

Performance Action Plan

This action plan provides details of all 2005/06 BVPIs that reduced in performance from the previous year or where targets have not been met. Updates have been given to show progress against actions in the current year and give an assessment on whether the 2006/07 target will be met.

Key	
Off target	
Within 5% of target	
On target	

PI	Description	Responsible Officer	Issue	Proposed Actions	August 2006 Update	September 2006 (Quarter 2) Update	On target?
8	Percentage of Invoices Paid on Time	Head of Finance	Not on target. Performance marginally reduced.	Change over to new creditors system and introduction of purchasing cards reduced performance in the last 3 months of the year.	84.84% invoices paid within 30 days as at end July 2006 (target 94%). Currently includes disputed invoices, to be removed from calculation in future.	84.70% invoices paid within 30 days as at end September 2006 (target 94%). Currently includes disputed invoices, to be removed from calculation in future.	No
9	Percentage of Council Tax Collected	Paul Southway	Not on target. Performance marginally reduced.	Introduction of new system led to backlogs of correspondence and insufficient resources to recover debts. Performance improved in latter part of year and resource levels in the team are being addressed.	38.2% for July 2006. 1.3% increase on previous year.	56.2% to Sept 06. 0.3% increase on previous year.	Yes
10	Percentage of Non-domestic Rates Collected	Paul Southway	Not on target. Performance marginally increased.	Introduction of new system led to backlogs of correspondence and insufficient resources to recover debts. Performance improved in latter part of year and resource levels in the team are being addressed.	43.52% for July 2006. 8.9% increase on previous year.	62.2% to Sept 06. 2.85% increase on previous year	Yes
11a	Top 5% of Earners: Women	Debbie Lardner	Not on target. Performance remained the same.	Only one post in the top 5% salary range has been recruited to and filled during the past 12 months, therefore turnover has been minimal.	No changes to date	No changes to date	
11b	Top 5% of Earners: Ethnic Minorities	Debbie Lardner	Not on target. Performance remained the same.	We have received a low response from applicants from ethnic minorities although we have used a number of media in order to recruit from a wider community base. We will continue to explore other avenues including an ethnic jobsite as part of our commitment to enhance the diversity of our work force.	No changes to date	No changes to date	
12	Working Days Lost Due to Sickness Absence	Debbie Lardner	Not on target. Performance reduced by 1.36 days.	The number of employees on long term sickness absence has risen compared to the previous year. The 2005/06 performance of 9.44 days is still significantly better than the 10.99 days for 2003/04 and is in the 2nd quartile.	Sickness figure currently unavailable. Current focus to reduce sickness levels at the depot.	During the first half of the year there has been 2555 days sicknes compared to 2432 days for the same period in the previous year. However, the 2555 days includes temporary employees with less than one year's service, those of which would not be included in the overall PI	
14	Percentage of Early Retirements	Debbie Lardner	Not on target. Performance reduced.	Low numbers involved - 4 early retirements (from 1 last year).	No early retirement to date.	No early retirement to date.	

PI	Description	Responsible Officer	Issue	Proposed Actions	August 2006 Update	September 2006 (Quarter 2) Update	On target?
16a/b	Percentage of Employees with a Disability. The ratio of local authority employees with a disability compared with the local population.	Debbie Lardner	Percentage of Employees with a Disability. The ratio of local authority employees with a disability compared with the local population.	2 employees who declared they met the DDA definition, left the Council's employment. A Disability Equality Scheme and action plan is currently being developed which will assist with recruiting and retaining more employees who meet the DDA definition. The Council continues to support employees who become disabled through making reasonable adjustments or seeking alternative suitable employment and in encouraging them to declare their disability.	Continued efforts through recruitment policies etc. PI not collected in-year.	One additional employee declaring they have a disability.	
17a/b	Ethnic Minority Representation in the Workforce – Employees. The ratio of local authority employees from minority ethnic communities compared with the local population.	Debbie Lardner	Not on target. Performance reduced.	The average number of black and ethnic minority employees within the Council has reduced by one compared to 2004/05. The Council will continue through its recruitment and selection processes to encourage applications from BMEs.	Continued efforts through recruitment policies etc. PI not collected in-year.	No Changes	
64	Vacant Dwellings Returned to Occupation or Demolished	Janet O'Brien	Target was reached, although performance reduced.	Target achieved through, assistance given to homeless families via Rent Deposit Scheme and the Empty Homes Grant. Target raised to 8 homes for 2006/07 and 10 homes for the following years and actions included in new Empty Homes Strategy.	To date there have been 7 empty properties brought back into use through the Rent Deposit Scheme. The Empty Homes Strategy is out for consultation to determine the importance residents and stakeholders attach to bringing empty properties back into use in order to inform future actions and targets. The consultation period is due to end on 13th October 2006	The Rent Deposit Scheme has now been used for 23 properties. We are currently writing to the owners of these properties to confirm that the property was empty prior to the start of the scheme. Based on the 23 properties we are confident that we will meet the target of 8 for 2006/07.	Yes

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78a	Speed of Processing: New HB/CTB Claims	Julie Higinbotham	Not on target. No previous year data available for comparison of performance.	<p>New benefit software implemented in March 2005 and restructure of team delayed. Quarterly performance improved in year from 88.12 to 61.22 days.</p> <p>There are a number of actions underway to improve performance including:</p> <ol style="list-style-type: none"> 1. Two new benefit assessors being trained 2. A direct link from benefit assessors desktops to DWP customer information introduced in May 2006 (this will help speed up the information gathering process for dealing with benefit claims) 3. Implemented a trusted email link between the Council and HM Customs and Revenues in order to access information speedily in respect of tax credits 4. Benefit Fraud Inspectorate consultancy team to review current measures we have in place and offer advice/guidance on improving performance July 2007. 5. All benefit processing staff have been set performance targets, which are regularly monitored and reviewed. 6. Increased homeworking 7. Visiting Officers will be undertaking a pilot of wireless working from July, currently in the process of developing an electronic claim form. 8. Training and development programme in place for all s 	<p>For first quarter 2006/07 - 64 days to process new benefits claims (target 38 days).</p> <p>At present, not on course to achieve target, but as outlined in Proposed Actions, striving to eliminate backlog and train new staff. Impending visit by DWP Performance Division to improve processes and administration to enable increase in performance.</p>	<p>For second quarter 2006/07, there has been no change to number of days taken to process new benefit claims.</p> <p>At present, not on course to achieve target, but as outlined in Proposed Actions, ongoing initiatives to eliminate backlog and reach target. These include the recruitment of 3 full-time Benefit Assessors. In addition, awaiting feedback and detailed report from the DWP Performance Division regarding process improvement and enhanced management information.</p>	No
78b	Speed of Processing: Change in Circumstances for HB/CTB Claims	Julie Higinbotham	Not on target. No previous year data available for comparison of performance.	<p>New benefit software implemented in March 2005 and restructure of team delayed. Quarterly performance improved in year from 58.35 to 39.37 days.</p> <p>For actions underway to improve performance see BVPI 78a (above).</p>	<p>For first quarter 2006/07 - 43 days to process change in circumstances for benefits claims (target 19 days).</p> <p>At present, not on course to achieve target, but as outlined in Proposed Actions, striving to eliminate backlog and train new staff. Impending visit by DWP Performance Division to improve processes and administration to enable increase in performance.</p>	<p>For second quarter 2006/07, there has been no change to number of days taken to process change in circumstances.</p> <p>At present, not on course to achieve target, but as outlined in Proposed Actions, ongoing initiatives to eliminate backlog and reach target. These include the recruitment of 3 full-time Benefit Assessors. In addition, awaiting feedback and detailed report from the DWP Performance Division regarding process improvement and enhanced management information.</p>	No
82a+b	Household Waste Recycling Rate	Mel Scott	Composting rate reduced. Lowest recycling rate in Wiltshire. Increased target of 20% for 2006/07.	<p>Review of waste management strategy, to increase recycling rates. The 2005/06 rate only reflected 1/2 a year with kerbside recycling rolled out to 98% of households, as the service was only completed in September 2005. Obviously a full year with service in place will show a higher performance rate.</p>		<p>1st quarter recycling rate of 20.19%. Recycling rate of 20.44% at August 2006. (Target 19%)</p> <p>2nd quarter figures not yet available.</p>	

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84a	Household Waste Collection (kilograms per head)	Mel Scott	Not on target, although performance improved and again in top quartile.	This year we will be reviewing our waste management strategy, which will target waste minimisation.		1st quarter figure of 96.37Kg suggests not on target. 2nd quarter figures not yet available.	
199a	Local Street and Environmental Cleanliness - Litter & Detritus	Mel Scott	Not on target, although performance improved.	BVPP target of 20% not achieved, although performance improved from previous year. The targets for the coming years will be more onerous as there are LPSA stretch targets to reach. This has been recognised in the C&A Services restructure with creation of additional supervisory staff within the street scene area of the department.		1st survey (of 3) figure of 15%, suggests we are on target	
109a	Planning Applications: Major Applications	Simon Day	Not on target. Performance reduced.	<p>The complexity of "Major" applications received is difficult to predict. This, together with a lack of available resources at certain periods throughout the year, have contributed to a slight decline in the percentage of applications determined in the statutory period.</p> <p>It must be noted that NWDC are still complying with the National target.</p> <p>However, in order to sustain a consistently high performance in the long term, the management team have been investigating other initiatives.</p> <p>It has initiated a major applications team, predominantly made up of the Principal Administration Officer, Head of Development Control and the 2 Principal Planning Officers, to study local authorities with a much greater performance in dealing with major applications.</p> <p>A visit has been made to Fareham DC, who determine a similar number of major applications as NWDC per year. Fareham consistently determines 100% of Major applications. We are looking to adopt some of their procedures, such as using "Grampian" conditions (conditions stating that development must not commence until the S106 agreement has been signed) and speeding up the process of dealing with Section 106 Legal agreements. Templates and standard letters to be sent to developers are in the process of being devised. Member agreement will be sought shortly, to make comprehensive changes to the way in which S106 agreements will be dealt with in future.</p>	<p>66.67% of major planning applications determined in 13 weeks for the first quarter of 2006/07 (target is 70%). This is an improvement on 2005/06 performance (60.66%).</p> <p>S106 Agreements are still the main reason for not hitting target. New procedures to combat this problem will take time to make a difference to the performance stats, but measures are in place to resolve this. Currently 10% short of NWDC target, 0.5% short of National target</p>	<p>62.50% of major planning applications determined in 13 weeks for the 2nd quarter of 2006/07 (target is 70%). This is an improvement on 2nd quarter of 2005/06 performance (46.15%). Although the 2nd quarter figures are lower than the 1st quarter, the performance for the month of September was 100%. Planning Officers are being continually monitored on Major application performance to ensure targets are hit as much as possible. S106 Agreements are still the main reason for not hitting target. New procedures to combat this problem will take time to make a difference to the performance stats, but measures are in place to resolve this. Members approval to amend structure of committee recommendations is still awaited. Currently 5% short of NWDC target, 5% above National target.</p>	No

PI	Description	Responsible Officer	Issue	Proposed Actions	August 2006 Update	September 2006 (Quarter 2) Update	On target?
109b	Planning Applications: Minor Applications	Simon Day	Target was reached, although performance marginally reduced.	<p>Performance in determining Minor applications is consistently higher than the national target. This year's NWDC target was also met.</p> <p>Performance declined very slightly from the previous year but not significantly enough to raise concerns.</p> <p>Performance will continue to be monitored to ensure the national target and NWDC's higher target continues to be met.</p>	<p>79.17% of minor planning applications determined in 8 weeks for the first quarter of 2006/07 (target is 77%). This is a slight increase on 2005/06 performance (77.02%). National target and NWDC higher target have been met.</p>	<p>77.34% of minor planning applications determined in 8 weeks for the 2nd quarter of 2006/07 (target is 77%). This is a 3% increase on 2005/06 performance (74.71%). National target (65%) and NWDC higher target (77%) have been met.</p>	Yes
109c	Planning Applications: 'Other' Applications	Simon Day	Target was reached, although performance marginally reduced.	<p>Performance in determining 'Other' applications is consistently higher than the national target. This year's NWDC target was also met.</p> <p>Performance declined very slightly from the previous year but not significantly enough to raise concerns.</p> <p>Performance will continue to be monitored to ensure the national target and NWDC's higher target continues to be met.</p>	<p>90.17% of other planning applications determined in 8 weeks for the first quarter of 2006/07 (target is 88%). This is an increase on 2005/06 performance (88.55%).</p>	<p>90.42% of other planning applications determined in 8 weeks for the 2nd quarter of 2006/07 (target is 88%). This is an increase on 2nd quarter of 2005/06 performance (88.68%).</p>	Yes
204	Planning Appeals	Simon Day	Not on target. Performance significantly reduced.	<p>This target fluctuates, both locally and nationally, depending on the number and complexity of the developments. 65% of appeals allowed in year were overturned decisions by Members from the Planning Officer's recommendation.</p> <p>The appeal decisions will be reviewed and monitored over the next 6 months, following additional member training.</p>	<p>For the first quarter of 2006/07 - 50% decisions were allowed against the authority's decision to refuse on planning applications (target 28%) This is a significant reduction on 2005/06 performance (36.2%) Still not hitting target. Continual monitoring taking place.</p>	<p>For the 2nd quarter of 2006/07 - 44.4% decisions were allowed against the authority's decision to refuse on planning applications (target 28%). Out of the 12 appeals allowed, 7 of these were overturned at committee, i.e. Members overturned Officers recommendation of permission. This is a reduction on 2005/06 performance (36.2%) Still not hitting target. Continual monitoring taking place.</p>	No
205	Quality of Planning Services Checklist	Simon Day	Not on target. Performance remained the same.	<p>We achieved 16 points out of 18, giving a percentage of 88.9%. We missed out on 1 Pendleton point, which we expect to achieve next year to give us a percentage of 94.4%. We also dropped a point based for not having a project management approach to dealing with Major planning applications, which we expect to rectify soon.</p>	<p>The Pendleton Point which we are expecting to achieve by the end of the year is dependant on ICT resources. The point in question is about having the ability to carry out a search on the Local Plan by postcode search.</p>	<p>The Pendleton Point which we are expecting to achieve by the end of the year is dependant on ICT resources. The point in question is about having the ability to carry out a search on the Local Plan by postcode search.</p>	