

APPENDIX 1

Dacorum Borough Council's Performance, Compared With Previous Years And Other Councils

There are two types of national Performance Indicator listed here: Best Value Performance Indicators (BVPIs) and Audit Commission Performance Indicators (ACPIs).

BVPIs were first monitored from 1 April 2000 and therefore mostly there is no earlier comparative information for them. However some Audit Commission Performance Indicators were relabelled BVPIs.

ACPIs were monitored from 1 April 1993 to 31 March 2001, but it is no longer a requirement to use them.

Where there are gaps in the table it means that no data was recorded, nor required. Where data was not ready by the date of publication of this Plan there is a note to that effect in the table.

Top performing means 'top quartile' or best performing 25% of English district councils ranked for the PI.

Median means performance against the PI at half way point in a rank of all English district councils.

The Council is expected to set targets for all BVPIs, but not for ACPIs. Some targets are given to us by the Government. The ability to achieve our targets is dependent on a number of factors, one of which is resources, and making the most efficient use of what is available.

BV Code	Old Audit Commission Reference	Indicator	DBC 1998/99	DBC 1999/00	DBC Estimated 2000/01	Median 1999/00	Top Performing District Councils 1999/00	Dacorum's target 2001/02	Dacorum's target 2005/6
		Corporate Health – the whole Council							
BVPI1	A4	Did the Authority adopt a Local Agenda 21 Plan (as set out in Sustainable local communities for 21st Century) by 31 December 2000 – Yes/No	Yes	Yes	Yes	–	–	Yes	Yes
BVPI2	A4	The level of the Commission for Racial Equality's 'Standard for Local Government' to which the authority Conforms	1	1	1	–	–	1	3
BVPI3		The percentage of citizens satisfied with the overall service provided by their Authority	–	–	74%	–	–	–	85%
BVPI4		The percentage of those making complaints satisfied with the handling of those complaints	–	–	45%	–	–	–	60%

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BVPI5a	A1b(ii)	The number of complaints to an Ombudsman classified as Maladministration	0	0	0	-	-	0	0
BVPI5b	A1b(i)	The number of complaints to an Ombudsman classified as Local Settlement	3	2	2	-	-	0	0
BVPI6		The percentage turnout for local elections	-	37%	35%	-	-	35%	35%
BVPI7		The percentage of electoral registration form "A"s returned	98.5%	98%	99%	-	-	99%	99%
BVPI8	A5	The percentage of undisputed invoices which were paid in 30 days	91.2%	91.7%	92%	86%	92%	100%	100%
BVPI9	H1	Proportion of Council Tax collected	97.8%	97.9%	98%	97.4%	98.1%	98.2%	98.5%
BVPI10	H2	The percentage of business rates which should have been received during the year that were received	99.3%	98.9%	98%	98.0%	98.6%	98.3%	98.7%
BVPI11		The percentage of senior management post filled by women	31%	24%	26%	-	-	28%	35%
BVPI12		The proportion of working day/shifts lost to sickness absence	4.4%	4.5%	4%	-	-	3.9%	3.5%
BVPI13		Voluntary leavers as a percentage of staff in post	10.8%	6.4%	15.7%	-	-	15.5%	10%
BVPI14		Early retirements (excluding ill-health retirements) as a percentage of the total workforce	0.3%	0.4%	1%	-	-	0.6%	0.4%
BVPI15		Ill-health retirements as a percentage of the total workforce	0.3%	0.5%	0.6%	-	-	0.5%	0.3%
BVPI16		The number of staff declaring that they meet the Disability Discrimination Act disability definition as a percentage of the total workforce	3.5%	3%	3.3%	-	-	5%	5%
BVPI17		Minority ethnic community staff as a percentage of the total workforce	2%	2.4%	2.3%	-	-	No target set	3%

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ACPI AC-A1a	A2a	The number of the authority's buildings open to the public	63	64	63	-	-	-	-
ACPI AC-A1b	A2b	The number of such buildings in which all public areas are suitable for and accessible to disabled people	27	26	27	-	-	-	-
ACPI AC-A2a		The number of racial incidents recorded by the authority per 100,000 population	-	-	10	-	-	-	Not predictable
ACPI AC-A2b		The percentage of racial incidents which resulted in further action	-	-	100%	-	-	-	100%
ACPI AC-A3		The number of domestic violence refuge places per 10,000 population which are provided or supported by the authority	-	-	0.47	-	-	-	-
	A1a	The number of complaints determined by an Ombudsman	14	14	14	-	-	-	-
	A3a	Does the authority have a comprehensive published policy to provide services fairly to all sections of the community?	Yes	Yes	Yes	-	-	-	-
	A3b	Does the authority formally monitor how it carries out this policy?	No	Yes	Yes	-	-	-	-
	A3c(i)	Does the authority follow the Commission for Racial Equality and the Equal Opportunities Commission and Disability Discrimination Act 1995 Codes of practice on employment	Yes	Yes	Yes	-	-	-	-
	A3c(ii)	Does the authority carry out formal monitoring of its employees with respect to equal opportunities	Yes	Yes	Yes	-	-	-	-
ACPI AC-A4	Q1	Total net spending per head of population	£88.15	£91.51	£96.12	£95.58	£85.24	-	-

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Housing & Related Services									
<i>Housing</i>									
BVPI62		The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	-	-	4.4%	-	-	10%	18.9%
BVPI63		Energy Efficiency – the average SAP rating of local authority owned dwellings (which related to total energy consumption per dwelling)	-	45	48	-	-	No target set	61
BVPI64		The proportion of private sector dwellings that have been vacant for more than 6 months at 1 April 2000 that are returned into occupation during 2000/01 as a direct result of action by the local authority	-	-	85%	-	-	85%	85%
BVPI165a	B9a	The average weekly costs per local authority dwelling of management	£10.62	£11.77	£11.73	£9.38	£7.89	£11.73	Not available
BVPI165b	B9b	The average weekly costs per local authority dwelling of repairs	£13.91	£14.21	£14.70	£11.49	£9.84	£14.70	Not available
BVPI66a	B7	Local authority rent collection and arrears: proportions of rent collected	99.8%	100.5%	99.8%	99.0%	99.8%	99.9%	100%
BVPI66b		Local authority rent collection and arrears: rent arrears of current tenants as a proportion of the authority's rent roll	-	-	1.87%	-	-	1.87%	1.87%
BVPI66c		Local authority rent collection and arrears: rent written off as not collectable as a proportion of the authorities rent roll	-	-	0.24%	-	-	0.24%	0.24%
BVPI67		Proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days	-	-	70%	-	-	75%	95%

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BVPI68	B3	Average relet times for local authority dwellings let in the financial year	51.7 days	61.6days	45.3 days	35 days	28 days	33 days	25 days
BVPI69		Percentage of rent lost through local authority dwellings becoming vacant	-	1.5%	1.22%	-	-	1.1%	1.1%
BVPI70		Energy efficiency – the average annual change in the average SAP ratings of local authority owned dwellings	-	-	7%	-	-	Not available	Not available
BVPI71		The number of local authority dwellings receiving renovation work during 2000/01 as a proportion of the number needing renovation work at 1 April 2000	-	-	85%	-	-	-	90%
BVPI72	B5	The percentage of urgent repairs completed within Government time limits as set out in the Right to Repair Regulations	86.3%	90.4%	90%	92%	96%	93%	95%
BVPI73		The average time taken to complete non-urgent responsive repairs	-	-	35.8 days	-	-	26 days	24 days
BVPI74		Satisfaction of tenants of council housing with the overall service	-	-	77%	-	-	80%	85%
BVP75		Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord	-	-	40%	-	-	-	70%
<i>Housing ACPI's</i>									
ACPI AC-D1	B4	Does the authority follow the Commission for Racial Equality's code of practice in rented housing?	Yes	Yes	Yes	-	-	-	Yes
ACPI AC-D2	B6	The percentage of repair jobs for which an appointment was both made and kept by the authority	96.1%	97.1%	95.0%	0%	8%	-	96%

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ACPI AC-D3	B8	The percentage of all current tenants owing over 13 weeks rent (net of housing benefit) at 31 March 2001, excluding those owing less than £250	3%	3.2%	3.1%	3.1%	1.9%	-	-
ACPI AC-D4	B10	New tenancies given to vulnerable people excluding elderly people, as a percentage of all new tenancies except those given to the elderly	6%	3.8%	7%	8.3%	15.2%	-	10%
ACPI AC-D5	C1a	The average number of homeless households in temporary accommodation during the year in bed and breakfast accommodation	-	0	0	-	-	-	0
ACPI AC-D6	C2	The average length of stay in bed and breakfast accommodation (to the nearest week)	-	0	0	4	1	-	0
	B1a	The percentage of lettings to new tenants arranged by the Council, whether in its own dwelling or through its nominations to housing associations to homeless households dwelling of repairs	33.0%	28.6%	35%	20%	34%	-	40%
	B1b	Others	67%	71.4%	65%	80%	91%	-	60%
	B2a	The percentage of dwellings that are empty:							
	B2b	Available for letting or awaiting minor repair	1.1%	1.1%	1.1%	1.1%	0.6%	-	-
		Others	0.3%	0.3%	0.3%	0.3%	0.1%	-	-
	B9c	The average weekly costs per dwelling of:							
	B9d	Rent rebates	£16.72	£17.52	£18.50	£22.10	£19.71	-	-
	B9e	Capital charges and other items net Government subsidy	£6.94	£9.78	£9.76	-	£1.50	-	-
	B9f	Average rent per dwelling	£44.39	£45.86	£48.58	£42.46	£38.24	-	-
	B11	The percentage of rent lost through properties being empty	-	1.5%	1.22%	1.6%	1.1%	-	-
	C1b	The average number of homeless households in temporary accommodation during the year in:							
	C1c	Hostel accommodation	-	10	8	-	-	-	8
		Other temporary housing	17	12	8	-	-	-	10

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	C3	The average time taken to decide whether to accept people as homeless (in days)	39.5 days	39.3days	36 days	19 days	13 days	-	25 days
BVPI76		Security: whether the authority has a written and proactive strategy for combating fraud and error which embraces specified initiatives including those sponsored by the Department of Social Security, which is communicated regularly to all staff – Yes/No	-	-	Yes	-	-	Yes	Yes
<i>Benefits</i>									
BVPI77	G5b	The average cost of handling an HB or CTB claim, taking into account differences in the types of claim received (was Administration cost per claimant.	£89.69	£88.80	£49.11 New	£98.40	£84.02	£49.20	£50
BVPI78a		Speed of processing: a) Average time for processing new claims for housing benefit and Council Tax benefit	-	45 days	32.89 days	38 days	28 days	31 days	30 days
BVPI78b		Speed of processing: b) Average time for processing notification of changes of circumstance	-	-	To be provided	-	-	To be provided	To be provided
BVPI78c	G4	Speed of processing: c) Percentage of renewal claims processed on time	-	94%	98.78%	83%	92%	98%	99%
BVPI79a		Accuracy of processing: a) Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available to the determination, for a sample of cases checked for post-determination	-	-	93.87%	-	-	93%	95%
BVPI79b	G6b	Accuracy of processing: b) The percentage of recoverable overpayments (excluding CTB) that were recovered in the year	-	78%	64.85%	67%	80%	66%	70%
BVPI80		User satisfaction survey covering issues of accessibility, staffing issues (helpfulness etc) and communications/information (understandability etc)	-	-	To be provided	-	-	To be provided	To be set

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<i>Housing Benefit & Council Tax ACPI's</i>	NOTE:	Benefits administration Pls have changed twice over the past three years and comparative information is therefore not available							
	G1	The average time for processing new claims for council tax benefit from the date of receipt of the claim by the local authority for the period 1 Oct 1999 to 31 March 2000	-	25 days	Not monitored in 2000/01	43 days	30 days	-	-
	G2	The average time taken for processing new claims for Council Tenant Housing Benefit from date of receipt of claim by LA for period 1.10.99 to 31.12.99	-	37 days	-	38 days	28 days	-	-
	G3	The average time for paying new claims for rent allowance from the date of receipt of the claim by the local authority for the period 1 Oct 1999 to 31 March 2000	-	62 days	Not monitored in 2000/01	43 days	33 days	-	-
	G5a	The total number of benefit claimants	8,908	8,530	8,300	-	-	-	-
	G6a	The amount of benefit overpaid as a percentage of the total benefits paid in the year	-	2.0%	Not monitored	3.3%	2.8%	-	-
	G6c	Number of overpayment cases identified in the year per 1,000 claimants	-	0.7%	Not monitored in 2000/01	2.1%	1.4%	-	-
	H3	The net cost of collecting council tax per chargeable dwelling	£12.88	£13.62	£14.06	£14.10	£12.42	-	-
<i>Environmental Services</i>									
BVPI81		Has the local authority completed a full review and assessment of air quality in its area, including consultation with statutory consultees, in order to determine whether or not an air quality management area has to be designated?	-	-	Yes	-	-	Yes	Yes
	D3	Total tonnage of household Local waste arisings – percentage recycled	0.06	0.08	-	0.07	0.1	-	-

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	D4	Tonnes of waste collected per household that was not recycled	0.84	0.80	-	0.82	0.71	-	-
BVPI82a		Percentage of household local waste recycled	-	-	9.26%	-	-	9.5%	20%
BVPI82b		Total tonnage of households Local waste arisings - Percentage composted	-	-	0%	-	-	0.1%	2%
BVPI85		Cost per Kilometre of of keeping relevant land clear of litter and refuse	-	£1,280	£1,243	-	-	£1,240	£1,200
BVPI86	D5	Cost of waste collection per household (refuse collection)	£37.13	£38.00	£38.18	£28.32	£23.68	£38.10	£23.68
BVPI88	D2a i) a ii)	Number of collections missed per 100,000 collections of household waste	i) 209 ii) 224	i) 134 ii) 135	135	i) 39 ii) 41	i) 17 ii) 17	90	60
BVPI89		Percentage of people satisfied with cleanliness standards	-	-	56%	-	-	-	60%
BVPI90		Percentage of people expressing satisfaction with a) Recycling facilities, b) Household waste collection	-	-	a) 71% b) 87%	-	-	-	a) 75% b) 90%
BVPI91		Percentage of population served by a kerbside collection of recyclables or within 1 kilometre of a recycling centre	-	-	Data not available	-	-	To be provided	95%
<i>Environmental ACPI's</i>									
ACPI AC-E1	J1 i) ii)	The percentage of highways that are either of a high or acceptable standard of cleanliness	i) 44% ii) 55%	i) 42% ii) 56%	i) 43% ii) 53%	i) 53.2% ii) 40%	i) 76.6% ii) 58.4	-	-
ACPI AC-E2	J2	The average time taken to remove fly - tips	1.9 days	1.9 days	2.00 days	1.6 days	1.0 days	-	-
ACPI AC-E3	J4a i) + ii)	The number of public convenience sites provided by the authority normally throughout the year	19	19	19	-	-	-	-
	J3	Net spending per head of population on street cleaning	£7.45	£6.64	£6.45	£5.65	£4.37	-	-
	J4b i)	The number of public conveniences that provide: (i) Access for disabled people	8	8	8	8	13	-	-
	J4b ii)	(ii) Baby changing facilities	4	9	9	2	5	-	-

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ACPI AC-HI	J5 a) b)	The percentage of food premises inspections that should have been carried out that were carried out for a) High risk premises b) Other premises	a) 90.6% b) 96.1%	a) 98% b) 91.8%	a) 86% b) 55%	a) 97.5% b) 94.9%	a) 100% b) 100%	- -	
	J7	Net spending per head of population on environmental health and consumer protection	£5.52	£5.95	£5.99	£7.04	£5.99	£5.90	
<i>Planning</i>									
BVPI106		Percentage of new homes built on previously developed land	-	-	96%	-	-	96%	60%
BVPI107	F5	Planning cost, per head of population	£4.20	£4.30	£5.49	£7.25	£4.88	£5.50	-
BVPI108	F4	The number of advertised departures from the statutory plan approved by the authority as a percentage of total permissions granted	8 (not a %)	3 (not a %)	Less than 1%	-	-	Less than 1%	Less than 1%
BVPI109	F1a	Percentage of applications determined within 8 weeks	79.6%	72.2%	45%	77%	85%	60%	85%
BVPI110		Average time taken to determine all applications	-	-	11 weeks 3 days	-	-	10 weeks 5 days	9 weeks
BVPI111		Percentage of applicants and those commenting on planning applications satisfied with the service received	-	-	77%	-	-	-	90%
BVPI112		Score against a checklist of planning best practice	-	-	6 out of 10	-	-	8 out of 10	9 out of 10
<i>Planning ACPI's</i>									
ACPI AC-GI	F6a F6b	a) The percentage of standard searches carried out in 10 working days b) Standard search fee	85.5% £75	98.7% £75	100% £75	98% £80	100% £70	- -	- -
	F1b	The percentage of non household applications decided within 8 weeks	51.3%	44.4%	Not required	53%	64%	-	-

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	F2a	The number of decisions on planning appeals reported during the year	64	63	Not required	-	-	-	-
	F2b	The percentage of these appeals that were successful	21.9%	47.6%		30%	23%	-	-
	F3	The percentage of the authority's population covered by a Local Development Plan	100%	100%	100%	-	-	-	-
<i>Cultural and Related Services</i>									
BVPI113		Number of pupils visiting museums and galleries in organised school groups	-	-	None	-	-	None	Not applicable
BVPI114		Does the local authority have a local cultural strategy? Yes/No	-	-	No	-	-	Yes	Yes by March 2002
BVPI116		Spend per head of population on cultural and recreational facilities and activities	-	-	£15.07	-	-	£15.00	£14.28
BVPI119		Percentage of residents by targeted group satisfied with the local authority's cultural and recreational activities	-	-	61%	-	-	-	-
ACPI	I1a)	Swimming pools and sports centres: a) The number of swims and other visits per 1,000 population	a) 6,662	a) 8,890	a) 11,359	a) 6,096	a) 7,584	-	2% per annum
	1b)	b) The net cost per swim/visit	b) £1.44	b) £0.98	b) £1.02	b) £1	b) £0.68	-	-
ACPI AC-12	I2a I2b i) ii) iii)	Playgrounds: * a) The number of playgrounds and play areas provided by the council, per 1,000 children under 12 b) The percentage of these which: i) Conform to national standards for local unequipped play areas; ii) Conform to national standards for local equipped play areas iii) Conform to national standards for larger, neighbourhood equipped play areas	2.77 i) 0 ii) 56% iii) 0	2.77 i) 0 ii) 68% iii) 0	2.77 i) 0 ii) 72% iii) 0	2.3 i) 0 ii) 28% iii) 0	3.2 i) 3% ii) 49% iii) 7%	- - -	- - -
* Note: Local unequipped play areas – fenced areas without equipment. National equipped play areas – require basketball areas to be fenced									

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ACPI AC-13	15a)	a) The number of museums operated or supported by the authority	a) 1	a) 1	a) 1	-	-	-	-
	b)	The number of those museums that are registered under the Museums & Galleries Commission registration scheme	b) 1	b) 1	b) 1	-	-	-	-
ACPI AC-14	16a)	a) The number of visits to/usages of museums per 1,000 population	12	15	91.76	272	580	-	-
	b)	b) The number of those visits that were in person per 1,000 population	-	13.9	56.49	-	-	-	-
ACPI AC-15	17	The net cost per visit/usage	-	£37.63	£6.34	£5.72	£3.58	-	-
	13	The number of sports pitches available to the public	55	62	61	-	-	-	-
	14	Total net spending per head on sport and recreation and parks and open spaces	£18.95	£19.95	£18.17	£14.75	£11.27	-	-
<i>Emergency Services</i>									
BVPI126		Domestic burglaries per 1,000 households	11.37	8.45	5.99	-	-	5.5	9.20 County Target
BVPI127		Violent crimes per 1,000 population	Not available	Not available	4.53	-	-	4	Not available
BVPI128		Vehicle crimes per 1,000 population	19	16.53	15.41	-	-	14.5	13.68
<i>Transport</i>									
	P7	Total net spending per head on public transport	£5.29	£5.24	£5.47	£2.16	£1.19	-	
<i>Crime and Disorder</i>									
BVPI173		Has the authority established a corporate strategy to reduce crime and disorder in their area?	-	Yes	Yes	-	-	Yes	Yes
BVPI174		The numbers of racial incidents recorded by the authority per 100,000 population	-	-	10	-	-	10	5
BVPI175		Percentage of racial incidents resulting in further action	-	-	100%	-	-	100%	100%

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APPENDIX 2

Top Quartile Performance Indicators and Targets

The Government has specified some performance targets and standards which all local authorities are required to achieve by 2004/5.

PI Reference Number	PI Definition	Government Target	Dacorum Performance 1999/2000	Dacorum Estimated Performance	Dacorum Target Performance 2000/01	Dacorum Target Performance 2001/02	Dacorum Target Performance 2002/03	Dacorum Target Performance 2004/05
BVPI8	Percentage of undisputed invoices paid in 30 days	100%	91.7%	92%	98%	100%	100%	100%
BVPI9	Percentage of Council Tax collected	98.2%	97.9%	98%	98.1%	98.2%	98.3%	98.4%
BVPI10	Percentage of business rates that should have been received that were received	98.7%	98.9%	98%	98.2%	98.3%	98.5%	98.7%
BVPI12 Note 1	Number of working days/shifts lost due to sickness absence per FTE	6.8 days	11.8 days	9.04 days	8.5 days	8 days	7.5 days	6.8 days
BVPI14	Percentage of employees retiring early (excluding ill-health retirements) as a percentage of total workforce	0.45%	0.4%	1%	0.75%	0.6%	0.5%	0.4%
BVPI15	Percentage of employees retiring on grounds of ill-health	0.35%	0.5%	0.6%	0.55%	0.5%	0.4%	0.35%
BVPI68 Note 2	Average relet times for local authority dwellings let in previous financial years	25 days	61.6 days	45.3 days	35 days	33 days	30 days	28 days

- Notes
1. We introduced sickness absence action plans in 2000. This includes better absence recording. We provide more information about sickness levels to service heads. The sickness absence procedure is being applied more consistently. This plan will be reviewed early in 2001.
 2. As a result of the Council's performance over the last two years on the average time taken to re-let dwellings, a voids strategy was agreed by the Housing Committee in March 2000. A number of measures have been introduced as a result of this strategy. A member of staff has been identified to monitor turnaround times against targets that have been set for all stages of the void procedure. In addition to this, all aspects of the void procedure have been reviewed. Also a new lettable standards policy has been agreed by the Housing Committee and Tenants Advisory Panel and accompanied viewings are offered for all property allocations. These measures have begun to have a positive affect on the average re-let times for 2000/01 and it is anticipated that the performance will continue to improve.

APPENDIX 3

1999/00 Performance Indicators: Differences Between Estimates and Actual Figures

In the first Best Value Performance Plan 2000/01 local authorities were required to estimate their annual performance against certain indicators to 31 March 2000, which was also the last possible date of publication of the Plan. Inevitably there are a few discrepancies between the estimated figures to 31 March 2000 and the final audited figures.

In summary these differences are:

Performance Indicator	PI Ref. No.	Estimated Figure	Actual Figure	Reason For Difference
The number of the authority's buildings open to the public in which all public areas are suitable for and accessible to disabled persons. BVPI 1	AC-AIB	27 out of 63	26 out of 64	Miscalculations
Total spending per head of population	ACPI	£91.03	£91.51	Actual spend compared with estimate takes account of a wide range of budgetary effects over the year
New housing tenancies given to vulnerable people excluding elderly people	ACPI	6%	3.8%	Difficult to predict as this is a demand-led indicator: work being undertaken to encourage more applications from older people
Number of refuse collections missed per 100,000 collections of household waste	BVPI 88	164	134 (May-September) 135(October-April)	Change in indicator
Average time taken for processing new claims for council Tax Benefit from date of receipt of claim	ACPI G1	29 days	37 days	Mistake in way computer information was processed in estimate
The average time taken for processing new claims for Council Tenant Housing Benefit from date of receipt of claim by Council	ACPI G2	35 days	37 days	Mistake in way computer information was processed in estimate
Average cost of handling Benefit claims taking into account the differences in the types of claim received	BVPI77	£98.07	£88.80	Anti-poverty and Data Image Processing costs no longer included in figures
Benefit overpayments that were recovered in the year	BVPI 79B	115%	78%	Inaccuracy in data collection
Number of swims and other visits to sports centres per 1,000 population	ACPI 11A	9,966	8,890	Berkhamsted Gym refurbishment and all-weather pitch out of commission for a while
Spend per head on street cleaning	ACPI J3	£7.58	£6.64	More accurate system for calculating figure
Food inspections in high risk premises that were due to be carried out	ACPI	94%	98%	Concentrated inspections on high risk premises
Food inspections on other premises that were due to be carried out	ACPI	97%	91.8%	Concentrated inspections on high risk premises

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APPENDIX 4

New Performance Indicators For 2001/02

The Government expects all local authorities to monitor against some new performance indicators for 1 April 2001 in addition to those we are already using.

The new indicators are :

PI Ref	Definition	Comments
BV1	Has the authority established a timetable for preparing a community strategy that works towards a long-term sustainable vision for the area?	Timetable for preparation is already under way.
BV156	The percentage of local authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	We already monitor this and report and results.
BV157	The percentage of interactions with the public, by type, which are capable of electronic service delivery and which are being delivered using internet protocols or other paperless methods.	Plans are under way to make progress in this area, and to measure what is already happening.
BV164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing?	Code of practice is already used.
BV112	The percentage of standards searches carried out in 10 working days.	Achieving 100% in 2000/01.
BV166	The score against a checklist of enforcement best practice for Environmental Health.	This has already been considered and further work on it will be undertaken during the Best Value Review that is about to start.
BV169 a)	The number of museums operated by the authority.	Reported in Appendix 1
BV169 b)	The percentage of that figure which are registered under the museums registration scheme administered by Resource (museums and Archives Council).	Reported in Appendix 1
BV170 a)	The number of visits to/usages of museums per 1,000 population.	Reported in Appendix 1
BV170 b)	The number of those visits that were in person per 1,000 population.	Reported in Appendix 1
BV177	Is the authority part of a Community Legal Service Partnership?	Work is in hand on this. Report to Policy Committee 13 February 2001.

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APPENDIX 5

Indicative List of Partners

Dacorum Borough Council works in partnership with a wide range of partners to make best use of resources. This is not a comprehensive list of our partners, but indicates the breadth of organisations with whom we work.

Statutory Agencies

Hertfordshire County Council: Education, Social Services, Environment, Emergency Planning, Trading Standards, Libraries, etc.

Hertfordshire District Councils: particularly Hertsmere, St Albans, Three Rivers and Watford

Other neighbouring Districts such as Aylesbury Vale, South Beds and Chiltern

Town and Parish Councils

West Hertfordshire Health Authority

West Herts Community NHS Trust

Dacorum Primary Care Group

North West Hertfordshire Community Health Council

Hertfordshire Constabulary

Schools in Dacorum

Hertfordshire Partnerships

Hertfordshire Local Government Association

Hertfordshire Emergency Services Major Incident Committee

Hertfordshire Prosperity Forum

Hertfordshire Anti-Poverty Partnership

Hertfordshire Drugs Action Team

Hertfordshire Environmental Forum

Hertfordshire Association of Leisure Officers

Dacorum Voluntary Sector

Dacorum CVS

CAB

Friends of the Earth

Dacorum Crime Prevention Panels

Druglink

Dacorum Multi-Cultural Association

Muslim Welfare Association

Dacorum Indian Society

Berkhamsted Citizens' Association

Tring and District Residents' Association

Community Associations

Tenants' and Residents' Associations

Plus a range of sports and arts groups throughout Dacorum

Business Sector

Dacorum Chambers of Commerce

Dacorum Business Link

Dacorum Partnerships

Hemel Hempstead Town Centre Management Executive

Dacorum Community Safety Partnership

Dacorum Environmental Forum

Dacorum Area Partnership

Dacorum First Credit Union

Berkhamsted and Tring Town Centres Forums

Youth Councils in Tring, Berkhamsted, Kings Langley and Hemel Hempstead

Our Plans and Performance 2001/02

How To Comment On This Plan

This is the second annual Best Value Performance Plan published by Dacorum Borough Council. Copies of the Plan will be given to every Councillor and Council manager and circulated among the partner organisations of the Council. It is available to any member of the public, and copies will be left in public places, such as libraries and information offices as well as Council buildings. A complete version will be available on the Council's website; www.dacorum.gov.uk.

In addition a summary version of the Best Value Performance Plan will be sent to every household in Dacorum during March 2001.

Readers of the first year's Plan and people we specifically consulted gave us useful feedback, which we have used to shape this edition. We are just as interested in the views of people who read the new Plan.

If you would like to comment on the Plan, either email us at policy@dacorum.gov.uk or write your comments in the space below.

Send this page to : Dacorum Best Value Performance Plan
FREEPOST
Civic Centre
Hemel Hempstead
Herts HP1 1HH

Your comments:

If you would like a reply, please write your name and address here.
