

MISSION CRITICAL PERFORMANCE INDICATORS – to 30 SEPTEMBER 2004

**1. PUBLIC SATISFACTION – UPDATED FIGURES**

Public Satisfaction with the Council and its services is regularly tested by way of survey. The Council has conducted its own surveys in 1998, 2002 and 2004, and also carried out surveys using methodology laid down by the DTLR in Autumn 2000 to supply figures for the Best Value Performance Plan. The 2003 DTLR (now “ODPM”) surveys have been carried out and reported to Members. No further results from the ODPM surveys have been received since the figures were last reported.

We do, however, have the results from our Household Survey carried out in August/September 2004. This has been reported more fully to Cabinet but in overall terms the percentage of respondents to this survey who were very or fairly satisfied with the Council was 69%. This compares well with the weighted result of 58% for the 2003 ODPM survey but is lower than the result of 75% in the previous AVDC biennial survey (2002).

**2. STAFF SICKNESS RATES**

Staff sickness rates are expressed in days' absence per employee (i.e. total days' absence in each service divided by the total number of employees) and are reported **every six months**. Absence due to industrial injury is excluded. The full year rate for 2002/03 was 10.7 days per employee and the average for District Councils for a full year in 2002/03 was 10.0 days. Because of the change in Directorates in 2003/04, figures are not directly comparable between 2002/03 and 2003/04 or the first half of 2004/05.

<b>Sickness Rates per Directorate</b>				
	<b>1 April 2002 to 31 Mar 2003</b>		<b>1 April 2003 to 31 Mar 2004</b>	
			<b>1 April 2004 to 30 Sept 2004</b>	
Chief Executive's	11.58	Chief Executive's	5.8	2.7
Housing, Health and Leisure	11.29	Community Services	12.7	6.4
Planning, Property and Construction 4.9	11.31	Environment and Planning	11.9	
Corporate Resources	8.87	Corporate Resources	10.1	4.1
OVERALL	10.76	OVERALL	11.25	5.0

Please note that the final column only covers six months, while the previous two are full years. The figures in the final column should therefore be approximately half those in the other columns (although sickness is usually slightly higher in the second half of the year as it covers the winter months).

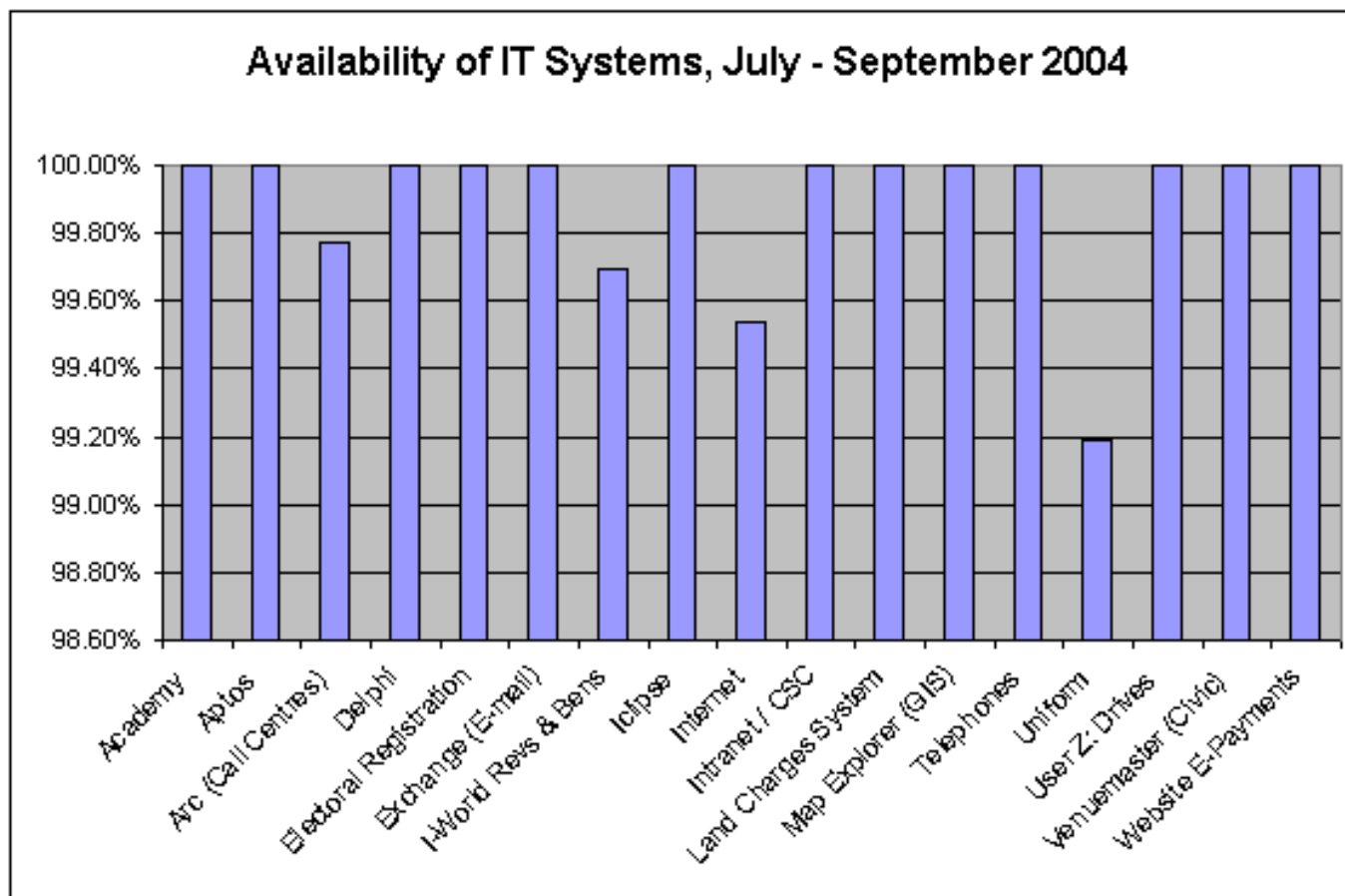
**3. STAFF TURNOVER (VOLUNTARY LEAVERS)**

Voluntary leavers as a percentage of staff in post for 2003/04 equalled 8.7%. This compares to our previous figure of 10.8% in 2002/03. The average for District Councils for a full year in 2001/02 was 10.7% (the last year for which comparative figures are available).

Figures are reported every six months. Voluntary leavers between 1 April to 30 September 2004 equated to 4.5% of the total staff in post. As this only covers half a year it needs to be doubled to get an estimate of what the likely figure for the whole year will be. This would be 9%, roughly the same as in 2003/04.

**4. IT SERVICE AVAILABILITY**

IT service availability is based on the proportion of time each individual system is up and running during a 10 hour window for each working day. The overall target of 99.5% availability for all systems was met between 1 July and 30 September 2004 – in fact all systems achieved better than 99.5% availability apart from Uniform, which achieved 99.19%.



**5. NUMBER OF BENEFITS ITEMS OUTSTANDING**

2003/04

	Apr- 2003	May- 2003	Jun- 2003	Jul- 2003	Aug- 2003	Sep- 2003	Oct- 2003	Nov- 2003	Dec- 2003	Jan- 2004	Feb- 2004	Mar- 2004
New Claims	90	76	30	79	76	76	98	105	97	99	34	45
Renewals	180	273	52	52	68	52	155	2	4	43	42	20
Routine Changes	97	89	19	101	113	192	662	313	241	367	361	520
Urgent	0	0	0	0	0	0	0	5	2	4	0	0
Unlinked post	49	10	0	10	0	21	0	27	38	22	30	40

**APPENDIX**

Others	21	7 3	6	0	4	31	23	28	11	15	0	2 0
Total	<b>437</b>	<b>5 2 1</b>	<b>107</b>	<b>242</b>	<b>2 6 1</b>	<b>372</b>	<b>938</b>	<b>480</b>	<b>393</b>	<b>550</b>	<b>467</b>	<b>6 4 5</b>

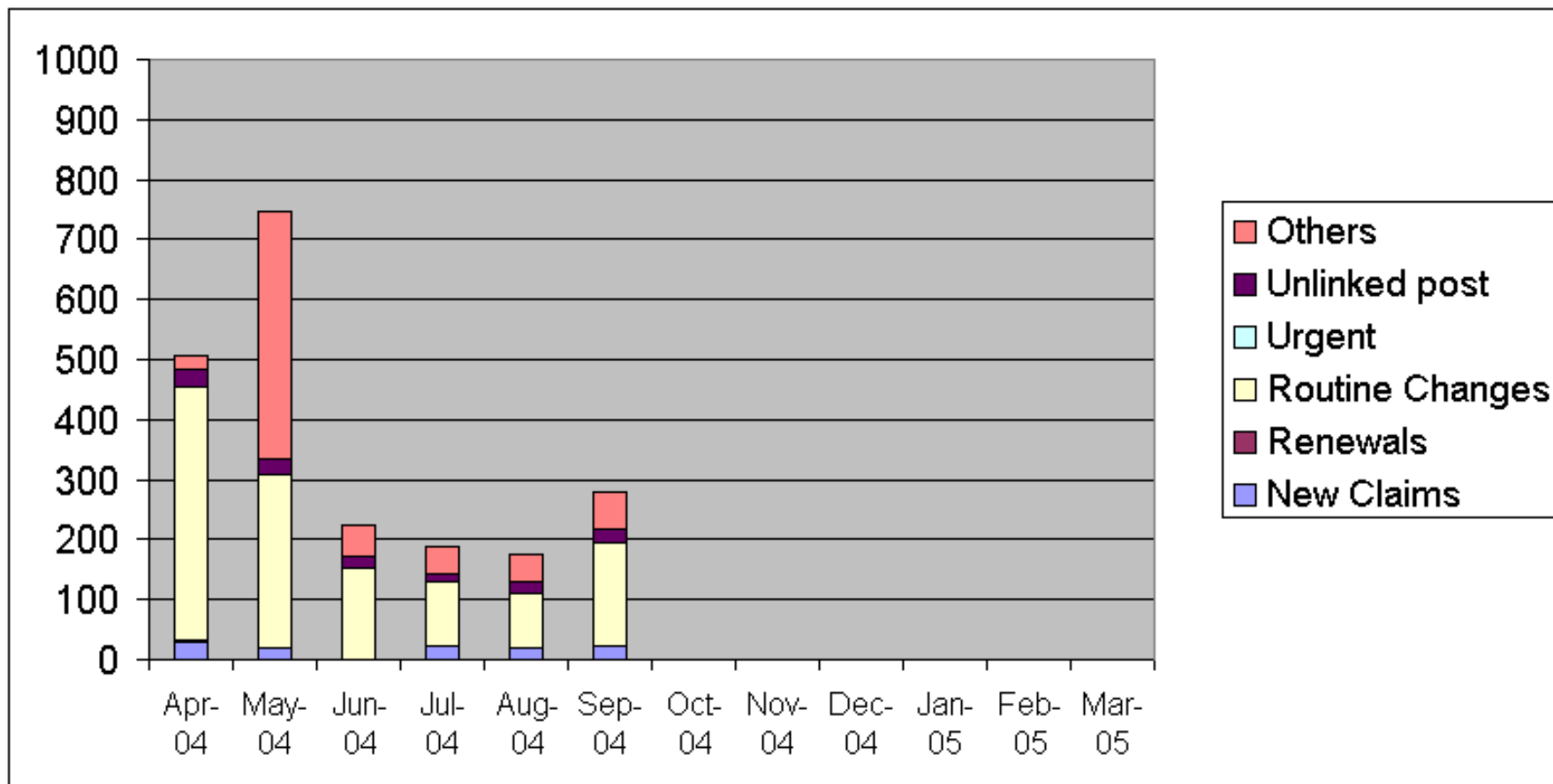
**2004/05**

	<b>Apr- 2004</b>	<b>May- 2 0 0 4</b>	<b>Jun- 2004</b>	<b>Jul- 2004</b>	<b>Aug- 2 0 0 4</b>	<b>Sep- 2004</b>
New Claims	30	1 9	0	22	1 8	23
Renewals	4	0	0	0	0	0

Routine		2				
Change		9			9	
s	420	1	151	107	1	172
Urgent	0	0	0	0	0	0
Unlinke		2			2	
d post	30	3	21	13	1	23
Others	24	4	53	47	4	61
		1			5	
		3			5	
		7			1	
		4			7	
Total	<b>508</b>	<b>6</b>	<b>225</b>	<b>189</b>	<b>5</b>	<b>279</b>

The large number of “others” recorded for May 2004 were mainly pension credit changes that arrived en masse from the Pension Service on 25 May. Overall outstanding items had reduced to a relatively low level by the end of June 2004 and have been maintained at a lower level than last year.

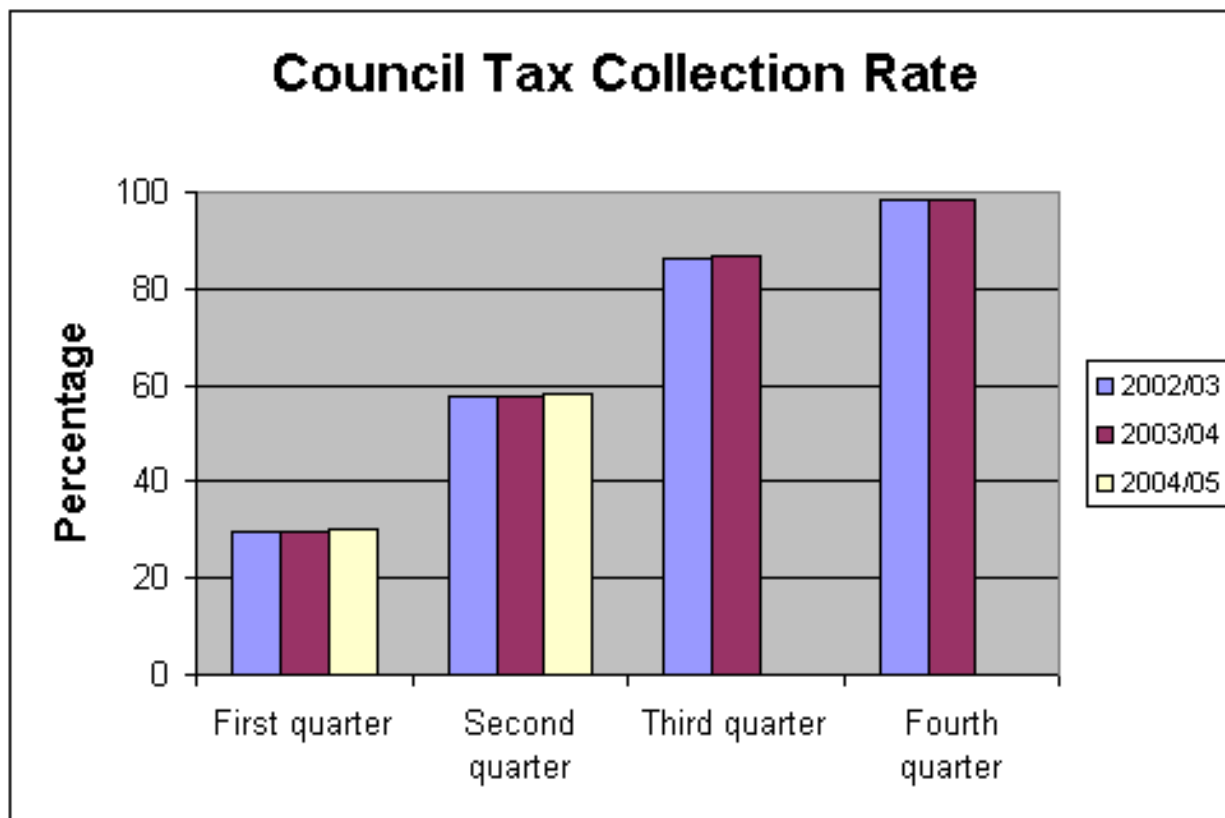
**Benefits – Outstanding Items – April to September 2004**



The order of the different categories in each column corresponds with the order in the legend box to the right of the table. There are no “urgent” items in any of the columns and “renewals” only appears in the first (April 2004) column.

**6. PERCENTAGE OF COUNCIL TAX COLLECTED**

58.24% of the Council Tax due in 2004/05 had been collected in the first half of the year. This is 0.58% better than at the same stage last year and there is evidence that a higher proportion of people are tending to pay on time. The gap will tend to narrow during the course of the year. Our target for the full year 2004/05 is to collect 98.6% of the Council Tax due.



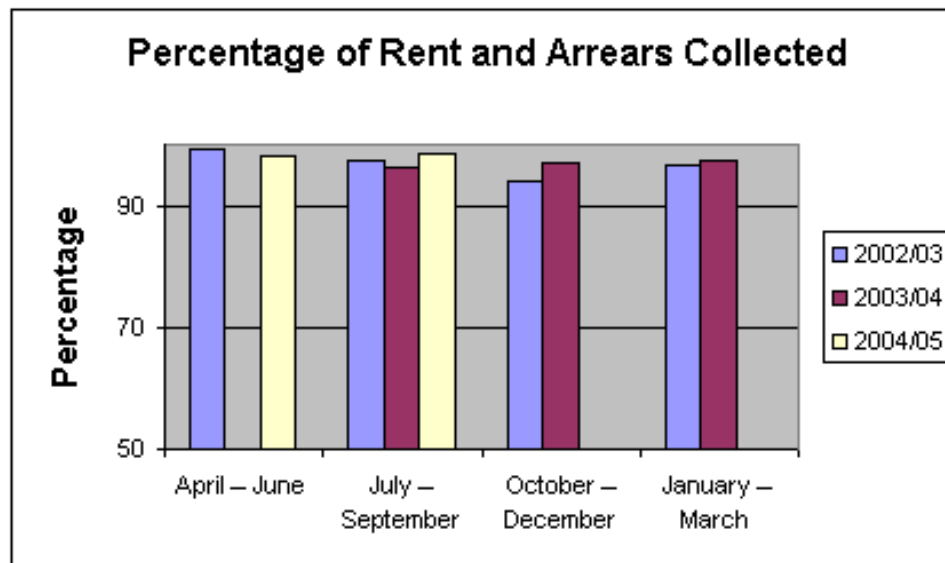
**7. PERCENTAGE OF HOUSING RENT COLLECTED**



Unlike the proportion of Council Tax collected, which shows collection against the total amount due for the whole year, the percentage of Housing Rent collected shows the amount collected each quarter against the amount due **per quarter**.

<b>Proportion of rent due and current tenants' arrears that was collected</b>			
	<b>2002/03</b>	<b>2003/04</b>	<b>2004/05</b>
April – June	99.2%	-	98.21%
July – September	97.26%	96.1%	98.31%
October – December	93.93%	96.84%	
January – March	96.68%	97.38%	
Full year	96.7%	97.38%	

The District average for 2002/03 was 98%. The Council’s target for 2004/05 is to collect 98.0% of the rent due, which we are currently achieving. Our current performance would have been enough to take us out of the bottom quartile in 2002/03 and to exceed the average.

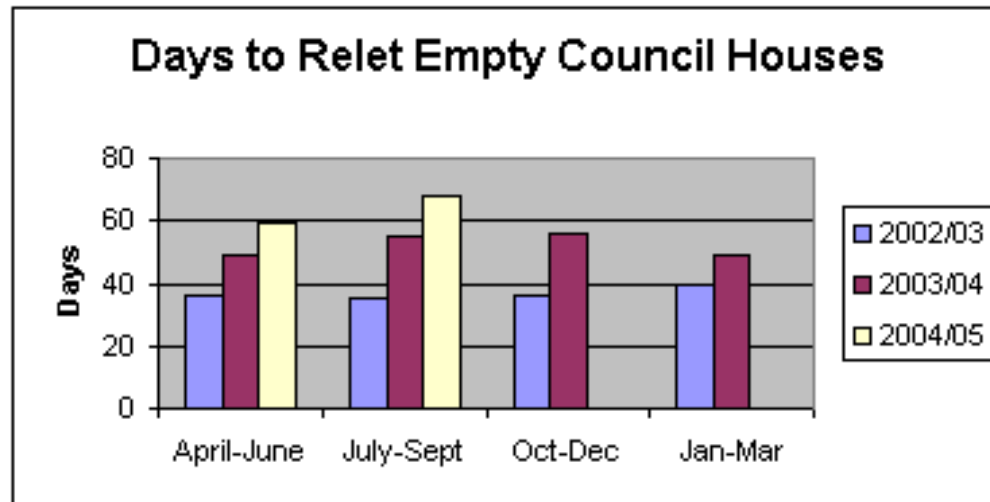


**8. HOUSING VOID TURN ROUND TIME**

This figure shows the average time it takes the Council to let housing properties that are empty and available (i.e. not in need of major repairs).

Average time to let empty housing property:	2001/02	2002/03	2003/04	2004/05
April – June	62 days	35.7 days	49 days	59 days
July – September	40.7 days	34.9 days	54.9 days	68 days
October – December	41.3 days	36.1 days	56.2 days	
January – March	32.2 days	40.0 days	48.9 days	
Full year	41.4 days	38 days	50.8 days	

The District average for 2001/02 was 40 days. The Council’s target for 2004/05 is 33 days. However, the time taken to relet empty properties has been rising steadily since the second quarter of 2002/03. The figure for houses requiring minor works (that is works costing less than £5000) has now risen again to 68 days although, if difficult-to-let properties are excluded, the figure is 61 days. The figure is still too high and leaves us in the bottom quartile. Detailed work is underway to review our void performance and we have already put in place changes to our procedures for re-letting houses which now involves health and safety checks, valeting and all works taking place once the tenant is in occupation. We are continuing to monitor our performance monthly and a further review of our systems, procedures and resources is taking place with the help of external consultants.



**9. WAITING TIME ON HOUSING WAITING LISTS**

At the 13 October 2004 meeting of Resources and Corporate Performance Scrutiny Committee, Members asked if more detailed figures for waiting lists could be reported as this would help them in advising applicants of the likely waiting times for different property types.

Figures have therefore been calculated for each property type in each of the Council's 15 allocation areas for the first two quarters of 2004/05. Where a property of a particular type has not become available for letting in a particular area in a quarter, this is shown in the tables as "n/a".

**First Quarter 2004/05 – April to June:**

**Second quarter 2004/05 – July to September:**

<u>Allocation Group</u>	<u>House</u>	<u>Flat</u>	<u>Bungalow</u>	<u>Sheltered Housing</u>		<u>Allocation Group</u>	<u>House</u>	<u>Flat</u>	<u>Bungalow</u>	<u>Sheltered Housing</u>
1	44	20	25	n/a						
2	n/a	n/a	66	35		1	n/a	n/a	n/a	n/a
3	n/a	n/a	19	n/a		2	n/a	59	n/a	8
4	n/a	n/a	1	16		3	n/a	106	2	n/a
						4	75	n/a	36	22

**APPENDIX**

5	8	n/a	92	n/a					
6	294	96	52	n/a	5	118	n/a	19	n/a
7	n/a	42	20	8	6	267	61	55	n/a
8	179	n/a	70	110	7	124	113	40	18
9	270	79	50	n/a	8	n/a	n/a	14	76
10	n/a	n/a	15	n/a	9	n/a	n/a	n/a	n/a
11	n/a	n/a	7	n/a	10	n/a	n/a	65	n/a
12	n/a	n/a	70	n/a	11	n/a	n/a	8	n/a
13	50	83	106	4	12	n/a	77	41	n/a
					13	87	n/a	132	14

14	101	82	104	16					
					14	129	81	32	18
15	93	20	371	n/a					
					15	31	15	111	n/a

*expressed as average number of weeks an applicant had been on the waiting list when allocated a property of a certain type.*

We have recently selected 7 housing association partners with whom we will be working to increase the provision of affordable housing, with Housing Corporation and AVDC capital funds, and using other means of providing homes with lower grants or no grant.

**10. NUMBER OF HOMELESS FAMILIES IN BED AND BREAKFAST ACCOMMODATION**

The figure is based on an Audit Commission definition which is no longer a statutory indicator but which the Council has continued to collect as a local indicator. This shows the average number of homeless families in bed and breakfast accommodation each quarter and throughout the whole year. Bed and breakfast accommodation is rarely used except in emergencies and no families have been temporarily housed in this way for over a year.

In 2000/01 the average number for the full year was 6, compared with a District average of 5.4.

	2002/03	2003/04	2004/05
Average number of homeless households in bed and breakfast accommodation:			
April – June	2	0	0
July – September	2	0	0

October – December	0	0
January – March	0	0
OVERALL	1	0

#### 11. PERCENTAGE OF HOUSEHOLD WASTE RECYCLED

The Council's recycling rate places it in the upper quartile of authorities. The average for District councils in 2002/03 was a rate of 11% of household waste recycled. The Council's target for 2003/04 was 15% and we achieved 14.85% overall. Detailed figures for the main components of collecting and recycling are:

(figures are in tonnes)	Oct – Dec 2002	Jan – Mar 2003	Apr – Jun 2003	Jul – Sep 2003	Oct – Dec 2003	Jan – Mar 2004	Apr – Jun 2004
Paper – kerbside	1328	1321	1235	1280	1373	1355	)
Cans and plastics – kerbside	212	226	228	234	221	234	)
Contamination rate 9%			-20	-21	-20	-21	) 2125
Glass	480	555	550	554	504	581	)
Paper	38	48	31	7	13	7	)
Other recycling	58	41	41	38	42	47	)
Estimate – clinical	10	10	10	10	10	10	10
13 weeks' refuse	11766	11885	11884	11753	11718	11193	11454
Street sweeping	626	614	) 641	441	490	495	490
Litter	113	122	)				

<b>Total – all waste</b>	<b>14631</b>	<b>14821</b>	<b>14620</b>	<b>14325</b>	<b>14370</b>	<b>13923</b>	<b>14080*</b>
<b>Total – recycled</b>	<b>2116</b>	<b>2190</b>	<b>2065</b>	<b>2100</b>	<b>2133</b>	<b>2204</b>	<b>2125*</b>
<b>Recycling rate</b>	<b>14.46%</b>	<b>14.77%</b>	<b>14.12%</b>	<b>14.65%</b>	<b>14.84%</b>	<b>15.83%</b>	<b>15.09%*</b>

\* Figures for April – June 2004 are provisional at this stage as we are still waiting for figures from third parties. Figures for the second quarter of 2004/05 are not yet available.

## **12. CLEANLINESS OF STREETS**

This indicator measures the percentage of highways in the District that are either of a high or acceptable standard of cleanliness as defined by the Environmental Protection Act 1990. This was a statutory indicator and was collected by carrying out periodic inspections of roads in the District. However, the indicator has been replaced and inspections are now carried out for the revised indicator. It is therefore not possible to continue reporting this indicator and alternatives are being investigated as part of the review of performance indicators.

## **13. MISSED REFUSE COLLECTIONS**

Missed refuse collections are expressed in terms of the number missed per 100,000 collections of household waste. As reported previously, there have been concerns that the figure we have been reporting was inaccurate and, following a review, revised figures have been calculated.

This was a statutory indicator until 2001/02, subject to audit each year, and our external auditors never commented that we were not following the statutory definition. However, we were only reporting missed collections that were “our fault” – resulting from vehicle breakdown, etc. The statutory definition requires that **all** occasions that result in household refuse being collected on another day, where householders have not been previously notified in writing, should be included. This means including adverse weather and problems with access due to parked cars, but excluding Bank Holiday revisions because these have been previously drawn to the public’s attention.

The effect of applying the statutory definition to our figures is:

<b>Quarter</b>	<b>2001/02 (old definition)</b>	<b>2002/03 (old definition)</b>	<b>2003/04 (new definition)</b>	<b>2004/05 (new definition)</b>
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April – June	4.4	2.9	230	97
July – September	4.6	2.4	189	44
October – December	3.8	4.4	196	
January – March	5.5	4.0	117	

The district average in 2001/02 was 112.

Since the flaw in the indicator has come to light, action has been taken to improve performance and the number of missed collections in the second quarter of 2004/05 is less than a fifth of the figure for the first quarter of 2003/04. Investment in new vehicles has meant that the incidence of breakdowns has reduced. In addition, when a crew report they are unable to get to an area due to access problems we either send them back later the same day or if possible send a smaller refuse vehicle which has a better chance of getting past the obstruction.

#### 14. COMMERCIAL PROPERTY RENTAL INCOME AND VOIDS

The Council maintains a large commercial portfolio, so it is important that voids are minimised and rent collection maximised.

Relevant indicators, targets and performance in 2003/04 and the first half of 2004/05 were:

	Target	Apr – Jun 2003	Jul – Sep 2003	Oct – Dec 2003	Jan – Mar 2004	Apr – Jun 2004	Jul - Sep 2004
Value of void properties as a percentage of total rental value	max of 4%	0.43%	0.52%	0.51%	0.8%	1.5%	1.56%
Percentage of rent collected within 90 days	96%	99.41%	97.15%	99.98%	95.47%	99.68%	99.82%
Number of commercial properties vacant	16 (max)	3	3	4	6	9	9



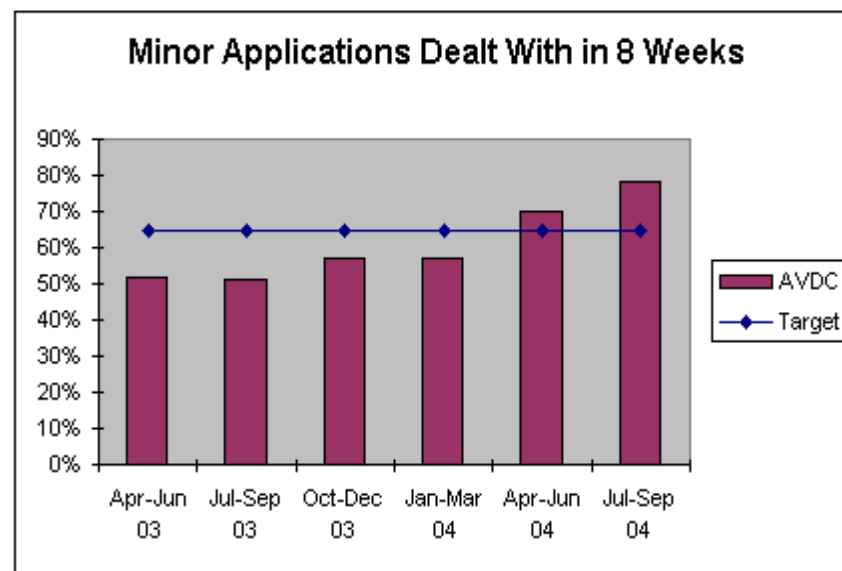
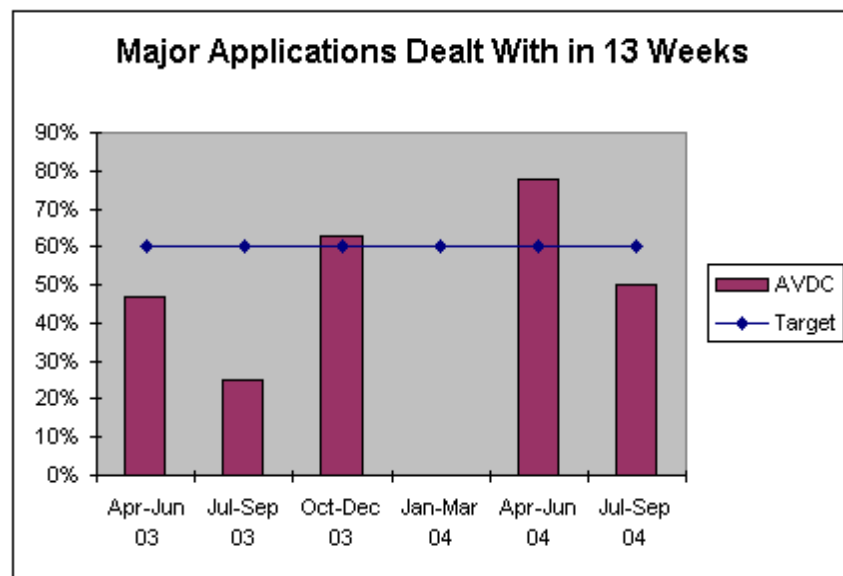

Void figures during the first half of 2004 have shown an increase. The increase is mainly in respect of Rabans Lane and is centred on the small Rabans Close units.

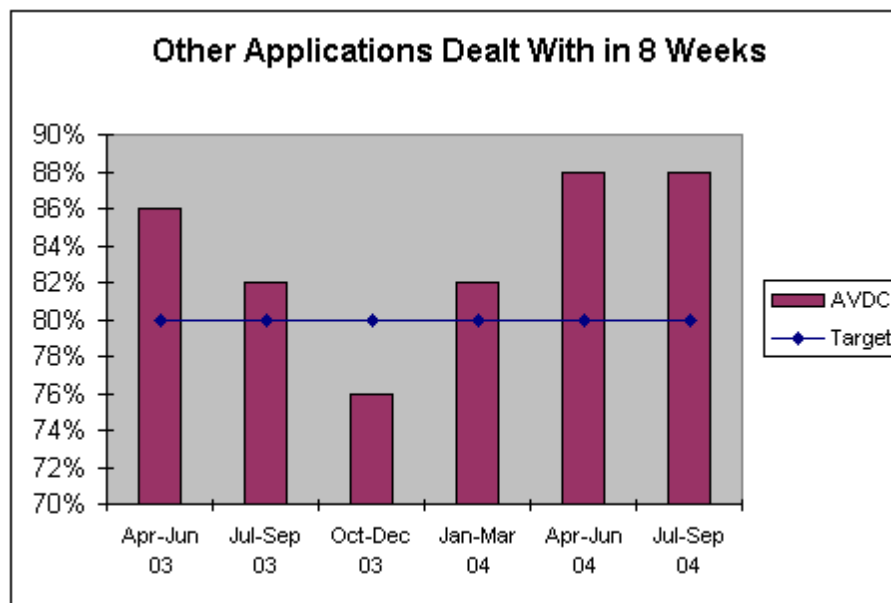
The majority of these units were let in 1979/80 on 25 year leases. Those leases are now coming to an end and individual tenants are taking the opportunity of reviewing their commitments. In a few cases such tenants for a variety of reasons but generally connected with personal circumstances, for example their age and retirement plans, are concluding that the lease end is an opportune time to withdraw.

**15. PERCENTAGE OF PLANNING APPLICATIONS DEALT WITH IN TARGET TIMES**

This indicator has been collected since 1<sup>st</sup> April 2002. Targets have been set by the Government as listed below. Action taken in 2002 is beginning to show improved performance.

	<b>Govt target</b>	<b>Apr – Jun 2003</b>	<b>Jul - Sep 2003</b>	<b>Oct – Dec 2003</b>	<b>Jan – Mar 2004</b>	<b>Apr – Jun 2004</b>	<b>Jul - Sep 2004</b>
Percentage of major applications dealt with in 13 weeks		60%	47%	25%	63%	0%	78%
Percentage of minor applications dealt with in 8 weeks	65%	52%	51%	57%	57%	70%	78%
Percentage of other applications dealt with in 8 weeks	80%	86%	82%	76%	82%	88%	88%





Performance has been generally improving against the Government targets for minor and other planning applications and we are now consistently exceeding them. However, performance on major applications continues to fluctuate between quarters for the reasons explained at the last meeting of Resources and Corporate Performance Scrutiny Committee.

<b>16. PLANNING APPEALS</b>
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This indicator is expressed in terms of the percentage of appeals against planning decisions that were successful. It used to be a statutory performance indicator but has not been collected since 1999/2000. The latest comparative information for other councils therefore dates from that year. At that time 30% of appeals were successful in AVDC, which was exactly equal to the average for district councils. Our internal target is not more than 40% of appeals allowed (i.e. Council's decision overturned).

Performance in 2003/04 and the first quarter of 2004/05 has been:

<b>April – June 2003</b>	45% successful	<b>January – March 2004</b>	53% successful
<b>July – September 2003</b>	41% successful	<b>April – June 2004</b>	33% successful
<b>October – December 2003</b>	17% successful	<b>July – September 2004</b>	21% successful

The number of appeal decisions emerging from the Planning Inspectorate fluctuates from quarter to quarter, as does the percentage which are successful. Overall, the success rate in 2003/04 was 35%, which is better than the target set. In the second quarter of 2004/05 there were 14 appeals decided, of which only three were allowed.

From 1 April 2004 this has become a statutory performance indicator (BVPI) again, although the definition has been changed slightly and figures will not be directly comparable once we begin reporting the new indicator. We still await the exact wording of the definition.

<b>17. CUSTOMER SERVICE CENTRE WAITING TIMES</b>
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The Customer Service Centre deals with a large number of customers. In the first quarter of 2002/03, **8195** customers were seen, but this had risen to **12,865** by the fourth quarter of 2003/04 (a 59% increase) since when it has decreased slightly. The amount of time they had to wait to be seen was:

	Jan – Mar	Apr – Jun	Jul – Sep	Oct – Dec	Jan – Mar	Apr – Jun	Jul – Sep
	2003	2003	2003	2003	2004	2004	2004
Less than 5 minutes	7940	8238	8408	8805	9435	8655	8618
5 – 10 minutes	1085	1106	1180	1076	1169	935	1013
10 – 15 minutes	750	682	717	643	741	540	539
15 – 20 minutes	570	368	162	349	441	332	343
20 – 25 minutes	413	244	345	221	333	201	215
25 – 30 minutes	288	145	199	83	236	136	102
30+ minutes	447	122	271	156	510	171	109
<b>Total</b>	<b>11493</b>	<b>10905</b>	<b>11282</b>	<b>11333</b>	<b>12865</b>	<b>10970</b>	<b>10848</b>
Average waiting times	6.88 mins	5.25 mins	5.95 mins	4.99 mins	6.14 mins	5.02 mins	4.85 mins

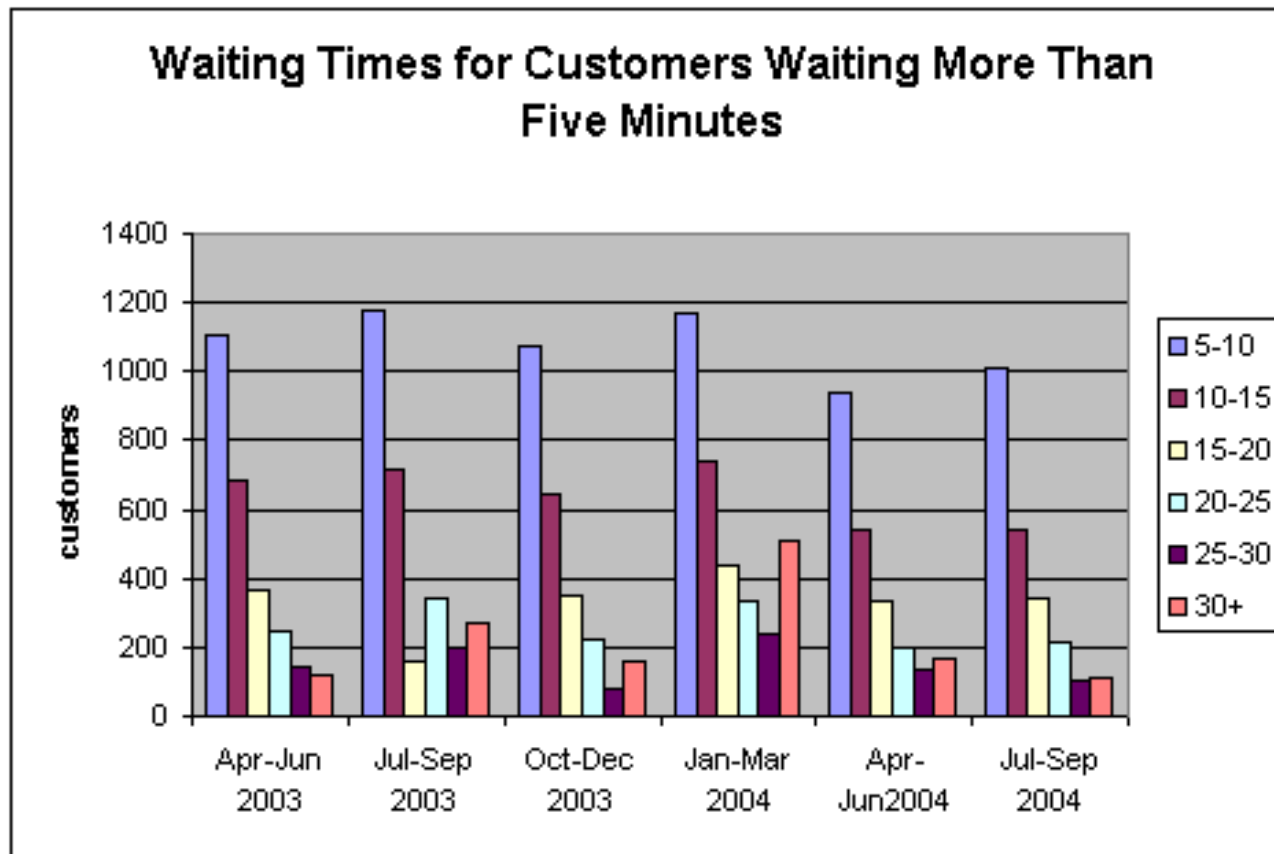
During the last quarter (July to September 2004), the Customer Service Centre handled 10,848 enquiries. This is a slight decrease on the same quarter in 2003/04, largely due to a reduction in the number of benefits reviews and the introduction of the benefits telephone claim service. At the same time we have seen increases in other service areas, such as Housing Maintenance and Tenancy, Leisure and Parking Services.

The average waiting time for the second quarter of 2004/05 was 4.85 minutes, which is over a minute less than the comparable quarter of 2003/04. The aim of seeing customers within 15 minutes of their details being taken at reception was met for 95% of our customers. We have made efforts to improve efficiency and effectiveness over the last year and these are reflected in the figures.

The average interview time a customer spent with an advisor rose slightly to 8.95 minutes from 8.59 minutes for the comparable quarter of 2003/04. This is largely due to our handling more enquiries to a greater depth than before and we have also introduced some new services.

Over 79% of customers are seen within 5 minutes. Because this is so high, it is difficult to see how long other customers are waiting in a graph. For

this reason they have been excluded from the graph below. It should be remembered therefore that these only represent the experience of 21% of visitors to the Customer Service Centre.



**18. NUMBER OF PEOPLE USING LEISURE FACILITIES**

This indicator is expressed in terms of the number of visits to swimming and leisure facilities per 1000 population.

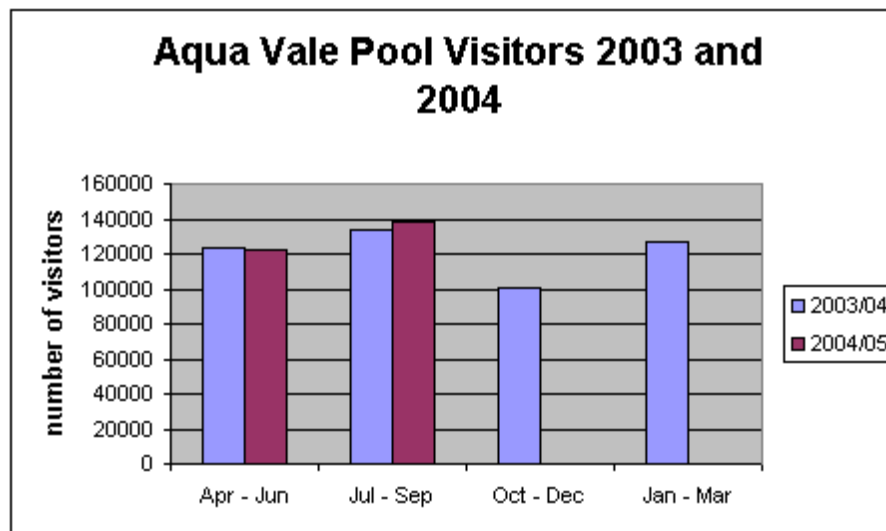
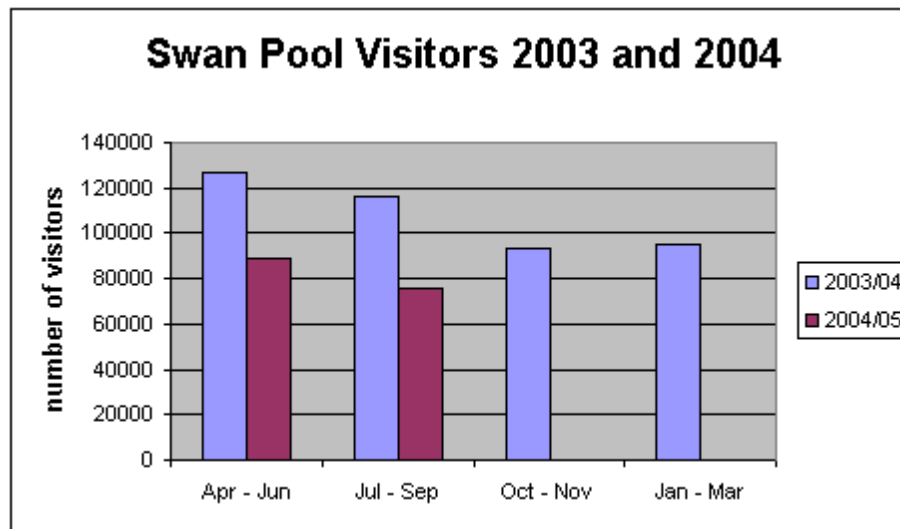
It used to be a statutory performance indicator but has not been collected since 2000/01. The latest comparative information for other councils therefore dates from that year.

At that time, the Council had 3,463 visits per 1000 population to its leisure facilities per year. This placed it in the bottom quartile (under 4,453) and well below the average for district councils of 6,282. The latest annual figure for the three facilities listed below, for the year October 2003 to September 2004, was 5,294.

The figures below show the position for the last five quarters. Calculations of visits per 1000 population are based on the Registrar General's Mid Year Estimate for Aylesbury Vale of 166,600 (mid 2002).

	<b>Apr – Jun</b>	<b>Jul – Sep</b>	<b>Oct – Dec</b>	<b>Jan - Mar</b>	<b>Apr - Jun</b>	<b>Jul - Sep</b>
	<b>2003</b>	<b>2003</b>	<b>2003</b>	<b>2004</b>	<b>2004</b>	<b>2004</b>
Swan Pool	126,777*	116,297*	93,145	95,235	88,986	75,614
Aqua Vale	122,893	133,780	100,783	126,355	122,493	138,566
Aylesbury All Weather Pitch	7,519	6,971	9,170	10,929	9,291	11,394
<b>Total</b>	<b>257,189</b>	<b>257,048</b>	<b>203,098</b>	<b>232,519</b>	<b>220,770</b>	<b>225,574</b>
<b>Visits per 1000 population</b>	<b>1,544</b>	<b>1,543</b>	<b>1,219</b>	<b>1,396</b>	<b>1,325</b>	<b>1,354</b>

\* Figures for Swan Pool were audited and found to be over-stating the number of visitors up to the end of September 2003. This was corrected and figures from 1 October 2003 are now accurate. Internal audit are visiting the pools routinely to verify the patronage figures that are being sent through.





<b>19. CAR PARKING REVENUES</b>
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Car parking revenues are calculated for those car parks for which charges are currently made, i.e. those in Aylesbury only until March 31 2003, then including income from Wendover and Winslow car parks as charging was introduced. The Aylesbury figures are divided between short stay and long stay car parks.

Figures are given for net income (after VAT has been paid) and also for the number of ticket sales. This latter figure is included to allow for comparison over time if car parking charges are altered at a future date.

	<b>Oct – Dec 2002</b>	<b>Jan – Mar 2003</b>	<b>Apr – Jun 2003</b>	<b>Jul – Sep 2003</b>	<b>Oct – Dec 2003</b>	<b>Jan – Mar 2004</b>	<b>Apr – Jun 2004</b>	<b>Jul - Sep 2004</b>
<b>Income (£)</b>								
Short stay	307,425	247,444	239,881	257,437	314,850	259,230	262,903	272,015
Long stay	80,048	81,291	103,851	105,301	126,829	118,514	118,332	121,694
<b>Tickets sold</b>								
Short stay	280,110	235,822	220,401	*	*	*	217,558	174,258
Long stay	54,932	55,995	52,323	*	*	*	68,497	71,940
Wendover income (£)	-	1,126	1,584	1,440	1,931	2,008	3,744	3,492
Winslow income (£)	-	-	-	233	1,104	882	1,135	1,434

\* There are no ticket details shown for the July 2003 – March 2004 quarters as new machines were installed and needed to be networked.

The overall balance between long stay and short stay was affected by the change of status of Exchange Street and Canal Side Front car parks to Long Stay from 1<sup>st</sup> April 2003.

**20. ATTENDANCE OF MEMBERS AT MEETINGS**

<b>NAME</b>	<b>COULD HAVE ATTENDED MAY - JULY 2004</b>	<b>ACTUALLY ATTENDED MAY - JULY 2004</b>	<b>COULD HAVE ATTENDED AUGUST - OCTOBER 2004</b>	<b>ACTUALLY ATTENDED AUGUST - OCTOBER 2004</b>	<b>COULD HAVE ATTENDED WHOLE PERIOD</b>	<b>ACTUALLY ATTENDED WHOLE PERIOD</b>
TOM AHMED	4	2	3	1	7	3
VALERIE BAXTER	6	6	5	5	11	11
NEIL BLAKE	10	9	8	4	18	13
ASHLEY BOND	7	7	5	5	12	12
JUDY BRANDIS	14	14	11	8	25	22

**APPENDIX**

JASON BRAY	9	6	5	4	14	10
MARIA BUTLER	2	0	2	1	4	1
HEDLEY CADD	14	12	12	11	26	23
JOHN CARTWRIGHT	8	8	5	5	13	13
CORRY CASHMAN	9	7	8	5	17	12
BILL CHAPPLE	8	8	3	3	11	11
PETER COOPER	6	6	5	4	11	10
AVRIL DAVIES	8	6	5	3	13	9
MICHAEL EDMONDS	6	6	5	4	11	10

**APPENDIX**

RAY GHENT	2	1	2	1	4	2
NETTA GLOVER	10	10	9	9	19	19
EDWARD GRIFFIN	6	4	6	5	12	9
MIKE GRIFFIN	11	9	11	8	22	17
PAULINE HANNELLY	9	7	6	1	15	8
PAUL HUGHES	5	5	5	4	10	9
NIKNAM HUSSAIN	10	9	8	5	18	14
DERRICK ISHAM	13	12	10	10	23	22
PAT JAMIESON	10	6	9	7	19	13

**APPENDIX**

NICK JENNINGS	8	7	5	4	13	11
STEVEN KENNEL	5	5	4	3	9	8
ABDUL KHALIQ	7	5	6	5	13	10
RAJ KHAN	6	5	4	3	10	8
CHLOE LAMBERT	16	13	11	8	27	21

<b>NAME</b>	<b>COULD HAVE ATTENDED MAY - JUL Y20 04</b>	<b>ACTUALLY ATTENDED MAY - JUL Y 2004</b>	<b>COULD HAVE ATTENDED AUGUST - OCTOBER 2004</b>	<b>ACTUALLY ATTENDED AUGUST - OCTOBER 2004</b>	<b>COULD HAVE ATTENDED WHOLE PERIOD</b>	<b>ACTUALLY ATTENDED WHOLE PERIOD</b>
KEN LIVERSEIDGE (TO 3/9/04)	3	0			3	0
KEVIN McPARTLAND	5	5	3	2	8	7

**APPENDIX**

IAN METHERELL	5	4	3	3	8	7
TIMOTHY MILLS	9	9	6	6	15	15
MARGARET MORGAN-OWEN	6	6	5	4	11	10
JUDITH MYERS	7	6	4	4	11	10
JULIAN NEWMAN	5	4	3	3	8	7
CAROLE PATERNOSTER	11	10	10	10	21	20
STEVE PATRICK	4	3	4	4	8	7
PAM PEARCE	6	5	5	4	11	9
SUE POLHILL	11	11	10	10	21	21

**APPENDIX**

DAVID RALPH	4	4	4	1	8	5
GLENDAREYNOLDS	9	8	8	7	17	15
CHRIS RICHARDS	9	9	8	5	17	14
FREDA ROBERTS	13	12	10	9	23	21
DAVID ROWLANDS	11	10	12	6	23	16
LINDSAY ROWLANDS	4	4	3	3	7	7
ALAN SHERWELL	5	3	3	3	8	6
TERRY SHERWIN	7	6	7	5	14	11
DAVID RADFORD SMITH	6	6	5	5	11	11

**APPENDIX**

SIR BEVILLE STANIER	11	6	8	8	19	14
NEIL STUART	4	3	4	2	8	5
DENISE SUMMERS	6	5	3	2	9	7
RANJULA TAKODRA	5	4	4	3	9	7
DAVID THOMPSON	5	5	5	5	10	10
PENNI THORNE	5	4	4	4	9	8
KEITH TURNER	8	7	6	6	17	13
PETER VERNON	8	7	5	3	13	10
ALISON WALSH	3	1	3	2	6	3



DUNCAN WIGLEY	7	6	5	3	12	9
CHLOE WILLETTS	9	7	8	6	17	13

At the 13 October 2004 meeting of Resources and Corporate Performance Scrutiny Committee, Members asked if the figures reported could include substitutes as well as meetings attended in the Member's own right. These figures are being collected from 1 November 2004 and will be reported in February 2005.