




































KENNET DISTRICT COUNCIL BEST VALUE PERFORMANCE PLAN 2006/07				Actual 2002/03	Actual 2003/2004	Actual 2004/2005	To Dec 2005/06	Target 2005/06	Target 2006/7	Target 2007/8	Target 2008/09	Compared to all councils in 2004/05				Appraisal 2004/05
HUMAN RESOURCES												Average	Top	Median	Bottom	
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%	82.50%	100.00%	100%	100%	100%	100%					
A002		CS CH	Number of planned inspections of Kennet District Council workplace premises	49	31	56	50	35	35	35	35					
A003		CS CH	Number of training courses delivered to Kennet District Council employees	24	14	33	31	24	30	30	30					
PERSONNEL																
BV11a		EQ	Percentage of top-paid 5% of local authority staff who are women	22.73%	33.33%	30.00%	35.67%	30.00%	35.00%	40.00%	40.00%	29.48%	40.23%	29.63%	19.63%	3
BV11b		EQ	The percentage of top 5% of Local Authority staff who are from an ethnic minority.	9.09%	5.56%	5.00%	0.00%	5.00%	5.00%	5.00%	5.00%	2.87%	3.48%	0.79%	0.00%	4
BV11c		EQ	Percentage of top paid 5% of staff who have a disability			New	10.72%	5.00%	10.00%	10.00%	10.00%	New				
BV12		G	The number of working days/shifts lost to sickness absence	8.15	9.45	8.85	6.34	8.3	8.2	8.1	8.1	9.71	8.40	9.56	11.10	3
BV14			Early retirements (excluding ill-health retirements) as a percentage of the total work force	0.65%	0.63%	0.29%	0.00%	0.14%	0.14%	0.14%	0.14%	0.65%	0.16%	0.41%	0.84%	3
BV15			Ill-health retirements as a percentage of the total workforce	0%	0.00%	0.00%	0.21%	0.29%	0.00%	0.00%	0.00%	0.32%	0.12%	0.26%	0.44%	4
BV16a		EQ	Percentage of local authority employees with a disability	0.89%	2.00%	2.41%	2.28%	2.41%	2.63%	2.85%	2.85%	2.91%	3.73%	2.47%	1.49%	
BV16b		EQ	Percentage of economically active people who have a disability	10.29%	10.29%	10.29%	10.29%	10.29%	10.29%	10.29%	10.29%					
BV16a/b		EQ	Ratio of KDC employees to local disabled population	8.65%	19%	23.42%	22.19%	23.42%	25.56%	27.70%	27.70%	28.15%	31.33%	18.27%	11.54%	3
BV17a		EQ	Percentage of minority ethnic community employees	2.01%	2.23%	2.0%	1.5%	1.97%	1.97%	2.19%	2.19%	4.70%	4.60%	1.90%	0.90%	
BV17b		EQ	Percentage of economically active ethnic community people in the authority area	1.40%	1.40%	1.4%	1.4%	1.40%	1.40%	1.40%	1.40%					
BV17Xa/b		EQ	Ratio of KDC employees to local ethnic minority population	143.57%	159%	140.7%	106.9%	140.71%	140.71%	156.43%	156.43%	80.20%	100.00%	71.10%	50.00%	4
A004			Voluntary leavers as a percentage of staff in post	18.2%	15.18%	12.85%	13.24%	14%	13%	12%	12%					
A005			% of Members satisfied or very satisfied with training courses	New	100%	100%	year end	80%	85%	85%	85%					
New		G	Has the authority secured IIP Accreditation	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes					
EQUALITIES																
BV2a		EQ	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	Level 3	Level 4					
BV2b		EQ	The quality of an authority's Race Equality Scheme (RES) and the improvements resulting from its application.	New	79%	84%	84%	89%	95%	100%	100%	55.00%	72.00%	58.00%	42.00%	4
BV174		EQ	The number of racial incidents recorded by the authority per 100,000 population	0.00	2.67	5.38	0.00	5.38	5.38	5.38	5.38	N/A				
A007		EQ	The number of racial incidents recorded by the authority during each quarter			4.00	0.00	4	4	4	4					
BV175		EQ	The percentage of racial incidents that resulted in further action	N/A	100%	100.00%	n/a	100%	100%	100%	100%	75.40%	100.00%	100.00%	57.14%	4

KENNET DISTRICT COUNCIL BEST VALUE PERFORMANCE PLAN 2006/07										Compared to all councils in 2004/05				Appraisal 2004/05	
			Actual 2002/03	Actual 2003/2004	Actual 2004/2005	To Dec 2005/06	Target 2005/06	Target 2006/7	Target 2007/8	Target 2008/09	Average	Top	Median	Bottom	
POLICY & COMMUNITY PLANNING															
C001			Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes					
C002			93%	100%	97.37%	92.33%	100%	100%	100%	100%					
C003			98%	100%	100%	100%	100%	100%	100%	100%					
BV1			No	Yes	Yes						97.00%				4
BV177			100%	100%	100%	100%	Discontinued				62.00%	100.00%	73.40%	29.70%	4
CORPORATE GOVERNANCE															
New		G CG			3	3	3	4	4	4					
New		CG			New	year end	2.50%	2.50%	2.50%	2.50%					
New		G CG			New	year end	0	0	0	0					
ECONOMIC AND SOCIAL WELL BEING															
C004		SI QL	New	2.02%	2.02%	2.02%	2.02%	2.02%	2.02%	2.02%					
C005		SI QL	New	3.35%	3.35%	3.35%	3.35%	3.35%	3.35%	3.35%					
PUBLIC RELATIONS															
BV3		QL G	N/A	61%	N/A	n/a	N/A	70%	N/A	N/A	54.63%	60.00%	55.00%	49.00%	4
BV4			N/A	32%	N/A	n/a	N/A	36%	N/A	N/A	32.73%	36.00%	33.00%	29.00%	2
C006					186	221	190	250	250	250					
C007					New	126	345	140	150	160					

KENNET DISTRICT COUNCIL BEST VALUE PERFORMANCE PLAN 2006/07														Actual 2002/03	Actual 2003/2004	Actual 2004/2005	To Dec 2005/06	Target 2005/06	Target 2006/7	Target 2007/8	Target 2008/09	Compared to all councils in 2004/05				Appraisal 2004/05
FINANCIAL SERVICES														Average	Top	Median	Bottom									
BENEFITS																										
BV76a			The number of claimants visited per 1,000 caseload	New	518.43	313.34	191.22	313	313	313	313	222.82	282.16	217.12	155.86	4										
BV76b			The number of fraud investigators employed per 1,000 caseload	New	0.48	0.35	0.29	0.35	0.35	0.35	0.35															
BV76c			The number of fraud investigations per 1,000 caseload	New	44.6	46	30	48	51	53	53	40.92	53.40	36.59	24.01	3										
BV76d			The number of prosecutions and sanctions per 1,000 caseload	New	3.21	4	6	4	4.5	5	5	4.30	5.31	3.53	2.06	3										
BV78			Speed of processing:	-	-	-	-	-	-	-	-	-	-	-	-	-										
BV78a		SI G	Average time for processing new claims to HB/CTB	49.32 days	61.57 days	52.18	31.6	36	34.5	32	32	39.02	29.38	35.35	44.55	1										
BV78b		SI	Notifications of changes of circumstances to HB/CTB	13.68 days	12.64 days	15.37	22.95	8.5	15	15	15	12.30	7.40	9.90	14.90	1										
BV78c		SI	Percentage of renewal claims processed on time	62.84%	25.00%																					
BV79a		SI	Percentage of cases for which the calculation of the amount of benefit due was correct	96.6%	95.20%	93.60%	97.86%	96.4%	98.0%	98.4%	98.8%	97.14%	99.00%	97.95%	96.20%	1										
BV79b		SI	Percentage of recoverable overpayments (excluding council tax benefit) that were recovered last year.	-	-	-	-	-	-	-	-	-	-	-	-	-										
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	74.99%	67.08%	54.97%	82.24%	64%	50%	55%	55%	42.66%	49.93%	41.40%	33.13%	4										
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			New	year end	44.00%	44.00%	44.00%	44.00%	New														
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			New	0.47%	4.50%	4.50%	4.50%	4.50%	New														
BV80		SI	Overall Satisfied or very satisfied with:	-	-	-	-	-	-	-	-	-	-	-	-	-										
a)			Facilities to contact the office	N/A	75.0%	N/A	n/a	N/A	83%	N/A	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	N/A	85%	N/A	N/A	78.61%	85.00%	80.00%	74.00%	2										
c)			The telephone service	N/A	76.0%	N/A	n/a	N/A	77%	N/A	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	N/A	85%	N/A	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	N/A	67%	N/A	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	N/A	76%	N/A	N/A	69.44%	76.00%	71.00%	64.00%	1										
g)		G QL	Overall satisfaction with the local authority	N/A	75.0%	N/A	n/a	N/A	83%	N/A	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	£84.73		Discontinued																		

KENNET DISTRICT COUNCIL BEST VALUE PERFORMANCE PLAN 2006/07											Compared to all councils in 2004/05				Appraisal 2004/05	
				Actual 2002/03	Actual 2003/2004	Actual 2004/2005	To Dec 2005/06	Target 2005/06	Target 2006/7	Target 2007/8	Target 2008/09	Average	Top	Median	Bottom	
ADVICE & GUIDANCE																
BV226a		SI	Total amount spent by the authority on advice and guidance services provided by external organisations.			new	£152,889	£166,600	£166,600	£166,600	£166,600					
BV226b		SI	% 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.			new	year end	54.02%	54.02%	54.02%	54.02%					
BV226c		SI	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.			new	year end	£55,000	£55,000	£55,000	£55,000					
COMMUNITY GRANTS																
N007			Value of partnership funding secured through Kennet's contribution	90.98%	91%	82.25%	87.66%	90%	90%	90%	90%					
N008		SD	Proportion of grant levered in from national funders	New	18%	83.75%	17.33%	30%	30%	30%	30%					
N010		SD	Value of funding from national grant giving bodies secured through KDC's contribution	New	£339,000	£1,096,308	£280,690	£200,000	£200,000	£200,000	£200,000					
LOCAL TAXATION																
BV9		G	Percentage of Council Tax collected by the authority in the year.	98.7%	98.9%	98.90%	86.61%	99.0%	98.9%	98.9%	98.9%	97.01%	98.30%	97.60%	96.36%	4
BV10		G	The percentage of non-domestic rates (NNDR) which should have been received during the year that were received	98.7%	99.5%	99.1%	91.0%	99.12%	99.14%	99.14%	99.14%	98.47%	99.14%	98.60%	98.00%	3
D001			Cost of Council Tax Collection per chargeable dwelling	£12.78	£10.28	£13.58		Discontinued								
D002			Cost of Collecting National Non Domestic Rates (NDR) per chargeable property	£42.74	£27.01	£56.02		Discontinued								
CASHIERS																
D003			Cost of Collection per transaction	£0.99	£1.47	£1.46		Discontinued								
INTERNAL AUDIT																
D008			Cost of Internal Audit per head of population	£1.17	£1.40	£1.46		Discontinued								
D016			% of annual plan completed			New		100%	100%	100%	100%					
D017			% of audits completed in time allowed			New		80%	80%	80%	80%					
ACCOUNTANCY																
New		G	No new qualifications in the final accounts			New		0	0	0	0					
D009		CG	Statement of Accounts completed by due date	31/08/02	23/09/03	31/08/04	26/07/05	26/07/05	30/06/06	30/06/07	30/06/07					
PAYMENTS																
BV8		G	Percentage of invoices paid within 30 days of receipt or within the agreed payment terms.	93.94%	88.98%	93%	93%	100%	100%	100%	100%	90.89%	95.97%	92.90%	88.65%	3
D013			Cost of Payments Function per creditor invoice paid	£2.82	£6.59	£5.65		Discontinued								
MISCELLANEOUS INCOME COLLECTION																
D014			Cost of Collecting Sundry Debtors per account issued	£12.92	£15.28	£12.66		Discontinued								
PAYROLL																
D015			Cost of Payroll Function per pay slip produced	£9.53	£9.66	£9.27		Discontinued								
D018			% of salary & wage payments on time			New	100%	100%	100%	100%	100%					

KENNET DISTRICT COUNCIL BEST VALUE PERFORMANCE PLAN 2006/07			Actual 2002/03	Actual 2003/2004	Actual 2004/2005	To Dec 2005/06	Target 2005/06	Target 2006/7	Target 2007/8	Target 2008/09	Compared to all councils in 2004/05				Appraisal 2004/05
INFORMATION SERVICES											Average	Top	Median	Bottom	
BV157	SD SI QL	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%	85.00%	96.50%	100.00%	100.00%	100.00%	100.00%	75.52%	87.50%	77.07%	66.59%	3
E003		Percentage of projects completed within agreed timescale	100%	100%	100%	100%	100%	100%	100%	100%					
E004		Percentage of calls to the support desk: Responded to within an agreed time	-	-	-	-	-	-	-	-					
E005		Resolved within an agreed time	71%	71%	80%	81%	75%	80%	82%	82%					
E006		Word-processing turnaround: Completed within target	76%	78%	82.25%	77.33%	80%	85%	87%	87%					
E007		Not completed out of target	97.66%	97.43%	98.03%	95.29%	95%	95%	95%	95%					
E008		Overall cleanliness of the building	2.34%	2.57%	1.96%	4.71%	5%	5%	5%	5%					
New	G	Does the authority have a Corporate Procurement Strategy and has it been updated in the last year?	4.08	4.14	4.07	4	4	4	4	4					
TOURISM															
		Throughput at Tourist Information Centres:	-	-	-	-	-	-	-	-					
E009		Devizes	41,393	42,248	43,559	33,786	41,000	41,000	41,000	41,000					
E010		Marlborough	16,099	10,635	6,964		10,000	Discontinued							
E011		Avebury	15,711	27,963	29,996	26,804	26,000	26,000	26,000	26,000					
		Number of bookings through TICs	-	-	-	-	-	-	-	-					
E012		Devizes	242	196	168	132	250	250	250	250					
E013		Marlborough	503	312	168		250	Discontinued							
E014		Avebury	192	197	185	124	250	250	250	250					
		Number of bed nights booked through TICs	-	-	-	-	-	-	-	-					
E015		Devizes	681	527	520	327	700	700	700	700					
E016		Marlborough	1309	778	428		700	Discontinued							
E017		Avebury	437	468	411	316	700	700	700	700					
		Value of bookings	-	-	-	-	-	-	-	-					
E018		Devizes	£15,904	£12,637	£11,367	£8,993	£15,000	£15,000	£15,000	£15,000					
E019		Marlborough	£31,838	£18,981	£11,805		£16,000	Discontinued							
E020		Avebury	£8,343	£11,626	£11,093	£8,724	£13,000	£13,000	£13,000	£13,000					
E021		Annual page impressions on the tourism website.			110,890	59,380	127,524	146,652	168,650	168,650					
E022		Annual percentage increase in the number of hits to the tourism website			New	year end	+15%	+15%	+15%	+15%					
E023		Annual percentage increase in the number of unique users visiting the tourism website			New	year end	Collecting data	+15%	+15%	+15%					
Customer Access															
		Contacts resolved at first point of resolution					new	80%	80%	80%					
E026		Annual page impressions on the KDC website		New	3,401,000	477,620	500,000	600,000	700,000	750,000					
E027		Number of unique users visiting the KDC website		New	72,100	64,050	75,000	80,000	85,000	90,000					
E024		Annual percentage increase in the number of hits to the Kennet website			New	year end	Collecting data	+15%	+15%	+15%					
E025		Annual percentage increase in the number of unique users visiting the Kennet website			New	year end	Collecting data	+15%	+15%	+15%					

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LEGAL AND DEMOCRATIC SERVICES												Average	Top	Median	Bottom		
DEMOCRATIC SERVICES																	
F001			Percentage of agendas published by local deadline (5 days)	93%	100%	100%	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%	100%	100%						
ELECTORAL SERVICES																	
F003			The percentage turnout for local elections	35.73%	No election in 2003/4	No election in 2004/5	n/a	n/a	39%	n/a	n/a						
F004			Acknowledge applications of rolling registration within 5 working days	100%	100%	100%	100%	100%	100%	100%	100%						
F005			Errors in Electoral Register due to error by KDC	0	0	0	0	0	0	0	0						
LEGAL SERVICES																	
F006		CG	The number of complaints to an Ombudsman classified as Maladministration	0	0	0	0	0	0	0	0						
F010		CG	Number of complaints notified to us by the standards board	New	8	13	7	3	3	6	6						
F012			To prepare for consideration by clients, Draft Planning Obligations/Agreements within 10 working days	New	New	100.00%	100.00%	100%	100%	100%	100%						
LOCAL LAND CHARGES																	
BV179			The percentage of searches carried out in 10 working days	100%	100%	100%	100%	100%	100%	100%	100%	95.54%	100.00%	99.81%	96.96%	4	