

KENNET DISTRICT COUNCIL		Owner	Actual 2006/07	Actual 2007/08	Actual to date Q2 2008/09	Target 2008/09	Quartile Information Top Bottom	
NATIONAL INDICATORS								
NI14	Avoidable Contact: Average number of customer contacts per resolved request	N Ratcliffe		new				
NI15	Serious violent crime rate	M Bradley		new	0.13			
NI16	Serious acquisitive crime rate	M Bradley		new	2.76			
N20	Assault with injury crime rate	M Bradley		new	Awaiting police			
NI35	Building resilience to violent extremism	K Scott		new	Year end			
NI36	Protection against terrorist attack	M Bradley		new	Awaiting police			
NI154	Net additional homes provided	T Howles		new	Year end			
NI155	Number of affordable homes delivered (gross)	M Bradley	73	250	88	100		
NI156	Number of households living in temporary accommodation	M Bradley		new	64			
NI157	Processing of planning applications as measured against targets for major application types	T Howles	76.74%	70%	78.41%	70%	79.07%	63.33%
NI157	Processing of planning applications as measured against targets for minor application types	T Howles	82.98%	76.85%	71.92%	77%	83.67%	71.66%
NI157	Processing of planning applications as measured against targets for other application types	T Howles	91.10%	89.75%	86.51%	88%	92%	84%
NI159	Supply of ready to develop housing sites	T Howles		new	Year end			
NI170	Previously developed land that has	T Howles		new	Year end			

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	been vacant or derelict for more than 5 years							
NI179	VFM: Total net value of ongoing cash releasing value for money gains that have impacted since the start of the 2008/09 financial year	A Hart		new	Year end			
NI180	The number of changes of circumstances which affect customers HB/CTB entitlement within the year.	A Hart		new	DWP have not provided data yet			
NI181	Time taken to process Housing Benefit/Council Tax benefit new claims and change events	A Hart		new	9.83			
NI182	Satisfaction of businesses with local authority regulation services	M Bradley		new	75%			
NI184	Food establishments which are broadly compliant with food hygiene law	M Bradley		new	90.5%			
NI185	CO2 reduction from Local Authority operations	M Bradley		new	Year end			
NI187	Tackling fuel poverty: people receiving income based benefits living in homes with a low energy efficiency rating	M Bradley		new	Year end			
NI188	Adapting to climate change	M Bradley		new	Year end			
NI191	Residual household waste per head	A Hampton		new	Year end			
NI192	Household waste recycled	A Hampton	22.83%	26.87%	24.87%%	30.0%		
NI192	Household waste composted	A Hampton	13.50%	13.47%	21.81%	15%		
			36.33%	40.34%	46.68%	45%	40.6%	27.06%
NI193	Percentage of municipal waste land	A Hampton		new				

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	filled							
NI194	Level of air quality: reduction in NOx and primary PM10 emissions through local authority's estate and operations	M Bradley		new				
NI195	Improved street and environmental cleanliness (litter & detritus)	A Hampton	7.4%	5.8%	5%	9%	6.4%	14%
NI195	Improved street and environmental cleanliness (graffiti)	A Hampton	0%	0%	0%	1%	1%	5%
NI195	Improved street and environmental cleanliness (fly posting)	A Hampton	0%	0%	0%	1%	0%	1%
NI196	Improved street and environmental cleanliness (fly tipping)	A Hampton			Year end	1%		
NI197	Improved local biodiversity – active management of local sites	T Howles		new				
PERSONNEL								
BV12	The number of working days/shifts lost to sickness absence		9.75	8.98	3.15	8.75	8.44	10.59
BV16a	Percentage of local authority employees with a disability		2.69%	3.66%	3.29%	2.85%		
BV16b	Percentage of economically active people who have a disability		10.29%	10.29%	10.29%	10.29%		
BV16a/b	Ratio of KDC employees to local disabled population		26.14%	40.4%	31.97%	27.70%		
BV17a	Percentage of minority ethnic community employees		1.2%	0.9%	0.95%	1.40%		
BV17b	Percentage of economically active ethnic community people in the authority area		1.4%	1.4%	1.4%	1.40%		

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BV17Xa/b	Ratio of KDC employees to local ethnic minority population		82.86%	75.89%	68.21%	100.00%		
A004	Voluntary leavers as a percentage of staff in post		14.77%	15.04%	5.93%	12%		
EQUALITIES								
BV174	The number of racial incidents recorded by the authority per 100,000 population		7.75	1.28	Year end	5.00		
A007	The number of racial incidents recorded by the authority during each quarter		6	1	1	4		
BV175	The percentage of racial incidents that resulted in further action		100.00%	100%	100%	100%		
FINANCIAL SERVICES								
BENEFITS								
BV78a	Average time for processing new claims to HB/CTB		30.0	26.6		32		
LOCAL TAXATION								
BV9	Percentage of Council Tax collected by the authority in the year.		98.82%	98.96% (adjusted by AC for deprivation figure is 100%)	56.67%	98.9%	100%	99.57%
PAYMENTS								
BV8	Percentage of invoices paid within 30 days of receipt or within the agreed payment terms.		96.37%	98.07%	98.13%	100%	97.01%	91.56%
INFORMATION SERVICES								

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CONTACT CENTRE								
Customer Contact Centre								
E040	Total number of calls received		new		73,383	158919		
E041	Total number of calls answered		new		68,844	147000		
E042	% of calls answered		new		94.01%	92%		
E043	% of calls answered within 20 seconds	-	new		81.46%	90%		
E031	Contacts resolved at first point of resolution		92.8%		92.55%	93.7%		
E045	Average waiting time		new		3.83	16 secs		
E046	Corporate emails handled		new		3,410	1684		
E047	Emails resolved within 10 working days		new		100%	100%		
E048	Corporate complaints managed		new		40	188		
E049	Complaints resolved within 10 working days		new		100%	100%		
	Enquiries per customer service contact fte:							
E050	Benefits		new		402	864		
E051	Council Tax & NNDR		new		788	1524		
E052	Planning		new		355	840		
E053	Environmental Health		new		140	360		
E054	Refuse & Recycling		new		647	1548		
E055	Housing		new		316	804		
E056	Parking		new		46	132		
E057	Switchboard		new		1,286	2532		

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E058	Other		new		1,064	2124		
	Enquiries per reception & advice contact fte:							
E059	Benefits		new	4,466	2,440	4320		
E060	Council Tax & NNDR		new	1,600	884	1560		
E061	Planning		new	1,142	379	426		
E062	Environmental Health		new	302	113	31		
E063	Refuse & Recycling		new	186	85	15		
E064	Housing		new	1,320	611	169		
E065	Parking		new	34	15	10		
E066	Reception		new	21,815	6,632	2152		
E067	Card payments		new	227	65	18		
E068	Total number of visitors		new	22,340	11,253	26200		
E069	Enquiries per reception & advice contact fte – Back office benefit calls		new	24,272		1200		
E070	Documents scanned		new	154,152	76,979	133416		
IT Business Unit								
E026	Annual page impressions on the KDC website		1,590,019		1,065,030	2,380,500		
E027	Number of unique users visiting the KDC website		287,358		39,886	90,000		
LEGAL SERVICES								

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F006	The number of complaints to an Ombudsman classified as Maladministration		0			0		
F010	Number of complaints notified to us by the standards board		3			6		
F012	To prepare for consideration by clients, Draft Planning Obligations/Agreements within 10 working days		100%			100%		
F013	Average number of days to respond to complaints to the ombudsman					28		
PLANNING SERVICES								
Development Control								
FLS Local 1	% of Planning decisions delegated			new	47.59%	n/a		
BUILDING CONTROL								
M004	Percentage of Building Regulation Submissions responded to in 15 working days		88.96%			94%		
FLS Local 2	% of residential and non domestic customers who are satisfied with the service they receive from Building Control			new		n/a		
LOCAL PLANS								
BV106	Percentage of new homes built on previously developed land		93.75%	86%		60%		
ENVIRONMENTAL HEALTH & PROTECTION								

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SERVICES								
ENVIRONMENTAL HEALTH GENERAL								
FLS Local 6	% of service requests responded to in 5 days		new	95%	96%	96%		
FLS Local 7	% of service requests investigations completed within 60 days		new	95%	97.5%	89%		
Q027	<u>Customer Satisfaction Surveys: % of returns from customers rating the service good or excellent</u>		-	-		-		
Q027b	Housing & Pollution		76.00%	69%	64.5%	75%		
Q027c	Food Safety/Health & Safety		94.00%	94%	95%	90%		
Q027d	Pest Control		89.00%	84%	97%	80%		
Q027e	Animal Welfare		93.00%	54%	85.5%	70%		
Q027f	Environmental Management		100.00%	100%	100%	90%		
Q027g	g) overall Section		86.00%	80%	85.5%	85%		
HOUSING SERVICES								
HOMELESSNESS								
BV183a	The average length of stay in bed & breakfast accommodation, in weeks, of households that are unintentionally homeless and in priority need		0	0	0.14	1		

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BV183b	The average length of stay in hostel accommodation, in weeks, of households that are unintentionally homeless and in priority need		17	22.6	23.5	20		
H013 (FLS Local 4)	Number of homeless cases prevented as a result of housing advice.		52	86	69	75		
FLS Local 5	Number of homeless households in B&B accommodation (non emergency) (to support the LAW target to end the use of B&B for all homeless households by 2011 (except emergencies)		new	0	0	34		
BV214	Homeless households who were previously homeless within the last two years		3.67	2.27	5.5%	1.75		
HOUSING ENABLING								
H017	New affordable housing starts		296	160	42	120		
LEISURE								
ART DEVELOPMENT								
N039	Number of Rural Arts Wiltshire performances in Kennet		17	16		19		
N041	Number of WYAP opportunities in Kennet			65		210		

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N042	Number of PAWS opportunities in Kennet			9		9		
LEISURE CENTRES								
	<u>Number of general swims</u>							
N043	Devizes Leisure Centre		New	39,864	27,011	52,500		
N044	Marlborough Leisure Centre		New	36,593	20,068	36,500		
N045	Tidworth Leisure Centre		New	44,153	26,353	48,000		
	<u>Number of visits to fitness suite</u>							
N046	Devizes Leisure Centre		new	37,612	21,435	40,500		
N047	Marlborough Leisure Centre		new	28,554	15,111	37,000		
N048	Tidworth Leisure Centre		new	26,684	13,390	32,500		
	<u>Number of users using ATP</u>							
N049	Devizes Leisure Centre		new	21,718	4,757	29,000		
	<u>Number of attendees for lifestyle classes</u>							
N050	Devizes Leisure Centre		new	13,681	7,120	19,500		
N051	Marlborough Leisure Centre		new	18,215	9,367	16,000		
N052	Tidworth Leisure Centre		new	13,014	5,921	8,500		
	<u>Number of attendees for dryside courses</u>							
N053	Devizes Leisure Centre		new	167	141	2,250		
N054	Marlborough Leisure Centre		new	11,310	3,887	14,500		
N055	Tidworth Leisure Centre		new	2,756	1,433	6,000		
	<u>Percentage uptake of dry side lessons against available places, two weeks into each term</u>							

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N056	Devizes Leisure Centre		new	73.66%	30.5%	80.00%		
N057	Marlborough Leisure Centre		new	76.66%	80%	85.00%		
N058	Tidworth Leisure Centre		new	62.33%	76%	85.00%		
	<u>Number of attendees for swimming lessons</u>							
N059	Devizes Leisure Centre		new	17,356	2,337	16,000		
N060	Marlborough Leisure Centre		new	17,741	7,157	18,500		
N061	Tidworth Leisure Centre		new	13,947	6,754	17,500		
	<u>Percentage uptake of swimming lessons against available places, two weeks into each term</u>							
N062	Devizes Leisure Centre		new	83.66%	82%	85.00%		
N063	Marlborough Leisure Centre		new	78.33%	84.5%	85.00%		
N064	Tidworth Leisure Centre		new	76.66%	80%	85.00%		
	<u>Percentage of squash bookings against total available</u>							
N065	Devizes Leisure Centre		new	34.75%	34%	35.00%		
N066	Marlborough Leisure Centre		new	30.5%	20%	20.00%		
N067	Tidworth Leisure Centre		new	20.42%	15.5%	15.00%		
	<u>Percentage of squash courts booked against total available</u>							
N068	Devizes Leisure Centre		new	39%	34.5%	45.00%		
N069	Marlborough Leisure Centre		new	34.25%	38.5%	55.00%		
N070	Tidworth Leisure Centre		new	26.34%	22.5%	60.00%		
	<u>Percentage of outdoor court bookings against total available</u>							

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N071	Devizes Leisure Centre		new	13.38%	17%	5.00%		
N072	Tidworth Leisure Centre		new	4.39%	11%	25.00%		
	<u>Percentage Active take up against maximum space available</u>							
N073	Devizes Leisure Centre		new	18.8%	40%	55.00%		
N074	Marlborough Leisure Centre		new	28.5%	44%	55.00%		
N075	Tidworth Leisure Centre		new	16.87%	31%	55.00%		
	<u>Percentage income against target for centre gross</u>							
N076	Devizes Leisure Centre		new	165.5	150%	100.00%		
N077	Marlborough Leisure Centre		new	202	74.5%	100.00%		
N078	Tidworth Leisure Centre		new	195	135%	100.00%		
	<u>Percentage income against target for centre net</u>							
N079	Devizes Leisure Centre		new	100.75%	101.5%	100.00%		
N080	Marlborough Leisure Centre		new	95.25%	102%	100.00%		
N081	Tidworth Leisure Centre		new	93.75%	115.5%	100.00%		
	<u>Number of live memberships</u>							
N082	Devizes Leisure Centre		new	4,974	9,496	4,500		
N083	Marlborough Leisure Centre		new	4,809	9,478	5,500		
N084	Tidworth Leisure Centre		new	5,616	9,417	6,000		
	<u>Total number of corporate members</u>							
N085	Devizes Leisure Centre		new	141	94	120		
N086	Marlborough Leisure Centre		new	4	9	60		

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N087	Tidworth Leisure Centre		new	49	76	120		
	<u>Total number of DD members</u>							
N088	Devizes Leisure Centre		new	651	1,199	450		
N089	Marlborough Leisure Centre		new	459	900	350		
N090	Tidworth Leisure Centre		new	402	701	270		
	<u>Leisure card transactions as a percentage of all transactions</u>							
N091	Devizes Leisure Centre		new	82.5%	86%	85.00%		
N092	Marlborough Leisure Centre		new	82.75%	83%	85.00%		
N093	Tidworth Leisure Centre		new	67.5%	63.5%	85.00%		
	<u>Weekdays - Total occupancy of studio measured against time available</u>							
N094	Devizes Leisure Centre		new	37.15%	41.5%	50.00%		
	<u>Weekends - Total occupancy of studio measured against time available</u>							
N095	Devizes Leisure Centre		new	18.5%	28%	50.00%		
	<u>Weekdays - Total occupancy of small hall measured against time available</u>							
N096	Marlborough Leisure Centre		new	58.23%	59.5%	40.00%		
	<u>Weekends - Total occupancy of small hall measured against time available</u>							
N097	Marlborough Leisure Centre		new	39%	39%	40.00%		
	<u>Staff turnover - Line managers</u>							

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N099	Devizes Leisure Centre			13%	20%	25.00%		
N100	Marlborough Leisure Centre		new	5%	0%	25.00%		
N101	Tidworth Leisure Centre		new	3%	20%	25.00%		
	<u>Staff turnover - Operational</u>							
N103	Devizes Leisure Centre		new	13.75%	14%	25.00%		
N104	Marlborough Leisure Centre		new	4%	12%	25.00%		
N105	Tidworth Leisure Centre		new	9%	15%	25.00%		
	<u>Staff turnover - Support</u>							
N106	Devizes Leisure Centre		new	3.75%	1%	60.00%		
N107	Marlborough Leisure Centre		new	3%	6%	60.00%		
N108	Tidworth Leisure Centre		new	9%	0%	60.00%		
	<u>Swimming Pools and sports centres:</u>							
N012	b. The net cost per swim/visit		£1.47		Year end	£1.35		
	<u>The number of swims and other visits to:</u>							
N015a	Devizes Leisure Centre		170,407	188,833	87,275	238,000		
N014a	Marlborough Leisure Centre		196,226	188,100	103,262	166,000		
N013a	Tidworth Leisure Centre		140,725	123,237	90,325	126,000		
	<u>The number of non leisure visits to</u>							
	<u>Percentage occupancy of sports hall at the centres - weekdays</u>							
N028	Devizes		87%	88.5%	86.5%	85%		
N027	Marlborough		60%	59.43%	58%	65.00%		
N026	Tidworth		49%	49.5%	51.5%	65.00%		
	<u>Percentage occupancy of sports hall at the centres - weekends</u>							

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N031	Devizes		59%	41.25%	25%	60.00%		
N030	Marlborough		46%	43.75%	34%	50.00%		
N029	Tidworth		60%	43.5%	39%	60.00%		
N034	Number of Active 4 Heath participants		259	238	77	250		
N35	Retention of Active 4 Health participants					35.00%		
N109	Ratio of leisure card holders of ethnic origin compared to economically active		new	1.04%	0.06%	1.40%		
N110	Percentage of adult Leisure card holders with concessionary membership		new	9.6	9.66%	680		
LEISURE DEVELOPMENT								
N111	Percentage of residents who participated in at least 30 minutes of moderate exercise on 3 or more days per week.		new	54.9%		60.00%		
N112	Percentage of residents who over the last 4 weeks have carried out voluntary work in sport and active recreation for an average of an hour.		new	14.2		10		
N113	The percentage of affiliated sports clubs that have achieved and maintained club accreditation with their governing body.		new			2		
N114	The number of sports clubs working to either gain or maintain their governing body club accreditation.		new	9		2		

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N115	Secured section 106 contributions relating to leisure and community facilities.		new			Yes		
N116	Number of projects Leisure Development is required to provide action in terms of consultation or diversionary activity.		new	3		3		
ENVIRONMENT AND AMENITY SERVICES								
REFUSE COLLECTION								
G010	Number of missed collections per 100,000 collections of household waste		10.84	0.7	0.11	7		
G011	Missed Special Collections per 1000		4.44	2.97	0.73	2		
REFUSE & RECYCLING								
BV82a(ii)	ii) Total tonnage of household waste arisings which have been recycled		6,856.92	7,843.3	3,861.92	7,300.00		
BV82b(ii)	ii) Total tonnage of household waste arisings which have been sent for composting		4,054.24	3,931.25	3,397.32	4,000.00		
BV84a	Kg of household waste collected per head of population		391.6	373.2kg	199kg	395.00	374.2kg	435.1kg
Parking								
G27	Percentage of parking tickets paid in 14 days		new	72.97%	71%	70%		

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G28	Percentage of tickets appealed		New	26%	24%	20%		
G29	Percentage of successful appeals		New	43.25%	51%	35%		
G30	No of visits to KDC carparks		New	1,079,150	577,595	1,200,000		
FLS Local 10	Number of penalty charge notices for car parking issued during the year per 1,000 population			new	35.83	n/a		
FLS Local 8	% of car parks covered by the police safer parking scheme "Park Mark" award			new	0%	n/a		
FLS Local 9	Number of designated car parking spaces for people with disabilities per 100 public car park spaces			new	6.04	n/a		