

KENNET DISTRICT COUNCIL		Owner	Actual 2006/07	Actual 2007/08	Actual to date Q3 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				
N15	Serious violent crime rate	M Bradley		new	0.17			
N16	Serious acquisitive crime rate	M Bradley		new	5.04			
N20	Assault with injury crime rate	M Bradley		new	3.45			
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	101	100		
NI156	Number of households living in temporary accommodation	M Bradley		new	93			
NI157	Processing of planning applications as measured against targets for major application types	T Howles	76.74%	70%	68.94%	70%	79.07%	63.33%
NI157	Processing of planning applications as measured against targets for minor application types	T Howles	82.98%	76.85%	72.72%	77%	83.67%	71.66%
NI157	Processing of planning applications as measured against targets for other application types	T Howles	91.10%	89.75%	86.31%	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	1,325%			
NI181	Time taken to process Housing Benefit/Council Tax benefit new claims and change events	A Hart		new	10.66			
NI182	Satisfaction of businesses with local authority regulation services	M Bradley		new	78%			
NI184	Food establishments which are broadly compliant with food hygiene law	M Bradley		new	Year end			
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%	25.35%	30.0%		
NI192	Household waste composted	A Hampton	13.50%	13.47%	19.62%	15%		
	Combined		36.33%	40.34%	44.97%	45%	40.6%	27.06%
NI194	Level of air quality: reduction in NOx and primary PM10 emissions through	M Bradley		new	Year end			

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	local authority's estate and operations							
NI195	Improved street and environmental cleanliness (litter & detritus)	A Hampton	7.4%	5.8%	3%	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		8.75	8.44	10.59
BV16a	Percentage of local authority employees with a disability		2.69%	3.66%		2.85%		
BV16b	Percentage of economically active people who have a disability		10.29%	10.29%		10.29%		
BV16a/b	Ratio of KDC employees to local disabled population		26.14%	40.4%		27.70%		
BV17a	Percentage of minority ethnic community employees		1.2%	0.9%		1.40%		
BV17b	Percentage of economically active ethnic community people in the authority area		1.4%	1.4%		1.40%		
BV17Xa/b	Ratio of KDC employees to local ethnic minority population		82.86%	75.89%		100.00%		

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A004	Voluntary leavers as a percentage of staff in post		14.77%	15.04%		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		4		
BV175	The percentage of racial incidents that resulted in further action		100.00%	100%		100%		
FINANCIAL SERVICES								
BENEFITS								
BV78a	Average time for processing new claims to HB/CTB		30.0	26.6	20.6	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%)	86.23%	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%	98.5%	100%	97.01%	91.56%
INFORMATION SERVICES								
CONTACT CENTRE								
Customer Contact Centre								

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E040	Total number of calls received		new		106,981	158919		
E041	Total number of calls answered		new		100,102	147000		
E042	% of calls answered		new		93.67%	92%		
E043	% of calls answered within 20 seconds	-	new		81.56%	90%		
E031	Contacts resolved at first point of resolution		92.8%		93.11%	93.7%		
E045	Average waiting time		new		4.51	16 secs		
E046	Corporate emails handled		new		5,263	1684		
E047	Emails resolved within 10 working days		new		100%	100%		
E048	Corporate complaints managed		new		54	188		
E049	Complaints resolved within 10 working days		new		100%	100%		
	Enquiries per customer service contact fte:							
E050	Benefits		new		655.76	864		
E051	Council Tax & NNDR		new		1,168.96	1524		
E052	Planning		new		507.3	840		
E053	Environmental Health		new		201.81	360		
E054	Refuse & Recycling		new		930.42	1548		
E055	Housing		new		499.45	804		
E056	Parking		new		80.61	132		
E057	Switchboard		new		1,921.27	2532		
E058	Other		new		1,618.97	2124		

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	Enquiries per reception & advice contact fte:							
E059	Benefits		new	4,466	3,796	4320		
E060	Council Tax & NNDR		new	1,600	1,286	1560		
E061	Planning		new	1,142	504	426		
E062	Environmental Health		new	302	138	31		
E063	Refuse & Recycling		new	186	130	15		
E064	Housing		new	1,320	945	169		
E065	Parking		new	34	29	10		
E066	Reception		new	21,815	9,163	2152		
E067	Card payments		new	227	65	18		
E068	Total number of visitors		new	22,340	16,110	26200		
E070	Documents scanned		new	154,152	132,597	133416		
IT Business Unit								
E026	Annual page impressions on the KDC website		1,590,019		1,538,230	2,380,500		
E027	Number of unique users visiting the KDC website		287,358		58,230	90,000		
PLANNING SERVICES								
Development Control								
FLS Local 1	% of Planning decisions delegated			new	94.25%	n/a		
LOCAL PLANS								

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BV106	Percentage of new homes built on previously developed land		93.75%	86%	Year end	60%		
ENVIRONMENTAL HEALTH & PROTECTION SERVICES								
ENVIRONMENTAL HEALTH GENERAL								
FLS Local 6	% of service requests responded to in 5 days		new	95%	94.66%	96%		
FLS Local 7	% of service requests investigations completed within 60 days		new	95%	96.66%	89%		
Q027	<u>Customer Satisfaction Surveys: % of returns from customers rating the service good or excellent</u>		-	-		-		
Q027b	Housing & Pollution		76.00%	69%	71.66%	75%		
Q027c	Food Safety/Health & Safety		94.00%	94%	77.66%	90%		
Q027d	Pest Control		89.00%	84%	96.33%	80%		
Q027e	Animal Welfare		93.00%	54%	79.33%	70%		
Q027f	Environmental Management		100.00%	100%	100%	90%		
Q027g	g) overall Section		86.00%	80%	83.66%	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	0.09	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	19	20		
H013 (FLS Local 4)	Number of homeless cases prevented as a result of housing advice.		52	86	106	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	6.33%	1.75		
HOUSING ENABLING								
H017	New affordable housing starts		296	160	44			
ENVIRONMENT AND AMENITY SERVICES								
REFUSE COLLECTION								
G010	Number of missed collections per 100,000 collections of household waste		10.84	0.7	0.07	7		
G011	Missed Special Collections per 1000		4.44	2.97	0.73	2		

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REFUSE & RECYCLING								
BV82a(ii)	ii) Total tonnage of household waste arisings which have been recycled		6,856.92	7,843.3	5,735.47	7,300.00		
BV82b(ii)	ii) Total tonnage of household waste arisings which have been sent for composting		4,054.24	3,931.25	4,496.12	4,000.00		
BV84a	Kg of household waste collected per head of population		391.6	373.2kg	290	395.00	374.2kg	435.1kg
Parking								
G27	Percentage of parking tickets paid in 14 days		new	72.97%	70.66%	70%		
G28	Percentage of tickets appealed		New	26%	23.66%	20%		
G29	Percentage of successful appeals		New	43.25%	56.33%	35%		
G30	No of visits to KDC car parks		New	1,079,150	873,426	1,200,000		

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FLS Local 10	Number of penalty charge notices for car parking issued during the year per 1,000 population			new	60.24	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	9.16	n/a		