	-5.4%	0.2%			
BV100	Temporary road closures	●	0.6	0.5			Increase due to extended duration of Field Head Pedestrian Crossing scheme. Future targets amended to reflect 2005/06 performance and planned maintenance works programme.
BV187	Condition of surface footway	●	12.0%	7.8%			Not achieved target following problems at one site. Investigation being made into problem area and how we can get back on track to hit future targets.

* - the indicator has changed at least once over the last five years.
BV102 & BV99c Applicability of future targets will not be reviewed until July 2008 as part of first bi-annual progress report on the delivery of LPT2

Transport

How to read the performance graph



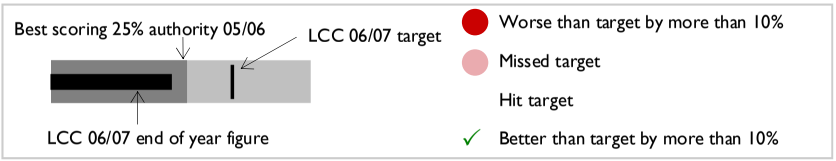
BVPI targets where authorities should be aiming for a low end of year figure

PI Code	Description	06/07 performance	actual 06/07	target 06/07	Previous performance	Future targets	Explanation of shortfalls (missed target by more than 10%)
BV215a	Rectification of street lighting faults (non-DNO)	✓	2.5	3.0			Improved monitoring of fault repairs has led to more accurate recording of performance.
BV215b	Rectification of street lighting faults (DNO)	●	38.9	20.0			Reasons for poor performance in 2006/07 to be explored with Distribution Network Operator and action plan to be developed with aim of improving performance. Future targets subject to review pending finalisation of national performance standard.
BV223	Condition of principal roads	✓	3.2%	5.0%			Continued good levels of performance ensuring delivery of steady state road condition. Audit Commission has not applied quartile comparisons across authorities given the unreliability of SCANNER data
BV224a	Condition of non-principal roads	✓	7.0%	10.0%			Continued good levels of performance ensuring delivery of steady state road condition. Audit Commission has not applied quartile comparisons across authorities given the unreliability of SCANNER data.
BV224b	Condition of unclassified roads	●	16.0%	10.0%			Figure based on an average of surveys from the last 4 years following amendment to DfT guidance. Annual performance in 2006/07 = 10%.

BV223 & BV224a—ongoing trajectory set in consultation with DfT as part of LPT2 and designed to achieve optimum steady state road condition.

Culture and Leisure

How to read the performance graph



BVPI targets where authorities should be aiming for a high end of year figure

PI Code	Description		06/07 performance	actual 06/07	target 06/07	Previous performance	Future targets	Explanation of variation from target (missed target by plus or minus 10%)
*BV170a	Visits to/usage of museums per 1000 population			722	680			—
*BV170b	Visits to museums in person per 1000 population	●		283	290			—
*BV170c	Visits to museums & galleries by pupils in organised groups	✓		20,161	18,000			Additional resources via LCC & Renaissance East Midlands
BV178	Footpaths and rights of way easy to use by public			78.0%	79.0%			—

PLSS Targets - authorities should be aiming for high end of year figures

PLSS1	% of households within two miles of a static library.			91.0%	91.0%			—
PLSS2	Aggregate opening hours per 1,000 population	●		146.1	147.0			—
PLSS3	% of static libraries providing access to the internet.			100%	100%			—
PLSS4	Electronic workstations available per 10,000 population.			6.1	6.0			—
PLSS6	Physical visits to public libraries per 1,000 population.	●		5,152	5,250			—
PLSS7	% of users aged 16 and over satisfied with library service.			95.0%	94.0%	Trienniel survey	95% (2009/10)	—
PLSS8	% of users aged under 16 satisfied with library service.			72.0%	n/a	Trienniel survey	77% (2007/08)	—
PLSS9	Annual items added through purchase per 1,000 pop.	✓		313.3	190			Additional bookfund & carryforward from 05/06 & improved discount from suppliers.

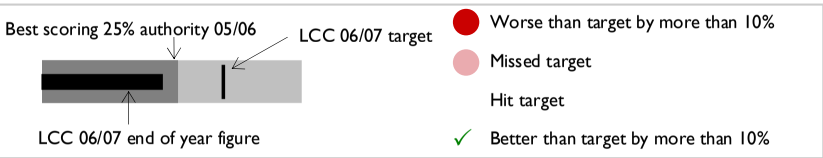
PLSS Targets - authorities should be aiming for low end of year figures

PLSS5	% of requests supplied within:							
(i)	7 days			65.0%	65.0%			—
(ii)	15 days			81.0%	82.0%			—
(iii)	30 days	●		91.0%	90.0%			—
PLSS10	Time taken to replenish the lending stock	✓		4.0	5.4			Additional bookfund & carryforward from 05/06 & improved discount from suppliers.

* - the indicator has changed at least once over the last five years.

Culture and Leisure

How to read the performance graph



CPA Targets - authorities should be aiming for high end of year figures

PI Code	Description	06/07 performance	actual 06/07	target 06/07	Previous performance	Future targets	Explanation of shortfalls (missed target by more than 10%)
CPA C4	Active borrowers as a % of the population.		22.0%	23.5%			—
CPA C12a	Libraries' stockturn: book issues as a % of books	●	5.10	6.04			Bookstock up by 21% whilst book issue rate maintained. (CPA Deprivation Index to be applied to this CPA target which will
CPA C12b	Libraries' stock level: books available per 1,000 pop.	✓	1,122	939			Additional bookfund & carryforward from 05/06 & improved discount from suppliers.

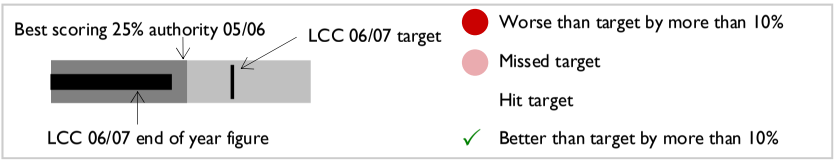
CPA Targets - authorities should be aiming for low end of year figures

PI Code	Description	06/07 performance	actual 06/07	target 06/07	Previous performance	Future targets	Explanation of shortfalls (missed target by more than 10%)
CPA C13	Cost per visit to libraries.		£3.24	£3.25			—

Environment and Waste

All waste figures are estimates of year-end actuals. Confirmed actuals will be available at the end of June when they will be reported to DEFRA and the Audit Commission.

How to read the performance graph



BVPI targets where authorities should be aiming for a high end of year figure

PI Code	Description	06/07 performance	actual 06/07	target 06/07	Previous performance	Future targets	Explanation of variation from target (missed target by plus or minus 10%)
*BV82a(i)	Percentage household waste (recycled)		20.2%	19.5%			—
BV82a(ii)	Tonnage of household waste (recycled)		67,982	68,891			—
*BV82b(i)	Percentage household waste (composted)		21.1%	20.5%			—
BV82b(ii)	Tonnage of household waste (composted)		70,962	72,424			—
*BV82c(i)	Percentage household waste (energy recovery)		0.3%	1.0%			Negative waste growth has lessened need to incinerate but work continues to establish arrangements with Hinckley & Bosworth to make use of Coventry incinerator. Monitoring of future levels of waste incinerated needs to continue in relation to LATS requirements and attempts to pursue this as a method of diverting waste from landfill with therefore continue.
BV82c(ii)	Tonnage of household waste (energy recovery)		978	4,000			See above explanation.

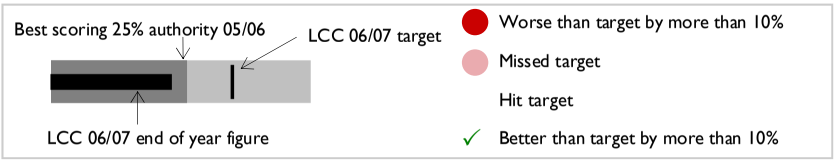
BVPI targets where authorities should be aiming for a low end of year figure

PI Code	Description	06/07 performance	actual 06/07	target 06/07	Previous performance	Future targets	Explanation of variation from target (missed target by plus or minus 10%)
*BV82d(i)	Percentage household waste (landfilled)		58.4%	59.0%			—
BV82d(ii)	Tonnage of household waste (landfilled)		196,552	208,439			—
BV84a	Household waste collection (kilograms per head)		536	566			—
*BV84b	Household waste collection (% change)	✓ —	-1.7%	2.5%			Predicted growth in waste has not materialised. However, need to monitor figures over a longer period of time to identify any trends.
BV87	Municipal waste disposal costs		£46.1	£46.9			—

* - the indicator has changed at least once over the last five years.

Safer Communities

How to read the performance graph



BVPI targets where authorities should be aiming for a high end of year figure

PI Code	Description	06/07 performance	actual 06/07	target 06/07	Previous performance	Future targets	Explanation of variation from target (missed target by plus or minus 10%)
BV166b	Trading Standards checklist of best practice		100%	100%			—
BV175	Racial incidents resulting in further action		99.5%	100%			—

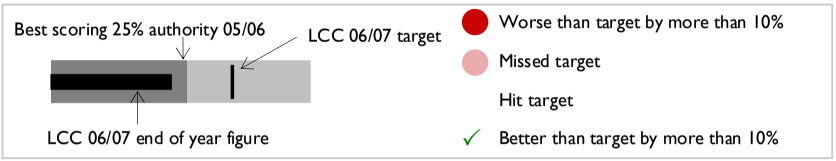
BVPI targets where authorities should be aiming for a low end of year figure

*BV126	Domestic burglaries per 1000 household		11.9	9.5			The largest district Charnwood is particularly over target and accounts for around 40% of crime recorded in the County so skews the county total. Four out of seven of the CDRP's are on target. A multi-agency Project Board has been set up to develop a Reducing Crime improvement plan for Charnwood, including reducing domestic burglaries.
BV127a	Violent crime per 1000 population		16.5	15.9			—
BV127b	Robberies per 1000 population		0.5	0.5			—
*BV128	Vehicle crimes per 1000 population		8.9	7.8			Only 1 Crime and Disorder Reduction Partnerships (Oadby & Wigston) achieved their target. This follows successful period of reduction in previous years. Increase in use/theft of SatNav may have contributed to slight increase from 2005/06.

* - the indicator has changed at least once over the last five years.

Safer Communities

How to read the performance graph



BVPI targets where performance may be high or low, depending on other factors

PI Code	Description	06/07 performance	actual 06/07	target 06/07	Previous performance	Future targets	Explanation of shortfalls (missed target by more than 10%)
BV174	Racial incidents per 100,000 population	●	68.7	85.3			Mainly due to an apparent drop in reports in schools the reason for this is unclear at moment.

CPA Targets - authorities should be aiming for high end of year figures

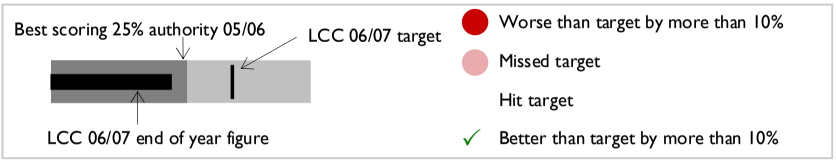
CPA E30	Consumer satisfaction with Trading Standards	●	83.7%	85.0%			—
CPA E31	Business satisfaction with Trading Standards	●	82.1%	85.0%			—
CPA E32	Trading Standards' visits to high risk premises		100%	100%			—
CPA E33	Trading Standards, levels of business compliance:						
(a)	high-risk premises	✓	100%	75.0%			In 2007/07 a minimum target was set. Need to set a more challenging target for future years.
(b)	medium-risk premises	✓	88.9%	75.0%			In 2007/07 a minimum target was set. Need to set a more challenging target for future years.
(c)	low-risk premises	✓	93.0%	75.0%			In 2007/07 a minimum target was set. Need to set a more challenging target for future years.

* - the indicator has changed at least once over the last five years.

Improving services

Quality, Customers and Diversity

How to read the performance graph



BVPI targets where authorities should be aiming for a high end of year figure

PI Code	Description	06/07 performance	actual 06/07	target 06/07	Previous performance	Future targets	Explanation of variation from target (missed target by plus or minus 10%)
BV2a	Equality standard for local government	●	2	3			—
BV2b	Duty to promote race equality	●	83.0%	89.0%			—
*BV11a	Top 5% earners: women	●	40.6%	43.0%			—
*BV11b	Top 5% earner: minority ethnic communities		3.0%	3.0%			—
BV11c	Top 5% earners: with a disability	✓	6.7%	2.0%			Clearer self-reported arrangements for disabled employees have resulted in more accurate data.
*BV16a	Percentage of employees with a disability		3.7%	3.0%			—
*BV17a	Percentage of black and ethnic minority employees		4.6%	4.5%			—
BV109a	Planning applications: Major applications		71.1%	70.0%			—
BV8	Percentage of invoices paid on time		92.5%	92.0%			—
*BV156	Buildings accessible to people with a disability	●	77.0%	82.0%			—
BV226b	Advice and guidance services: CLS quality mark		91.0%	91.0%			—

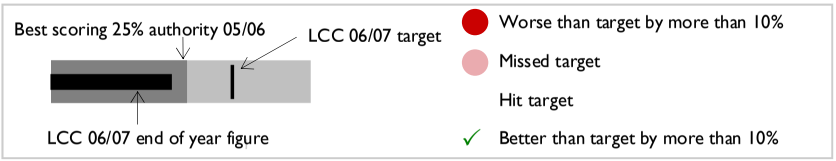
BVPI targets where authorities should be aiming for a low end of year figure

PI Code	Description	06/07 performance	actual 06/07	target 06/07	Previous performance	Future targets	Explanation of variation from target (missed target by plus or minus 10%)
BV12	Working days lost due to sickness absence	●	8.1	8.0			—
*BV14	Percentage of early retirements		0.70%	0.70%			—
BV15	Percentage of ill health retirements		0.17%	0.25%			—

* - the indicator has changed at least once over the last five years.

Quality, Customers and Diversity

How to read the performance graph



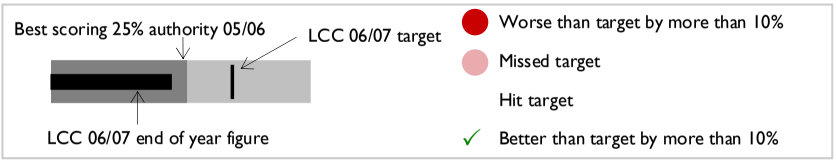
BVPI targets where performance may be high or low, depending on other factors

PI Code	Description			actual 06/07	target 06/07	Previous performance	Future targets	Explanation of shortfalls (missed target by more than 10%)
BV200a	Plan making – development plan		—	Yes	Yes	—	Yes	—
BV200b	Plan making – milestones	●	—	No	Yes	—	Yes	—
BV200c	Plan making – monitoring report		—	Yes	Yes	—	Yes	—
*BV16b	% of economically active disabled community		—	11.5%	n/a	—	n/a	—
*BV17b	% of economically active minority ethnic community		—	5.3%	n/a	—	n/a	—
BV226a	Advice and guidance services: total expenditure			£585,457	£592,527			—
BV226c	Advice and guidance services: direct provision	●		£903,630	£902,271			—

* - the indicator has changed at least once over the last five years.

User Satisfaction Survey 2006

How to read the performance graph



Targets where authorities should be aiming for a high end of year figure

PI Code	Description	06/07 performance	actual 06/07	confidence interval (±)	target 06/07	target 2009/10	Explanation of variation from target (missed target by plus or minus 10%)
BV3	% of citizens satisfied with the overall service provided by their authority.		46.0%	1.9%	70.0%	52.0%	Result places us in the lowest quartile and well below our target of top quartile.
BV4	% of complainants satisfied with the handling of their complaint.		32.0%	4.8%	45.0%	36.0%	Minor improvement but still places us near bottom quartile.
BV90c	% of people expressing satisfaction with Civic Amenity Sites.		84.0%	1.7%	86.0%	86.0%	—
BV103	% of residents satisfied with local provision of public transport information.		41.0%	2.3%	51.0%	54.0%	Disappointing results given increased levels of marketing and publicity activity (i.e. displays, maps, guides, offers, promotions).
BV104	% of residents satisfied with local bus services.		54.0%	2.4%	61.0%	64.0%	Results likely to have been affected by heavy fare increases and service changes from commercial bus companies, alongside adverse press coverage around the time of the survey regarding proposed changes to concessionary travel and cuts to local bus services in the summer of 2006.
CPA E14	Satisfaction with transport information (users).		55.0%	n/a	76.0%	67.0%	Disappointing results given increased levels of marketing and publicity activity (i.e. displays, maps, guides, offers, promotions).
CPA E15	Satisfaction with bus services (users).		62.0%	n/a	70.0%	67.0%	Results likely to have been affected by heavy fare increases and service changes from commercial bus companies, alongside adverse press coverage around the time of the survey regarding proposed changes to concessionary travel and cuts to local bus services in the summer of 2006.
BV119	% of residents satisfied with the local authority's:						
(a)	Sports / leisure facilities		53.0%	15.6%	n/a	n/a	—
(b)	Libraries		71.0%	0.7%	75.0%	73.0%	—
(c)	Museums / galleries		35.0%	0.7%	75.0%	40.0%	Hard to know whose performance this measures as many organisations run 'museums' other than LCC.
(d)	Theatres / concert halls		36.0%	0.7%	70.0%	n/a	LCC does not directly run or fund concert halls.
(e)	Parks and open spaces		70.0%	n/a	80.0%	75.0%	Hard to know whose performance this measures as many organisations run 'parks' other than LCC.
BV111	% of applicants/those commenting on planning applications satisfied with service.		100%	1.8%	90.0%	95.0%	Small sample size/low response rate skews results but there have been continued efforts to engage with applicants on issues and processes involved in dealing with their planning applications. Online information may have been a factor but this cannot be verified.
BV118a	% of library users who found a book to borrow.		89.9%	2.0%	85.0%	90.0%	—
BV118b	% of library users who found the information they were looking for.		79.1%	2.0%	85.0%	80.0%	—
BV118c	% of library users who were satisfied with the library overall.		95.0%	1.7%	94.0%	95.0%	—

BV119d although required to undertake a survey, the County Council does not directly provide these services.
The council is carrying out further analytical work with MORI to understand the factors behind the survey results with a view to implementing an action plan for improvement.