

Appendix B:

Resources Overview and Scrutiny Committee Qtr 3

Performance Indicators

This Appendix contains 3 sections:

- Section 1 - Performance to the end of December is reported by exception organised according to Directorate.

Additionally national quartile information* is reported at the end of each Directorate by exception – full details are set out in section 3

- Section 2 - Contains performance data for every indicator, organised by Directorate, giving performance to the end of December against December's target, the target for the end of this year, and the outturn for the end of last year.
- Section 3 - Contains the national quartile data* published by the Audit Commission for 2005/06 with Hastings Borough Council performance.

*Every year in December, the Audit Commission publish BVPI data for all Councils for the previous financial year, and calculate cut off levels of performance, called quartiles, for each indicator. These identify the level above which the best 25% of Councils performed for that indicator, or below which the worst 25% of Councils performed.

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Section 1:

Communications and Organisational Development Directorate

Throughout the directorate to the end of December:

7 of 12 Best Value Performance Indicators met their targets (58%)

6 of 7 Local Performance Indicators met their targets (86%)

Overall 13 of 19 indicators met their targets (68%)

The Audit Commission published 2005/06 national quartile information for Best Value Performance Indicators in December. This indicates the level at which the best 25% and worst 25% of Councils performed for each indicator.

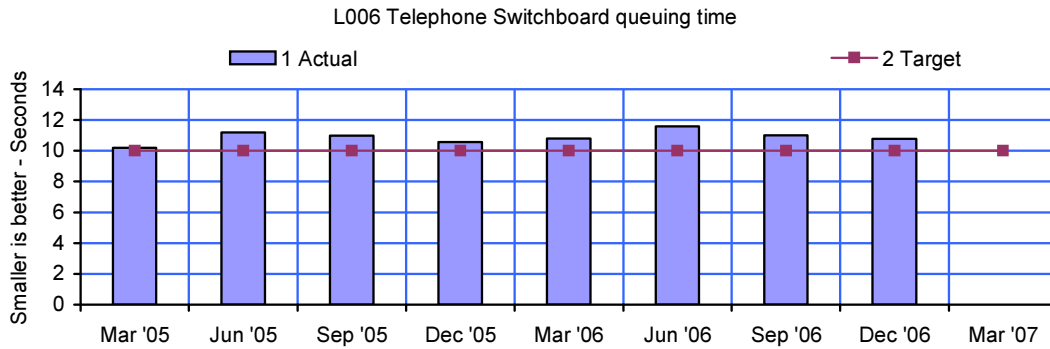
Performance to the end of December is reported by exception below, followed by quartile information. The full details of the quarter's performance and quartile data are included as Appendix A and B at the end of the report.

Exceeded target

- L106 and L107 - Borough website visits - there were over 800,000 unique visits to the Borough website to the end of December, up 24% from this point last year. Over 6½ million pages were served, up 77% from last year. Both indicators exceeded their targets for this point and the number of website visits has exceeded it's yearend target.
- L027 Number of customers in Information Centres - the high number of customers visiting the information centres has continued, reaching 289,394 to the end of December, up 23% from this point last year, and nearly reaching the yearend target of 295,000.
- L100 News releases in Observer - 84% (124 of 147) of Council news releases were printed in the Observer to the end of December, ahead of the target of 80%.

Below target

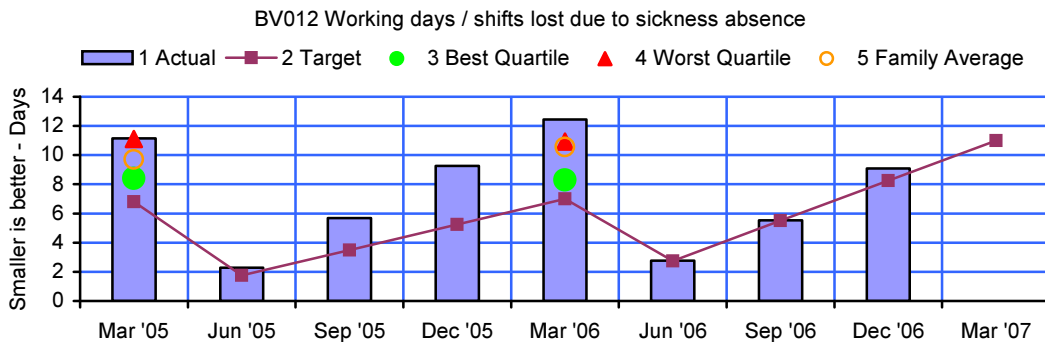
- L006 Telephone switchboard queuing time - average queuing time in the third quarter was 10.78 seconds, down from 11.01 in the first quarter, but still over the 10 second target. (N.b. these are figures for the individual quarters - average figures for the year to December are not available).



- BV015 Ill health retirements - there have been 3 ill health retirements this year, or 0.52% of the 576 workforce, which is worse than our target for the year of 0.45%.

Hothouse

BV012 Working days / shifts lost due to sickness absence - 9.1 days were lost to sickness absence to the end of December, not reaching our target of 8.25 for this point, and slightly below the 9.26 days for this point last year.



2005/06 Best Value Quartile Data

4 of the 9 BVPIs for this directorate that quartile information was produced for were in the best quartile (i.e. 2005/06 performance was in the top 25% of districts). 4 were in the middle quartiles - between best and worst quartile performance, and one was in the worst quartile.

Several of the corporate health indicators relate to employee diversity and retirements across the Council. As employees are recruited on merit, and retirements are decided by the individual circumstances of the employee, our control of these indicators is limited to ensuring that our recruitments processes are fair and open and all employees are helped to remain in work where that is possible. As some of these indicators are based on small staff numbers, they are liable to large percentage and ranking changes. Specific relevant indicators are:

- BV011a The percentage of top 5% of earners that are women
- BV011b The percentage of top 5% of earners that are from black & ethnic minority backgrounds
- BV011c The percentage of the top paid 5% of staff who have a disability
- BV014 - The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce
- BV015 - The percentage of employees retiring on grounds of ill health as a percentage of the total workforce
- BV016a - The percentage of authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition
- BV017a - The percentage of employees from minority ethnic communities within the authority's workforce

BV002b Duty to promote race equality - we have achieved 18 of the 19 items for this indicator (95%), which is well within the best quartile cut off level of 73%.

BV012 days lost to sickness absence was in the worst quartile for 2005/06 at 12.44, above the 10.92 worst quartile level, and levels this year are similar to last. Measures in place to manage sickness have been reported previously, and will need to be maintained.

Quartile data was not calculated for the following indicators:

BV174 Racial incidents recorded by the authority

BV002a Equality Standard Level

BV016b % Economically active disabled people in the authority area

BV017b % Economically active ethnic community people in the authority area

Full details are attached at Appendix B at the end of the report.

Deputy Chief Executive's Directorate

For the directorate to the end of December:

5 of 14 Best Value Performance Indicators met their targets (36%)

Neither of the 2 Local Performance Indicators met their targets

Overall 5 of 16 indicators met their targets (31%)

Performance of indicators in the fraud and benefits services have been affected by ongoing staffing issues, particularly at the start of the year. Current performance has improved for several indicators, but figures for the year to date are still affected by performance earlier in the year.

Performance to the end of December is reported by exception below, followed by national quartile information. In December the Audit Commission published 2005/06 national quartile information for Best Value Performance Indicators. This indicates the level at which the best 25% and worst 25% of Councils performed for each indicator at the end of 2005/06.

The full details of the quarter's performance and quartile data are attached as Appendix A and B at the end of the report.

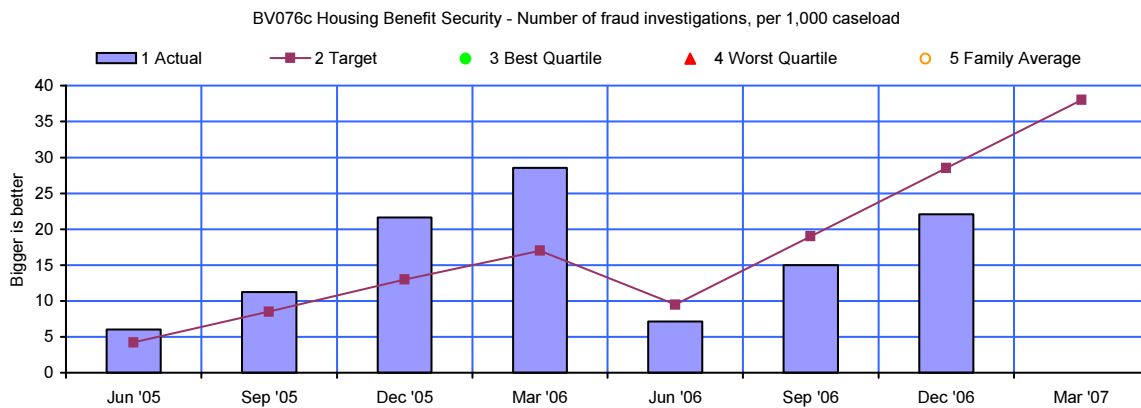
Exceeded target

- BV079a Benefits calculation accuracy - see Hothouse PIs
- BV079bi % Housing Benefit overpayments recovered (in year) - see hothouse PIs

Below target

- BV008 Invoices paid in 30 days - 90.46% of invoices were paid within 30 days to the end of December, with 92.34% for December itself - the first month to reach the target level of 92%. December was also the month with the lowest total number of invoices, which may have helped performance. It has been agreed to add this to the list of hothouse performance indicators.

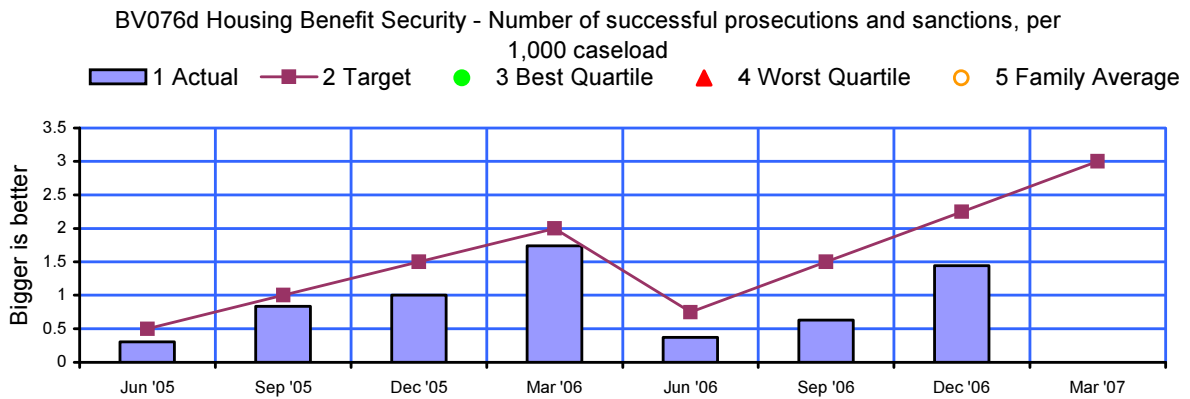
- BV076c Benefit fraud investigations - there were 245 investigations carried out to the end of December, making 22.07 / 1,000 caseload, below the target of 28.5. Long term staff sickness continues to affect performance, though significant efforts have been made to raise the numbers, whilst prioritising and maintaining the quality of cases. It has been agreed to add this to the list of hothouse performance indicators.



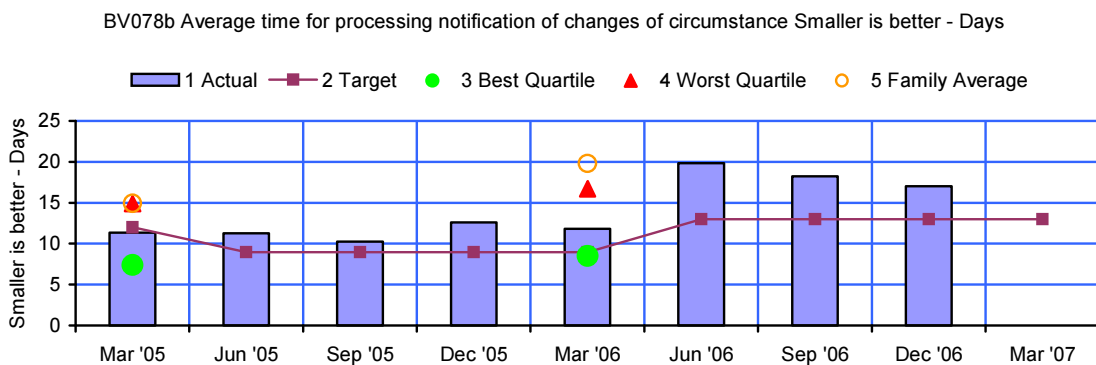
Hothouse

- BV009 Council Tax collection - **(below target)** 88.44% of tax was collected to the end of December, below the 88.64% collected at this point last year, as discussed under LPP target 6 above.
- BV076a Housing benefits claimants visited - **(below target)** 885 visits were made to the end of December, making 79.7 / 1,000 claimants. The Department of Work and Pensions (DWP) will be changing some of their performance indicators from next year to focus on outcome more than output, and they will be dropping this measure. As a transitional arrangement to prepare for the change of focus, they have revised the targets they expect for this year. The target for Hastings is 149 visits / 1,000 claimants, revised from 215. At the present rate we should reach the revised yearend target. The Audit Commission have stated that they will confirm their position on the future of this BVPI soon.

- BV076d housing benefit prosecutions and sanctions - **(below target)** there have been 16 successful sanctions to the end of December, making 1.44 / 1,000 claimants, below our target of 2.25. Long term staff sickness has continued to affect performance. Activity in the third quarter has been focused on sanction cases resulting in improved performance.



- BV078a average time to process new claims - **(below target)** the average time taken has continued to fall, reaching 27.1 days for the third quarter. The average for the year to the end of December is 31.9 days due to difficulties at the start of the year, just missing the 30 day target.
- BV078b average time to process changes of circumstances - **(below target)** performance has continued to improve from the difficult start to the year - reaching 14.8 days for the third quarter, and 17 days for the year to the end of December, still above our 13 day target.



- BV079a benefit calculation accuracy - **(above target)** high performance has been maintained throughout this year, with 124 of the sample of 125 cases checked found accurate for each of the 3 quarters (99.2%). It has been agreed to remove this from the list of hothouse indicators.

- BV079b benefits overpayments recovery:
 - BV079bi (**above target**) recovery of overpayments made this year has continued to exceed the 70% target, at 73% at the end of December.
 - BV079bii (**below target**) recovery of overpayments this year and outstanding at the start of the year was 27% at the end of December, not reaching the 40% target set.
 - BV079biii (**below target**) 4.7% of overpayments (this and previous years) have been written of at the end of December, compared with a target of 2.5%.

2005/06 Best Value Quartile Data

None of the 9 BVPIs for this directorate that quartile information was produced for were in the best quartile (i.e. 2005/06 performance was not in the top 25% of districts). Two were in the worst quartile, and the other 7 were in the middle quartiles - between best and worst quartile performance.

BV008 Invoices paid in 30 days - 88.9% of invoices were paid in 30 days for 2005/06, which is marginally within the worst quartile (cut off 92.2%). There were problems last year due to the change of financial systems. Performance over the first 6 months of this year has been around 90%, below last year's worst quartile cut off.

BV009 Council tax collection was also within the worst quartile level, with 95.22% collected, (worst quartile cut off 97.4%).

Whilst none of the other BVPIs reached the best quartile level last year, they were all comfortably above the worst quartile level.

Full details are attached at Appendix B at the end of the report.

Quartile data was not calculated for the following indicators:

BV079 Benefit Fraud

BV079biii overpayment write offs

Section 2:

Performance to end of December - Communications and Organisational Development

BV174 - The number of racial incidents recorded by the authority per 100,000 population

Status	Met
Improvement direction	Smaller is better
05/06 Yearend Actual	0
06/07 Half year Actual	0
06/07 Half year Target	0
06/07 Yearend Target	0

BV175 - The percentage of racial incidents that resulted in further action

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	0
06/07 Half year Actual	0
06/07 Half year Target	0
06/07 Yearend Target	0

L028 - Number of complaints resulting in case of Maladministration

Status	Met
Improvement direction	Smaller is better
05/06 Yearend Actual	0
06/07 Half year Actual	0
06/07 Half year Target	0
06/07 Yearend Target	0

L027 No of customers in Information Centres

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	292795
06/07 Half year Actual	289394
06/07 Half year Target	221250
06/07 Yearend Target	295000

L106 Unique visits to Borough website

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	923753
06/07 Half year Actual	818323
06/07 Half year Target	757500

06/07 Yearend Target 1010000

L107 Total number of pages served

Status Met
Improvement direction Bigger is better
05/06 Yearend Actual 5427180
06/07 Half year Actual 6763330
06/07 Half year Target 4500000
06/07 Yearend Target 6000000

L006 - Queuing time for telephone calls directed through the central switchboard number

Status Not Met
Improvement direction Smaller is better
05/06 Yearend Actual 10.8
06/07 Half year Actual 10.78
06/07 Half year Target 10
06/07 Yearend Target 10

L100 News releases in Observer

Status Met
Improvement direction Bigger is better
05/06 Yearend Actual 85
06/07 Half year Actual 84
06/07 Half year Target 80
06/07 Yearend Target 80

BV002a The level of the Equality Standard for Local Government to which the authority conforms

Status Met
Improvement direction Bigger is better
05/06 Yearend Actual 2
06/07 Half year Actual 2
06/07 Half year Target 2
06/07 Yearend Target 2

BV002b The duty to promote race equality

Status Met
Improvement direction Bigger is better
05/06 Yearend Actual 94.7
06/07 Half year Actual 94.7
06/07 Half year Target 94.7
06/07 Yearend Target 94.7

BV011a The percentage of top 5% of earners that are women

Status Not Met

Improvement direction	Bigger is better
05/06 Yearend Actual	27.58
06/07 Half year Actual	25.92
06/07 Half year Target	33
06/07 Yearend Target	33

BV011b The percentage of top 5% of earners that are from black & ethnic minority backgrounds

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	6
06/07 Half year Actual	6
06/07 Half year Target	6
06/07 Yearend Target	6

BV011c The percentage of the top paid 5% of staff who have a disability

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	4
06/07 Half year Actual	4
06/07 Half year Target	4
06/07 Yearend Target	4

BV012 - The proportion of working days/shifts lost due to sickness absence

Status	Not Met
Improvement direction	Smaller is better
05/06 Yearend Actual	12.44
06/07 Half year Actual	9.09
06/07 Half year Target	8.25
06/07 Yearend Target	11

BV014 - The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce

Status	Met
Improvement direction	Smaller is better
05/06 Yearend Actual	0
06/07 Half year Actual	0.35
06/07 Half year Target	0.5
06/07 Yearend Target	0.67

BV015 - The percentage of employees retiring on grounds of ill health as a percentage of the total workforce

Status	Not Met
Improvement direction	Smaller is better
05/06 Yearend Actual	0
06/07 Half year Actual	0.52

06/07 Half year Target	0.33
06/07 Yearend Target	0.45

BV016a - The percentage of authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	2.48
06/07 Half year Actual	2.43
06/07 Half year Target	2.5
06/07 Yearend Target	2.5

BV016b % Economically active disabled people in the authority area

Status	Yearend
Improvement direction	Target is best
05/06 Yearend Actual	17.9
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	

BV017a - The percentage of employees from minority ethnic communities within the authority's workforce

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	2.43
06/07 Half year Actual	1.69
06/07 Half year Target	3
06/07 Yearend Target	3

BV017b - The percentage of the economically active minority ethnic community population in the authority area

Status	Yearend
Improvement direction	Target is best
05/06 Yearend Actual	3.12
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	

L023 Persons who leave the employment of the authority voluntarily as a % of employees in post

Status	Met
Improvement direction	Target is best
05/06 Yearend Actual	7.21
06/07 Half year Actual	5.2
06/07 Half year Target	6

06/07 Yearend Target 8

Performance to end of December - Deputy Chief Executive

BV008 - The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	88.87
06/07 Half year Actual	90.46
06/07 Half year Target	92
06/07 Yearend Target	92

BV076b (2003) Housing Benefit Security: The number of fraud investigators employed, per 1,000 caseload

Status	Met
Improvement direction	Target is best
05/06 Yearend Actual	0.32
06/07 Half year Actual	0.41
06/07 Half year Target	0.4
06/07 Yearend Target	0.4

BV076c (2003) Housing Benefit Security: The number of fraud investigations, per 1,000 caseload

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	28.53
06/07 Half year Actual	22.07
06/07 Half year Target	28.5
06/07 Yearend Target	38

BV076d (2003) Housing Benefit Security: The number of prosecutions & sanctions, per 1,000 caseload

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	1.74
06/07 Half year Actual	1.44
06/07 Half year Target	2.25
06/07 Yearend Target	3

BV156 - The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	64.7

06/07 Half year Actual	64.7
06/07 Half year Target	64.7
06/07 Yearend Target	64.7

BV003 Percentage of citizens satisfied with the overall service provided by their authority (all of the respondents)

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	62

BV004 Percentage of those making complaints satisfied with the handling of those complaints

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	41

BV009 - Percentage of Council Tax collected

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	95.22
06/07 Half year Actual	88.44
06/07 Half year Target	88.64
06/07 Yearend Target	95.75

BV010 - The percentage of non-domestic rates due for the financial year which were received by the authority

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	98.42
06/07 Half year Actual	92.05
06/07 Half year Target	92
06/07 Yearend Target	98.6

BV076a (2003) Housing Benefit Security: The number of claimants visited, per 1,000 caseload

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	70.69
06/07 Half year Actual	79.73
06/07 Half year Target	161.25

06/07 Yearend Target 215

BV078a - Speed of processing: Average time for processing new claims

Status	Not Met
Improvement direction	Smaller is better
05/06 Yearend Actual	27.46
06/07 Half year Actual	31.88
06/07 Half year Target	30
06/07 Yearend Target	30

BV078b - Speed of processing: Average time for processing notifications of changes of circumstances

Status	Not Met
Improvement direction	Smaller is better
05/06 Yearend Actual	11.81
06/07 Half year Actual	17.04
06/07 Half year Target	13
06/07 Yearend Target	13

BV079a - Accuracy of processing: Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the determination for a sample of cases checked

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	97.76
06/07 Half year Actual	99.2
06/07 Half year Target	99
06/07 Yearend Target	98

BV079bi The amount of Housing Benefit overpayments (HB) recovered as a percentage of HB overpayments

Status	Met
Improvement direction	Bigger is better
05/06 Yearend Actual	68.83
06/07 Half year Actual	73.04
06/07 Half year Target	70
06/07 Yearend Target	70

BV079bii Housing Benefit (HB) overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	36.06
06/07 Half year Actual	27.19
06/07 Half year Target	40

06/07 Yearend Target 40

BV079biii Housing Benefit (HB) overpayments written off as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year

Status	Not Met
Improvement direction	Target is best
05/06 Yearend Actual	2.59
06/07 Half year Actual	4.7
06/07 Half year Target	2.5
06/07 Yearend Target	2.5

BV080a Overall satisfaction with the facilities to get in touch with the benefits

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	60

BV080b Overall satisfaction with the service in the actual office

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	60

BV080c Overall satisfaction with the telephone service

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	50

BV080d Overall satisfaction with the staff in the benefits office

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	70

BV080e Overall satisfaction with clarity & understandability of the forms, leaflets and letters

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	60

BV080f Overall satisfaction with amount of time it took to tell me whether my claim was successful

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	60

BV080g Benefits Service Overall Satisfaction

Status	Yearend
Improvement direction	Bigger is better
05/06 Yearend Actual	
06/07 Half year Actual	
06/07 Half year Target	
06/07 Yearend Target	70

L075 % new Housing Benefit claims determined within 14 days of receipt of all information.

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	88.75
06/07 Half year Actual	86.23
06/07 Half year Target	90
06/07 Yearend Target	90

L076 % new claims where 1st payment is made on time.

Status	Not Met
Improvement direction	Bigger is better
05/06 Yearend Actual	85.02
06/07 Half year Actual	85.93
06/07 Half year Target	87
06/07 Yearend Target	87

Section 3:

2005/06 Yearend Performance with National Quartiles - Communications and Organisational Development

BV002b The duty to promote race equality

Quartile	Best Quartile
Improvement	Bigger is better
Actual:	94.7
Best	73
Worst	42
Family	70.43

BV011a The percentage of top 5% of earners that are women

Quartile	Middle
Improvement	Bigger is better
Actual:	27.58
Best	31.25
Worst	18.79
Family	22.68

BV011b The percentage of top 5% of earners that are from black & ethnic

Quartile	Best Quartile
Improvement	Bigger is better
Actual:	6
Best	3.37
Worst	0
Family	1.79

BV011c The percentage of the top paid 5% of staff who have a disability

Quartile	Middle
Improvement	Bigger is better
Actual:	4
Best	5.91
Worst	0
Family	4.32

BV012 - The proportion of working days/shifts lost due to sickness absence

Quartile	Worst Quartile
Improvement	Smaller is
Actual:	12.44
Best	8.29
Worst	10.92
Family	10.56

BV014 - The percentage of employees retiring early (excluding ill-health

Quartile	Best Quartile
Improvement	Smaller is
Actual:	0
Best	0
Worst	0.83
Family	1.39

BV015 - The percentage of employees retiring on grounds of ill health as a

Quartile	Best Quartile
Improvement	Smaller is
Actual:	0
Best	0
Worst	0.42
Family	0.26

BV016a - The percentage of authority employees declaring that they meet the

Quartile	Middle
Improvement	Bigger is better
Actual:	2.48
Best	4.37
Worst	2.13
Family	4.34

BV016b % Economically active disabled people in the authority area

Quartile	
Improvement	Target is best
Actual:	17.9
Best	
Worst	
Family	

BV017a - The percentage of employees from minority ethnic communities within

Quartile	Middle
Improvement	Bigger is better
Actual:	2.43
Best	2.7
Worst	0.8
Family	1.51

BV017b - The percentage of the economically active minority ethnic community

Quartile	
Improvement	Target is best
Actual:	3.12
Best	
Worst	

Family

2005/06 Yearend Performance with National Quartiles - Deputy Chief Executive's

BV008 - The percentage of invoices for commercial goods and services which

Quartile	Worst Quartile
Improvement	Bigger is better
Actual:	88.87
Best	97.3
Worst	92.2
Family	92.83

BV009 - Percentage of Council Tax collected

Quartile	Worst Quartile
Improvement	Bigger is better
Actual:	95.22
Best	98.53
Worst	97.4
Family	96.37

BV010 - The percentage of non-domestic rates due for the financial year which

Quartile	Middle
Improvement	Bigger is better
Actual:	98.42
Best	99.3
Worst	98.4
Family	98.14

BV078a - Speed of processing: Average time for processing new claims

Quartile	Middle
Improvement	Smaller is
Actual:	27.46
Best	25.5
Worst	37.8
Family	47.04

BV078b - Speed of processing: Average time for processing notifications of

Quartile	Middle
Improvement	Smaller is
Actual:	11.81
Best	8.5
Worst	16.7
Family	19.81

BV079a - Accuracy of processing: Percentage of cases for which the calculation

Quartile	Middle
Improvement	Bigger is better
Actual:	97.76
Best	99
Worst	96.8
Family	96.51

BV079bi The amount of Housing Benefit overpayments (HB) recovered as a

Quartile	Middle
Improvement	Bigger is better
Actual:	68.83
Best	79.46
Worst	59.37
Family	59.2

BV079bii Housing Benefit (HB) overpayments recovered as a percentage of the

Quartile	Middle
Improvement	Bigger is better
Actual:	36.06
Best	41.22
Worst	28.35
Family	31.3

BV156 - The percentage of authority buildings open to the public in which all

Quartile	Middle
Improvement	Bigger is better
Actual:	64.7
Best	87.5
Worst	53.81
Family	64.91