

Dacorum Borough Council
Amendments to Performance Indicators in the Corporate
Performance Plan 2004/05

As a result of the audit of performance indicators in August/September 2004, the following amendments need to be made to the information that appeared in the Corporate Performance Plan 2004/5:

'Reserved' means that the auditor held reservations as to the accuracy of the information published in the Corporate Performance Plan, and as a result the information is to be withdrawn from the Plan.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				
		2003/4 Outturn as of June	2003/4 Outturn as of December	Change
PI No.	Description			
CORPORATE HEALTH				
1a	Community strategy with LSP	Yes	Yes	
1b	When will strategy review be completed?	31/7/04	8/1/04	Amended
1c	Progress reported	Yes	Yes	
1d	When will strategy be in place? (put 00/00/00 if no timetable & 1a is 'No')	N/A	N/A	
2a	Equality Standard for Local Government Level	1	1	
2b	The duty to promote race checklist score	61.00%	63.00%	Amended
3	Citizen satisfied with the overall service provided	56.00%		
4	Complainants satisfied with the handling of their complaint	30.00%		
8	Invoices paid on time	85.10%	85.10%	Reserved
9	Council Tax collected	95.90%	95.90%	Reserved
10	NNDR collected	97.40%	97.40%	Reserved
11a	% of top 5% earners that are women	24.00%	24.00%	
11b	% of top 5% earners that are from ethnic minorities	0.00%	0.00%	
12	Days sick per member of staff	11.35 days	11.29 days	Amended
14	Early retirements / staff	0.44%	0.44%	
15	Ill health retirements / staff	0.55%	0.55%	
16a	Staff with disabilities	2.65%	2.65%	
16b	Working age (18-65) people with disabilities	10.00%	10.00%	
17a	Staff from ethnic minorities	3.40%	3.40%	
17b	Working age (18-65) people from ethnic minorities	4.56%	4.60%	
156	Buildings w/facilities for people with disabilities	62.00%	61.90%	Amended
157	Types of interaction delivered electronically	77.00%	77.19%	Amended
180a(i)	Actual/Typical' energy consumption LA buildings - electricity (2003/04)	78.00%	78.00%	

	180a(ii) Actual/'Typical' energy consumption LA buildings - fossil fuels (2003/04)	77.00%	77.00%		
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HOUSING				
62	Private unfit dwellings made fit/demolished	4.90%	7.40%	Amended
63	Average SAP rating of local authority owned dwellings	62.00	63.00	Amended
64	Priv. dwellings - returned to occupation	16	19	Amended
66a	Rent collection	97.68%	97.90%	Amended
74a	Tenant satisfaction - overall service with landlord - all tenants	80.25%	80.25%	
74b	Satisfaction of tenants - black and minority ethnic tenants	Not Valid	Not Valid	
74c	Satisfaction of tenants - non-black and minority ethnic tenants	Not Valid	Not Valid	
74x	Year of survey for BV74 - authorities must give the results of their most recent survey which can be for 2000/01	2003/2004		
75a	Tenant satisfaction - participation in management - all tenants	77.00%	77.00%	
75b	Participation in magement - black and minority ethnic tenants	Not Valid	Not Valid	
75c	Participation in magement - non-black and minority ethnic tenants	Not Valid	Not Valid	
164	CRE code of practice & Good Practice Standards - harassment	Yes	Yes	
183a	Average length of stay in bed & breakfast	0.0 wks	0.0 wks	
183b	Average length of stay in hostels	8.42 wks	8.63 wks	Amended
184a	LA homes which were non-decent at beginning of the year	0.58%	5.91%	Amended
184b	Change in proportion of non-decent homes in the year	94.80%	43.65%	Amended
185	Responsive repairs (non-emergency), appointments made & kept	98.00%	98.00%	

BENEFITS				
76	Housing Benefit Security			
76a	Number of claimants visited/1000 caseload	40.76	41.76	Reserved
76b	Number of fraud investigators/1000 caseload	0.48	0.34	Amended
76c	Number of fraud investigations/1000 caseload	21.39	21.39	Reserved
76d	No. of prosecutions & sanctions/1000 caseload	1.56	1.56	Reserved
78a	Average time new claims	55.05 days	55.05 days	Reserved
78b	Average time change in circumstances	9.79 days	9.79 days	Reserved
78c	Renewal claims on time	75.97%	75.97%	Reserved
79a	Case processed correctly	97.00%	97.00%	Reserved
79b	Recovery of overpaid benefit	Data not Available	Data not Available	Reserved
80	Benefits - User satisfaction surveys -			
80(a)	Contact/access facilities @ benefit office	73.00%	73.00%	
80(b)	Service in benefit office	74.00%	74.00%	
80(c)	Telephone service	65.00%	65.00%	
80(d)	Staff in benefit office	77.00%	77.00%	
80(e)	Clarity etc. of forms & leaflets	59.00%	59.00%	
80(f)	Time taken for a decision	61.00%	61.00%	
80(g)	Overall satisfacton	72.00%	72.00%	
ENVIRONMENT				
199	Cleanliness of relevant land and highways	22.33%	22.33%	
82a	Recycling	13.09%	13.09%	
82b	Composting	2.91%	2.91%	
84	Household waste collected	376 kgs	377 kgs	
86	Cost waste collection	£ 53.25	£ 49.44	Amended
89	People satisfied with cleanliness standard in their area	48.00%	47.20%	Amended
90a	People satisfied with household waste collection	82.00%	81.50%	Amended
90b	People satisfied with waste recycling	71.00%	70.90%	Amended
91	Pop served by a kerbside collection of recyclables	90.00%	90.00%	

PLANNING				
106	New homes on brown field sites	Data not Available	94.32%	Amended
107	Planning cost	£ 14.20	£ 13.98	Amended
109a	Planning major apps in 13 weeks	67.60%	67.60%	
109b	Planning minor apps in 8 weeks	51.80%	51.80%	
109c	Planning other apps in 8 weeks	76.50%	76.50%	
111	Applicants satisfied with the service received	82.00%	80.80%	Amended
179	Standard searches in 10 working days	88.02%	88.22%	Amended
188	Decisions delegated to officers	90.00%	90.37%	Amended
200a	Development Plan unexpired and under 5 years old?	No	No	
200b	Proposals on deposit for alteration or replacement within 3 years	Yes	Yes	
ENVIRONMENTAL HEALTH				
166a	Environmental Health checklist	100.00%	100.00%	
CULTURE & LIBRARIES				
114	Score on 'Creating Opportunity' checklist	100.00%		
119a	Satisfaction with - sports/leisure facilities	64.00%	63.60%	
119b	Satisfaction with - libraries	N/A	N/A	
119c	Satisfaction with - museums/galleries	29.00%	29.10%	
119d	Satisfaction with - theatres/concert halls	29.00%	28.60%	
119e	Satisfaction with - parks & open spaces	81.00%	80.60%	
170a	Visits/ usages of museums	N/A	N/A	
170b	Visits/usages in person	N/A	N/A	
170c	School pupil visits to museums	N/A	N/A	
COMMUNITY SAFETY				
126a	Burglaries	10.63	10.63	
127a	Violent offences by a stranger	2.80	2.80	
127b	Violent offences in a public place	6.87	6.87	
127c	Violent offences in connection with licensed premises	0.88	0.88	
127d	Violent offences committed under influence	3.85	3.85	
128a	Vehicle crimes	17.76	17.76	
174	Racial incidents involving the local authority	Data not Available	Data not Available	Reserved
175	Racial incidents resulting in further action	Data not Available	Data not Available	Reserved
176	Domestic violence refuge places	0.14	0.13	Amended
COMMUNITY LEGAL PARTNERSHIP				
177	Legal & advice expenditure on Quality Mark services	0.00%	0.00%	