
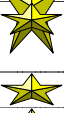








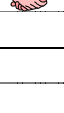




























KENNET DISTRICT COUNCIL BEST VALUE PERFORMANCE PLAN 2006/07											Actual 2002/03	Actual 2003/2004	Actual 2004/2005	Actual 2005/06	Target 2005/06	Target 2006/7	Target 2007/8	Target 2008/09	Compared to all councils in 2004/05				Appraisal 2004/05	
HUMAN RESOURCES																			Average	Top	Median	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	63	35	35	35	35													
A003		CS CH	Number of training courses delivered to Kennet District Council employees	24	14	33	46	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%	35.00%	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%							1		
BV11c		EQ	Percentage of top paid 5% of staff who have a disability			New	10.00%	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	9.19	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%	0.27%	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%	0.27%	0.29%	0.00%	0.00%	0.00%	0.32%	0.12%	0.26%	0.44%							2		
BV16a		EQ	Percentage of local authority employees with a disability	0.89%	2.00%	2.41%	2.10%	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%	20.41%	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%	107.1%	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%	16.18%	14%	13%	12%	12%													
A005			% of Members satisfied or very satisfied with training courses	New	100%	100%		80%	85%	85%	85%													
New		G	Has the authority secured IIP Accreditation	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 3													
BV2b		EQ	The quality of an authority's Race Equality Scheme (RES) and the improvements resulting from its application.	New	79%	84%	78.91%	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%									








KENNET DISTRICT COUNCIL BEST VALUE PERFORMANCE PLAN 2006/07			Actual 2002/03	Actual 2003/2004	Actual 2004/2005	Actual 2005/06	Target 2005/06	Target 2006/7	Target 2007/8	Target 2008/09	Compared to all councils in 2004/05				Appraisal 2004/05
POLICY & COMMUNITY PLANNING											Average	Top	Median	Bottom	
<b>C001</b>		Publication of the annual BVPP by 30th June	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes					
<b>C002</b>		% Minutes produced within 7 days	93%	100%	97.37%	94.25%	100%	100%	100%	100%					
<b>C003</b>		% produced accurately	98%	100%	100%	100%	100%	100%	100%	100%					
<b>BV1</b>		Production of a Community Strategy	No	Yes	Yes	Discontinued	Discontinued				97.00%				
<b>BV177</b>		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%	Discontinued	Discontinued				62.00%	100.00%	73.40%	29.70%	
<b>CORPORATE GOVERNANCE</b>															
<b>New</b>		<b>G CG</b> Overall CPA score			3	3	3	4	4	4					
<b>New</b>		<b>CG</b> The percentage of efficiency savings reported as part of the Gershon agenda			New		2.50%	2.50%	2.50%	2.50%					
<b>New</b>		<b>G CG</b> No deterioration in CPA 'Use of Resources' score			New	0	0	0	0	0					
<b>ECONOMIC AND SOCIAL WELL BEING</b>															
<b>C004</b>		<b>SI QL</b> Proportion of people of working age unemployed in Kennet	New	2.02%	2.02%	2.02%	2.02%	2.02%	2.02%	2.02%					
<b>C005</b>		<b>SI QL</b> Proportion of people of working age unemployed nationally	New	3.35%	3.35%	3.35%	3.35%	3.35%	3.35%	3.35%					
<b>PUBLIC RELATIONS</b>															
<b>BV3</b>		<b>QL G</b> Overall satisfaction with the local authority	N/A	61%	N/A	n/a	N/A	70%	N/A	N/A	54.63%	60.00%	55.00%	49.00%	<b>4</b>
<b>C006</b>		Number of press releases issued		New	186	255	190	250	250	250					
<b>C007</b>		No of mentions in local media, as a result of our press releases			New	167	345	140	150	160					






KENNET DISTRICT COUNCIL BEST VALUE PERFORMANCE PLAN 2006/07														Actual 2002/03	Actual 2003/2004	Actual 2004/2005	Actual 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	280.95	275.25	313	313	313	313	222.82	282.16	217.12	155.86	<b>3</b>										
BV76b			The number of fraud investigators employed per 1,000 caseload	New	0.48	0.35	0.30	0.35	0.35	0.35	0.35															
BV76c			The number of fraud investigations per 1,000 caseload	New	44.6	46	40.55	48	51	53	53	40.92	53.40	36.59	24.01	<b>3</b>										
BV76d			The number of prosecutions and sanctions per 1,000 caseload	New	3.21	4	7.87	4	4.5	5	5	4.30	5.31	3.53	2.06	<b>4</b>										
BV78			Speed of processing:	-	-	-	-	-	-	-	-	-	-	-	-	-										
BV78a		SI G	Average time for processing new claims to HB/CTB	49.32 days	61.57 days	52.18	30.4	36	34.5	32	32	39.02	29.38	35.35	44.55	<b>3</b>										
BV78b		SI	Notifications of changes of circumstances to HB/CTB	13.68 days	12.64 days	15.37	22.6	8.5	15	15	15	12.30	7.40	9.90	14.90	<b>1</b>										
BV78c		SI	Percentage of renewal claims processed on time	62.84%	25.00%	Discontinued																				
BV79a		SI	Percentage of cases for which the calculation of the amount of benefit due was correct	96.6%	95.20%	93.60%	98.00%	96.4%	98.0%	98.4%	98.8%	97.14%	99.00%	97.95%	96.20%	<b>3</b>										
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%	85.88%	64%	50%	55%	55%	42.66%	49.93%	41.40%	33.13%	<b>4</b>										
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	49.54%	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	0.43%	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%	<b>2</b>										
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%	<b>2</b>										
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%	<b>3</b>										
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%	<b>3</b>										
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%	<b>1</b>										
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%	<b>1</b>										
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%	<b>2</b>										
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				Actual 2002/03	Actual 2003/2004	Actual 2004/2005	Actual 2005/06	Target 2005/06	Target 2006/7	Target 2007/8	Target 2008/09	Compared to all councils in 2004/05				Appraisal 2004/05
												Average	Top	Median	Bottom	
<b>ADVICE &amp; GUIDANCE</b>																
BV226a		SI	Total amount spent by the authority on advice and guidance services provided by external organisations.			new		£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		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		£55,000	£55,000	£55,000	£55,000					
<b>COMMUNITY GRANTS</b>																
N007			Value of partnership funding secured through Kennet's contribution	90.98%	91%	82.25%	89.00%	90%	90%	90%	90%					
N008		SD	Proportion of grant levered in from national funders	New	18%	83.75%	16.00%	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	£396,801	£200,000	£200,000	£200,000	£200,000					
<b>LOCAL TAXATION</b>																
BV9		G	Percentage of Council Tax collected by the authority in the year.	98.7%	98.9%	98.90%	98.91%	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 (NDR) which should have been received during the year that were received	98.7%	99.5%	99.1%	99.89%	99.12%	99.14%	99.14%	99.14%	98.47%	99.14%	98.60%	98.00%	4
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									
<b>CASHIERS</b>																
D003			Cost of Collection per transaction	£0.99	£1.47	£1.46	Discontinued									
<b>INTERNAL AUDIT</b>																
D008			Cost of Internal Audit per head of population	£1.17	£1.40	£1.46	Discontinued									
D016a			% of annual plan completed			New		100%	100%	100%	100%					
D016b																
D017			% of audits completed in time allowed			New		80%	80%	80%	80%					
<b>ACCOUNTANCY</b>																
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	30/06/06	30/06/07	30/06/07					
<b>PAYMENTS</b>																
BV8		G	Percentage of invoices paid within 30 days of receipt or within the agreed payment terms.	93.94%	88.98%	93%	93.63%	100%	100%	100%	100%	90.89%	95.97%	92.90%	88.65%	???
D013			Cost of Payments Function per creditor invoice paid	£2.82	£6.59	£5.65	Discontinued									
<b>MISCELLANEOUS INCOME COLLECTION</b>																
D014			Cost of Collecting Sundry Debtors per account issued	£12.92	£15.28	£12.66	Discontinued									
<b>PAYROLL</b>																
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%					



KENNET DISTRICT COUNCIL BEST VALUE PERFORMANCE PLAN 2006/07			Actual 2002/03	Actual 2003/2004	Actual 2004/2005	Actual 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		
		<b>SD SI QL</b>														
<b>BV157</b>		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%	98.34%	100.00%	100.00%	100.00%	100.00%	75.52%	87.50%	77.07%	66.59%	<b>4</b>	
<b>E003</b>		Percentage of projects completed within agreed timescale	100%	100%	100%	100%	100%	100%	100%	100%						
		<u>Percentage of calls to the support desk:</u>	-	-	-	-	-	-	-	-						
<b>E004</b>		Responded to within an agreed time	71%	71%	80%	78.5%	75%	80%	82%	82%						
<b>E005</b>		Resolved within an agreed time	76%	78%	82.25%	80.25%	80%	85%	87%	87%						
		<u>Word-processing turnaround:</u>	-	-	-	-	-	-	-	-						
<b>E006</b>		Completed within target	97.66%	97.43%	98.03%	95.31%	95%	95%	95%	95%						
<b>E007</b>		Not completed out of target	2.34%	2.57%	1.96%	4.68%	5%	5%	5%	5%						
<b>E008</b>		Overall cleanliness of the building	4.08	4.14	4.07	4.07	4	4	4	4						
<b>New</b>		<b>G</b> Does the authority have a Corporate Procurement Strategy and has it been updated in the last year?			New	yes	Yes	Yes	Yes	Yes						
<b>TOURISM</b>																
		<u>Throughput at Tourist Information Centres:</u>	-	-	-	-	-	-	-	-						
<b>E009</b>		Devizes	41,393	42,248	43,559	42,710	41,000	41,000	41,000	41,000						
<b>E010</b>		Marlborough	16,099	10,635	6,964	7,093	10,000	Discontinued								
<b>E011</b>		Avebury	15,711	27,963	29,996	30,144	26,000	26,000	26,000	26,000						
		<u>Number of bookings through TICs</u>	-	-	-	-	-	-	-	-						
<b>E012</b>		Devizes	242	196	168	147	250	250	250	250						
<b>E013</b>		Marlborough	503	312	168	159	250	Discontinued								
<b>E014</b>		Avebury	192	197	185	125	250	250	250	250						
		<u>Number of bed nights booked through TICs</u>	-	-	-	-	-	-	-	-						
<b>E015</b>		Devizes	681	527	520	359	700	700	700	700						
<b>E016</b>		Marlborough	1309	778	428	456	700	Discontinued								
<b>E017</b>		Avebury	437	468	411	320	700	700	700	700						
		<u>Value of bookings</u>	-	-	-	-	-	-	-	-						
<b>E018</b>		Devizes	£15,904	£12,637	£11,367	£9,926	£15,000	£15,000	£15,000	£15,000						
<b>E019</b>		Marlborough	£31,838	£18,981	£11,805	£12,159	£16,000	Discontinued								
<b>E020</b>		Avebury	£8,343	£11,626	£11,093	£8,794	£13,000	£13,000	£13,000	£13,000						
<b>E021</b>		Annual page impressions on the tourism website.			110,890	151,576	127,524	146,652	168,650	168,650						
<b>E022</b>		Annual percentage increase in the number of hits to the tourism website			New		+15%	+15%	+15%	+15%						
<b>E023</b>		Annual percentage increase in the number of unique users visiting the tourism website			New		Collecting data	+15%	+15%	+15%						
<b>Customer Access</b>																
<b>BV4</b>		Satisfaction with complaints handling	N/A	32%	N/A	N/A	N/A	36%	N/A	N/A	32.73%	36.00%	33.00%	29.00%	<b>2</b>	
		Contacts resolved at first point of resolution					new	80%	80%	80%						
<b>E026</b>		Annual page impressions on the KDC website		New	3,401,000	2,084,503	500,000	600,000	700,000	750,000						
<b>E027</b>		Number of unique users visiting the KDC website		New	72,100	89,508	75,000	80,000	85,000	90,000						
<b>E024</b>		Annual percentage increase in the number of hits to the Kennet website			New		Collecting data	+15%	+15%	+15%						
<b>E025</b>		Annual percentage increase in the number of unique users visiting the Kennet website			New		Collecting data	+15%	+15%	+15%						


KENNET DISTRICT COUNCIL BEST VALUE PERFORMANCE PLAN 2006/07				Actual 2002/03	Actual 2003/2004	Actual 2004/2005	Actual 2005/06	Target 2005/06	Target 2006/7	Target 2007/8	Target 2008/09	Compared to all councils in 2004/05				Appraisal 2004/05	
												Average	Top	Median	Bottom		
<b>LEGAL AND DEMOCRATIC SERVICES</b>																	
<b>DEMOCRATIC SERVICES</b>																	
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%						
<b>ELECTORAL SERVICES</b>																	
F003			The percentage turnout for local elections	35.73%	No election in 2003/4	No election in 2004/5	No election in 2005/06	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						
<b>LEGAL SERVICES</b>																	
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%						
<b>LOCAL LAND CHARGES</b>																	
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%		<b>4</b>




KENNET DISTRICT COUNCIL		Actual	Actual	Actual	Actual	Target	Target	Target	Target	Compared to all councils in 2004/05				Appraisal
BEST VALUE PERFORMANCE PLAN 2006/07		2002/03	2003/2004	2004/2005	2005/06	2005/06	2006/7	2007/8	2008/09	Average	Top	Median	Bottom	2004/05
<b>PLANNING SERVICES</b>														
<b>DEVELOPMENT CONTROL</b>														
BV107														
BV109														
BV109a														
BV109b														
BV109c														
														
BV204														
BV205														
BV111														
M001														
M002a														
M009														
M014														
M015														
<b>BUILDING CONTROL</b>														
M004		CS												
M005		CS												
M010														
M011														

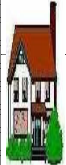
KENNET DISTRICT COUNCIL											Actual				Actual	Target	Target	Target	Target	Compared to all councils in 2004/05				Appraisal
BEST VALUE PERFORMANCE PLAN 2006/07											2002/03	2003/2004	2004/2005	2005/06	2005/06	2006/7	2007/8	2008/09	Average	Top	Median	Bottom	2004/05	
PROPERTY MANAGEMENT																								
BV156		EG	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%	85.71%	85.71%	85.71%	85.71%	85.71%	85.71%													
M16		SI	The number of the authority's buildings open to the public	6	6	7	7	7	7	7	7													
M17		SI	The number of such buildings in which all public areas are suitable for and accessible to disabled people	5	5	6	6	6	6	6	6													
M013			Rent collected as a percentage of rent demanded	94%	96%	90.79%	85.75%	94%	95%	96%	96%													
HERITAGE AND CONSERVATION																								
M006		CS	Percentage of tree work applications in conservation areas dealt with in 6 weeks	100%	99%	96%	99%	100%	100%	100%	100%													
M007			Percentage of applications for work to trees with preservation orders dealt with within 8 weeks	98%	100%	99%	100%	100%	100%	100%	100%													
NEW			Implementation of the Avebury Plan					New																
BV219a		SD	Total number of conservation areas in the local authority area.			New	69	69	69	69	69													
BV219b		SD	Percentage of conservation areas in the local authority area with an up-to-date character appraisal			73%	75.36%	75%	75%	75%	75%													
BV219c		SD	Percentage of conservation areas with published management proposals.			New	0%	0%	14%	29%	46%													
LOCAL PLANS																								
BV106		SD QL	Percentage of new homes built on previously developed land	32.98%	50%	59.77%	82.00%	50%	50%	50%	50%	73.69%	94.00%	79.25%	57.14%						3			
BV200a			Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?	New	Yes	Yes	Yes	Yes	Yes	Yes	Yes	47.00%									4			
BV200b			Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?			New	Yes	Yes	Yes	Yes	Yes	41.00%									4			
BV200c			Did the local planning authority publish an annual monitoring report by December of the last year?			New		Yes	Yes	Yes	Yes													








KENNET DISTRICT COUNCIL BEST VALUE PERFORMANCE PLAN 2006/07				Actual 2002/03	Actual 2003/2004	Actual 2004/2005	Actual 2005/06	Target 2005/06	Target 2006/7	Target 2007/8	Target 2008/09	Compared to all councils in 2004/05				Appraisal 2004/05
ENVIRONMENTAL HEALTH & PROTECTION SERVICES												Average	Top	Median	Bottom	
ENVIRONMENTAL HEALTH GENERAL																
BV166a		CS CH	Score against a checklist of enforcement best practice for Environmental Health	80%	97%	96.7%	96.7%	97%	97%	100%	100%	84.90%	97.00%	90.00%	79.10%	3
Q019		CH	% of Environmental Health complaints / requests for service / enquiries responded to within 1 working day	88%	93%	96%	95%	90%	90%	92%	92%					
Q018		CH	Number of promotional activities supporting Environmental Health objectives	new	35	46	85	20	40	40	40					
Q027			Customer Satisfaction Surveys: % of returns from customers rating the service good or excellent	-	-	-	-	-	-	-	-					
Q027a			a) initial enquiry dealt with by Admin team	new	87%	93%	90%	85%	Discontinued							
Q027b			Housing & Pollution	new	69%	84%	84%	75%	75%	75%	75%					
Q027c			Food Safety/Health & Safety	new	97%	100%	91%	90%	90%	90%	90%					
Q027d			d) enquiries and complaints dealt with by Animal Welfare / Pest Control team	new	85%	94%		85%	Discontinued							
NEW			Animal Welfare				86%	New	60%	65%	70%					
NEW			Pest Control				81%	New	90%	90%	90%					
Q027e			Environmental Management	new	100%	100%	150%		90%	90%	90%					
Q027f			g) overall Section	new	82%	91%	86%	82%	83%	85%	85%					
FOOD SAFETY AND HEALTH & SAFETY																
			The percentage of food premises inspections that should have been carried out that were:	-	-	-	-	-	-	-	-					
Q007		CS CH	high risk premises	66%	100%	93%	97%	100%	95%	95%	97%					
Q008		CS CH	lower risk premises	80%	100%	95%	97%	90%	Discontinued							
Q011		CH	Percentage of programmed Health & Safety Inspections carried out.	new	41%	78%	81%	75%	85%	90%	95%					
New			Percentage of businesses rating the quality of Food Safety/Health & Safety information and advice as good or excellent					New	90%	90%	90%					
Q012		CH	Infectious disease or food poisoning : % of cases actioned by an officer within 1 working day of notification	new	86%	96%	99%	100%	Discontinued							
Q013		CH	Accidents in the work place: % of cases actioned by an officer within 1 working day of notification	new	66%	88%	86%	100%	Discontinued							
Q014		CS CH	Percentage / number of people passing the Foundation Food Hygiene Course	100% (112)	100% (66)	100%	100%	100%	100%	100%	100%					
Q015		CS CH	Candidates attending EH courses rating the overall training as 'good' or 'excellent'	New	90%	95%	100%	90%	92%	95%	95%					
Q032			Number of programmed food sampling initiatives carried out		new	12	11	8	10	10	10					

KENNET DISTRICT COUNCIL		Actual 2002/03	Actual 2003/2004	Actual 2004/2005	Actual 2005/06	Target 2005/06	Target 2006/7	Target 2007/8	Target 2008/09	Compared to all councils in 2004/05				Appraisal 2004/05	
BEST VALUE PERFORMANCE PLAN 2006/07										Average	Top	Median	Bottom		
HOUSING & POLLUTION															
Q024		CH	Housing grants: % processed and approved within 4 weeks of receipt of completed application	47%	98%	98%	100%	100%	95%	95%	95%				
Q025		SI	Percentage of Housing renewal grant allocation spent	new	51%	60%	93%	90%	80%	80%	80%				
New		SI	Percentage of Housing renewal grant allocation spent & committed.	new	84%	100%		100%	110%	110%	110%				
Q026		CH	Licensed caravan sites : % due for inspection that were inspected (annual)	100%	100%	100%	100%	100%	Discontinued						
Q029		CH	Percentage of Houses in Multiple Occupation inspections due that were carried out	New	New	100%	100%	100%	95%	95%	95%				
Q022		SD CS CH	Private water supplies : % due for sampling that were sampled	100%	100%	100%	100%	100%	Discontinued						
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		New	100%	100%	100%	100%	100%	100%				
BV62			Proportion of private sector dwellings demolished or brought back into use.	1.97%	2%	2.92%						3.69%	4.69%	2.88%	1.66%
New			Percentage of vulnerable households meeting the Decent Homes Standard				New	70%	75%	75%					
Q033		SD	Premises repaired or improved as a result of implementing the KDC Housing Renewal Policy		New	60	57	20	Discontinued						
ENVIRONMENTAL MANAGEMENT															
BV216a		CH QL	Number of 'sites of potential concern' with respect to land contamination			New	149	100	150	150	150				
BV216b		CH QL	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'			New	83%	10%	85%	87%	90%				
BV217		CH QL	% of pollution control improvements completed on time <u>Local Authority Pollution &amp; Prevention Control Act</u>			New	91%	90%	90%	90%	90%				
				-	-	-		-	-	-	-				
Q020		SD CS CH	Percentage of new applications determined and issued within 4 months from the date of receipt of completed application	None received	100%	100%	100%	100%	100%	100%	100%				
Q021			Percentage of LAPPC inspections due that were carried out	New	100%	100%	100%	100%	100%	100%	100%				
New			Percentage of businesses rating the quality of LAPPC information and advice given as good or excellent					New	90%	90%	90%				
Q031		SD QL	Energy Efficiency: % of households in Kennet who have completed a HEQ form as a direct result of Kennet initiatives		New	1.25% (411)	3.10%	1.25% (413)	1.5% (496)	1.5% (496)	1.5% (496)				












KENNET DISTRICT COUNCIL BEST VALUE PERFORMANCE PLAN 2006/07				Actual 2002/03	Actual 2003/2004	Actual 2004/2005	Actual 2005/06	Target 2005/06	Target 2006/7	Target 2007/8	Target 2008/09	Compared to all councils in 2004/05				Appraisal 2004/05
												Average	Top	Median	Bottom	
<b>ANIMAL WELFARE &amp; PEST CONTROL</b>																
Q001		CS CH	% of animal welfare complaints / enquiries responded to within 1 working day	78%	90%	87.5%	94.5%	90%	90%	92%	92%					
Q002			Licensed animal holdings : percentage of programmed un inspections that were carried out	new	100%	61%	100%	100%	100%	100%	100%					
Q003		CS CH	Percentage of control complaints / enquiries responded to within 1 working day	88%	90%	91%	93%	90%	90%	92%	92%					
<b>COMMUNITY SAFETY</b>																
BV126		CS QL	Domestic burglaries per 1000 households	8.72	7.13 (235)	6.93	6.11	6.65 (220)	6.5 (215)	6.2 (205)	Awaiting police	11.54	6.90	9.69	14.23	4
BV127a		CS QL	Violent crimes per 1,000 population (was BV127)			7.15	9.24	7.02 (531)	6.34 (480)	6.07 (459)	Awaiting police					
BV127b		CS QL	Robberies per 1,000 population			0.01	0.17	0.01 (1)	0.01 (1)	0.01 (1)	Awaiting police					
BV128		CS QL	Vehicle crimes per 1000 population	4.93	6.34 (475)	5.37	4.69	5.17 (391)	5.06 (383)	4.96 (375)	Awaiting police	11.99	7.77	10.23	15.04	4
BV176		CS SI CH	The number of domestic violence refuge places per 10,000 population which are provided or supported by the authority	1.01	0.80	0.81		0.81	Discontinued			0.58	0.82	0.37	0.00	3
BV225		CS	Actions against domestic violence checklist (%age to which the answer is 'yes')			New	63.6%	54%	64%	73%	82%					

KENNET DISTRICT COUNCIL		Actual	Actual	Actual	Actual	Target	Target	Target	Target	Compared to all councils in 2004/05				Appraisal		
BEST VALUE PERFORMANCE PLAN 2006/07		2002/03	2003/2004	2004/2005	2005/06	2005/06	2006/7	2007/8	2008/09	Average	Top	Median	Bottom	2004/05		
HOUSING SERVICES																
HOMELESSNESS																
BV183a		SI QL	The average length of stay in bed & breakfast accommodation, in weeks, of households that are unintentionally homeless and in priority need	1	1	0	3	1	2	1	1	4.00	1.00	3.00	5.00	3
BV183b		SI QL	The average length of stay in hostel accommodation, in weeks, of households that are unintentionally homeless and in priority need	12	15	17	11	17	20	20	20	12.00	0.00	8.00	18.00	2
BV202		SI QL	The number of people sleeping rough on a single night within the area of your authority		New	5	4	5	4	3	2					
BV203		SI QL	The percentage change in the average number of families placed in temporary accommodation		New	-3.47%	12.57%	10%	-5%	-15%	0%	20.63	-6.94	9.22	28.31	2
BV213		SI	No. of homelessness cases prevented as a result of housing advice (was H013)	New	31	71	4	40	65	70	75					
BV214		SI	Homeless households who were previously homeless within the last two years.			New	1.21	5.0	4	4	3					
H001		SI	Proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days	97%	100%	99.75%	95.00%	100%	100%	100%	100%					
			<u>The average number of homeless households in temporary accommodation during the year in:</u>													
H003		SI	bed and breakfast accommodation	0.3	0.2	0.55	20.5	1	2	1	1					
H004		SI	hostel accommodation	15	19	19.75	20	16	16	16	16					
H005		SI	other temporary housing/ private sector leasing	0.8	104	48.5	52	50	50	50	50					
H006		SI	Average time to investigate priority cases in working days	25	22	23.5	24.25	23	25	25	25					
H007			Average time to investigate non-priority cases	20	16	9.75	21.75	15	20	20	20					
H008			Number of household weeks bed & breakfast used	35.6	4.4	7.01	119.14	20	25	20	15					
H009			Net cost of bed & breakfast accommodation	£3,494.78	£940.90	£2,572.19	£10,754.22	£4,000	£5,000	£4,000	£3,000					
H011		SI	Percentage of homeless applications as priority	60%	52%	61.5%	65.0%	60%	60%	60%	60%					
H012			Number of appeals	11	4	7	12	7	7	7	7					






KENNET DISTRICT COUNCIL		Actual	Actual	Actual	Actual	Target	Target	Target	Target	Compared to all councils in 2004/05				Appraisal		
BEST VALUE PERFORMANCE PLAN 2006/07		2002/03	2003/2004	2004/2005	2005/06	2005/06	2006/7	2007/8	2008/09	Average	Top	Median	Bottom	2004/05		
<b>HOUSING ENABLING</b>																
BV64		SI	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	42	43	46.00	47.00	40	40	40	40	61.04%	56.25%	17.00%	4.00%	3
H016			Kennet District Council subsidy for affordable housing	£1,216,210	£661,810	£1,504,787	£208,544	£500,000	£500,000	£500,000	£500,000					
H017		SI SD	New affordable housing starts	143	119	10	107	80	230	200	120					
H018		SI SD	New affordable housing completions	104	140	63	55	80	110	180	150					
H019			Cumulative subsidised housing enabled since April 2004	365	505	63	118	160	220	400	550					
<b>HOUSING PARTNERSHIP INITIATIVES</b>																
H020		SI	Private sector lets to those in need	16	21	37	33	25	30	30	30					
H022		SI CH	Handihelp - No of jobs completed	168	247	174	212	250	250	250	250					
H023		SD SI CH	Overall satisfaction with Kennet Care & Repair	95%	97%	100%	100%	95%	96%	97%	97%					
H024			Average time to complete DFGs through Care & Repair	11.5 Months	18 months	9 Months	10.75	10 Months	10 Months	10 Months	10 Months					
H025		CS CH	Value of Care and Repair work supported	£350,000	£300,000	£232,765	£210,616	£350,000	£350,000	£350,000	£350,000					
H026			Number of home owners completing adaptation/improvement of their home	New	New	134	52	60	60	60	60					
<b>OTHER HOUSING</b>																
10.75																
H031			Number of lettings though the Housing Register			New	452	500	500	500	500					
H032			Number of outstanding housing register applications			New	326	150	150	150	150					
H033a			Earliest application form pending in working days			New	22.5	3 weeks	15	15	15					
New			Housing CPA Score			2	2	2	2	2	2					

KENNET DISTRICT COUNCIL			Actual	Actual	Actual	Actual	Target	Target	Target	Target	Compared to all councils in 2004/05				Appraisal
BEST VALUE PERFORMANCE PLAN 2006/07			2002/03	2003/2004	2004/2005	2005/06	2005/06	2006/7	2007/8	2008/09	Average	Top	Median	Bottom	2004/05
<b>LEISURE</b>															
<b>LEISURE MANAGEMENT</b>															
<b>BV119</b>		<b>SI</b> Percentage of residents by target group satisfied with the local authority's cultural and recreational activities	N/A	58%	N/A	N/A	N/A	61%	N/A	N/A	N/A				
<b>BV 119a</b>		<b>SI G</b> Percentage of residents satisfied with the local authority's sports and leisure facilities	N/A	61%	N/A	N/A	N/A	61%	N/A	N/A	54.13%	60.00%	54.00%	49.00%	<b>4</b>
<b>BV119e</b>		Percentage of residents satisfied with the local authority's parks and open spaces	N/A	68%	N/A	N/A	N/A	77%	N/A	N/A	71.60%	77.00%	72.00%	66.00%	<b>2</b>
<b>ART DEVELOPMENT</b>															
<b>N039</b>		Number of Rural Arts Wiltshire performances in Kennet		New	17	19	16	16	16	16					
<b>N037</b>		Satisfaction of those attending PAWS workshop		New	0		90%	90%	90%	90%					
<b>N038</b>		Number of people engaged in arts projects supported by the District Council		New	4000	4000	4000	4000	4000	4000					

KENNET DISTRICT COUNCIL BEST VALUE PERFORMANCE PLAN 2006/07				Actual 2002/03	Actual 2003/2004	Actual 2004/2005	Actual 2005/06	Target 2005/06	Target 2006/7	Target 2007/8	Target 2008/09	Compared to all councils in 2004/05				Appraisal 2004/05	
LEISURE CENTRES												Average	Top	Median	Bottom		
<u>Swimming Pools and sports centres:</u>																	
N012	SI	b. The net cost per swim/visit		£1.67	£1.05	£1.47	£1.74	£1.60	£1.35	£1.30	£1.30						
	SI CH	The number of swims and other visits to:															
N015a	G	Devizies Leisure Centre	New		298,103	288,128	98,538	149,000	199,000	238,000	238,000						
N014a	G	Marlborough Leisure Centre	New		225,011	213,655	200,174	166,000	166,000	166,000	166,000						
N013a	G	Tidworth Leisure Centre	New		165,413	196,344	134,208	126,000	126,000	126,000	126,000						
	SI CH	The number of non leisure visits to															
N015b	G	Devizies Leisure Centre	New				47,074	59,000	51,000	62,000	62,000						
N014b	G	Marlborough Leisure Centre	New				43,750	34,000	34,000	34,000	34,000						
N013b	G	Tidworth Leisure Centre	New				22,114	64,000	64,000	64,000	64,000						
	CH	The percentage of customers rating the Leisure centres as good or excellent according to customer satisfaction surveys:															
N018		Devizies		81%	86%	88%	84%	70%	95%	95%	95%						
N017		Marlborough		84%	81%	98%	96%	90%	90%	90%	90%						
N016		Tidworth		90%	90%	93%	100%	90%	90%	90%	90%						
N021		Leisure card transactions as a percentage of all users		44%	67%	75%	79%	80%	85%	90%	90%						
N022		Percentage of Kennet residents aware of Leisure Centre services	survey not done		90%	93%	89%	90%	90%	90%	90%						
		Income as a percentage of staff costs:															
N025		Devizies		112%	120%	150%	98%	101%	115%	122%	122%						
N024		Marlborough		101%	123%	140%	122%	135%	135%	135%	135%						
N023		Tidworth		80%	81%	114%	102%	115%	115%	115%	115%						
		Percentage occupancy of sports hall at the centres - weekdays															
N028		Devizies		78%	84%	90%	91%	60%	85%	85%	85%						
N027		Marlborough		54%	59%	65%	64%	72%	75%	75%	75%						
N026		Tidworth		38%	47%	46%	47%	57%	65%	75%	75%						
		Percentage occupancy of sports hall at the centres - weekends															
N031		Devizies		54%	51%	60%	60%	45%	60%	65%	65%						
N030		Marlborough		65%	61%	55%	52%	65%	70%	70%	70%						
N029		Tidworth		31%	30%	41%	50%	45%	50%	60%	60%						
N034	CH	Number of Active 4 Health participants	New		243	162	204	250	250	250	250						
N035	CH	Retention of Active 4 Health participants, 3 months after completion of the programme, in an active lifestyle within the Leisure Centre activities	New		New	34%	67%	30%	35%	40%	40%						
N035a	CH	Retention of Active 4 Health participants, 3 months after completion of the programme, in an active lifestyle outside the Leisure Centre.		65%	85%	68%	56%	75%	80%	80%	80%						
<b>LEISURE DEVELOPMENT</b>																	
N032	SI	% residents aware of Leisure Development Services	New		63%	70%	49%	60%	Discontinued								
N033		Number of new clubs in the real help for clubs programme	2		7	6	5	5	5	5	5						
N036	QL	Percentage of adult residents contributing to sport as a volunteer	New		6%	8%	10%	10%	10%	10%	10%						
N040		Percentage of schools that have used coaches from linked clubs to take school sessions during the past 12 months	New		New	69	72%	50%									

KENNET DISTRICT COUNCIL BEST VALUE PERFORMANCE PLAN 2006/07										Compared to all councils in 2004/05				Appraisal 2004/05	
ENVIRONMENT AND AMENITY SERVICES										Average	Top	Median	Bottom		
ARCHIVES															
G001			Turnaround for boxes (on demand) within 1 working day	100%	100.0%	100.0%	100.0%	100%	100%	100%					
EMERGENCY PLANNING															
G002		CS CH	Up to Date Emergency Plan in place	Yes	Yes	Yes		Yes	Yes	Yes					
FOOTWAY LIGHTING															
G003a		SI	Lighting faults reported within 7 days	147	213	146	150	140	Discontinued						
G003b		SI	Percentage of lighting faults rectified within 7 days	New	80.49%	43.86%	33.47%	100%	Discontinued						
PUBLIC CONVENIENCES															
G006		EQ	The percentage of these public conveniences sites providing access for disabled people	92.0%	92%	92.31%	check	92.0%	100.0%	100.0%	100.0%				
NEW			Satisfaction with Public Conveniences					New	90.0%	90.0%	90.0%				
G008		CH	Number of complaints concerning standards of cleanliness	3	17	8	2	<4	Discontinued						
REFUSE COLLECTION															
BV86			Cost of household waste collection per household	£31.12	£28.17	£35.14		£34.00	£40.00	£40.00	£40.00	£43.41	£35.31	£40.96	£48.13
BV90a			Percentage of people expressing satisfaction with the waste service overall	N/A	87%	N/A	N/A	N/A	89%	N/A	N/A	84.03%	89.00%	86.00%	81.00%
G010		CH	Number of missed collections per 100,000 collections of household waste	16.99	8.15	7.41	9.57	7.5	15	7	7				
G011			Missed Special Collections per 1000	1.92	28	1	0.5	3	3	2	2				
G012			Percentage of missed Special Collections rectified within one working day	100%	100%	100%	100%	100%	100%	100%	100%				
REFUSE & RECYCLING															
BV82a			<u>Housing waste recycling</u>	-	-	-		-	-	-	-				
BV82a(i)		SD G QL	i) Percentage of household waste arisings which have been recycled	12.10%	10.75%	12.61%	14.73%	20.0%	16.0%	26.0%	26.0%	15.22%	17.89%	14.73%	11.78%
BV82a(ii)		SD G QL	ii) Total tonnage of household waste arisings which have been recycled			New	4,686.85	6,539.00	4,500.00	8,000.00	8,000.00	New			
BV82b			<u>Housing waste composting</u>	-	-	-		-	-	-	-				
BV82b(i)		SD G	i) Percentage of household waste arisings which have been sent for composting	5.13%	2.96%	2.96%	7.04%	5%	9%	10%	10%	6.44%	9.80%	5.02%	1.53%
BV82b(ii)		SD G QL	ii) Total tonnage of household waste arisings which have been sent for composting			New	2238.38%	1,635.00	2,200.00	2,700.00	2,700.00	New			
BV84a		SD	Kg of household waste collected per head of population	440.60	423.53	414.53	414.80	420.00	415.00	410.00	410.00	444.90	397.70	437.00	491.60
BV84b		SD G	Percentage change from previous financial year in the no. of kg of household waste collected per head of population			New	0.06%	1.32%	-1.19%	-1.20%	-1.20%	New			
BV90b			Percentage of people satisfied or very satisfied with recycling facilities	N/A	62%	N/A	N/A	N/A	75%	N/A	N/A	67.9%	75.0%	70.0%	63.0%
BV91a		SD G	Percentage of the households resident in the authority's area served by a kerbside collection of recyclables	32.43%	47.36%	90.00%	98.00%	90%	100%	100%	100%	91.20%	100.00%	97.00%	88.70%
BV91b		SD G	Percentage of households resident in the authority's area served by a kerbside collection of <b>at least two</b> recyclables			New	98.00%	65.00%	100.00%	100.00%	100.00%				
NEW		SD	Kgs of recycled waste collected per head o population					new	90.00	140.00	140.00				



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	Actual 2005/06	Target 2005/06	Target 2006/7	Target 2007/8	Target 2008/09	Average	Top	Median	Bottom					
<b>SEWAGE DISPOSAL UNITS</b>																
G013		CS CH	Weekly maintenance visits to each SDU	100%	100%	100%	100%	100%	100%	100%						
G014		CS CH	Percentage of effluent samples passing test	100%	100%	100%	100%	100%	100%	100%						
<b>STREET CLEANING</b>																
BV89		CH	Percentage stating they are fairly or very satisfied with the authority's fulfillment of its duty to keep relevant land clear of litter and refuse.	n/a	68%	n/a	n/a	n/a	73%	n/a	n/a	59.80%	66.00%	61.00%	54.00%	<b>4</b>
BV199a		CH G	Percentage of relevant land that has combined deposits of litter and detritus that fall below an acceptable level	New	16%	12.40%	10%	12%	12%	11%	11%	18.10%	11.00%	17.50%	24.00%	<b>4</b>
BV199b		CH G	Percentage of relevant land and highways from which unacceptable levels of graffiti are visible			New	0%	15.00%	10.00%	8.00%	8.00%	New				
BV199c		CH G	Percentage of relevant land and highways from which unacceptable levels of fly-posting are visible			New	0%	15.00%	10.00%	8.00%	8.00%					
BV199d		CH G	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	New	3	2	1	1					
G019		CS CH	The % of highways that are either high or acceptable standard of cleanliness	97.99%	76.47%	100.00%	100.00%	100%	100%	100%	100%					
G020			High standard	87.50%	66.67%	78.00%	75.71%	85%	70%	70%	70%					
G021			Acceptable standard	10.49%	9.80%	22.00%	24.28%	15%	30%	30%	30%					
NEW			% of fly tips collected within 1 working day					New	100%	100%	100%					
G022		CS CH	The average time taken to remove fly tips (days)	3.11	2.35	1.71	0.43	1	Discontinued							
<b>ABANDONED VEHICLES</b>																
BV218a		CS	% of new reports of abandoned vehicles investigated within 24hrs of notification			New		100%	100%	100%	100%					
BV218b		CS	% of abandoned vehicles removed within 24 hours			New		50%	100%	100%	100%					