

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
HUMAN RESOURCES								
HEALTH & SAFETY								
A001	Percentage of accident investigations undertaken which are required under statutory instruments i.e. Reporting of injuries, diseases and dangerous occurrences regulations (RIDDOR)	100.00 %	100%	100%	100%	100%		
A002	Number of planned inspections of Kennet District Council workplace premises	63	43	40	35	35		
A003	Number of training courses delivered to Kennet District Council employees	46	41	17	30	30		
PERSONNEL								
BV11a	Percentage of top-paid 5% of local authority staff who are women	35.00%	36.84%	30.79%	40.00 %	40.00 %	42.58 %	22.22 %
BV11b	The percentage of top 5% of Local Authority staff who are from an ethnic minority.	0.00%	0.00%	5.13%	5.00%	5.00%	4.33%	0.00 %
BV11c	Percentage of top paid 5% of staff who have a disability	10.00%	10.53%	10.53%	10.00 %	5.00%	5.91%	0.00 %
BV12	The number of working days/shifts lost to sickness absence	9.19	9.75	4.06	9	8.75	8.34	10.94
BV14	Early retirements (excluding ill-health retirements) as a percentage of the total work force	0.27%	0.55%	0.00%	0.14%	0.14%	0.17%	0.78 %
BV15	Ill-health retirements as a percentage of the total workforce	0.27%	0.55%	0.00%	0.00%	0.00%	0.10%	0.37 %

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BV16a	Percentage of local authority employees with a disability	2.10%	2.69%	4.34%	2.85%	2.85%	3.86%	1.86%
BV16b	Percentage of economically active people who have a disability	10.29%	10.29%	10.29%	10.29%	10.29%		
BV16a/b	Ratio of KDC employees to local disabled population	20.41%	26.14%	42.18%	27.70%	27.70%		
BV17a	Percentage of minority ethnic community employees	1.5%	1.2%	1.16%	1.40%	1.40%	4.80%	0.90%
BV17b	Percentage of economically active ethnic community people in the authority area	1.4%	1.4%	1.40%	1.40%	1.40%		
BV17Xa/b	Ratio of KDC employees to local ethnic minority population	107.1%	82.86%	82.86%	100.00%	100.00%		
A004	Voluntary leavers as a percentage of staff in post	16.18%	14.77%	7%	12%	12%		
New	Has the authority secured IIP Accreditation	Yes	Yes	Yes	Yes	Yes		
EQUALITIES								
BV2a	The level of the Equality Standards for Local Government to which the authority conforms	Level 3	Level 2	Level 2	Level 3	Level 4		
BV2b	The quality of an authority's Race Equality Scheme (RES) and the improvements resulting from its application.	79%	79%	79%	89%	95%	79.00%	53.00%
BV174	The number of racial incidents recorded by the authority per 100,000 population	0.00	7.75	0	5.38	5.00		
A007	The number of racial incidents recorded by the authority during each quarter	0.00	6	0	4	4		

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BV175	The percentage of racial incidents that resulted in further action	n/a	100.00%	n/a	100%	100%	100.00 %	100.0 0%
CORPORATE SERVICES								
C001	Publication of the annual BVPP by 30th June	Yes	Yes	Yes	Yes	Yes		
C002	% Minutes produced within 7 days	94.25%	84.00%	100%	100%	100%		
C003	% produced accurately	100%	100%	100%	100%	100%		
CORPORATE GOVERNANCE								
C008	Overall CPA score	3	3	3	4	4		
New	The percentage of efficiency savings reported as part of the Gershon agenda		10.20%	Year end	7.50%			
New	No deterioration in CPA 'Use of Resources' score	0	0	0	0	0		
ECONOMIC AND SOCIAL WELL BEING								
C004	Proportion of people of working age unemployed in Kennet	2.02%	2.02%	2.02%	2.02%	2.02%		
C005	Proportion of people of working age unemployed nationally	3.35%	3.35%	3.35%	3.35%	3.35%		
PUBLIC RELATIONS								
BV3	Overall satisfaction with the local authority	n/a	50%	n/a	N/A	N/A	58.00 %	48.00 %
C006	Number of press releases issued	255	236	109	250	250		
C007	No of mentions in local media, as a result of our press releases	167	227	66	160	170		
New	% of mentions as a result of press releases		96%	47.4%	64%	68%		
FINANCIAL SERVICES								

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BENEFITS								
BV76a	The number of claimants visited per 1,000 caseload	275.25	274.62	132.94	300	305		
BV76b	The number of fraud investigators employed per 1,000 caseload	0.30	0.29	0.35	0.35	0.35		
BV76c	The number of fraud investigations per 1,000 caseload	40.55	26.54	21.02	40	41		
BV76d	The number of prosecutions and sanctions per 1,000 caseload	7.87	5.77	4.2	5	5		
BV78	<u>Speed of processing:</u>		-	-	-	-	-	-
BV78a	Average time for processing new claims to HB/CTB	30.4	30.0	30.92	32	32	26.40	39.10
BV78b	Notifications of changes of circumstances to HB/CTB	22.6	13.3	16.35	13	12	9.10	18.80
BV79a	Percentage of cases for which the calculation of the amount of benefit due was correct	98.00%	98.20%	98.0%	98.4%	98.8%	99.00%	96.60%
BV79b	<u>Percentage of recoverable overpayments (excluding council tax benefit) that were recovered last year:</u>		-	-	-	-	-	-
BV79b(i)	i) Amount of HB overpayments recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period	85.88%	64.49%	75%	80%	80%	79.39%	58.98%

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BV79b(ii)	ii) HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period	49.54%	38.44%		44.00 %	46.00 %	39.69 %	27.35 %
BV79b(iii)	iii) HB overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	0.43%	0.11%		1.00%	1.00%		
BV80	<u>Overall Satisfied or very satisfied with:</u>		-	-	-	-	-	-
a)	Facilities to contact the office	n/a	78%	N/A	N/A	N/A	83.00 %	73.00 %
b)	The service in the office	n/a	78%	N/A	N/A	N/A	85.00 %	74.00 %
c)	The telephone service	n/a	80%	N/A	N/A	N/A	77.00 %	60.00 %
d)	Staff in the benefits section	n/a	82%	N/A	N/A	N/A	85.00 %	77.00 %
e)	Clarity and understanding of forms, leaflets & letters	n/a	63%	N/A	N/A	N/A	67.00 %	60.00 %
f)	Time taken for a decision	n/a	73%	N/A	N/A	N/A	76.00 %	64.00 %
g)	Overall satisfaction with the local authority	n/a	80%	N/A	N/A	N/A	83.00 %	74.00 %
ADVICE & GUIDANCE								

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BV226a	Total amount spent by the authority on advice and guidance services provided by external organisations.	£132,475	£132,053	year end	£132,475	£132,475		
BV226b	% of monies spent on advice and guidance service provision which was given to organisations holding the CLS Quality mark at 'General Help' level and above.	78.40%	60.16%	year end	78.40 %	78.40 %		
BV226c	Total amount spent on advice and guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public.	£69,004	£70,764	year end	£69,004	£69,004		
COMMUNITY GRANTS								
N007	Value of partnership funding secured through Kennet's contribution	89.00%		94%	90%	90%		
N008	Proportion of grant levered in from national funders	16.00%		29%	30%	30%		
N010	Value of funding from national grant giving bodies secured through KDC's contribution	£396,801		£379,000	£200,000	£200,000		
LOCAL TAXATION								
BV9	Percentage of Council Tax collected by the authority in the year.	98.91%	98.82%	56.8%	98.9%	98.9%	98.40 %	96.39 %
BV10	The percentage of non-domestic rates (NNDR) which should have been received during the year that were received	99.89%	99.41%	59.78%	99.14 %	99.14 %	99.26 %	98.10 %

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INTERNAL AUDIT								
D016a	% of annual plan completed	54%	72%	Year end	100%	100%		
D016b	% of annual plan completed (as a proportion of total hours)	63%	74%	Year end	100%	100%		
D017	% of audits completed in time allowed	83%	57%	Year end	80%	80%		
ACCOUNTANCY								
New	No new qualifications in the final accounts	0	0	0	0	0		
D009	Statement of Accounts completed by due date	26/07/2005	30/06/2006	29/06/2007	30/06/2007	30/06/2008		
PAYMENTS								
BV8	Percentage of invoices paid within 30 days of receipt or within the agreed payment terms.	93.63%	96.37%	92%	100%	100%	96.71 %	89.24 %
INFORMATION SERVICES								
E003	Percentage of projects completed within agreed timescale	100%	100%	100%	100%	100%		
	<u>Percentage of calls to the support desk:</u>		-	-	-	-		
E004	Responded to within an agreed time	78.5%		100%	82%	82%		
E005	Resolved within an agreed time	80.25%		78%	87%	87%		
	<u>Word-processing turnaround:</u>		-	-	-	-		
E006	Completed within target	95.31%	84.71%	90%	95%	95%		
E007	Not completed out of target	4.69%	15.29%	10%	5%	5%		
E008	Overall cleanliness of the building	4.07	3.83	year end	4	4		

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New	Does the authority have a Corporate Procurement Strategy and has it been updated in the last year?	Yes	Yes	Year end	Yes	Yes		
TOURISM								
	<u>Throughput at Tourist Information Centres:</u>		-	-	-	-		
E009	Devizes	42,710	35,164	24,094	41,000	41,000		
E011	Avebury	30,144	26,087	20,628	26,000	26,000		
	<u>Number of bookings through TICs</u>		-	-	-	-		
E012	Devizes	147	156	152	250	250		
E014	Avebury	125	110	108	250	250		
	<u>Number of bed nights booked through TICs</u>		-	-	-	-		
E015	Devizes	359	395	438	700	700		
E017	Avebury	320	250	297	700	700		
	<u>Value of bookings</u>		-	-	-	-		
E018	Devizes	£9,926	£11,297	£13,036	£15,000	£15,000		
E020	Avebury	£8,794	£7,560	£8,466	£13,000	£13,000		
E021	Annual page impressions on the tourism website.	151,576	621,297	year end	168,650	168,650		
E022	Annual percentage increase in the number of page impressions to the tourism website			Year end	+15%	+15%		

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E023	Annual percentage increase in the number of unique users visiting the tourism website			Year end	+15%	+15%		
CONTACT CENTRE								
Customer Contact Centre								
BV4	Satisfaction with complaints handling	N/A	31%	N/A	N/A	N/A	37.00 %	30.00 %
E040	Total number of calls received		new	78024	15891 9	15891 9		
E041	Total number of calls answered		new	73117	14700 0	14700 0		
E042	% of calls answered		new	93.75%	92%	92%		
E043	% of calls answered within 20 seconds		new	79.41 %	90%	90%		
E031	Contacts resolved at first point of resolution		92.8%	100%	93.7%	93.7%		
E045	Average waiting time		new	1.44	16 secs	16 secs		
E046	Corporate emails handled		new	2523	1684	1684		
E047	Emails resolved within 10 working days		new	100%	100%	100%		
E048	Corporate complaints managed		new	110	188	188		
E049	Complaints resolved within 10 working days		new	100%	100%	100%		
	Enquiries per customer service contact fte:							
E050	Benefits		new	410.53	717	864		

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E051	Council Tax & NNDR		new	728.23	1353	1524		
E052	Planning		new	388.64	739	840		
E053	Environmental Health		new	168.49	325	360		
E054	Refuse & Recycling		new	705.36	2065	1548		
E055	Housing		new	336.43	690	804		
E056	Parking		new	64.69	180	132		
E057	Switchboard		new	1199.5 6	2299	2532		
E058	Other		new	972.05	1927	2124		
	Enquiries per reception & advice contact fte:							
E059	Benefits		new	2343	930	4320		
E060	Council Tax & NNDR		new	29	96	1560		
E061	Planning		new	654	426	426		
E062	Environmental Health		new	170	31	31		
E063	Refuse & Recycling		new	130	15	15		
E064	Housing		new	718	169	169		
E065	Parking		new	21	10	10		
E066	Reception		new	12914	2152	2152		
E067	Card payments		new	156	12	18		
E068	Total number of visitors		new	27281	26200	26200		
E069	Enquiries per reception & advice contact fte – Back office benefit calls		new	100%	90%	1200		
E070	Documents scanned		new	69922	13341 6	13341 6		

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IT Business Unit								
E026	Annual page impressions on the KDC website	2,084,503	1,590,019	year end	2,070,000	2,380,500		
E027	Number of unique users visiting the KDC website	89,508	287,358	year end	85,000	90,000		
E024	Annual percentage increase in the number of hits to the Kennet website	New		year end	+15%	+15%		
E025	Annual percentage increase in the number of unique users visiting the Kennet website	New		year end	+15%	+15%		
Procurement								
E032	Satisfaction with the corporate procurement function		93.87%	year end	94%	94%		
E033	Supplier satisfaction with the authority		92.69%	year end	93%	93%		
E034	Average invoice value		1,482.29	year end	1,500	1,500		
E035	Accuracy of deliveries		94.04%	year end	95.00%	95.00%		
E036	Average spend per supplier		8,115.28	year end	8,100	8,100		
E037	% of Corporate spend through electronic orders		91.59%	year end	92.00%	93.00%		
E038	% of orders raised electronically		91.93%	year end	92.00%	93.00%		
LEGAL AND DEMOCRATIC SERVICES								
DEMOCRATIC SERVICES								

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F001	Percentage of agendas published by local deadline (5 days)	100%	100.00%	100%	100%	100%		
F002	Percentage of minutes of meetings available within 10 working days and dispatched within the time agreed	100%	100%	100%	100%	100%		
ELECTORAL SERVICES								
F003	The percentage turnout for local elections	No election in 2005/06	No election in 2005/06	n/a	39%	n/a		
F004	Acknowledge applications of rolling registration within 5 working days	100%	100%	100%	100%	100%		
F005	Errors in Electoral Register due to error by KDC	0		0	0	0		
LEGAL SERVICES								
F006	The number of complaints to an Ombudsman classified as Maladministration	0	0	0	0	0		
F010	Number of complaints notified to us by the standards board	7	3	0	6	6		
F012	To prepare for consideration by clients, Draft Planning Obligations/Agreements within 10 working days	100.00 %	100%	100%	100%	100%		
F013	Average number of days to respond to complaints to the ombudsman			6.5	29	28		
PLANNING SERVICES								

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DEVELOPMENT CONTROL								
BV109	<u>Percentage of planning applications determined in line with the Government's new development control targets to determine:</u>		-	-	-	-		
BV109a	60% of major applications in 13 weeks	77.36%	76.74%	71%	70%	70%	74.90 %	57.08 %
BV109b	65% of minor applications in 8 weeks	83.00%	82.98%	79%	77%	77%	81.07 %	69.00 %
BV109c	80% of other applications in 8 weeks	85.58%	91.10%	91%	88%	88%	91.39 %	83.37 %
ex BV188	The number of planning decisions delegated to officers as a percentage of all decisions	90.00%	94.53%	92%	90%	90%		
BV204	The number of appeal decisions allowed against the authority's decision to refuse, as a percentage of all appeals on the authority's decisions to refuse on planning applications	25.0%	28.8%	5%	25%	25%		
BV205	Planning checklist score: Score against a quality of service checklist.	100.0%	100.0%	100%	100%	100%	94.50 %	83.30 %
BV111	Percentage of applicants satisfied/very satisfied with the service received	N/A	81%	n/a	N/A	N/A	81.00 %	68.25 %
M001	Decision notices issued within two days	97.34%	98.97%	97%	95%	95%		
M002a	Percentage of appeals against the LA dismissed	75.00%	71.20%	95%	75%	75%		
M009	Initial Response to complaint made within 10 working days of receipt of complaint	95.63%	99.00%	96%	95%	95%		

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M014	Percentage of pre application enquiries replied within 10 working days	59.24%	70.16%	75.33%	75.00 %	75.00 %		
M015	Percentage of applications registered within 5 working days	47.49%	62.86%	45.05%	90.00 %	90.00 %		
BUILDING CONTROL								
M004	Percentage of Building Regulation Submissions responded to in 15 working days	97.25%	88.96%	92.43 %	93%	94%		
M005	Percentage of requests for inspections responded to within 24 hours	100.0%	100.00%	100%	100%	100%		
M010	Building Over checks with 5 working days	100%	100.00%	100%	100%	100%		
M011	Benchmark against BSA Quality & Performance matrix for Building Control	85.00%	86.00%	87%	87%	87%		
PROPERTY MANAGEMENT								
BV156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	85.71%	85.71%	85.71%	85.71 %	85.71 %	84.70 %	44.66 %
M16	The number of the authority's buildings open to the public	7	7	7	7	7		
M17	The number of such buildings in which all public areas are suitable for and accessible to disabled people	6	6	6	6	6		
M013	Rent collected as a percentage of rent demanded	85.75%	92.13%	94.51%	96%	96%		
LOCAL LAND CHARGES								

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ex BV179	The percentage of searches carried out in 10 working days	100.00 %	100.00%	100%	100%	100%	100.00 %	98.00 %
HERITAGE AND CONSERVATION								
M006	Percentage of tree work applications in conservation areas dealt with in 6 weeks	99%	99.00%	99%	100%	100%		
M007	Percentage of applications for work to trees with preservation orders dealt with within 8 weeks	100%	100%	100%	100%	100%		
BV219a	Total number of conservation areas in the local authority area.	69	70	72	69	69		
BV219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal	75.36%	88.57%	79%	75%	75%	31.81 %	0.00 %
BV219c	Percentage of conservation areas with published management proposals.	0.00%	14.29%	33%	29%	46%	7.70%	0.00 %
LOCAL PLANS								
BV106	Percentage of new homes built on previously developed land	82.05%	93.75%	99%	60%	60%	96.47 %	62.43 %
BV200a	Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?	Yes	Yes	Yes	Yes	Yes		
BV200b	Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	Yes	Yes	Yes	Yes	Yes		

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BV200c	Did the local planning authority publish an annual monitoring report by December of the last year?	Yes	Yes	Yes	Yes	Yes		
ENVIRONMENTAL HEALTH & PROTECTION SERVICES								
ENVIRONMENTAL HEALTH GENERAL								
BV166a	Score against a checklist of enforcement best practice for Environmental Health	96.7%	96.7%	97%	100%	100%	100.0 0%	85.00 %
Q019	% of Environmental Health complaints / requests for service / enquiries responded to within 1 working day	95%	92%	86%	92%	92%		
Q018	Number of promotional activities supporting Environmental Health objectives	85	78	17	40	40		
Q027	<u>Customer Satisfaction Surveys: % of returns from customers rating the service good or excellent</u>		-	-	-	-		
Q027b	Housing & Pollution	84%	76.00%	80%	75%	75%		
Q027c	Food Safety/Health & Safety	91%	94.00%	85%	90%	90%		
Q027d	Pest Control	81%	89.00%	90%	80%	80%		
Q027e	Animal Welfare	78%	93.00%	57%	65%	70%		
Q027f	Environmental Management	100%	100.00%	100%	90%	90%		
Q027g	g) overall Section	86%	86.00%	81%	85%	85%		
FOOD SAFETY AND HEALTH & SAFETY								
	<u>The percentage of food premises inspections that should have been carried out that were:</u>		-	-	-	-		
Q007	high risk premises	97%	96%	93%	95%	97%		

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Q011	Percentage of programmed Health & Safety Inspections carried out.	81%	96%	60%	90%	95%		
Q027h	Percentage of businesses rating the quality of Food Safety/Health & Safety information and advice as good or excellent		100%	year end	90%	90%		
Q014	Percentage / number of people passing the Foundation Food Hygiene Course	100%	98%	97%	100%	100%		
Q015	Candidates attending EH courses rating the overall training as 'good' or 'excellent'	100%	98.00%	100%	95%	95%		
Q032	Number of programmed food sampling initiatives carried out	11	9	5	10	10		
HOUSING & POLLUTION								
Q024	Housing grants: % processed and approved within 4 weeks of receipt of completed application	100%	100%	100%	95%	95%		
Q025	Percentage of Housing renewal grant allocation spent	93%	80%	10%	80%	80%		
Q035	Percentage of Housing renewal grant allocation spent & committed.		96%	50%	110%	110%		
Q029	Percentage of Houses in Multiple Occupation inspections due that were carried out	100%	100%	0%	95%	95%		

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Q030	Percentage of private water supplies failing initial test that either: a) passed subsequent test or b) entered into a statutory undertaking to improve water quality as a result of KDC action	100%	100%	100%	100%	100%		
Q034	Percentage of vulnerable households meeting the Decent Homes Standard		78%	78%	75%	75%		
ENVIRONMENTAL MANAGEMENT								
BV216a	Number of 'sites of potential concern' with respect to land contamination	149	152	152	150	150	1428	325
BV216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'	83%	87%	1%	87%	87%	9%	1%
BV217	% of pollution control improvements completed on time	91%	n/a	0%	90%	90%	100	83
	<u>Local Authority Pollution & Prevention Control Act</u>		-	-	-	-		
Q020	Percentage of new applications determined and issued within 4 months from the date of receipt of completed application	100%	None received	0%	100%	100%		
Q021	Percentage of LAPPC inspections due that were carried out	100%	100%	100%	100%	100%		
Q027i	Percentage of businesses rating the quality of LAPPC information and advice given as good or excellent		New	year end	90%	90%		

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
Q031	Energy Efficiency: % of households in Kennet who have completed a HEQ form as a direct result of Kennet initiatives	3.10%	2.02%	1.67%	1.5% (496)	1.5% (496)		
ANIMAL WELFARE & PEST CONTROL								
Q001	% of animal welfare complaints / enquiries responded to within 1 working day	94.5%	91.00%	90%	92%	92%		
Q002	Licensed animal holdings : percentage of programmed inspections that were carried out	100%	83.00%	0%	100%	100%		
Q003	Percentage of control complaints / enquiries responded to within 1 working day	93%	90.00%	76%	92%	92%		
COMMUNITY SAFETY								
BV126	Domestic burglaries per 1000 households	6.11	5.25%	4%	6.11 (206)	5.85 (197)	6.40	13.70
BV127a	Violent crimes per 1,000 population	9.24	11.56%	7%	5.93 (459)	5.68 (440)	12.40	22.80
BV127b	Robberies per 1,000 population	0.17	0.10%	0%	0.08 (6)	0.07 (6)	0.30	1.30
BV128	Vehicle crimes per 1000 population	4.69	4.38%	3.73	5.37 (416)	5.15 (399)	7.30	14.60
BV225	Actions against domestic violence checklist (%age to which the answer is 'yes')	63.6%	81.8%	82%	73%	82%		
HOUSING SERVICES								
HOMELESSNESS								

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
BV183a	The average length of stay in bed & breakfast accommodation, in weeks, of households that are unintentionally homeless and in priority need	3	0	0	1	1	1.00	4.27
BV183b	The average length of stay in hostel accommodation, in weeks, of households that are unintentionally homeless and in priority need	13.59	17	26.5	20	20	0.00	17.00
BV202	The number of people sleeping rough on a single night within the area of your authority	4	0	year end	3	2	0	5
BV203	The percentage change in the average number of families placed in temporary accommodation	12.57 %	-12.76%	year end	-15%	-10%	-15.84	19.27
H013	Number of homelessness cases prevented as a result of housing advice	142	52	54	70	75		
BV213	Number of homelessness cases prevented as a result of housing advice per 1,000 households	4	2	1.6	2	2	5	1
BV214	Homeless households who were previously homeless within the last two years.	1.21	3.67	4	2	1.75	0.32	4.26

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
H001	Proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days	95.00 %	83%	88%	90%	95%		
	<u>The average number of homeless households in temporary accommodation during the year in:</u>			-	-	-		
H003	bed and breakfast accommodation	2.06	0.5	0	1	1		
H004	hostel accommodation	20	15	10.5	16	16		
H005	other temporary housing/ private sector leasing	52	53	40	50	50		
H006	Average time to investigate priority cases in working days	24.25	24	19.5	25	25		
H007	Average time to investigate non-priority cases	21.75	20	7.5	20	20		
H008	Number of household weeks bed & breakfast used	119.14	7	0	20	15		
H009	Net cost of bed & breakfast accommodation	£10,754.22	£1,293	£0	£4,000	£3,000		
H012	Number of appeals	12	2	2	7	7		
HOUSING ENABLING								
BV64	The number of private sector vacant dwellings that are returned into occupation or demolished during the year as a direct result of action by the local authority	47	31	14	40	40	77	7
H017	New affordable housing starts	107	296	70	200	120		

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
H018	New affordable housing completions	55	73	147	180	150		
H019	Cumulative subsidised housing enabled since April 2004	118	191	338	400	550		
HOUSING PARTNERSHIP INITIATIVES								
H020	Private sector lets to those in need	33	35	14	30	30		
H022	Handihelp - No of jobs completed	212	229	203	250	250		
H025	Value of Care and Repair work supported	£210,616	£234,850	£112,428	£350,000	£350,000		
H026	Number of home owners completing adaptation/improvement of their home	52	10	24	60	60		
OTHER HOUSING								
H031	Number of lettings through the Housing Register	452	432	294	500	500		
H032	Number of outstanding housing register applications	326	83	58	150	150		
H033a	Earliest application form pending in working days	22.5	16	3	20	20		
New	Housing CPA Score	2	2	2	2	2		
LEISURE								
LEISURE MANAGEMENT								
BV 119a	Percentage of residents satisfied with the local authority's sports and leisure facilities	N/A	69%	n/a	N/A	N/A	63.00 %	54.00 %
BV119b	Percentage of residents satisfied with the local authority's libraries.	New	75%	n/a	N/A	N/A	77.00 %	70.00 %
BV119c	Percentage of residents satisfied with the local authority's museums/galleries.	New	41%	n/a	N/A	N/A	51.00 %	29.00 %

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
BV119d	Percentage of residents satisfied with the local authority's theatres/concert halls.	New	29%	n/a	N/A	N/A	53.00 %	29.00 %
BV119e	Percentage of residents satisfied with the local authority's parks and open spaces	N/A	66%	n/a	N/A	N/A	78.00 %	68.00 %
ART DEVELOPMENT								
N039	Number of Rural Arts Wiltshire performances in Kennet	19	17		19	19		
New	Number of WYAP or PAWS opportunities in Kennet				200	210		
New	Number of PAWS opportunities in Kennet				19	9		
LEISURE CENTRES								
	<u>Number of general swims</u>							
New	Devizes Leisure Centre			15783	52,000	52,500		
New	Marlborough Leisure Centre			19271	36,000	36,500		
New	Tidworth Leisure Centre			23627	47,000	48,000		
	<u>Number of visits to fitness suite</u>							
New	Devizes Leisure Centre			16210	40,000	40,500		
New	Marlborough Leisure Centre			13323	37,000	37,000		
New	Tidworth Leisure Centre			12532	32,000	32,500		
	<u>Number of users using ATP</u>							
New	Devizes Leisure Centre			13062	28,500	29,000		

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
	<u>Number of attendees for lifestyle classes</u>							
New	Devizes Leisure Centre			6281	19,000	19,500		
New	Marlborough Leisure Centre			7666	15,500	16,000		
New	Tidworth Leisure Centre			6399	8,000	8,500		
	<u>Number of attendees for dryside courses</u>							
New	Devizes Leisure Centre			73	2,000	2,250		
New	Marlborough Leisure Centre			5246	14,000	14,500		
New	Tidworth Leisure Centre			1206	5,000	6,000		
	<u>Percentage uptake of dry side lessons against available places, two weeks into each term</u>							
New	Devizes Leisure Centre			82.42	76.00 %	80.00 %		
New	Marlborough Leisure Centre			74.5	85.00 %	85.00 %		
New	Tidworth Leisure Centre			63.5	85.00 %	85.00 %		
	<u>Number of attendees for swimming lessons</u>							
New	Devizes Leisure Centre			12800	15,000	16,000		
New	Marlborough Leisure Centre			8651	18,500	18,500		

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
New	Tidworth Leisure Centre			6885	17,000	17,500		
	<u>Percentage uptake of swimming lessons against available places, two weeks into each term</u>							
New	Devizes Leisure Centre			85.71	85.00 %	85.00 %		
New	Marlborough Leisure Centre			74.5	85.00 %	85.00 %		
New	Tidworth Leisure Centre			78	85.00 %	85.00 %		
	<u>Percentage of squash bookings against total available</u>							
New	Devizes Leisure Centre			28.43	35.00 %	35.00 %		
New	Marlborough Leisure Centre			20	20.00 %	20.00 %		
New	Tidworth Leisure Centre			17.83	15.00 %	15.00 %		
	<u>Percentage of squash courts booked against total available</u>							
New	Devizes Leisure Centre			32.5	40.00 %	45.00 %		
New	Marlborough Leisure Centre			21	55.00 %	55.00 %		
New	Tidworth Leisure Centre			30.19	60.00 %	60.00 %		
	<u>Percentage of outdoor court bookings against total available</u>							

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
New	Devizes Leisure Centre			6.26	5.00%	5.00%		
New	Tidworth Leisure Centre			7.27	25.00 %	25.00 %		
	<u>Percentage Active take up against maximum space available</u>							
New	Devizes Leisure Centre			31.59	50.00 %	55.00 %		
New	Marlborough Leisure Centre			36	50.00 %	55.00 %		
New	Tidworth Leisure Centre			29.25	50.00 %	55.00 %		
	<u>Percentage income against target for centre gross</u>							
New	Devizes Leisure Centre			61.5	100.0 0%	100.00 %		
New	Marlborough Leisure Centre			40.5	100.0 0%	100.00 %		
New	Tidworth Leisure Centre			93	100.0 0%	100.00 %		
	<u>Percentage income against target for centre net</u>							
New	Devizes Leisure Centre			118	100.0 0%	100.00 %		
New	Marlborough Leisure Centre			115	100.0 0%	100.00 %		
New	Tidworth Leisure Centre			126	100.0 0%	100.00 %		
	<u>Number of live memberships</u>							

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
New	Devizes Leisure Centre			12623	4,000	4,500		
New	Marlborough Leisure Centre			11453	5,000	5,500		
New	Tidworth Leisure Centre			12140	5,500	6,000		
	<u>Total number of corporate members</u>							
New	Devizes Leisure Centre			66	100	120		
New	Marlborough Leisure Centre			11	50	60		
New	Tidworth Leisure Centre			65	100	120		
	<u>Total number of DD members</u>							
New	Devizes Leisure Centre			935	400	450		
New	Marlborough Leisure Centre			752	300	350		
New	Tidworth Leisure Centre			620	220	270		
	<u>Leisure card transactions as a percentage of all transactions</u>							
New	Devizes Leisure Centre			79.5	85.00 %	85.00 %		
New	Marlborough Leisure Centre			81.5	85.00 %	85.00 %		
New	Tidworth Leisure Centre			69.5	85.00 %	85.00 %		
	<u>Weekdays - Total occupancy of studio measured against time available</u>							
New	Devizes Leisure Centre			33%	45.00 %	50.00 %		

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
	<u>Weekends - Total occupancy of studio measured against time available</u>							
New	Devizes Leisure Centre			24%	45.00 %	50.00 %		
	<u>Weekdays - Total occupancy of small hall measured against time available</u>							
New	Marlborough Leisure Centre			60%	40.00 %	40.00 %		
	<u>Weekends - Total occupancy of small hall measured against time available</u>							
New	Marlborough Leisure Centre			38%	40.00 %	40.00 %		
	<u>Staff turnover - Line managers</u>							
New	Devizes Leisure Centre			40%	25.00 %	25.00 %		
New	Marlborough Leisure Centre			20%	25.00 %	25.00 %		
New	Tidworth Leisure Centre			0%	25.00 %	25.00 %		
	<u>Staff turnover - Operational</u>							
New	Devizes Leisure Centre			51%	25.00 %	25.00 %		
New	Marlborough Leisure Centre			12%	25.00 %	25.00 %		
New	Tidworth Leisure Centre			30%	25.00 %	25.00 %		
	<u>Staff turnover - Support</u>							

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
New	Devizes Leisure Centre			9%	60.00 %	60.00 %		
New	Marlborough Leisure Centre			11%	60.00 %	60.00 %		
New	Tidworth Leisure Centre			28%	60.00 %	60.00 %		
	<u>Swimming Pools and sports centres:</u>							
N012	b. The net cost per swim/visit	£1.74	£1.47	year end	£1.35	£1.35		
	<u>The number of swims and other visits to:</u>							
N015a	Devizes Leisure Centre	98,538	170,407		238,0 00	238,00 0		
N014a	Marlborough Leisure Centre	200,17 4	196,226		166,0 00	166,00 0		
N013a	Tidworth Leisure Centre	134,20 8	140,725		126,0 00	126,00 0		
	<u>The number of non leisure visits to</u>							
	<u>Percentage occupancy of sports hall at the centres - weekdays</u>							
N028	Devizes	91%	87%	86%	85%	85%		
N027	Marlborough	64%	60%	60%	65.00 %	65.00 %		
N026	Tidworth	47%	49%		65.00 %	65.00 %		
	<u>Percentage occupancy of sports hall at the centres - weekends</u>							
N031	Devizes	60%	59%	28%	60.00 %	60.00 %		
N030	Marlborough	52%	46%	34%	50.00 %	50.00 %		

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
N029	Tidworth	50%	60%	43%	60.00 %	60.00 %		
N034	Number of Active 4 Heath participants	204	259	124	250	250		
New	Retention of Active 4 Health participants				35.00 %	35.00 %		
New	Ratio of leisure card holders who are disabled compared to active				14.10 %	14.10 %		
New	Ratio of leisure card holders of ethnic origin compared to economically active				1.40%	1.40%		
New	Percentage of adult Leisure card holders with concessionary membership			7%	680	680		
LEISURE DEVELOPMENT								
New	Percentage of residents who participated in at least 30 minutes of moderate exercise on 3 or more days per week.				59.00%	60.00%		
New	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.				9	10		
New	The percentage of affiliated sports clubs that have achieved and maintained club accreditation with their governing body.				2	2		
New	The number of sports clubs working to either gain or maintain their governing body club accreditation.				2	2		
New	Secured section 106 contributions relating to leisure and community facilities.				Yes	Yes		

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
New	Number of projects Leisure Development is required to provide action in terms of consultation or diversionary activity.				3	3		
ENVIRONMENT AND AMENITY SERVICES								
NEW	Satisfaction with Public Conveniences		New	year end	90.0%	90.0%		
REFUSE COLLECTION								
BV86	Cost of household waste collection per household	£42.43	£50.74	year end	£40.00	£40.00	£39.48	£52.42
BV90a	Percentage of people expressing satisfaction with the waste service overall	N/A	61.00%	n/a	N/A	N/A	85.00%	74.00%
G010	Number of missed collections per 100,000 collections of household waste	9.57	10.84	0.83	7	7		
G011	Missed Special Collections per 1000	0.5	4.44	1.64	2	2		
G012	Percentage of missed Special Collections rectified within one working day	100%	100%	100%	100%	100%		
REFUSE & RECYCLING								
BV82a	<u>Housing waste recycling</u>		-	-	-	-		
BV82a(i)	i) Percentage of household waste arisings which have been recycled	14.75%	22.83%	25.2%	30.0%	30.0%	20.87%	14.22%
BV82a(ii)	ii) Total tonnage of household waste arisings which have been recycled	4,686.85	6,856.92	3,833.20	7,300.00	7,300.00	15126.10%	6086.27%
BV82b	<u>Housing waste composting</u>		-	-	-	-		
BV82b(i)	i) Percentage of household waste arisings which have been sent for composting	7.05%	13.50%	16%	15%	15%	13.05%	3.54%

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
BV82b(ii)	ii) Total tonnage of household waste arisings which have been sent for composting	2,238.38	4,054.24	2,440.75	4,000.00	4,000.00	8770.30%	1802.60%
BV82ai+BV82bi	Combined recycling		36.33%	41%	45.0%	45.0%		
BV84a	Kg of household waste collected per head of population	414.24	391.6	197.00	400.00	395.00	393.60	478.50
BV84b	Percentage change from previous financial year in the no. of kg of household waste collected per head of population	-0.07%	-5.45%	year end	-2.00%	-1.25%	-3.74	1.31
BV90b	Percentage of people satisfied or very satisfied with recycling facilities	N/A	61.0%	n/a	N/A	N/A	75.0%	66.0%
BV91a	Percentage of the households resident in the authority's area served by a kerbside collection of recyclables	96.8%	100.0%	100%	100%	100%	100.00%	93.50%
BV91b	Percentage of households resident in the authority's area served by a kerbside collection of at least two recyclables	96.8%	100.0%	100.00%	100.00%	100.00%	100.00%	90.10%
G024	Kgs of recycled waste collected per head o population		142.25%	80.65	140.00	140.00		
STREET CLEANING								

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
BV89	Percentage stating they are fairly or very satisfied with the authority's fulfilment of its duty to keep relevant land clear of litter and refuse.	n/a	64%	n/a	n/a	n/a	73.00 %	62.00 %
BV199a	Percentage of relevant land that has combined deposits of litter and detritus that fall below an acceptable level	9.8%	7.4%	4%	11%	9%	8.80%	21.00 %
BV199b	Percentage of relevant land and highways from which unacceptable levels of graffiti are visible	0%	0%	0.00%	1.00%	1.00%	1.00%	6.00%
BV199c	Percentage of relevant land and highways from which unacceptable levels of fly-posting are visible	0%	0%	0.00%	1.00%	1.00%	0.00%	2.00%
BV199d	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'	New		year end	1	1		
G019	The % of highways that are either high or acceptable standard of cleanliness	100.00 %	100%	100%	100%	100%		
G020	High standard	75.71 %	70%	80%	70%	70%		
G021	Acceptable standard	24.28 %	30%	20%	30%	30%		
G025	% of fly tips collected within 1 working day		100%	100%	100%	100%		
ABANDONED VEHICLES								

KENNET DISTRICT COUNCIL		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/ 08	Target 2008/0 9	Quartile Information Top Bottom	
BV218a	% of new reports of abandoned vehicles investigated within 24hrs of notification	77.33 %	100.00%	100%	100%	100%	96.64	73.00
BV218b	% of abandoned vehicles removed within 24 hours	35.59 %	100.00%	100%	100%	100%	95.00	61.11
PARKING								
New	Percentage of tickets paid within 14 days			68%	70.00 %	70.00 %		
New	Percentage of tickets appealed			29%	2.00%	2.00%		
New	Percentage of successful appeals			27%	50.00 %	50.00 %		
New	Number of visits to KDC car parks			534,349	1,200, 000	1,200, 000		
New	Details on where offence tickets have been issued to identify hot spots							