

Dacorum Borough Council

Amendments to Performance Indicators in the Best Value Performance Plan 2003/04

As a result of the audit of performance indicators in August/September 2003, the following amendments need to be made to the information that appeared in the Best Value Performance Plan 2003/4:

'Reserved' means that the auditor held reservations as to the accuracy of the information published in the Best Value Performance Plan, and as a result the information is to be withdrawn from the Plan.

'Amended' means that the auditor found the actual figure to be different to that published in the Plan. Although the definitions for the performance indicators were followed, the final figures were miscalculated, with the corrections shown below.

BEST VALUE PERFORMANCE INDICATORS				
		2002/3 Outturn as of June	2002/3 Outturn as of October	Change
PI No.	Description			
CORPORATE HEALTH				
1a	Community strategy with LSP	Yes	Yes	
1b	When will strategy review be completed?	1/6/03	1/6/03	
1c	Progress reported	No	No	
1d	When will strategy be in place? (put 00/00/00 if no timetable & 1a is 'No')	00/00/00	00/00/00	
2a	Equality Standard for Local Government Level	0	0	
2b	The duty to promote race checklist score			
3	Citizen satisfied with the overall service provided			
4	Complainants satisfied with the handling of their complaint			
8	Invoices paid on time	92.70%	91.50%	Reserved
9	Council Tax collected	97.00%	97.00%	
10	NNDR collected	98.30%	98.30%	
11a	% of top 5% earners that are women	34.11%	28.85%	Amended
11b	% of top 5% earners that are from ethnic minorities	0.00%	0.00%	
12	Days sick per member of staff	10.05	9.36	Amended
14	Early retirements / staff	0.59%	0.75%	Amended
15	Ill health retirements / staff	0.25%	0.32%	Amended
16a	Staff with disabilities	2.90%	2.90%	
16b	Working age (18-65) people with disabilities	10.00%	10.00%	
17a	Staff from ethnic minorities	3.50%	3.50%	
17b	Working age (18-65) people from ethnic minorities	4.60%	4.60%	
156	Buildings w/facilities for people with disabilities	59.60%	59.60%	
157	Types of interaction delivered electronically	47.00%	47.00%	
180a(i)	Actual/'Typical' energy consumption LA buildings - electricity (2003/04)		110.00%	New
180a(ii)	Actual/'Typical' energy consumption LA buildings - fossil fuels (2003/04)		105.00%	New

HOUSING				
62	Private unfit dwellings made fit/demolished	5.00%	5.00%	
63	Average SAP rating of local authority owned dwellings	66.00	66.00	
64	Priv. dwellings - returned to occupation	31	31	Reserved
66a	Rent collection	98.40%	97.02%	Reserved
74a	Tenant satisfaction - overall service with landlord - all tenants	78.00%	77.93%	Amended
		580	580	
		3.30%	3.30%	
74b	Satisfaction of tenants - black and minority ethnic tenants	100.00%	83.33%	Amended
		17	6	Amended
		4.00%	Not Viable	Amended
74c	Satisfaction of tenants - non-black and minority ethnic tenants	75.00%	78.20%	Amended
		563	574	Amended
		3.80%	3.30%	Amended
74x	Year of survey for BV74 - authorities must give the results of their most recent survey which can be for 2000/01	02/03	02/03	
75a	Tenant satisfaction - participation in management - all tenants			
75b	Participation in mangement - black and minority ethnic tenants			
75c	Participation in mangement - non-black and minority ethnic tenants			
164	CRE code of practice & Good Practice Standards - harassment	Yes	Yes	
183a	Average length of stay in bed & breakfast	0.00	0.00	
183b	Average length of stay in hostels	7.00	7.00	
184a	LA homes which were non-decent at beginning of the year	11.18%	11.18%	
184b	Change in proportion of non-decent homes in the year	58.40%	48.17%	Amended
185	Responsive repairs (non-emergency), appointments made & kept	92.42%	92.42%	

	BENEFITS			
76	Fraud scheme	Yes	Yes	
76a	Number of claimants visited/1000 caseload			
76b	Number of fraud investigators/1000 caseload			
76c	Number of fraud investigations/1000 caseload			
76d	No. of prosecutions & sanctions/1000 caseload			
78a	Average time new claims		Data not Available	Reserved
78b	Average time change in circumstances		Data not Available	Reserved
78c	Renewal claims on time		Data not Available	Reserved
79a	Case processed correctly		Data not Available	Reserved
79b	Recovery of overpaid benefit		Data not Available	Reserved
80	Benefits - User satisfaction surveys -			
80(a)	Contact/access facilities @ benefit office			
80(b)	Service in benefit office			
80(c)	Telephone service			
80(d)	Staff in benefit office			
80(e)	Clarity etc. of forms & leaflets			
80(f)	Time taken for a decision			
80(g)	Overall satisfacton			

ENVIRONMENT				
199	Cleanliness of relevant land and highways			
82a	Recycling	13.59%	12.63%	Amended
82b	Composting	0.00%	0.77%	Amended
84	Household waste collected	373.00	379.00	Amended
86	Cost waste collection	42.50	51.28	Amended
89	People satisfied with cleanliness standard in their area			
90a	People satisfied with household waste collection			
90b	People satisfied with waste recycling			
91	Pop served by a kerbside collection of recyclables	90.00%	90.00%	
PLANNING				
106	New homes on brown field sites		97.00%	New
107	Planning cost	13.91	12.61	Amended
109a	Planning major apps in 13 weeks	13.00%	13.31	Reserved
109b	Planning minor apps in 8 weeks	49.00%	49.41	Reserved
109c	Planning other apps in 8 weeks	68.00%	68.21	Reserved
111	Applicants satisfied with the service received			
179	Standard searches in 10 working days	100.00%	70.80%	Amended
188	Decisions delegated to officers	89.00%	90.10%	Amended
200a	Development Plan unexpired and under 5 years old?			
200b	Proposals on deposit for alteration or replacement within 3 years			
ENVIRONMENTAL HEALTH				
166a	Environmental Health checklist	97.00%	97.00%	

CULTURE & LIBRARIES				
114	Score on 'Creating Opportunity' checklist	80.00%	100.00%	Amended
119a	Satisfaction with - sports/leisure facilities			
119b	Satisfaction with - libraries			
119c	Satisfaction with - museums/galleries			
119d	Satisfaction with - theatres/concert halls			
119e	Satisfaction with - parks & open spaces			
170a	Visits/ usages of museums		N/A	
170b	Visits/usages in person		N/A	
170c	School pupil visits to museums		N/A	
COMMUNITY SAFETY				
126a	Burglaries	10.63	10.63	
127a	Violent offences by a stranger	4.66	1.95	Amended
127b	Violent offences in a public place	10.73	4.64	Amended
127c	Violent offences in connection with licensed premises	1.64	0.71	Amended
127d	Violent offences committed under influence	6.35	2.60	Amended
128a	Vehicle crimes	18.51	18.51	
174	Racial incidents involving the local authority	6.53	Data not Available	Reserved
175	Racial incidents resulting in further action	100.00%	Data not Available	Reserved
176	Domestic violence refuge places		0.60	New
COMMUNITY LEGAL SERVICE				
177	Legal & advice expenditure on Quality Mark services	0.00%	0.00%	