













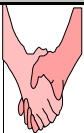



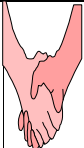

























KENNET DISTRICT COUNCIL				Actual	Actual	Target	Target	Target	Target	Compared to all councils in 2003/4				Quartile position 2003/04
BEST VALUE PERFORMANCE PLAN 2005/2006				2002/03	2003/2004	2004/05	2005/06	2006/7	2007/8	Average	Top	Median	Bottom	
HUMAN RESOURCES														
HEALTH & SAFETY														
A001		CS CH	Percentage of accident investigations undertaken which are required under statutory instruments i.e. Reporting of injuries, diseases and dangerous occurrences regulations (RIDDOR)	100%	88%	100%	100%	100%	100%					
A002		CS CH	Number of planned inspections of Kennet District Council workplace premises	49	31	35	35	35	35					
A003		CS CH	Number of training courses delivered to Kennet District Council employees	24	14	24	24	30	30					
PERSONNEL														
BV11a			The percentage of top 5% earners that are women	22.73%	33.33%	33.33%	33.33%	39.00%	39.00%	28.13%	39.05%	28.20%	17.45%	3
BV11b			The percentage of top 5% earners from black and minority ethnic communities	9.09%	5.56%	5.56%	5.56%	5.56%	5.56%	2.75%	3.70%	0.70%	0.00%	4
BV1X			The percentage of top 5% earners who are disabled	New	New	New	5.56%	5.56%	5.56%	New				
BV12			The proportion of working days/shifts lost to sickness absence	8.15	9.45	8.3	8.3	8	8	10.34	8.90	10.16	11.67	3
BV14			Early retirements (excluding ill-health retirements as a percentage of the total work force)	0.65%	0.63%	0.20%	0.20%	0.14%	0.14%	0.63%	0.17%	0.42%	0.83%	2
BV 14X			Staff from official pension scheme only	Yes	Yes	Yes	Yes	Yes	Yes					
BV15			Ill-health retirements as a percentage of the total workforce	0%	0.00%	0.30%	0.30%	0.23%	0.23%	0.39%	0.17%	0.32%	0.54%	4
BV 15X			Staff from official pension scheme only	Yes	Yes	Yes	Yes	Yes	Yes					
BV16A		SI	Percentage of disabled employees in the local authority	0.89%	2.00%	1.97%	2.05%	2.70%	3.00%	3.41%	4.11%	2.76%	1.72%	
BV16B			Percentage of economically active disabled people in the authority area	10.29%	10.29%	10.29%	10.29%	10.29%	10.29%	12.91%	15.09%	12.61%	10.44%	
BV16A/B			Ratio of KDC employees to local disabled population	8.65%	19%	19.14%	19.92%	26.24%	29.15%	26.41%	27.24%	21.89%	16.48%	
BV17X		SI	Percentage of minority ethnic community employees	2.01%	2.23%	2.24%	2.24%	2.40%	2.40%	1.90%	2.40%	1.20%	0.60%	
BV17Y			Percentage of economically active ethnic community people in the authority area	1.40%	1.40%	1.40%	1.40%	1.40%	1.40%	2.80%	3.40%	1.80%	1.10%	
BV17X/Y			Ratio of KDC employees to local ethnic minority population	143.57%	159%	160.00%	160.00%	171.43%	171.43%	67.86%	70.59%	66.67%	54.55%	
A004			Voluntary leavers as a percentage of staff in post	18.2%	15.18%	15%	14%	13%	13%					
A005			% of Members satisfied or very satisfied with training courses	New	100%	75%	80%	85%	85%					
EQUALITIES														
BV2a		SD CS	The level of the Equality Standards for Local Government to which the authority conforms	Level 2	Level 2	Level 3	Level 3	Level 3	Level 3	N/A				
BV2b		SD CPH CS	The duty to promote race equality	New	79%	90%	84%	89%	95%	47.00%	63.00%	47.00%	33.00%	4
BV174		CS SI	The number of racial incidents recorded by the authority per 100,000 population	0.00	2.67	1	2	3	3	N/A				
A007			The number of racial incidents recorded by the authority during each quarter	New	New	New	New	New	New					

KENNET DISTRICT COUNCIL				Actual	Actual	Target	Target	Target	Target	Compared to all councils in 2003/4				Quartile position 2003/04
BEST VALUE PERFORMANCE PLAN 2005/2006				2002/03	2003/2004	2004/05	2005/06	2006/7	2007/8	Average	Top	Median	Bottom	
BV175		CS SI	The percentage of racial incidents that resulted in further action	N/A	100%	100%	100%	100%	100%	75.40%	100.00%	100.00%	57.14%	4

KENNET DISTRICT COUNCIL				Actual	Actual	Target	Target	Target	Target	Compared to all councils in 2003/4			Quartile position 2003/04	
BEST VALUE PERFORMANCE PLAN 2005/2006										Average	Top	Median		Bottom
POLICY & COMMUNITY PLANNING				2002/03	2003/2004	2004/05	2005/06	2006/7	2007/8					
BV1a		SD SI CH	Does the authority have a community strategy developed in collaboration with the local strategic partnership, for improving the economic, social and environmental well being in a way that is sustainable?	No	Yes	Yes	Yes	Yes	Yes	79.00%				
BV1b		CS QL	By when will a full review of the community strategy be completed?	03/04	31/03/05	31/03/05	31/03/06	31/03/07	31/03/08	N/A				
BV1c			Has the authority reported progress towards implementing the community strategy to the wider community this year?	Yes	yes	Yes	Yes	Yes	Yes	53.00%				
C001			Publication of the annual BVPP by 30th June	Yes	Yes	Yes	Yes	Yes	Yes					
C002			% Minutes produced within 7 days	93%	100%	100%	100%	100%	100%					
C003			% produced accurately	98%	100%	100%	100%	100%	100%					
BV177			Percentage of local authority expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark and meet priority legal need identified in the Community Legal Service partnership strategic plan	100%	100%	100%	100%	100%	100%	56.40%	96.90%	65.00%	18.80%	4
ECONOMIC AND SOCIAL WELL BEING														
C004			Proportion of people of working age unemployed in Kennet	New	2.02%	2.02%	2.02%	2.02%	2.02%					
C005			Proportion of people of working age unemployed nationally	New	3.35%	3.35%	3.35%	3.35%	3.35%					
PUBLIC RELATIONS														
BV3			Overall satisfaction with the local authority	N/A	61%	N/A	N/A	70%	N/A	54.63%	60.00%	55.00%	49.00%	4
BV4			Satisfaction with complaints handling	N/A	32%	N/A	N/A	36%	N/A	32.73%	36.00%	33.00%	29.00%	2
C006			Number of press releases issued	New	New	New	150	160	170					
C007			No of mentions in local media	New	New	New	345	355	365					

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BEST VALUE PERFORMANCE PLAN 2005/2006				2002/03	2003/2004	2004/05	2005/06	2006/7	2007/8	Average	Top	Median	Bottom	
FINANCIAL SERVICES														
BENEFITS														
BV76a			The number of claimants visited per 1,000 caseload	New	518.43	450	450	450	450	210.18	310.45	201.00	67.53	4
BV76b			The number of fraud investigators employer per 1,000 caseload	New	0.48	0.79	0.79	0.79	0.79	0.35	0.44	0.31	0.23	4
BV76c			The number of fraud investigations per 1,000 caseload	New	44.6	11.8	45	46	47	43.58	52.61	37.26	25.14	3
BV76d			The number of prosecutions and sanctions per 1,000 caseload	New	3.21	2.5	3.2	3.3	3.4	3.81	4.84	2.85	1.50	3
BV78			<u>Speed of processing:</u>											
BV78a		SI	Average time for processing new claims	49.32 days	61.57 days	36 days	36	34.5	32	43.50	32.00	39.80	50.00	1
BV78b		SI	Notifications of changes of circumstances	13.68 days	12.64 days	8.5 days	8.5	8	7.7	12.90	7.70	10.70	15.30	2
BV78c		SI	Percentage of renewal claims processed on time	62.84%	25.00%	Discontinued								
BV79			<u>Accuracy of processing:</u>											
BV79a		SI	Percentage of cases for which the calculation of the amount of benefit due was correct	96.6%	95.20%	99.0%	95.0%	96.0%	97.0%	96.92%	98.80%	97.80%	96.40%	1
BV79b		SI	Percentage of recoverable overpayments (excluding council tax benefit) that were recovered last year	74.99%	67.08%	62%	64%	66%	67%	47.74%	55.10%	46.30%	38.13%	4
BV80		SI	<u>Overall Satisfied or very satisfied with:</u>											
a)			Facilities to contact the office	N/A	75.0%	N/A	N/A	83%	N/A	77.45%	83.00%	79.00%	73.00%	2
b)			The service in the office	N/A	77.0%	N/A	N/A	85%	N/A	78.61%	85.00%	80.00%	74.00%	2
c)			The telephone service	N/A	76.0%	N/A	N/A	77%	N/A	67.79%	77.00%	70.50%	60.00%	3
d)			Staff in the benefits section	N/A	82.0%	N/A	N/A	85%	N/A	80.41%	85.00%	82.00%	77.00%	3
e)			Clarity and understanding of forms, leaflets & letters	N/A	55.0%	N/A	N/A	67%	N/A	63.14%	67.00%	63.00%	60.00%	1
f)			Time taken for a decision	N/A	58.0%	N/A	N/A	76%	N/A	69.44%	76.00%	71.00%	64.00%	1
g)			Overall satisfaction with the local authority	N/A	75.0%	N/A	N/A	83%	N/A	77.65%	83.00%	79.00%	74.00%	2
D005			The average cost of handling a HB or CTB claim, taking into account differences in the types of claim received	£71.55	£86.07	£70.00	Discontinued							
D006			Average caseload per member of staff	941	884.75	950	Discontinued							

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BEST VALUE PERFORMANCE PLAN 2005/2006				2002/03	2003/2004	2004/05	2005/06	2006/7	2007/8	Average	Top	Median	Bottom	
LOCAL TAXATION														
BV9			Percentage of Council Tax collected	98.7%	98.9%	98.9%	99.0%	99.1%	99.2%	96.87%	98.29%	97.50%	96.00%	4
BV10			The percentage of business rates which should have been received during the year that were received	98.7%	99.5%	99.0%	99.0%	99.1%	99.2%	98.36%	99.10%	98.60%	97.82%	4
D001			Cost of Council Tax Collection per chargeable dwelling	£12.78	£10.28	£15.50	Discontinued							
D002			Cost of Collecting National Non Domestic Rates (NDR) per chargeable property	£42.74	£27.01	£49.00	Discontinued							
CASHIERS														
D003			Cost of Collection per transaction	£0.99	£1.47	£0.95	Discontinued							
INTERNAL AUDIT														
D008			Cost of Internal Audit per head of population	£1.17	£1.40	£1.25	Discontinued							
D016			% of annual plan completed	New	New	New	100%	100%	100%					
D017			% of audits completed in time allowed	New	New	New	80%	80%	80%					
ACCOUNTANCY														
D009			Statement of Accounts completed by due date	31/08/02	23/09/03	31/08/04	31/07/05	30/06/06	30/06/07					
PAYMENTS														
BV8			Percentage of invoices paid within 30 days	93.94%	88.98%	100.0%	100%	100%	100%	90.71%	95.90%	92.30%	88.00%	2
D013			Cost of Payments Function per creditor invoice paid	£2.82	£6.59	£3.80	Discontinued							
MISCELLANEOUS INCOME COLLECTION														
D014			Cost of Collecting Sundry Debtors per account issued	£12.92	£15.28	£13.50	Discontinued							
PAYROLL														
D015			Cost of Payroll Function per pay slip produced	£9.53	£9.66	£10.50	Discontinued							
D018			% of salary & wage payments on time	New	New	New	100%	100%	100%					

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BEST VALUE PERFORMANCE PLAN 2005/2006				2002/03	2003/2004	2004/05	2005/06	2006/7	2007/8	Average	Top	Median	Bottom	
INFORMATION SERVICES														
BV157		SD SI	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery.	37%	59%	85.0%	100%	100%	100%	63.62%	74.00%	65.00%	52.30%	2
BV156		CPH SI	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	83.33%	83.33%	83.33%	83.33%	83.33%	83.33%	44.00%	64.83%	42.90%	21.01%	4
E001		SI	The number of the authority's buildings open to the public	6	6	6	7	7	7					
E002		SI	The number of such buildings in which all public areas are suitable for and accessible to disabled people	5	5	5	6	6	6					
E003			Percentage of projects completed within agreed timescale	100%	100%	100%	100%	100%	100%					
E004			Percentage of calls to the support desk:											
E005			Responded to within an agreed time	71%	71%	70%	75%	80%	82%					
E006			Resolved within an agreed time	76%	78%	80%	80%	85%	87%					
E007			Word-processing turnaround:											
E008			Completed within target	97.66%	97.43%	95%	95%	95%	95%					
E009			Not completed out of target	2.34%	2.57%	5%	5%	5%	5%					
E010			Overall cleanliness of the building	4.08	4.14	4	4	4	4					
TOURISM														
E009			Throughput at Tourist Information Centres:											
E010			Devizes	41,393	42,248	40,000	41,000	41,000	41,000					
E011			Marlborough	16,099	10,635	26,000	10,000	10,000	10,000					
E012			Avebury	15,711	27,963	15,000	26,000	26,000	26,000					
E013		SD	Number of bookings through TICs											
E014			Devizes	242	196	250	250	250	250					
E015			Marlborough	503	312	500	250	250	250					
E016			Avebury	192	197	250	250	250	250					
E017		SD	Number of bed nights booked through TICs											
E018			Devizes	681	527	700	700	700	700					
E019			Marlborough	1309	778	1300	700	700	700					
E020			Avebury	437	468	600	700	700	700					
E021		SD	Value of bookings											
E022			Devizes	£15,904	£12,637	£15,000	£15,000	£15,000	£15,000					
E023			Marlborough	£31,838	£18,981	£32,000	£16,000	£16,000	£16,000					
E024			Avebury	£8,343	£11,626	£13,000	£13,000	£13,000	£13,000					
E025			Annual percentage increase in the number of hits to the tourism website	New	New	New	Collecting data	+15%	+15%					
E026			Annual percentage increase in the number of unique users visiting the tourism website	New	New	New	Collecting data	+15%	+15%					
E027			Annual percentage increase in the number of hits to the Kennet website	New	New	New	Collecting data	+15%	+15%					
E028			Annual percentage increase in the number of unique users visiting the Kennet website	New	New	New	Collecting data	+15%	+15%					
LEGAL AND DEMOCRATIC SERVICES														

KENNET DISTRICT COUNCIL				Actual	Actual	Target	Target	Target	Target	Compared to all councils in 2003/4			Quartile position 2003/04	
BEST VALUE PERFORMANCE PLAN 2005/2006										2002/03	2003/2004	2004/05		2005/06
DEMOCRATIC SERVICES														
F001			Percentage of agendas published by local deadline (5 days)	93%	100%	100%	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%	100%					
ELECTORAL SERVICES														
F003		QL	The percentage turnout for local elections	35.73%	No election in 2003/4	-	39%	-	-					
F004			Acknowledge applications of rolling registration within 5 working days	100%	100%	100%	100%	100%	100%					
F005			Errors in Electoral Register due to error by KDC	0	0	0	0	0	0					
LEGAL SERVICES														
F006			The number of complaints to an Ombudsman classified as Maladministration	0	0	0	0	0	0					
F010			Number of complaints notified to us by the standards board	New	8	3	3	3	6					
F012			To prepare for consideration by clients, Draft Planning Obligations/Agreements within 10 working days	New	New	100%	100%	100%	100%					
LOCAL LAND CHARGES														
BV179			The percentage of searches carried out in 10 working days	100%	100%	100%	100%	100%	100%	93.41%	100.00%	99.72%	94.00%	4