

North Wiltshire District Council

Annual Report 2007/08

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Introduction

Welcome to the Annual Report for North Wiltshire District Council.

The purpose of the Report is to provide a review of the Council's progress against its corporate priorities, and a summary of its financial accounts and performance information for the year 2007/08.

The Annual Report also incorporates the Department for Communities and Local Government's requirements to report on Best Value Performance Indicators, which are included at Appendix 1, and contracts that involve transfers of staff (page x).

The Report's principal audiences are likely to be the staff and elected members of the authority, groups and organisations with an interest in the activities of the Council, regulatory bodies, and central Government. It is available in hard or electronic copy to those who request it and can be found on the Council's website at www.northwilts.gov.uk

Councillors by Ward

Ward	Councillor	Political Party
Box and Rudloe	Banks, Katharine Jones, Tudor	Liberal Democrats Conservative
Bremhill	Crisp, Christine	Conservative
Brinkworth	Sturgis, Toby Vines, Vivian	Conservative Conservative
Calne Abberd	Henning, Ross	Liberal Democrats
Calne Chilvester	Trotman, Anthony	Conservative
Calne Lickhill	Pier, Andrea Ramsey, Caroline	Conservative Conservative
Calne Marden	Hill, Alan	Conservative
Calne Priestley	Boase, Charles	Conservative
Calne Quemerford	Plenty, Helen	Conservative
Calne Without	Bodman, Shauna	Conservative
Chippenham Allington	Hutton, Peter Martin Singelhurst	Conservative Conservative
Chippenham Avon	Hall, Jeremy Macgregor, Ronald	Liberal Democrats Liberal Democrats
Chippenham Hill Rise	Darby, Paul	Liberal Democrats
Chippenham London Road	Scragg, John	Liberal Democrats
Chippenham Monkton Park	Caswill, Christopher	Liberal Democrats
Chippenham Park	Coleman, Patrick Whincup, Julie	Liberal Democrats Liberal Democrats
Chippenham Pewsham	Doubell, John Doubell, Sylvia	Liberal Democrats Liberal Democrats
Chippenham Redland	Phillips, Nina Phillips, John	Conservative Conservative
Chippenham Westcroft/Queens	Allen, Desna	Liberal Democrats
Colerne	Meadowcroft, Simon	Liberal Democrats
Corsham and Lacock	Hartless, Jennifer Parker, Sheila	Conservative Conservative

Ward	Councillor	Political Party
	Tonge, Richard	Conservative
Cricklade	Clements, Anthony Hatton, Michael	Conservative Liberal Democrats
Hullavington and Crudwell	Greenman, Howard	Conservative
Kington Langley	Meadows, Sherry	Conservative
Lyneham	Bucknell, Allison Still, Sarah	Conservative Conservative
Malmesbury	Cinnamond, Rachel Sanderson, Raymond	Conservative Conservative
Minety and Purton	Berry, Roger Greenaway, Geoffrey Lay, Jacqueline	Conservative Conservative Conservative
Pickwick	Marston, Elaine Reid, Christine	Conservative Labour
Sherston	Thomson, John	Conservative
St Paul Malmesbury Without	Henderson, Ian	Conservative
Sutton Benger	Causer, Robert	Conservative
The Lydiards and Broad Town	Groom, Mollie	Conservative
Wootton Bassett North	Roberts, William Wannell, Audrey	Conservative Conservative
Wootton Bassett South	Doyle, Peter Roberts, Peter Wannell, Christopher	Conservative Conservative Conservative
Yatton Keynell	Scott, Jane	Conservative

Transitional Corporate Plan for 2008/09

Following two Policy Days – to which all members were invited – and work from the Budget and Strategic Planning Working Group, a clear vision for the future and three corporate priorities were agreed – all underpinned by the Council's Mission:

Improving North Wiltshire

Vision: *Vibrant, diverse and healthy communities living in a clean and safe environment*

Priorities:

1. **Community:** *To promote vibrant, safe and inclusive communities*
2. **Environment:** *To protect and enhance the local environment*
3. **Customers:** *To put our customers at the heart of everything we do*

Each priority was underpinned by a number of goals, indicating what the Council hopes to achieve in the next 3-5 years. One or more community focused actions was agreed against each goal, setting out measures by which the Council's achievements can be judged. The Corporate Plan was considered by the Executive and the Overview and Scrutiny Committee before being approved by the Council in February 2007. As part of their policy development work, members also agreed a number of non-priorities. The priorities and the non-priorities were used to guide the budget decisions for 2007/08.

The Corporate Plan was reviewed by the Executive in September 2007, in the light of the Government's announcement that there would be one unitary Council covering Wiltshire in future. The outcome of this review was to propose a Transitional Corporate Plan, which amended some of the actions for the current year and changed the end date of the Corporate Plan to March 2009. The Transitional Corporate Plan was agreed by the Executive as the basis for budget consultation for 2008/09. A final version of the Transitional Corporate Plan for 2008/09 was considered at the Executive Budget meeting on 31 January 2008 and was approved at the budget meeting on 26 February 2008.

1. Community - To promote vibrant, safe and inclusive communities

Goals	Actions (to be delivered by March 2009 unless stated)	Success Measures / Performance Targets	Lead Member and Owner	Links
<ul style="list-style-type: none"> Housing – Maximise the opportunities for affordable, accessible and decent housing for all 	<ul style="list-style-type: none"> Delivering 300 new affordable homes - work with registered social landlords to enable 300 new affordable homes to be provided (through Council funding and the planning system) by March 2009 	NI 155: Number of Affordable Homes completed <ul style="list-style-type: none"> 2007/08 & 2008/09 (combined): 300 homes 	Howard Greenman Colin Keane	LAA
	<ul style="list-style-type: none"> Improve housing conditions across the District – enable 110 homes for vulnerable households to reach the decent homes standard by March 2009 	LPI a: Number of homes with vulnerable households meeting decent homes standard <ul style="list-style-type: none"> 2007/08 & 2008/09 (combined): 110 homes 	Howard Greenman Colin Keane	LAA
	<ul style="list-style-type: none"> Increase prevention of homelessness – Reduce the number of households in temporary accommodation by 20% by March 2009 (from April 2007 baseline). 	NI 156: Number of households in temporary accommodation <ul style="list-style-type: none"> 2007/08 – 10% reduction on 2006/07 baseline 2008/09 – 20% reduction on 2006/07 baseline 	Howard Greenman Colin Keane	LAA
<ul style="list-style-type: none"> Community Safety – Work with partner organisations to reduce crime and the fear of crime 	<ul style="list-style-type: none"> Reduce Anti-Social Behaviour – Work together with partners to reduce anti-social behaviour through education, projects and appropriate enforcement. 	NI 17: Perceptions of Anti-social behaviour <ul style="list-style-type: none"> 2008/09 – 12% improvement on 2005 baseline 	Bob Causer Jo Cogswell	LAA
<ul style="list-style-type: none"> Economy - Support a diverse and thriving economy 	<ul style="list-style-type: none"> Redeveloping Town Centres - Produce Development Brief for Bath Road in Chippenham in conjunction with Wiltshire County Council. Implement Phelps Parade Development Brief in Calne 	Plans for Phelps Parade on target to complete by Autumn 2009. Agree way forward for Bath Road site by April 2008.	Dick Tonge David Stirling	

Goals	Actions (to be delivered by March 2009 unless stated)	Success Measures / Performance Targets	Lead Member and Owner	Links
	<ul style="list-style-type: none"> • Helping local projects to succeed – Provide more than £200,000 in community grants in the year. 	Total grant funds provided to community groups exceed £200,000.	Viv Vines Jo Cogswell	LAA
<ul style="list-style-type: none"> • Transport – Support parking improvements in partnership with Wiltshire County Council 	<ul style="list-style-type: none"> • Implement Parking Schemes – Introduce Residents' Parking Scheme in Chippenham and on street parking restrictions in Wootton Bassett (in partnership with Wiltshire County Council). 	<p>Compete evaluation of Park Lane scheme and decide on plan for other parts of Chippenham by April 2008.</p> <p>Implement Wootton Bassett High Street scheme by March 2009 at the latest.</p>	Chuck Berry Chris Major	
<ul style="list-style-type: none"> • Culture/healthy lifestyles – Creating opportunities to encourage people of all ages to get involved in leisure activities 	<ul style="list-style-type: none"> • Improving leisure opportunities – Continue to support community-run leisure centres in Cricklade and Calne, and work with County partners to agree leisure strategy for Unitary authority. 	Six leisure centres remain open in North Wiltshire, two of which are run by community groups.	Viv Vines Graham Wilson	LAA
	<ul style="list-style-type: none"> • Providing Sports Grants – Provide grants for summer play schemes and leisure and sporting activities for all. 	Number of schemes and clubs supported by grants from the Council.	Viv Vines Jo Cogswell	

2. Environment - To protect and enhance the local environment

Goals	Actions (to be delivered by March 2009 unless stated)	Success Measures / Performance Targets	Lead Member and Owner	Links
<ul style="list-style-type: none"> Waste & Recycling – minimise waste and increase our recycling rates 	<ul style="list-style-type: none"> Improving the amount you recycle – Future plans for recycling to be developed through Wiltshire Waste Partnership. 	NI 192: % Waste recycled and composted <ul style="list-style-type: none"> 2007/08 – 22.5% 2008/09 – 23% Evaluate Overview & Scrutiny report on future strategy for recycling and prepare implementation plan in conjunction with Wiltshire County Council	Toby Sturgis Chris Couzins-Short	Cleansing & Amenities Improvement Plan LAA
	<ul style="list-style-type: none"> Helping you to recycle green waste – Continue to increase green waste collection service from households. 	LPId: % of households with green waste collection <ul style="list-style-type: none"> 2007/08 – 10% 2008/09 – 15% 	Toby Sturgis Chris Couzins-Short	Cleansing & Amenities Improvement Plan LAA
<ul style="list-style-type: none"> Climate change – take action to reduce the impact of climate change on our activities and to promote energy awareness to our customers 	<ul style="list-style-type: none"> Improve the energy efficiency of Council-owned buildings – Implement programme and recommendations from Carbon Trust Report for Monkton Park Office. 	NI 185: CO ₂ reduction from LA operations <ul style="list-style-type: none"> 2008/09 – Baseline year NI 188: Strategic planning to respond to climate change <ul style="list-style-type: none"> 2008/09 – Baseline year 	Peter Roberts David Stirling	
	<ul style="list-style-type: none"> Provide support for community led sustainable energy projects – Provide grants for energy saving schemes for community-owned buildings. 	CO ₂ reduction from grant funded community schemes.	Dick Tonge Jo Cogswell	
	<ul style="list-style-type: none"> Home energy efficiency improvements – Continue to support Warm Hearted Homes to achieve improvements in home energy efficiency of 5% (from April 2007 baseline). 	LPle: Improvement in home energy efficiency <ul style="list-style-type: none"> 2007/08 – 2.5% improvement (from April 2007 baseline) 2008/09 – 5% improvement (from April 2007 baseline) 	Howard Greenman Colin Keane	

Goals	Actions (to be delivered by March 2009 unless stated)	Success Measures / Performance Targets	Lead Member and Owner	Links
<ul style="list-style-type: none"> • Controlled Development – protect our countryside and built environment through our planning activities 	<ul style="list-style-type: none"> • Identifying land for future housing and employment needs – Deliver Housing Land Availability Assessment and Strategic Flood Assessment 	Delivery of Housing Land Availability and Strategic Flood Assessments linked to Local Development Framework	Chuck Berry Lachlan Robertson	LDF
	<ul style="list-style-type: none"> • Support the development of mixed and sustainable communities - Revise Affordable Housing Supplementary Planning document to better reflect rural needs. 	Delivery of revised Affordable Housing Supplementary Planning	Chuck Berry Lachlan Robertson	LDF
<ul style="list-style-type: none"> • Cleaner streets – improve the cleanliness of our local roads and public open spaces 	<ul style="list-style-type: none"> • Maintaining public open spaces and cleaning up grot spots – Implement revised maintenance schedules from April 2008. Introduce emergency litter response squads. 	LPIf: % of scheduled works completed on time <ul style="list-style-type: none"> • 2008/09 – baseline year NI 195: Improved street and environmental cleanliness. <ul style="list-style-type: none"> • 2007/08 – 17.5% • 2008/09 – 14% (lower %age reflects improved performance) Emergency litter response squads operational.	Toby Sturgis Chris Couzins-Short	Cleansing and Amenities Improvement Plan

3. Customers - To put our customers at the heart of everything we do

Goals	Actions (to be delivered by March 2009 unless stated)	Success Measures / Performance Targets	Owner	Links
<ul style="list-style-type: none"> Performance & satisfaction in priority services - Improve our service performance and customer satisfaction in priority service areas, namely: Cleansing & Amenities, Revenues & Benefits, and Customer Focus 	<ul style="list-style-type: none"> Improve service performance in Revenues and Benefits – Continue to deliver Benefits improvement plan, and implement recommendations arising from “Lean” review of revenues service. 	<p>NI 181 – Time taken to process new benefits claims and changes in circumstances.</p> <p>New claims:</p> <ul style="list-style-type: none"> 2007/08 – 29 days 2008/09 – 24 days (top quartile) <p>Changes in circumstances:</p> <ul style="list-style-type: none"> 2007/08 – 9.5 days 2008/09 – 7.1 days (top quartile) <p>BVPI 9 - % council tax collected in year.</p> <ul style="list-style-type: none"> 2007/08 – 98.2% 2008/09 – 98.6% (top quartile) <p>BVPI 10 - % NNDR collected in year.</p> <ul style="list-style-type: none"> 2007/08 – 99% 2008/09 – 99.4% (top quartile) 	<p>Howard Greenman & Allison Bucknell</p> <p>Jackie Tavener</p>	<p>DWP Benefits Improvement Plan,</p>
	<ul style="list-style-type: none"> Improve service performance in Cleansing & Amenities – Deliver service improvements arising from Cleansing & Amenities Improvement plan 	<p>Delivery of Cleansing and Amenities Improvement Plan as agreed by Executive.</p>	<p>Toby Sturgis</p> <p>Chris Couzins-Short</p>	<p>Cleansing & Amenities Improvement Plan</p>
	<ul style="list-style-type: none"> Improve service performance in Customer Focus – Deliver actions from Customer Focus Improvement Plan Increase customer satisfaction from 2006/07 baseline. 	<p>LPI 16 - % of visitors surveyed who said they were satisfied with the overall quality of service provided.</p> <ul style="list-style-type: none"> 2008/09 – 5% improvement on 2007/08 baseline from Govmetric system 	<p>Caroline Ramsey</p> <p>Jackie Tavener</p>	<p>Customer Focus Improvement Plan</p>

Goals	Actions (to be delivered by March 2009 unless stated)	Success Measures / Performance Targets	Owner	Links
<ul style="list-style-type: none"> Equality of Access - Make it easier for all our customers to access our services 	<ul style="list-style-type: none"> Creating a one-stop-shop to deal with all your enquiries – Establish customer contact centre in line with plans for the new unitary council. 	<p>LPI 15 - % of customers dealt with at first point of contact</p> <ul style="list-style-type: none"> 2007/08 – 93% 2008/09 – 94% <p>NI 14 – Number of contacts per resolved request.</p> <ul style="list-style-type: none"> 2008/09 – baseline year 	<p>Caroline Ramsey</p> <p>Jackie Tavener</p>	<p>Customer Focus Improvement Plan</p>
	<ul style="list-style-type: none"> Improving access to local Council services – Expand the use of technology, increase take-up of online services and review payment methods for customers. 	<p>Introduce new online transactional services, linked to improvement areas in Revenues & Benefits, Cleansing & Amenities and Customer Focus.</p> <p>Introduce credit and debit card payment options for all Council services</p>	<p>Allison Bucknell</p> <p>Pete Barnett</p>	<p>Benefits, Cleansing & Amenities and Customer Focus Improvement Plans</p> <p>1C4W</p>
	<ul style="list-style-type: none"> Training staff and councillors to understand equality and diversity – Work jointly with Wiltshire councils to build on best practice into the new authority. All new staff and members to undertake Equality and Diversity training 	<p>LPI g i & ii - % new staff and members who have completed Equality and Diversity training.</p>	<p>Caroline Ramsey</p> <p>Elaine Orchard</p>	
<ul style="list-style-type: none"> Consultation & Communication - Listen and talk with our residents, young people and businesses 	<ul style="list-style-type: none"> Listening to young people – Support a Young People’s Council in North Wiltshire, meeting at least six times in the year 	<p>Number of young people involved with Young People’s Council and number of meetings per year.</p>	<p>Viv Vines</p> <p>Jo Cogswell</p>	

Goals	Actions (to be delivered by March 2009 unless stated)	Success Measures / Performance Targets	Owner	Links
	<ul style="list-style-type: none"> • Support Community Area Partnerships and Community Plans – Develop Pilot Area Boards linking to the existing Community Areas and Community Area Partnerships in North Wiltshire. 	Pilot Area Boards established in North Wiltshire, in partnership with the County Council.	Caroline Ramsey & Allison Bucknell Jo Cogswell	1C4W
<ul style="list-style-type: none"> • Training & Development – Develop our staff and Councillors to give their best to residents 	<ul style="list-style-type: none"> • Invest in our elected members who represent you – Benchmark assessment for Charter for Member Development to be undertaken. Develop transition plan for all Wiltshire Councils to achieve county-wide accreditation for the new authority. • Invest in our staff – Support training and development for staff throughout transition process to the new authority 	Plans agreed for new authority to achieve Charter for Member Development	Allison Bucknell Elaine Orchard	1C4W
<ul style="list-style-type: none"> • Budget - Use your money effectively and efficiently and explore new ways of working 	<ul style="list-style-type: none"> • Use your money and assets effectively and efficiently – Achieve 3% cashable efficiency gains over 2008/09 in line with 2007 Comprehensive Spending Review (CSR07) requirements. 	NI 179 – cash releasing value of value for money gains for 2008/09 <ul style="list-style-type: none"> • 2007/08 – 3% • 2008/09 – 3% cashable efficiency gains (in line with previous “Gershon” efficiency gains) 	Dick Tonge Stuart McGregor	
<ul style="list-style-type: none"> • Transition to new Unitary Authority – Ensure “business as usual” for service delivery to the public and a smooth handover to the new Council 	<ul style="list-style-type: none"> • Provide seamless service over transition period - Ensure smooth transition of services from North Wiltshire District Council to the new Unitary Authority by vesting day. 	Council services to the public provided at current (or improved) levels of performance throughout transition process	Dick Tonge and Allison Bucknell Delwyn Burbidge	1C4W

Goals	Actions (to be delivered by March 2009 unless stated)	Success Measures / Performance Targets	Owner	Links
	<ul style="list-style-type: none"> • Service planning for the future - Ensure that North Wiltshire District Council plays a full role in shaping the services of the new unitary authority. 	Ensure North Wiltshire District Council contributes to all District service planning groups	Dick Tonge and Allison Bucknell Delwyn Burbidge	1C4W

Abbreviations used in table above:

1C4W One Council for Wiltshire

BVPI Best Value Performance Indicator (previous national performance indicators)

CMB Corporate Management Board

CO₂ Carbon dioxide

DWP Department for Work and Pensions






LAA Local Area Agreement

LDF Local Development Framework

LPI Local Performance Indicator


NI National Indicator (new performance indicators coming in for 2008/09)

Corporate Priorities – A backward look at 2007/08

Action Status	
	Completed
	Assigned; In Progress
	Unassigned; Check Progress; Not Started
	Overdue
	Cancelled

Parent Title: **Community**


Goal: **Community Safety - Work with partner organisations to reduce crime and the fear of crime**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Reduce Anti-Social Behaviour	Reduce Anti-Social Behaviour - Appoint District-funded Anti-Social Behaviour Officer within 1 year.	31/03/2008		Action Completed. Partnership Anti Social Behaviour Reduction Officer now in post.	Jo Cogswell

Parent Title: **Community**



Goal: **Culture/healthy lifestyles - Creating opportunities to encourage people of all ages to get involved in leisure activities**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Improving leisure opportunities	Improving leisure opportunities – Secure future for leisure centres within 2 years	31/03/2009		Calne Leisure Centre reopened on 04.01.08 (now operated by community group). Cricklade Leisure Centre continues to be run by community group. Interim contract for the 4 District-managed centres extended until 31.03.09 by NWDC. Wiltshire County Council looking to harmonise contract with West Wiltshire DC to 2011, until a decision about the longer term management arrangements can be made by the new council. NWDC continues to implement a programme of enhancements across the 4 leisure centres.	David Stirling
Providing a new Arts Centre	Providing a new Arts Centre - Open the Pound Arts Centre by the end of May 2007.	31/05/2007		Pound Arts Centre officially opened in October 2007.	David Stirling

Improving access to the countryside	Improving access to the countryside – Support the further development of the Cricklade Country Way leisure corridor by submitting a further bid for Lottery funding by the end of May 2007.	31/05/2007		Lottery bid was unsuccessful. North Wilts continues to support the project within existing resources. Lead authority role being discussed with County Council.	David Stirling
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Parent Title: **Community**

Goal: **Economy - Support a diverse and thriving economy**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Redeveloping Town Centres	Redeveloping Town Centres - Produce Development Briefs for Bath Road in Chippenham and Phase 3 (including Phelps Parade) in Calne within 1 year	31/03/2008		<p>Calne Phase 3</p> <p>The project is in 4 parts:</p> <ol style="list-style-type: none"> 1. Demolition of part of Phelps Parade and replacement with 2 new retail units (one Woolworths), and 16 affordable flats above, in partnership with Westlea Housing Association. 2. Refurbishment of rest of Phelps Parade. 3. New Public Square surrounding the Zion Chapel. 4. Private development comprising 5 further retail units and 44 homes. <p>Part 1 will start on site May 2008 and be complete October 2009, Parts 2 and 3 start January 2009 and also be complete October 2009. Part 4 is expected to start on site by the end of 2008 and should be complete early in 2010.</p> <p>Bath Road Chippenham</p> <p>Work is underway to offer the site for bids to develop the site on its own, or combined with the County Council owned Bridge Centre site, for a mixed scheme comprising retail, housing and car parking. Timescales at this stage uncertain due to legal restrictions relating to the Emery Gate Centre, the impact of the disposal of Somerfields to Tesco, and the Appeal by Ashtenne against refusal for an Asda development at Langley Road.</p>	David Stirling
Helping local projects to succeed	Helping local projects to succeed – provide more than £200,000 of grants each year.	31/03/2008		Approximately £250,000 grants provided, which drew down in the region of £100,000 of matched funding for community projects.	Jo Cogswell



Parent Title: **Community**

Goal: **Housing - Maximise the opportunities for affordable, accessible and decent housing for all**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Delivering 300 new affordable homes over the next two years	Delivering 300 new affordable homes over the next two years (to 31.03.09) – work with registered social landlords to enable 300 new affordable homes to be provided (through Council funding and the planning system) within 2 years	31/03/2009		159 new affordable homes were completed in 2007/08. On target to achieve target of 300 by March 2009.	Colin Keane
Improve housing conditions across the District	Improve housing conditions across the District – enable 110 homes for vulnerable households to reach the decent homes standard within 2 years	31/03/2009		57 vulnerable households enabled to meet the decent homes standard in 2007/08, which exceeds the annual target of 55. Funding secured for 2008/09 from Government Office for the South West.	Colin Keane
Increase prevention of homelessness	Increase prevention of homelessness – Reduce the number of households in temporary accommodation by 20% within 2 years	31/03/2009		At the end of the 4th quarter 2007/08 there were 29 households in temporary accommodation. Although we have met the target for 2009 this figure is expected to fluctuate.	Colin Keane


Parent Title: **Community**

Goal: **Transport - Help meet transport needs, especially in rural areas**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Parking strategy for the future	Parking Strategy for the future	31/12/2007		As agreed by Executive on 06/12/07, no further work to be carried out on specific long term parking strategy for North Wilts as this will now be taken forward by the new Wiltshire Council, addressing the needs of the whole County. On-street car parking at Wootton Bassett being progressed.	Chris Major
Implement, where beneficial, Residents' Parking Schemes	Implement, where beneficial, Residents' Parking Schemes - Progress towards the introduction of Residents' Parking Schemes (in partnership with Wiltshire County Council).	31/03/2009		The first Chippenham residents' parking scheme was consulted on and rejected by residents. Further work being undertaken to implement a scheme within Chippenham.	Chris Major



Parent Title: **Customers**

Goal: **Budget - Use your money effectively and efficiently and explore new ways of working**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Use your money and assets effectively and efficiently	Use your money and assets effectively and efficiently - Meet all our efficiency targets as set by central Government each year.	31/03/2008		Overall 'Gershon' efficiency targets met a year ahead of schedule.	Sue Pangbourne


Parent Title: **Customers**

Goal: **Consultation & Communication - Listen and talk with our residents, young people and businesses**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Listening to young people	Listening to young people – Hold a minimum of 2 consultations a year with young people to link into decision making.	31/03/2008		Young People's Council has met 9 times in 2007/08, including the Activ8 conference in Local Democracy Week in October 2007, focusing on young disabled people.	Jo Cogswell
Support Community Area Partnerships and Community Plans	Support Community Area Partnerships and Community Plans - Make decisions based on the Community Strategy and the five Community Plans and publish an annual report.	31/03/2008		Budget consultation for 2008/09 was informed by priorities in the Local Community Plans	Jo Cogswell

Parent Title: **Customers**

Goal: **Equality of Access - Make it easier for all our customers to access our services**



Action Title	Description	Due Date	Status	Latest Update	Managed By
Creating a one-stop-shop to deal with all your enquiries	Creating a one-stop-shop to deal with all your enquiries – Establish customer contact centre in line with plans for new unitary Council	31/03/2009		Scope of Customer Contact Centre has been reduced to focus on Cleansing & Amenities services, with a view to deal with all customer contact for this area by May 2008. The Council continues to work with the Customer Contact Group for the 1C4W programme, led by Jackie Tavener. Automated telephone menu has been withdrawn from the Council's main number in line with unitary direction and customer feedback. New customer feedback system is now live with all comments and complaints monitored and responses provided within agreed timescales.	Jackie Tavener

Improving access to local Council services	Improving access to local Council services – Expand the use of technology, increase take-up of online services and review payment methods for customers.	31/03/2010		The Council now offers a wide range of payment options for services, including debit & credit card over the internet, by phone and at reception. Services covered include, car parking building control, trade refuse, planning, rents, licences, council tax and business rates. BACS is now the preferred method of payment for Council creditors.	Pete Barnett
Training staff and councillors to understand diversity	Training staff and councillors to understand diversity - and embed good equality and diversity practices in the Council's work	31/03/2009		The five Wiltshire authorities have now agreed to concentrate on building best practice in equality and diversity into the new unitary Council. Efforts are concentrating on this and therefore this Council is not aiming to achieve level 3 of the Equality Standard for local government.	Elaine Orchard; Sue Pangbourne

Parent Title: **Customers**

Goal: **Performance & Satisfaction - Improve our service performance and customer satisfaction**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Making sure we meet high standards of customer service	Improvement Priority Making sure we meet high standards of customer service – Increase customer satisfaction from 2006/07 baseline	31/03/2009		Govmetric system now in place to establish customer satisfaction across all services and methods of contact (telephone, website and face to face). Baseline data now collated. Managers will now be provided with satisfaction feedback for their service areas and CMB will receive regular monitoring reports.	Jackie Tavener
Recycling performance	Improvement Priority Recycling performance to be in top 50% in the country	31/03/2009		Further expansion of the green waste scheme will increase coverage from 10% to 15% of all households. A series of roadshows are planned for early summer in areas where recycling rates are low. It should be noted that Top quartile performance will only be achieved when sorted weekly collections are introduced.	Chris Couzins-Short
Benefits performance	Improvement Priority Key performance measures to be in the top 50% for 2007/08 and top quartile for 2008/09	31/03/2009		Performance measures for the final quarter have exceeded target. Consistent and significant improvements in processing new claims and change in circumstances have continued throughout the year culminating in a ministerial visit by James Plaskitt in March to congratulate the team on their performance. Speed of processing new claims, speed of processing change in circs and accuracy places the council in level 4 (this is the top level) for all three national performance measures.	Julie Higinbotham

Action Title	Description	Due Date	Status	Latest Update	Managed By
Revenues performance	<p>Improvement priority Key performance measures to be in the top 50% in the country</p>	31/03/2009		<p>The 2007/08 in year collection figure for Council Tax is expected to be 98.3% (to be confirmed), which is in the top 50% and a marked improvement of 0.5% on the previous year.</p> <p>The 2007/08 in year collection figure for NNDR is expected to be 98.5% (to be confirmed), which is the same as the previous year and around the 3rd and 4th quartile.</p> <p>It is envisaged that further improvements in performance will be achieved through implementing recommendations arising from the current Lean review of the service.</p>	Paul Southway
Planning Performance	<p>Key performance measures to remain in top 50% in the country</p>	31/03/2009		<p>Speed of processing major planning applications is on target and performing in the top quartile.</p> <p>Speed of processing minor planning applications has remained in the 3rd quartile, although performance was much improved in the 4th quarter of 2007/08.</p> <p>Speed of processing "other" planning applications is still well above the national target. Whilst the overall yearly average is in the bottom quartile, performance has been steadily increasing over the year and the fourth quarter performance is nearing the local target.</p> <p>Monitoring arrangements have now been set up provide analysis for the reasons why applications are not processed in time</p> <p>Performance around planning appeals allowed against the Council's decision is in the top 50% in the country.</p> <p>This action has been discontinued for the 2008/09 Corporate Plan.</p> <p>Performance will be closely monitored to ensure national targets are met, whilst extra resource is directed to transformation work for the new authority.</p>	Sally Canter

Parent Title: **Customers**

Goal: **Training & Development - Develop our staff and Councillors to give their best to residents**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Invest in our elected members who represent you	Invest in our elected members who represent you - Sign up to the South West Charter for Member Development within 1 year and achieve the standard within 2 years.	31/03/2009		Officers from District and County Councils are working together to plan this work for the new authority. We are continuing to progress towards the charter and a benchmark assessment for this authority will be undertaken in 2008.	Elaine Orchard

Parent Title: **Environment**


Goal: **Cleaner streets - improve the cleanliness of our local roads and public open spaces**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Maintaining public open spaces and cleaning up grot spots	Maintaining public open spaces and cleaning up grot spots- Introduce litter response squads within 2 years and Introduce maintenance schedules for all public open spaces from April 2008.	31/03/2009		New street cleaning schedules have been introduced. Mechanical road sweeping resources have doubled and litter response units will be introduced in April 08. A new management structure has been introduced for Streets & Grounds that is supported by a service-wide training plan. Grot spots are currently being targeted. New schedules for open spaces are planned for later this year.	Chris Couzins-Short
Promoting more care for our local environment	Promoting more care for our local environment - Carry out awareness and enforcement campaign to respect the environment.	31/03/2009		Awareness campaigns will form part of the roadshows planned for early summer targeting low recycling areas as well as town centres. The Council was successful with its first ever enforcement prosecution in March. A new Enforcement Strategy is being drafted as part of the C&A improvement Plan.	Chris Couzins-Short



Parent Title: **Environment**

Goal: **Climate change - take action to reduce the impact of climate change on our activities and to promote energy awareness to our customers**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Improve the energy efficiency of Council-owned buildings	Improve the energy efficiency of Council-owned buildings - Implement programme and recommendations from Carbon Trust Report for Monkton Park Office within 2 years.	31/03/2009		A consultant is currently engaged to monitor and audit energy consumption at Monkton Park and to implement Carbon Trust recommendations. We are progressing with a range of small scale schemes that are financially viable and that should provide energy savings in the region of 10%. These include removing phones and IT equipment from standby mode at night time and weekends. Energy consumption for 2007/08 is within Carbon Trust target.	David Stirling



Provide advice and guidance on sustainable energy and climate change to customers, suppliers and communities	Provide advice and guidance on sustainable energy and climate change to customers, suppliers and communities – Carry out awareness campaign and demonstrate improvements in home energy efficiency of 5% within 2 years.	31/03/2009		<p>Formation of the Officers Energy Saving Group- to deliver in-house improvements in term of energy efficiency, reduce impact on climate change and improve recycling levels. Sponsorship of WEBN- Wessex Environmental Business Network (Wessex Chambers of Commerce) to deliver series of advice and information events for local businesses wanting to improve energy efficiency and sustainability.</p> <p>Joined Wiltshire Energy Action Plan Forum- to coordinate activity in preparation of unitary.</p> <p>Funding searches and collated information on different schemes for community groups, individuals and businesses looking for funding and grants available for environment projects.</p> <p>Providing home improvement grants to increase energy efficiency of homes. Working with Wiltshire HECA (Home Energy Conservation) Team to raise awareness of energy efficiency measures available.</p> <p>Endorsement of insulation companies offering reduced prices for improving/installing household insulation in local area</p> <p>Directory of local businesses in the energy efficiency and microgeneration to provide local suppliers to businesses and households.</p>	David Stirling
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Parent Title: Environment
Goal: Controlled Development - protect our countryside and built environment through our planning activities

Action Title	Description	Due Date	Status	Latest Update	Managed By
Identifying land for future housing and employment needs	Identifying land for future housing and employment needs - Set policy framework (through Local Development Framework work) to provide infrastructure improvements and promote the rural economy in accordance with agreed timetable.	31/03/2009		The Inspectors' Panel Report for the Draft Regional Spatial Strategy has been published. This indicates an increase in the requirement for housing and hence affordable housing over the next 20 years. The North Wiltshire District Council LDF has, however, been suspended. A new Wiltshire-wide LDF will pursue this action.	Lachlan Robertson
Support the development of mixed and sustainable communities	Support the development of mixed and sustainable communities - Publish a protocol for the achievement of new community infrastructure facilities and affordable housing within 3 months and publish the results of this work in an annual monitoring report.	31/03/2009		Annual Monitoring Report will be produced. Affordable Housing Supplementary Planning Document published as amended. Protocol on s.106 agreements produced.	Lachlan Robertson

Parent Title: **Environment**

Goal: **Waste & Recycling - minimise waste and increase our recycling rates**

Action Title	Description	Due Date	Status	Latest Update	Managed By
Improving the amount you recycle	Improving the amount you recycle – Sorted Weekly Collection of waste (one week refuse; one week recyclables) to be considered.	31/03/2009		The Scrutiny Task Group report to the Overview & Scrutiny Committee in March 2008 recommended a Sorted Weekly Collection to increase recycling rates that reaches the Government target of 40%. It recommended an educational campaign prior to its introduction. The introduction will be subject to approval by the new authority.	Chris Couzins-Short
Helping you to recycle green waste	Helping you to recycle green waste – Increase green waste collection areas to cover 10% of households in the District within 1 year.	31/03/2008		Target has been met for 2007/08. The target for 08/09 has been increased to 15%.	Chris Couzins-Short

Summary of Accounts

To be including following the sign-off of annual statement of accounts.

Certification of Compliance with the Code of Conduct on Workforce Matters

During 2007/08, the Council did not enter into any individual contracts which involved the transfer of staff.

Statement on Data Quality

North Wiltshire District Council is committed to securing the quality of data used to manage and report on performance.

The Council adopted the Data Quality Strategy in February 2007, which sets out a clear framework for securing a high standard of data quality within North Wiltshire District Council, thus ensuring all performance information is accurate, timely and reliable.

The overall vision for data quality is that we get things right first time and to achieve this, our data quality objectives are:

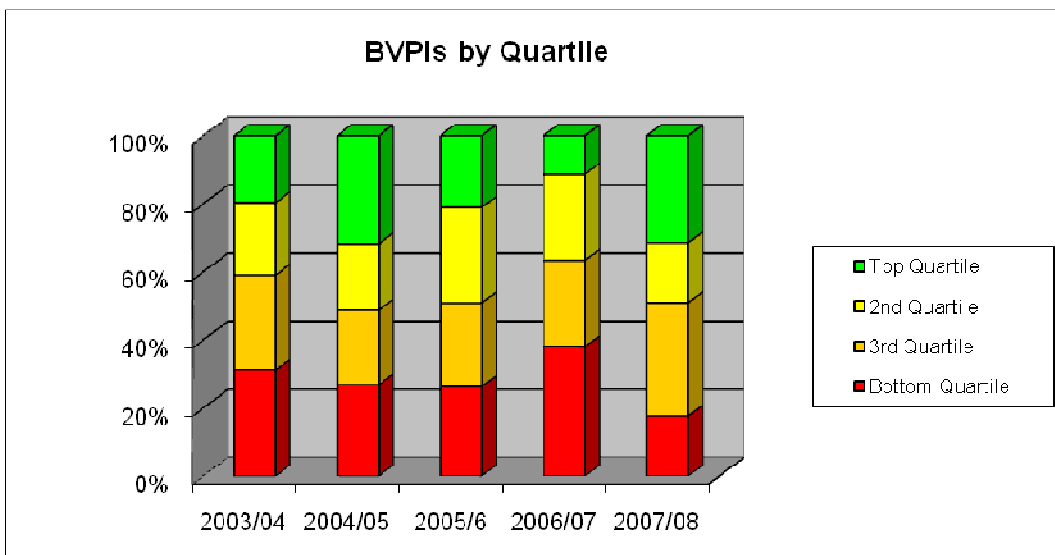
1. To make clear what we expect from staff and partners in terms of data quality.
2. To ensure that relevant staff have the skills and resources to provide the required standards of data quality.
3. To provide a robust framework in which high standards of data quality are delivered.

This Strategy and the Council's arrangements for data quality have been developed in line with the Audit Commission's Key Lines of Enquiry (KLOE) for Data Quality.

All officers responsible for the production of performance information are made aware of data quality requirements.

Quality assurance arrangements including internal audit, senior management verification, analytical review and programmed quality checks are applied to ensure all performance information is reliable, accurate and timely.

Analysis of Performance Information



	2003/04	2004/05	2005/6	2006/07	2007/08
Top Quartile	12	13	12	8	16
2nd Quartile	13	8	16	18	9
3rd Quartile	17	9	14	18	17
Bottom Quartile	19	11	15	27	9
No information	15	18	20	21	18
	76	59	77	92	69

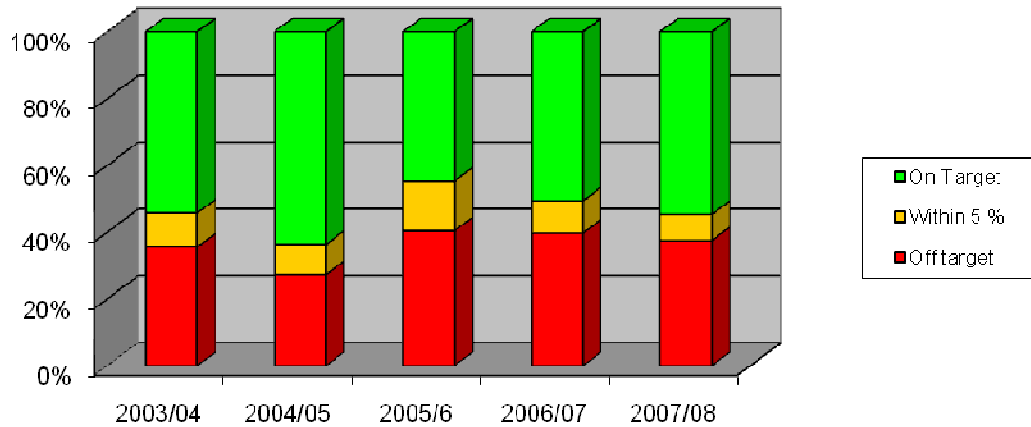
The above chart and table illustrate the number and proportion of North Wiltshire District Council BVPs in different quartiles for the last 5 years. This analysis gives a useful illustration of how the Council's performance compares with other district councils over time.

In comparison to other district councils, the Council's overall performance improved from 2006/07 to 2007/08.

The number of indicators in the top two quartiles (top 50% of district councils) has increased from around 36% in 2006/07 to 49% in 2007/08. The number of indicators in the worst quartile has reduced from 38% to 18% in 2007/08.

Nb. Quartile information is collated from all English district councils. All 2007/08 BVPs have been compared with 2006/07 quartile data, as 2007/08 comparisons are not yet available. The increase in number of BVPs for 2006/07 relate to the three-yearly Best Value satisfaction surveys carried out.

BVPI Targets Met



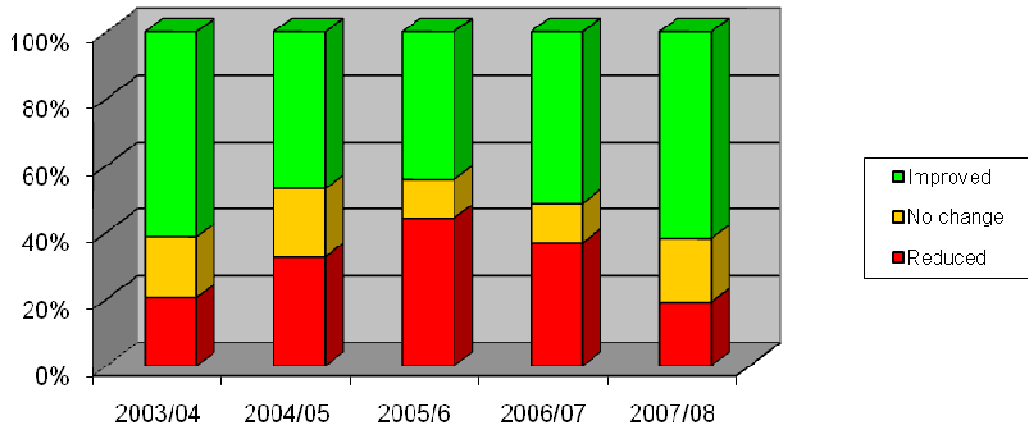
	2003/04	2004/05	2005/6	2006/07	2007/08
On Target	32	28	21	42	35
Within 5 %	6	4	7	8	5
Off target	21	12	19	33	24
No target	17	15	30	9	5
	76	59	77	92	69

The above chart and table illustrate the number and proportion of North Wiltshire District Council BVPIs that have met, missed or are within target for the last 5 years.

The number of BVPIs that have achieved target performance has increased over the last 3 years from 45% in 2005/06 to 55% in 2007/08. The proportion of BVPIs that have missed target remains relatively high (around 40%). Commentary on performance and reasons for not meeting targets for individual BVPIs are given in the Detailed Performance Indicator Information at Appendix 1.

Targets for 2008/09 have been revisited by officers and approved by Managers. Targets take into account any national or regional targets, local priorities, trends and history, comparison with other authorities, budget and resources, customer expectations and any external influences outside the control of the service providers.

BVPI Performance Trends



	2003/04	2004/05	2005/6	2006/07	2007/08
No comparison	32	10	34	16	6
Reduced	9	16	19	28	12
No change	8	10	5	9	12
Improved	27	23	19	39	39
	76	59	77	92	69









The above chart and table illustrate the number and proportion of North Wiltshire District Council BVPIs that improved, got worse or stayed the same over the last 5 years.





The chart shows that the proportion of indicators that have improved has increased over the last 2 years.













Commentary on performance and reasons for reductions in performance for individual BVPIs are given in the Detailed Performance Indicator Information at Appendix 1.













Appendix 1 – Performance Information 2007/08

Key













PI Status		Trend	
	This PI is significantly below target.		The value of this PI has improved from the previous year.
	This PI is slightly below target.		The value of this PI has worsened from the previous year.
	This PI is on target.		The value of this PI has not changed from the previous year.
	This PI cannot be calculated.		
	This PI is a data-only PI.		













PI Code	Description	2006/07	2007/08			Quartile *	2008/09	Commentary	
		Value	Value	Status	Trend		Target		Target
Corporate Health									
BV2a	Equality standard for local government	2	2			3	N/A	2	A decision was made by the Wiltshire-wide Equality and Diversity Group, in consultation with the Wiltshire Improvement Partnership, not to work towards Level 3 of the Equality Standard during 2007/08. This followed the work that NWDC were involved in as part of the Wiltshire Improvement Partnership equality and diversity capacity building project team. The five Wiltshire authorities agreed to concentrate on building best practice in equality and diversity into the new unitary Council rather than each authority aiming to work towards Level 3 of the Equality Standard.
BV2b	Duty to promote race equality	84%	84%			86%	1	88%	The Council is keen to progress on the duty to promote race equality. The Council's approach has been to incorporate its Race Equality Scheme into the Council's Corporate E&D policy.
BV3	Overall satisfaction with the authority	52%					3		Best Value surveys will no longer be carried out.
BV4	Satisfaction with complaint handling	32%					3		Best Value surveys will no longer be carried out.

PI Code	Description	2006/07	2007/08			Quartile *	2008/09 Target	Commentary	
		Value	Value	Status	Trend				Target
BV8	Percentage of invoices paid on time	82.73%	88.50%			95.00%	4	97.00%	There has been significant improvement over the year, although there is more work to be done around raising awareness with service managers to ensure that invoices are provided for payment promptly and any disputed invoices are clearly identified and dealt with.
BV9	Percentage of council tax collected	97.70%	98.30%			98.20%	2	98.70%	Improvements to bill people quicker and issue recovery notices continue to be made. A full review of the Revenues Service is currently in progress, which is hoped will bring about further improvements.
BV10	Percentage of non-domestic rates collected	98.50%	98.50%			99.00%	4	98.50%	Current year collection has remained the same, but 50% of all arrears has been collected. A review of the Revenues Service should identify further improvements.
BV11a	Top 5% earners: women	32.00%	32.00%			34.00%	2	35.00%	The number of female employees within the top 5% of earners has remained the same as the previous year. Overall, the number of females in the top 5% of salary earners is 8 compared to 17 male employees.
BV11b	Top 5% earners: ethnic minorities	0.00%	0.00%			2.20%	2	2.20%	The Council undertook a review of the senior management structure which resulted in the majority of new posts being filled by current employees in accordance with the Council's policies. As part of the review, there was minimal external recruitment activity with no applicants declaring ethnic minority status.
BV11c	Top 5% of Earners: with a disability	4.00%	8.00%			5.00%	1	6.00%	There are two employees in the top 5% of salary earners with a disability compared to one employee during the previous year.

PI Code	Description	2006/07	2007/08			Quartile *	2008/09 Target	Commentary	
		Value	Value	Status	Trend				Target
BV12	Working days lost due to sickness absence	13.27	12.81			10.00	4	10.00	During the first half of the monitoring period, sickness absence levels reduced significantly. However due to a number of long term sickness absences, the sickness absence levels increased significantly during the 2nd half of the period.
BV14	Percentage of early retirements	0.00%	0.27%			1.00%	2	1.00%	1 early retirement in 2007/08.
BV15	Percentage of ill-health retirements	0.27%	0.27%			0.35%	3	0.35%	1 early retirement due to ill-health in 2007/08.
BV16a	Percentage of employees with a disability	3.64%	3.58%			3.70%	3	3.80%	The Council has 14 employees who have declared themselves to be disabled. A number of work placements have been arranged over the past year for people with disabilities and the Council continues to retain the Employment Service's 2 tick symbol 'Positive about Disabled People'. This symbol demonstrates to disabled job seekers and disabled employees that the Council has agreed to a number of commitments designed to ensure that people with a disability have every opportunity to access employment and develop their careers within the Council.
BV16b	Percentage of Economically Active People who have a Disability	10.24%	10.24%	N/A	N/A	N/A	N/A	N/A	
BV 16a/16b	The ratio of local authority employees with a disability compared with the local population.	35.55%	34.96%			36.13%	N/A	36.13%	Nb. 100% would reflect a workforce representative of North Wiltshire population
BV17a	Ethnic minority representation in the workforce - employees	1.6%	1.3%			2.5%	3	2.5%	The Council has seen a decrease by one employee, in the number of black and ethnic minority employees within the Council compared to 2006/07. There has however been an increase in the number of employees who answered the question on ethnicity. The Council will continue through its recruitment and selection processes to encourage applications from BME groups.

PI Code	Description	2006/07	2007/08			Quartile *	2008/09 Target	Commentary	
		Value	Value	Status	Trend				Target
BV17b	Ethnic Minority representation in the workforce - local population	1.6%	1.6%	N/A	N/A	N/A	N/A		
BV 17a/17b	The ratio of local authority employees from minority ethnic communities compared with the local population.	97.56%	81.25%			156.3%	N/A	156.3%	Nb. 100% would reflect a workforce representative of North Wiltshire population
BV156	Buildings accessible to people with a disability	50.00%	100.00%			75.00%	N/A	75.00%	Both Monkton Park offices and Corsham TIC are accessible to people with a disability.
Housing									
BV64	Vacant dwellings returned to occupation or demolished	8	9			9	3	10	
LPI 130	Number of affordable homes completed	137	164			150	N/A	150	
Homelessness									
BV183a	Length of stay (in weeks) in temporary accommodation – (Bed & Breakfast)	5.34	4.63			6.00	4	2.00	Length of stay in B&B is being continually monitored. The numbers of families housed in B&B are now so low, that a small number of people staying in B&B longer than average, due to issues in finding appropriate accommodation, will skew this PI.
BV183b	Length of stay (in weeks) in temporary accommodation – (hostel)	29.69	24.39			22.00	4	16.00	Target not met, but slight improvement on last year. Some households with rent arrears or other issues have proved very difficult to rehouse. The hostel is now empty and has been replaced with 20 self-contained flats. Closing the hostel proved difficult and some residents remained longer than usual.
BV202	Number of rough sleepers	8	12			5	4	5	This figure is based on data from only one source, we have now contacted all appropriate agencies in North Wiltshire re known sites for rough sleeping. Only 2 were confirmed but it is planned to carry out a rough sleepers count in line with Government guidance in the autumn.









PI Code	Description	2006/07	2007/08			Quartile *	2008/09 Target	Commentary	
		Value	Value	Status	Trend				Target
BV203	Change in number of families in temporary accommodation	-15.12%	-2.34%			-10.00%	3	-10.00%	Government target to reduce the number of households in TA by 50% by 2010 was met in December 2007 - over 2 years ahead of target. Target of -10% not met but should have been amended for 07/08 to reflect high performance in previous years. Reduction of families in TA over the last 3 years has been 41.87% - exceeding the 10% pa target.
BV213	Housing advice service: preventing homelessness. (No. of successful interventions per thousand households)	1	1			1	3	1	
BV214	Repeat homelessness	1.32%	0.00%			1.50%	1	1.50%	No incidents of repeat homelessness during 2007/08. Target is still reasonable as it reflects 1 or 2 cases.
LPI 129	% of homelessness applications on which NWDC makes a decision and issues written notification to the applicant within 33 working days	98.75%	83.69%			98%	N/A	98%	
Housing and Council Tax Benefit									
BV76a	Housing benefit security - visits (no. visited per 1000 caseload)	172.28	148.34			165.00	N/A	150.00	One of the visiting officers reduced her hours to 22.5 per week from October 2007. This has had a large impact on the number of visits completed as 14.5 hours remain as a vacant post.
BV76b	Housing benefit security - investigators (no. per 1000 caseload)	.26	.20			.30	N/A	.30	Part time post 14.5 hours has been vacant since end of April 2007. Full time post filled by agency staff from January 2007. Vacant from September 2007 with a view to recruiting full time - unable to fill to quality required. Post now changed to trainee position. Post filled mid March 2008 but trainee will not be up to speed for at least 12 months.













PI Code	Description	2006/07	2007/08			Quartile *	2008/09 Target	Commentary	
		Value	Value	Status	Trend				Target
BV76c	Housing benefit security - investigations (no. per 1000 caseload)	31.31	26.26			30.00	N/A	25.00	Part time investigators post has been vacant since end of April 2007. Full time post filled by agency staff from January 2007. Vacant from September 2007 with a view to recruiting full time - unable to fill to quality required. Post now changed to trainee position. Post filled mid March 2008 but trainee will not be up to speed for at least 12 months. HBMS datamatches ceased in November 2007 due to issues with security of government data. New security facilities being introduced in new financial year.
BV76d	Housing benefit security - prosecutions and sanctions (no. per 1000 caseload)	5.99	7.58			6.00	N/A	6.00	Although there have been resource issues this year and fewer investigations, the number of sanctions and prosecutions have increased. This is due to the continual development of a quality risk profiling process for referrals which ensures investigative resources are focused only on medium to high risk referrals.
BV78a	Speed of processing: new HB/CTB claims. (average speed in days)	53.8	25.5			29.0	2	24.0	Due to the involvement of the Performance Development Team (Department for Work and Pensions) with the Benefits team in 2007/08, a number of changes were made to both Administration procedures and the document management system, which enabled the team's performance to improve significantly. Due to the introduction of actioning post received upon arrival on a daily basis and major changes to the document management system (document types and introduction of workflow), the team's performance has reached the top band as per DWP guidance.
BV78b	Speed of processing: changes in circumstances for HB/CTB claims. (average speed in days)	20.6	9.4			9.5	2	7.1	
BV79a	Accuracy of processing HB/CTB claims	94.60%	99.20%			96.00%	1	98.00%	
BV79b(i)	Percentage of recoverable Housing Benefits overpayments recovered (in-year debt) (ii)	58.10%	61.60%			65.00%	4	65.00%	This shows a slight improvement. The Revenues and Benefits teams are working together to identify ways that overpayment collection can be improved.

PI Code	Description	2006/07	2007/08			Quartile *	2008/09 Target	Commentary	
		Value	Value	Status	Trend				Target
BV79b (ii)	Percentage of Recoverable Housing Benefits overpayments recovered (total debt) (iii)	30.10%	25.70%			40.00%	4	40.00%	The Revenues and Benefits teams are working together to identify ways that overpayment collection can be improved.
BV79b (iii)	Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt.	1.30%	12.20%		N/A	2.00%	N/A	5.00%	A cleansing exercise identified a number of old debts for write-off where recovery action had been exhausted and there was little or no chance of collection. There are still a number of older debts in the system and further write-offs will be identified.
BV80a	Contact/access facilities at benefit office - % agree all	73%					4		Best Value surveys will no longer be carried out.
BV80b	Service in benefit office - % agree all	81%					2		Best Value surveys will no longer be carried out.
BV80c	Telephone service - % agree all	65%					4		Best Value surveys will no longer be carried out.
BV80d	Staff in benefit office - % agree all	77%					4		Best Value surveys will no longer be carried out.
BV80e	Clarity etc, of forms & leaflets - % agree all	55%					4		Best Value surveys will no longer be carried out.
BV80f	Time taken for a decision - % agree all	52%					4		Best Value surveys will no longer be carried out.
BV80g	Satisfaction with benefits service - Overall	68%					4		Best Value surveys will no longer be carried out.
LPI 229	% of Council taxpayers paying by Direct Debit	62.9%	63.4%			63%	N/A	65%	
LPI 230	% of Non-domestic ratepayers paying by Direct Debit	59.9%	58.1%			60%	N/A	60%	
LPI 231	% of Council Tax arrears collected	41.9%	42.7%			42%	N/A	45%	
LPI 232	% of NNDR arrears collected	51.1%	53.4%			52%	N/A	55%	
LPI 233	% of Sundry debtors accounts collected (value)	98.4%	84.5%			98.5%	N/A	98.7%	
LPI 234	% of Council tax mail dealt with in 14 days	38.75%	60.46%			80%	N/A	80%	
LPI 235	% NNDR mail dealt with in 14 days	30.25%	52%			80%	N/A	80%	
LPI 237	Sundry debtor accounts collected in year - number	95.6%	97.1%			95%	N/A	98.5%	
LPI 13	Percentage of Revenues and Benefits Mail that is scanned and indexed within 1 day	-	96.27%	N/A	N/A	N/A	N/A	96%	New indicator for 2007/08.



PI Code	Description	2006/07	2007/08			Quartile *	2008/09 Target	Commentary	
		Value	Value	Status	Trend				Target
Waste and Cleanliness									
BV82a(i)	Household waste management (recycling) - %	16.41%	17.85%			16.50%	3	18.00%	There have been no new services added in the year but recycling has increased. It can be assumed that this is due to a general awareness of recycling increasing.
BV82a(ii)	Household waste management (recycling) - tonnage	7758.17	8341.95			7952.00	2	8500.00	
BV82b(i)	Household waste management (composting) - %	4.65%	6.01%			6.00%	3	7.00%	During 2007/08 the Council's Garden Waste collection service has been extended.
BV82b(ii)	Household waste management (composting) - tonnage	2198.37	2810.08			3000.00	3	3100.00	The weight target was just missed due to a drop of almost 400 tonnes of street sweeping waste which also counts towards this PI.
BV84a	Household waste collection (kilograms per head)	368.6	358.3			372.0	1	360.0	This performance is in line with the general reduction in waste arisings across the county. There is a general increase in the performance of recycling.
BV84b	Household waste collection (% change in kilograms per head)	1.15%	-2.79%			1.00%	1	0.50%	
BV86	Cost of household waste collection	£49.03	?	?	?	£51.63	?	£53.18	Awaiting Revenue Outturn forms.
BV89	Satisfaction with cleanliness of streets	71%					2		Best Value surveys will no longer be carried out.
BV90a	Satisfaction with household waste collection	85%					2		Best Value surveys will no longer be carried out.
BV90b	Satisfaction with waste recycling	74%					2		Best Value surveys will no longer be carried out.
BV91a	Kerbside collection of recyclables (one recyclable)	98.0%	98.0%			98.0%	3	98.0%	This has remained static as there are currently no plans to expand this service.
BV91b	Kerbside collection of recyclables (two recyclables)	98.0%	98.0%			98.0%	3	98.0%	
BV199a	Local street and environmental cleanliness - litter & detritus	16.0%	12.7%			17.5%	3	14.0%	
BV199b	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	0%	1%			1%	2	1%	Increased staffing on Streetscene, both management and manual workforce. Streetscene countrywide awareness training.
BV199c	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	0%	0%			1%	1	1%	
BV199d NI 196	Improved street and environmental cleanliness - fly tipping	4	3			3	N/A	3	

Environment and Environmental Health									
BV166a	Environmental health checklist	95.0%	100.0%			95.0%	1	N/A	Work done on Junior Good citizen and work with Bengali Food safety has improved our health education rating to move us from 95% to 100%.
BV216a	Identifying contaminated land. Number of "sites of potential concern" with respect to land contamination	251	251			55	N/A	N/A	No new sites identified.
BV216b	Information on contaminated land. Percentage of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary	60%	64%			44%	1	N/A	An additional 9 sites have been signed off via planning regime and validation reports submitted to the satisfaction of LPA. Target of 9 was met.
BV217	Percentage of pollution control improvements to existing installations completed on time	50%	100%			100%	1	N/A	
BV218a	Abandoned vehicles (% investigated)	76.90%	84.23%			97.00%	3	97.00%	Improvement in performance expected for 2008/09, due to extra staff being trained to carry out investigations.
BV218b	Abandoned vehicles (% removed)	45.50%	76.00%			10.00%	3	50.00%	
LPI 90	% of high risk A, B & C food premises inspected	100%	99%			100%	N/A	100%	
LPI 102	% of response to emergency complaints within 24 hours	100%	100%			100%	N/A	100%	
Planning									
BV106	New homes on previously developed land	61.98%	71.30%			50.00%	3	50.00%	During the year more completions emerged from allocated land on brownfield sites. Target reflects housing requirements of 10,500 new houses for the District until 2026.
BV109a NI 157a	Processing of planning applications: Major applications	66.67%	80.39%			75.00%	3	80.00%	Exceeded both Central Govt and NWDC target for 2007/08. Improved performance due to introduction of new Major applications protocol, encouraging more pre-application advice and the drafting of S106 agreements, causing overall reduction in delays.







BV109b NI 157b	Processing of planning applications: Minor applications	74.16%	73.24%			78.50%	3	80.00%	The speed of processing minor applications has remained in the 3 rd quartile, although performance was much improved in the 4 th quarter of 2007/2008. It is notoriously difficult to accurately predict a realistic target, as the Planning Authority have no control on the type of applications, which vary in time scales due to their complexity. The team have had a vacancy for a planner for a year (0.5FTE), which is a post that would deal with this type of application. However, due to the national shortage of professionals, recruitment campaigns have been unsuccessful. In the lead up to the Unitary Authority, it is thought appropriate to continue with the present establishment and monitor the situation closely.
BV109c NI 157c	Processing of planning applications: Other applications	89.21%	84.99%			90.00%	4	91.00%	The speed of processing "other" planning applications is still well above the national target. Whilst the overall yearly average is in the bottom quartile, performance has been steadily increasing over the year and the fourth quartile performance is nearing the local target. Similar difficulties to the "minor" applications have been encountered with the "other" applications, but improvements have been made to the monitoring arrangements, which will help to identify issues at an early stage.
BV111	% of applicants satisfied with the Planning service received	69%					4		Best Value surveys will no longer be carried out.
BV200a	Plan-making: Local Development Scheme submitted?	Yes	Yes			Yes	N/A	Yes	Given the Council's current position within the unitary process the Wiltshire Councils have agreed to submit, in accordance with GOSW's wishes, a revised LDS by October 2008.
BV200b	Plan-making: Milestones Met?	Yes	No			Yes	N/A	Yes	The LDF for North Wiltshire has been suspended in the light of progress towards the unitary authority.













BV204	Planning appeals	37.3%	30.0%			26.5%	2	25.0%	Performance around planning appeals allowed against the Council's decision is in the top 50% in the country.
BV205	Quality of planning services checklist	94.4%	100.0%			100.0%	1	100.0%	Now that we have the NWLP available to view on the website, including the ability to search by postcode, this means we have now achieved maximum points in this BVPI.
LPI 17	% of valid Building Regulation applications acknowledged within 3 working days	90.12%	98.44%			94%	N/A	96%	Performance is much higher than target, down to change in registration procedures speeding up acknowledgements.
LPI 18	% Building Regulation applications checked and corresponded with agent/owner within 15 working days of registration	76.33%	85.77%			98%	N/A	N/A	Target is unrealistic based on figures from approx. 3 years ago when staffing levels were higher. Undergoing lean review looking at the value of local performance targets, particularly in light of impending Unitary situation. Local PI can now be deleted.
LPI 61	% of all valid planning applications registered and acknowledged within 3 working days	68.67%	75.48%			85%	N/A	87.5%	Although this is a vast improvement on last year's performance, it is still under our forecasted target for this year. This is because weekends/bank holidays are still included in the statistic, so the statistic does not reflect the actual performance. This problem with the recording of this PI has now been resolved, so the statistic in future years should reflect the actual performance, which we would expect to be no lower than 85%.
LPI 62	% of planning decision notifications issued within 3 working days	93.65%	90.18%			97%	N/A	90%	Performance has decreased on last year and on unrealistic target due to some staff shortages. Whilst every effort will be made to issue decisions within 3 working days, this can be difficult when we are reliant on the Case Officer, Principal Planning Officer and administration staff all being available, although we would always expect to perform at over 90% on this LPI. Performance was 68% for March, which consequently brought the average for the year down.








Culture and Related Services

BV119a	% satisfied with sports/leisure facilities	62%					2		Best Value surveys will no longer be carried out.
BV119b	Satisfaction with libraries	76%					2		Best Value surveys will no longer be carried out.
BV119c	% satisfied with museums and galleries	37%					3		Best Value surveys will no longer be carried out.
BV119d	% satisfied with theatres and concert halls	20%					4		Best Value surveys will no longer be carried out.
BV119e	% satisfied with parks and open spaces	70%					3		Best Value surveys will no longer be carried out.
BV219b	Percentage of conservation areas in the local authority area with an up-to date character appraisal	1.50%	3.00%			3.00%	3	4.00%	

Community Safety and Well-being

BV126	Domestic burglaries per 1000 households	4.8	4.3			5.6	1	N/A	Domestic burglaries crimes have fallen by 9.5% since last year, and the actual figure is now under the target set by 23.9%. The Community Safety Partnership is working closely with all partner agencies and especially the Police to ensure this downward trend continues.
BV127a	Violent crime per 1000 population	11.5	9.0			6.2	1	N/A	Violent crimes have fallen by 21.5% since last year, and the actual figure is getting closer to the target set but is still currently 44.5% over the target. The Community Safety Partnership is working closely with all partner agencies and especially the Police to ensure this downward trend continues. Taxi Marshalls, DPPO's are some of the initiatives been used to help with this problem.
BV127b	Robberies per 1000 population	0.3	0.2			0.1	1	N/A	Violent crimes have fallen by 11.3% since last year, and the actual figure is getting closer to the target set but is still currently 8.9% over the target. The Community Safety Partnership is working closely with all partner agencies and especially the Police to ensure this downward trend continues.

BV128	Vehicle crimes per 1000 population	5.0	4.4			4.0	1	N/A	Vehicle crime has fallen by 11.3% since last year, and the actual figure is getting closer to the target set but is still currently 8.9% over the target. The Community Safety Partnership is working closely with all partner agencies and especially the Police to ensure this downward trend continues.
BV174	Racial incidents recorded per 1000 population	0.00	0.77			1.56	N/A	1.56	Target and performance reflect incidents reported to the Council and not complaints against the Council.
BV175	Racial incidents resulting in further action	N/A	100.00%			100.00%	1	100.00%	
BV225	Actions Against Domestic Violence	54.5%	81.8%			63.6%	N/A	72.7%	
BV226a	Advice & Guidance Services - total	£179700	£126100	N/A	N/A	£123000	N/A	£123000	£126,100 awarded to CAB for general advice services. Housing advice contract was terminated and brought in-house in 2006/07, hence reduction in amount from previous year.
BV226b	Advice & Guidance Services - CLS Quality Mark	100.00%	100.00%	N/A	N/A	100.00%	N/A	100.00%	CAB has CLS Quality Mark.
V226c	Advice & Guidance Services: direct provision	£70600	£72400	N/A	N/A	£70000	N/A	£70000	Value based on 2.5 FTE officers plus on costs.
Customer Contact									
LPI 14	% of customers seen by dedicated reception staff from Customer Services & Planning within 10 minutes	80.3%	67.89%			70%	N/A	60%	Waiting time measure was reduced from 15 minutes to 10 minutes. The target has been reduced to reflect the shorter waiting time and to reflect the emphasis on dealing with the customer once rather than multiple return visits. Queue management is in operation but emphasis is now on dealing with the Customer Enquiry fully so that they need only visit the Council once. The nature of Housing Benefit and Council Tax enquiries are often complex and can take a significant amount of time to be dealt with.
LPI 15	% of customers dealt with at the first point of contact by reception staff	92.9%	94.7%			93%	N/A	95%	Year on year increasing target to reflect the transactional aspirations of the service.

LPI 16	% of visitors surveyed who said they were satisfied by the overall quality of service provided	96.9%	99.04%			97%	N/A	97%	Customer satisfaction surveys for this PI ran up to October 2007. Future customer satisfaction will be measured using Govmetric system.
LPI 20	% of Calls to the Contact Centre answered within 20 seconds	65.14%	71%			80%	N/A	80%	The nature of telephone calls to the Revenues and Benefits service are often detailed and complex. The focus is on dealing fully with the Customer enquiry so that they need only contact the Council once. Additional resource has been secured for dealing with general enquiries (includes Pest Control, Concessionary Travel and Waste and Recycling Calls). Ongoing national target. Plans are being developed to take additional C&A based services into the Customer Centre in 08/09.
LPI 21	% of Calls to the Contact Centre dealt with at the first point of contact	57.22%	56.58%			57%	N/A	60%	Performance has been impacted slightly by the removal of the recorded answering systems (all calls are now answered before being dealt with or transferred). Work is planned for 08/09 to take more transactional calls for the Cleansing & Amenity Service. The Revenues review is also looking at removing avoidable calls which should see an improvement in time taken to answer.
ICT									
LPI 154	% Helpdesk calls resolved within agreed timescales	88.12%	87.86%				N/A		
Car Parking									
LPI 30	No. of Penalty Notices Issued	7,092	9,136	N/A	N/A	N/A	N/A	N/A	No targets have been set against the number of penalty notices issued, appealed against or cancelled, as they could be construed as an incentive to aim towards.
LPI 31	No. of Penalty Notices which were appealed against	1,803	2,551	N/A	N/A	N/A	N/A	N/A	Performance equates to 28% of penalty notices issued were appealed against. This falls into national average of 25-30%.

LPI 32	No. Penalty Notices issued that were cancelled	767	892	N/A	N/A	N/A	N/A	N/A	35% of penalty notices that were appealed against were cancelled. All enforcement is done on a common-sense approach, where the Senior Parking Officer and staff use discretion as required within legislation. Cancellations can be made for a number of reasons including, the non-display of disabled badges, season tickets or staff permits, and mitigating circumstances such as illness or vehicle breakdown.
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