

Hart District Council - Performance Summary 2006/07

Performance Summary	All Indicators		07/08 Key Indicators
	05/06	06/07	06/07
Met Target	34	44	16
Within 10% of Target	7	12	4
> 10% below target	13	23	6
Not Comparable	21	12	0
Data not available	0	0	0
Improving - Short Term	22	22	0
Improving - Long Term	30	28	8
No Change / No History	38	45	12
Worsening - Short Term	15	17	0
Worsening - Long Term	10	10	9
Top Quartile (TQ) based on 2005/06 published National Quartile data	30		

Corporate Plan Theme					Long Term		Short Term		TQ
Health	11	3	4	0	4	1	2	5	3
Affordable Housing	6	1	0	4	3	0	3	1	4
Planning & Environment	18	4	9	3	13	1	9	5	13
Community & Individual	3	3	5	3	4	1	3	1	5
Excellent Organisation	6	1	5	2	4	7	5	5	5

Key to reading the data

These columns show our past performance

How we compare with our "Family Group" councils and with the National Average and National "Top Quartile" Results

These columns show our performance against our targets last year (2006/07)

These columns show whether or not an indicator is improving or getting worse. The short trend compares 2006/07 results with those in 2005/06. The long trend is calculated from the past four years.

The last three columns show the targets set for the next three years

2007 KPI	Definition of Performance Indicators and whether high or low values are best				Performance in Previous Years			2005/06 Benchmarking			2006/07 Performance			Trends		Future Targets		
	PI	Description	SERVICE	Best	03/04 Actual	04/05 Actual	05/06 Actual	UK Top Quartile 05/06	UK Average 05/06	UK Bottom Quartile 05/06	06/07 Target	06/07 Actual	Status	Short Trend	Long Trend	07/08 Target	08/09 Target	09/10 Target
K	BV183a	Average length of Stay in bed and breakfast accommodation	Housing Services	Low	5.2	6.23	6.00	1.00	2.99	4.27	4.50	0.00				0.00	0.00	0.00

N.B. K against the PI code indicates that this is a Key Performance Indicator for 2007/08

The Department for Communities and Local Government have announced that the existing Best Value Performance Indicator set will be discontinued after 2007/08, so the targets in this plan for future years may be invalid.

Hart will continue to monitor its performance using our own set of Key Performance Indicators.

Corporate Plan Theme (Deliver): Affordable Housing



2007 KPI	Definition of Performance Indicators and whether high or low values are best				Performance in Previous Years			2005/06 Benchmarking			2006/07 Performance			Trends		Future Targets		
	PI	Description	SERVICE	Best	03/04 Actual	04/05 Actual	05/06 Actual	UK Top Quartile 05/06	UK Average 05/06	UK Bottom Quartile 05/06	06/07 Target	06/07 Actual	Status	Short Trend	Long Trend	07/08 Target	08/09 Target	09/10 Target
K	BV183a	Average length of Stay in bed and breakfast accomodation	Housing Services	Low	5.2	6.23	6.00	1.00	2.99	4.27	4.50	0.00	✓	▲	▲	0.00	0.00	0.00
	BV183b	Average length of stay in hostel accomodation	Housing Services	Low	41	0	0	0.00	10.89	17.00	0	0.00	✓		▲	0	0	0
	BV202	Number of people sleeping rough on a single night within the area of the local authority	Housing Services	Low	0	< 10	< 10	0.00	3.56	5.00	<10	< 10	✓			<10	<10	<10
	BV203	The percentage change in the average number of families which include dependent children or pregnant women, placed in temporary accommodation under the homelessness legislation, compared with the average from the previous year	Housing Services	Low	0%	-10%	-49%	-16%	7%	19%	-5.00%	-68.47%	✓	▲	▲	-5%	-5%	-5%
	BV213	Number of households, per 1000 households, who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.	Housing Services	High			4	5.25	21.74	1.00	4.00	3.56	⚠	▼		4.00	4.00	4.00
	BV214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years.	Housing Services	Low			3%	0.32%	3.04%	4.26%	5.00%	0.00%	✓			5.00%	5.00%	5.00%
	BV64	Number of private sector dwellings returned into occupation	Housing Services	High	0	0	0	76.50	74.36	7.00	3.00	18.00	✓			3.00	3.00	3.00
	BV76a	Housing Benefit Security - Number of claimants visited per 1000 caseload	Revenues & Benefits	N/a	200	145	228.47				175.00	364.69	≡			180.00	185.00	185.00
	BV76b	Housing Benefit Security - Number of investigators per 1000 caseload	Revenues & Benefits	N/a	0.4	0.5	0.46				0.25	0.35	≡			0.25	0.25	0.25
	BV76c	Housing Benefit Security - Number of investigations per 1000 caseload	Revenues & Benefits	N/a	44	50	82.44				100.00	49.84	≡			110.00	120.00	120.00
BV76d	Housing Benefit Security - Number of prosecutions and sanctions per 1000 caseload	Revenues & Benefits	N/a	6	3.25	8.13				10.00	1.76	≡			11.00	12.00	12.00	

Notes:

- 1). Hart DC brought their housing advice and homelessness service in-house in December 2005. Prior to that these services were provided by a third party. Hart owns no housing stock - housing is provided through a housing association.
- 2). Hart has no Hostel accommodation.
- 3). BV64 Hart is developing an "Empty Homes Strategy". We had 18 documented cases of unoccupied dwellings brought back into occupation by the use of the Rent Deposit Scheme. (Plus 2 undocumented cases not included in the reported figure due to lack of evidence.)

Corporate Plan Theme (Deliver): Community & The Individual



Definition of Performance Indicators and whether high or low values are best				Performance in Previous Years			2005/06 Benchmarking			2006/07 Performance			Trends		Future Targets		
PI	Description	SERVICE	Best	03/04 Actual	04/05 Actual	05/06 Actual	UK Top Quartile 05/06	UK Average 05/06	UK Bottom Quartile 05/06	06/07 Target	06/07 Actual	Status	Short Trend	Long Trend	07/08 Target	08/09 Target	09/10 Target
BV126	Domestic burglaries per 1000 household	Community & Customer Services	Low	6.2	6.2	6.6	6.4	10.8	13.7	2.9	7.3	STOP	▼	▼	6.8	not set	not set
BV127a	Violent crime per 1000 population	Community & Customer Services	Low	11.9	0.0	11.3	12.4	19.2	22.8	9.3	10.4	!			10.7	not set	not set
BV127b	Robberies per 1000 population	Community & Customer Services	Low			0.2	0.3	1.4	1.3	0.2	0.1	✓			14.0	not set	not set
BV128	Vehicle crimes per 1000 population	Community & Customer Services	Low	7.3	7.7	6.0	7.3	11.5	14.6	5.1	8.3	STOP	▲	▲	7.9	not set	not set
BV156	Percentage of local authority buildings accessible for disabled people	Engineering & Transport	High	35.00%	35.00%	45.00%	84.70%	63.11%	44.66%	55.00%	45.00%	STOP	▲	▲	55.00%	60.00%	60.00%
BV174	Racial incidents per 100000 population	Community & Customer Services	Low	0	0	0				<1	0	✓		▲	<1	<1	<1
BV175	Racial incidents with further action	Community & Customer Services	High	100.00%	100.00%	100.00%	100.00%	94.70%	100.00%	100.00%	100.00%	✓			100.00%	100.00%	100.00%
BV225	Checklist on actions against domestic violence	Community & Customer Services	High			63.60%				90.10%	81.82%	!			90.10%	90.10%	90.10%
BV226a	Total amount spent on advice & guidance services provided by external organisations	Community & Customer Services	N/a			£250,741				£160,000	£229,845	≡			£230,000	£230,000	£230,000
BV226b	Percentage of monies spent on advice and guidance services with organisations holding the Community Legal Service Quality Mark at General Help level or above	Community & Customer Services	N/a			60.50%				65.00%	58.00%	≡			65.00%	65.00%	65.00%
BV226c	Total amount spent on advice and guidance in the areas of housing, welfare benefits and consumer matters provided by the local authority to the public	Community & Customer Services	N/a			£50,400				£50,000	£50,000	≡			£50,000	£50,000	£50,000
BV2b	Checklist score on duty to promote race equality	Human Resources	High	0%	48%	53%	79%	63%	53%	55%	53%	!	▲	▲	60%	60%	60%
BV3	Overall Satisfaction with the Council	Community & Customer Services	High	54%			58%	53.2%	48%	72%	42%	STOP					
BV4	Satisfaction with Council's handling of complaints	Community & Customer Services	High	27%			37%	33.8%	30%	41%	24%	STOP					

Notes.

- 1). BV126 - 128 supplied by Hampshire Police. Police targets are only set for current year according to Crime & Disorder Reduction Partnership agreed levels.
- 2). BV3 and BV4 are collected tri-annually and were collected in 2006/07 via the Best Value User Satisfaction Survey. Benchmarks shown are for the 2006/07 survey.
- 3). BV226a targets are based on levels of funding agreed for 2007/08 budget.
- 4). BV225 scores a checklist of 11 items. Hart meet requirements of 9/11 items hence 81.82%
- 5). BV2b scores a checklist of 19 items. Hart meets requirements of 10/19 items hence 53%

Corporate Plan Theme (Deliver): Planning & Environment (1 of 2)



2007 KPI	Definition of Performance Indicators and whether high or low values are best				Performance in Previous Years			2005/06 Benchmarking			2006/07 Performance		Trends		Future Targets			
	PI	Description	SERVICE	Best	03/04 Actual	04/05 Actual	05/06 Actual	UK Top Quartile 05/06	UK Average 05/06	UK Bottom Quartile 05/06	06/07 Target	06/07 Actual	Status	Short Trend	Long Trend	07/08 Target	08/09 Target	09/10 Target
	BV106	Percentage of new homes on previously developed land	Planning Services	High	22.70%	44.00%	43.00%	96.47%	77.01%	62.43%	60.00%	39.17%		▼	▲	60.00%	60.00%	60.00%
K	BV109a	Percentage of major planning applications determined within 13 weeks	Planning Services	High	58.00%	57.69%	72.50%	74.90%	64.93%	57.08%	60.00%	79.49%		▲	▲	60.00%	60.00%	60.00%
K	BV109b	Percentage of minor planning applications determined within 8 weeks	Planning Services	High	57.00%	67.51%	72.50%	81.07%	74.23%	69.00%	65.00%	61.50%		▲	▲	65.00%	65.00%	65.00%
K	BV109c	Percentage of other planning applications determined within 8 weeks	Planning Services	High	80.00%	90.36%	91.70%	91.39%	86.49%	83.37%	80.00%	88.16%		▲	▲	80.00%	80.00%	80.00%
K	BV199a	The proportion of relevant land and highways as defined under EPA 1990 part IV section 86 that is assessed as having combined deposits of litter and detritus	Public Spaces	Low	20.66%	3.00%	7.83%	88.25%	15.26%	21.00%	11.0%	0.76%		▼	▲	9.0%	9.0%	9.0%
K	BV199b	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible	Public Spaces	Low			0.01%	1.00%	4.30%	6.00%	<1%	0.00%				<1%	<1%	<1%
K	BV199c	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible	Public Spaces	Low			0.01%	0.00%	1.28%	2.00%	<1%	0.00%				<1%	<1%	<1%
	BV200a	Did the Local Planning Authority submit the Local Development Scheme by 28th March 2005 and thereafter maintain a 3 year rolling programme	Planning Services	N/a	Yes	Yes	Yes				Yes	Yes				Yes	Yes	Yes
	BV200b	Has the local planning authority met the Local Development Scheme milestones?	Planning Services	N/a			No				Yes	No				Yes	Yes	Yes
	BV200c	Did the Local Planning Authority publish an annual report by 31st December of each year?	Planning Services	N/a			Yes				Yes	Yes				Yes	Yes	Yes
K	BV204	Percentage of appeals allowed against the authority's decision to refuse planning applications	Planning Services	Low	0.00%	29.90%	33.30%				35.00%	35.40%		▼	▼	30.00%	25.00%	25.00%
	BV205	Planning Quality of Service checklist	Planning Services	High	0.00%	94.40%	100.00%	94.50%	89.84%	83.30%	100.0%	100.00%		▲	▲	100.0%	100.0%	100.0%
K	BV218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	Public Spaces	High			30.00%	96.64%	81.54%	73.00%	70.00%	98.98%				90.00%	95.00%	95.00%
K	BV218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	Public Spaces	High			68.00%	95.00%	74.39%	61.11%	75.00%	61.67%				75.00%	75.00%	75.00%
	BV219a	Total number of conservation areas in the local authority area	Planning Services	High			32				32	32.00				32	32	32
K	BV219b	Percentage of conservation areas in the local authority area with an up-to date character appraisal	Planning Services	High			35.00%	31.81%	22.61%	0.00%	35.00%	35.00%				41.00%	47.00%	53.00%
K	BV219c	Percentage of conservation areas with published management proposals	Planning Services	High			35.00%	7.70%	9.41%	0.00%	35%	35%				35%	35%	35%

Notes:

- (1) BV200b If Hart fail to meet one of the milestones in the Local Development Scheme, we have to answer No to this.
- (2) BV205 scores a checklist of 18 items. Hart meets 18/18 hence 100%

Corporate Plan Theme (Deliver): Planning & Environment (2 of 2)



2007 KPI	Definition of Performance Indicators and whether high or low values are best				Performance in Previous Years			2005/06 Benchmarking			2006/07 Performance			Trends		Future Targets		
	PI	Description	SERVICE	Best	03/04 Actual	04/05 Actual	05/06 Actual	UK Top Quartile 05/06	UK Average 05/06	UK Bottom Quartile 05/06	06/07 Target	06/07 Actual	Status	Short Trend	Long Trend	07/08 Target	08/09 Target	09/10 Target
K	BV82a(i)	Percentage of household waste arisings which have been sent by the Authority for recycling	Public Spaces	High	16.60%	19.85%	21.40%	20.87%	17.62%	14.22%	27.00%	25.96%	⚠️	▲	▲	26.00%	27.00%	27.00%
	BV82a(ii)	Total tonnage of household waste arising which have been sent by the authority for recycling	Public Spaces	High		7774.00	8335.00	15126.10	16736.77	6086.27	8320.00	8548.51	✅			8,650.00	8,990.00	8,990.00
K	BV82b(i)	Percentage household waste composted	Public Spaces	High	0.20%	3.68%	4.30%	13.05%	8.95%	3.54%	9.80%	4.73%	🛑	▲	▲	5.50%	6.00%	6.00%
	BV82b(ii)	The tonnage of household waste sent by the authority for composting or treatment by anaerobic digestion	Public Spaces	High		1217.00	1389.00	8770.30	9187.50	1802.60	1450.00	1555.96	✅	▲	▲	1,500.00	1,550.00	1,550.00
K	BV84a	Number of Kilograms of household waste collected per head of population	Public Spaces	Low	424.00	385.78	374.12	393.60	438.37	478.50	400.00	374.99	✅	▼	▲	397.0	401.0	401.0
K	BV84b	% change from the previous year in the number of kilograms of household waste collected per head of the population	Public Spaces	Low	-2.97%	-9.20%	-0.26%	-3.74%	-0.99%	1.31%	0.00%	0.23%	⚠️	▲	▲	<1%	<1%	<1%
K	BV86	Cost of household waste collection per household	Public Spaces	Low	£33.02	£32.58	£33.40	£39.48	£47.71	£52.42	£38.22	£50.07	🛑	▲	▲	£51.98	£54.06	£56.76
	BV91a	% of households resident in the authority's area served by kerbside collection of recyclables	Public Spaces	High	99.0%	99.0%	100.0%	100.0%	94.6%	93.5%	99.0%	100.0%	✅	▲	▲	99.0%	99.0%	99.0%
	BV91b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	Public Spaces	High	0.0%	0.0%	100.0%	100.0%	90.8%	90.1%	99.0%	100.0%	✅			99.0%	99.0%	99.0%
	BV111	User Satisfaction Survey: Satisfaction with planning service by those who have made a planning application.	Planning Services	High	72%						80%	65%	🛑					not set
	BV119e	User Satisfaction Survey: Satisfaction with parks & open spaces	Public Spaces	High	71%			78%	72.9%	68%	80%	75%	⚠️					not set
	BV89	User Satisfaction Survey: Overall satisfaction with cleanliness	Public Spaces	High	62%			73%	67.4%	62%	75%	60%	🛑					not set
	BV90a	User Satisfaction Survey: Overall satisfaction with waste collection	Public Spaces	High	75%			85%	78.9%	74%	90%	51%	🛑					not set
	BV90b	User Satisfaction Survey: Overall Satisfaction with waste recycling facilities	Public Spaces	High	80%			75%	70.0%	66%	85%	70%	🛑					not set
	BV119b	User Satisfaction Survey: Satisfaction with libraries	Leisure	High				77%	73.5%	70%	not set	70%	≡					not set
	BV119c	User Satisfaction Survey: Satisfaction with museums and galleries	Leisure	High				51%	40.9%	29%	not set	16%	≡					not set
	BV119d	User Satisfaction Survey: Satisfaction with theatres and concert halls	Leisure	High				53%	41.4%	29%	not set	24%	≡					not set

Notes

- 1). BV89, BV90a&b, BV111 and BV119a-e are collected tri-annually and were collected in 2006/07 via the Best Value User Satisfaction Surveys. The benchmarking shown is from the 06/07 survey. We are awaiting publication of the benchmarking figures for BV111 by the Audit Commission
- 2). BV119b, BV119c and BV119d were not reported from the last user satisfaction survey. Due to this lack of baseline data targets were not set for 2006/07.
- 3). ** BV86 Amended August 2007 to reflect additional charges identified during closure of year end accounts
- 4). ** BV84a/b Amended August 2007 after audit of performance indicators

Corporate Plan Theme (Enable): Health



2007 KPI	Definition of Performance Indicators and whether high or low values are best				Performance in Previous Years			2005/06 Benchmarking			2006/07 Performance			Trends		Future Targets		
	PI	Description	SERVICE	Best	03/04 Actual	04/05 Actual	05/06 Actual	UK Top Quartile 05/06	UK Average 05/06	UK Bottom Quartile 05/06	06/07 Target	06/07 Actual	Status	Short Trend	Long Trend	07/08 Target	08/09 Target	09/10 Target
K	BV166a	Environmental health checklist of best practice	Regulatory Services	High	85.0%	89.0%	87.5%	100.00%	89.57%	85.00%	90.0%	92.10%				92.5%	93.0%	93.0%
	BV216a	Number of 'sites of potential concern' [within the local authority area], with respect to land contamination	Regulatory Services	High			1,014	1,428	1,495	325	1000	994				980	950	950
	BV216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary	Regulatory Services	High			1.97%	9.00%	10.83%	1.00%	2.50%	0.00%				3.00%	4.00%	4.00%
K	BV217	Percentage of pollution control improvements to existing installations completed on time	Regulatory Services	High			100.00%	100.00%	85.44%	83.00%	100.00%	100.00%				100.00%	100.00%	100.00%
K	BV78a	Speed of processing new claim to Housing Benefit/Council Tax Benefit (days)	Revenues & Benefits	Low	38	35.1	34.49	26.40	34.45	39.10	36.0	21.00				27.0	25.0	25.0
K	BV78b	Speed of processing changes of circumstances to Housing Benefit/Council Tax Benefit (days)	Revenues & Benefits	Low	10	11.418	12.7	9.10	15.22	18.80	9.0	5.50				9.0	8.0	8.0
	BV79a	Accuracy of Housing Benefit (HB) / Council Tax Benefit (CTB) claims	Revenues & Benefits	High	98.00%	97.88%	94.00%	99.0%	97.5%	96.6%	98.00%	94.44%				98.50%	99.00%	99.00%
K	BV79b(i)	% recoverable overpayments recovered (HB) as a percentage of all HB overpayments	Revenues & Benefits	High	14.00%	67.38%	39.54%	79.39%	69.53%	58.98%	45.00%	64.67%				50.00%	55.00%	55.00%
K	BV79b(ii)	% recoverable overpayments recovered (HB) as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayment identified during the year.	Revenues & Benefits	High			28.53%	39.69%	33.66%	27.35%	30%	20.92%				35.00%	40.00%	40.00%
	BV79b(iii)	% recoverable overpayments written off (HB) as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayment identified during the year.	Revenues & Benefits	Low			3.38%				15%	30.01%				13.00%	11.00%	11.00%
K	BV119a	User Satisfaction Survey: Satisfaction with sports & leisure facilities	Leisure	High	58%			63%	57.9%	54%	75%	61%						not set
	BV80a	User Satisfaction Survey: a) Satisfaction with the access to Benefits service	Revenues & Benefits	High	74%						75%	82%						not set
	BV80b	User Satisfaction Survey: b) Service in benefits office	Revenues & Benefits	High	73%						60%	90%						not set
	BV80c	User Satisfaction Survey: c) Telephone service	Revenues & Benefits	High	66%						75%	67%						not set
	BV80d	User Satisfaction Survey: d) Staff in benefits office	Revenues & Benefits	High	78%						75%	86%						not set
	BV80e	User Satisfaction Survey: e) Clarity of forms & leaflets	Revenues & Benefits	High	59%						75%	60%						not set
	BV80f	User Satisfaction Survey: f) Time taken for decision	Revenues & Benefits	High	77%						75%	78%						not set
	BV80g	User Satisfaction Survey: g) Overall satisfaction	Revenues & Benefits	High	79%						75%	85%						not set

Notes:

1) BV80a-g and BV119a are collected tri-annually and were collected in 2006/07 via the Best Value User Satisfaction Surveys. Planned changes in the statutory performance reporting system mean that setting targets for these indicators has little value at this time. We are awaiting publication of the 2006/07 quartiles by the Audit Commission.

Corporate Plan - Our Aspiration: Be an Excellent Organisation



2007 KPI	Definition of Performance Indicators and whether high or low values are best				Performance in Previous Years			2005/06 Benchmarking			2006/07 Performance			Trends		Future Targets		
	PI	Description	SERVICE	Best	03/04 Actual	04/05 Actual	05/06 Actual	UK Top Quartile 05/06	UK Average 05/06	UK Bottom Quartile 05/06	06/07 Target	06/07 Actual	Status	Short Trend	Long Trend	07/08 Target	08/09 Target	09/10 Target
	BV11a	Staff: Percentage of top 5% earners that are women	Human Resources	High	38.00%	53.33%	50.00%	42.58%	31.81%	22.22%	20.00%	30.77%				20.00%	20.00%	20.00%
	BV11b	Staff: Percentage of top 5% earners from black and minority ethnic communities	Human Resources	High	7.70%	0.00%	0.00%	4.33%	3.33%	0.00%	2.25%	0.00%				2.25%	2.25%	2.25%
	BV11c	Staff: Percentage of top 5% earners with a disability	Human Resources	High	0.00%	0.00%	7.14%				2.25%	7.69%				2.25%	2.25%	2.25%
K	BV10	Percentage of non-domestic rates collected	Revenues & Benefits	High	99.72%	96.23%	97.90%	99.26%	98.57%	98.10%	98.00%	96.20%				99.00%	99.10%	99.10%
K	BV12	Staff: Number of working days lost due to sickness absence	Human Resources	Low	8.28	8.73	9.29	8.34	9.60	10.94	10.00	11.91				8.90	8.90	8.90
	BV14	Staff: Percentage of early retirements	Human Resources	Low	1.53%	2.94%	0.48%	0.17%	0.57%	0.78%	0.20%	0.80%				0.20%	0.20%	0.20%
	BV15	Staff: Percentage of ill health retirements	Human Resources	Low	0.00%	0.34%	0.00%	0.10%	0.28%	0.37%	0.36%	0.00%				0.36%	0.36%	0.36%
	BV16a	Staff: Percentage of disabled employees	Human Resources	High			3.13%	3.86%	3.22%	1.86%	1.50%	7.87%				1.50%	1.50%	1.50%
	BV16b	Percentage of economically active disabled in the community population	Human Resources	N/a	8.09%	8.09%	8.09%				not set	8.09%				Not set (Census value)		
	BV17a	Staff: Percentage of black and ethnic minority employees	Human Resources	High	1.02%	1.98%	0.72%	0.05%	0.05%	0.01%	0.60%	1.85%				0.6%	0.6%	0.6%
	BV17b	Percentage of economically active minority ethnic community population	Human Resources	N/a	2.40%	2.40%	2.40%				not set	2.40%				Not set (Census value)		
	BV2a	The equality standard for local government in England	Human Resources	High	Level 0	Level 0	Level 1				level 2	Level 1				level 2	level 3	level 3
	BV8	Percentage of invoices paid on time	Finance	High	85.0%	90.4%	86.4%	96.71%	92.05%	89.24%	96.00%	85.76%				96.50%	97.00%	97.00%
K	BV9	Percentage of Council Tax collected	Revenues & Benefits	High	99.9%	97.8%	98.3%	98.40%	97.15%	96.38%	97.00%	97.50%				98.50%	99.00%	99.00%

Notes:

- 1). BV11a - 11c, 16a and 17a. Appointments in Hart DC are made on merit, on an equal opportunity basis.
- 2). BV16b is a measure of the proportion of disabled people in the local community and is used to benchmark BV16a (i.e. to see whether the proportion of employees in the organisation matches that of the population at large). The figure comes from census data. The same applies to 17b for ethnic minority staff/population
- 3). BV2a standard is set by the Commission for Racial Equality who carry out the assessment. Hart are close to level 2 and should achieve this during 2007/08
- 4). BV8 performance has suffered due to lack of ability to chase invoices out with officers for approval. New financial management system allows for registration of invoices before they are approved which should improve traceability and encourage faster turnaround.