



# BEST VALUE PERFORMANCE PLAN 2002/2003 - SUMMARY

Each year, local councils are required to set out for their communities how well they have performed over the past year, what their priorities for delivering services are and what plans they have to improve performance in the coming year.

This information is set out in the *Best Value Performance Plan* and this year will be published by the end of June. This leaflet is a summary of the information which will be contained within the full Plan.

Both the full document (once published) and the Summary will be available on the Council's Website: [www.hart.gov.uk](http://www.hart.gov.uk) or at the Civic Offices, Harlington Way, Fleet; libraries at Fleet, Yateley and Odiham; or the mobile libraries operating throughout Hart. For further information call 01252 622122 ext 4687.

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## Up-to-date Local Government

Local Government is currently undergoing rapid change. Changes are aimed at making local councils more accountable to the people they serve. By giving you information about our performance over the past couple of years you will be able to make informed judgements about the services you receive from us. By asking you about your perceptions of those services and what your aspirations are, we will be better able to provide quality services which suit community requirements.

The following list outlines some of the many changes taking place within local government and the progress that Hart has made on each:

### ► Updating the decision making process:

In May 2001, the old style committee system was replaced, following consultation with you, and Hart introduced a Cabinet system similar to that of Central Government. This pilot has been refined during 2001/2002 and will be amended before formal adoption in May 2002.

Themed debates on key issues affecting the District have been introduced: The first was about RAF Odiham and allowed the local community an opportunity to debate future options and influence Government.

### ► Improving local participation in the work of the Council:

A 'customer satisfaction survey' was undertaken in January 2001 by MORI to find out your views of our services and what your priorities are.

A Citizens Panel, statistically representative of the Hart Community, was set up to consider various aspects of the Council's work each year. During 2001/2002 issues debated included re-structuring of the Council's democratic structure; the Corporate Plan and Crime & Disorder.

### ► Ensuring appropriate conduct:

A separate Standards Committee has been set up to scrutinise and monitor the conduct of councillors in local government within Hart. This role includes the conduct of councillors belonging to the Parishes as well as Hart District Council.

A new Code of Conduct has been adopted.

### ► Community Leadership:

Councils have a responsibility for ensuring the wellbeing of the local community. They are both local and democratically elected. For these reasons they are best placed to co-ordinate and liaise with other organisations providing services within the area in order to meet the needs and aspirations of the local community. Work has begun to set up a partnership between the Council and other key organisations (including those from the health, business and voluntary sectors) to do just this. You may hear this partnership being called the *Local Strategic Partnership* and in time, it will prepare a plan setting out how these priorities are to be achieved - the *Community Plan*. The Community Plan will become the most important document for Hart and will influence all other plans.

### ► Performance Management:

If the Council's performance is to be monitored and progress made to meet stated objectives there needs to be a sound performance management framework. When this framework is fully in place it will consist of the Community Plan setting out a vision for Hart and how that is to be achieved with other service providers, right the way down to specific tasks and targets for individuals working within the Council Offices.

Significant progress has been made in establishing this framework:



#### ▶ Local Government Finance:

The Council's financial arrangements have been reorganised to reflect the new Cabinet structure and service portfolios.

A review of the Council's capital assets has been undertaken and a Property Management Plan prepared.

#### ▶ Electronic Government:

An Information Systems / Information Technology Strategy and an "Implementing Electronic Government" (IEG) Statement have been prepared setting out how the principles of "e-government" can be implemented in Hart.

#### ▶ Continuous Improvement:

There is always room for improvement! *Best Value* is the Government's term for a process whereby improvement can be sought and strived for continually. So far in Hart, six reviews have either been completed or are underway, looking at how services can be improved. Currently we are looking at our town planning and tax & benefits services.

Indicators of performance are collected twice yearly to monitor how well the service is being provided. (The timetable for the review of each service is given on the back page).

## PERFORMANCE

A summary of current performance and targets (for the year ending 31 March 2002) for a selection of services is set out below:

Note: Figures used are derived from actual half-year figures and full-year estimates. The complete list of performance indicators will be set out in the *Best Value Performance Plan* to be published in June. In that document performance figures will be published on an actual full-year basis.

### Economic Performance

We aim to maximise local opportunities for enterprise.

#### ***Performance Indicator/Target for 2001/2002***

#### ***Performance Commentary***

BV9 - Proportion of Council Tax collected

The Government's target is to collect 98.2%.  
Current performance: 99.1%

Target Met

BV10 - % of Business rates which should have been received during the year that were received.

The Government's target is 98.7%.  
Current performance: 97.7%

Target Not Met

### Social Performance

We aim to play a leading role in maintaining and enhancing the quality of life of people who visit, work or live in Hart District now and in the future. This is what we achieved:

#### ***Performance Indicator/Target for 2001/2002***

#### ***Performance Commentary***

Acd5 - Average number of homeless families in temporary bed & breakfast accommodation during the year

The average number of households in bed & breakfast during the year should not exceed 15.  
Current performance: 35. This is due to a rapid rise in homelessness during the year.

Target Not Met

LI - Capital Expenditure on Social Housing

To spend an average of £2 million per annum over a five year period.  
Current performance: £2 million

Target Met

## Social Performance continued

<i>Performance Indicator/Target for 2001/2002</i>	<i>Performance Commentary</i>
BV76 - To write and produce an Anti Fraud Strategy Target Met	Current performance: Strategy written and adopted by this authority.
LI - Number of vulnerable people connected to Careline Services Target Not Met	To increase numbers to 525 installations per year. Current performance 500 connections
BV6 - % turnout for elections Target Met	The turnout should be at least 33%. Current performance: 61.6% (combined local and general elections)
AcI2a - Number of playgrounds and play areas provided by the Council. Target Met	To maintain the number of playgrounds and play areas per 1000 children under age twelve to 1.2 Current performance: 1.56 play areas
ACI3 - Number of sports pitches available to the public Target Met	To provide up to 24 pitches. Current performance: 24 pitches

## Environmental Performance

We aim to play a leading role in maintaining and enhancing the physical environment of people who visit, work or live in Hart District now and in the future. This is what we achieved:

<i>Performance Indicator/Target for 2001/2002</i>	<i>Performance Commentary</i>
LI - Number of decisions on planning appeals and % that were successful for the appellant Target Not Met	No more than 30% appeals should be successful for the appellant. Current performance: 44% were successful for the appellant.
BV106 - % of new homes built on previously developed land Target Not Met	National target is 60% Current performance: 24%. Unable to monitor properly until County Council has developed monitoring system. Notwithstanding this, it will be difficult for Hart to meet the national target because of the significant rural nature of the District and limited urban opportunities for housing development. An Urban Capacity Study is currently being carried out to investigate the potential for further development in built up areas.
BV109 - % of applications determined within eight weeks Target Met	At least 60% of all and 80% of householder applications should be determined within eight weeks. Current performance: 67% for all and 80% of householder applications are determined within eight weeks.
LI - Planning Enforcement cases dealt within eight weeks Target Met	At least 85% of cases should be dealt within eight weeks Current performance: 85%
BV179 - % of standard searches to be carried out in nine working days Target Met	98% of searches will be carried out in nine working days. Current performance: 99%

## Environmental Performance continued

<i>Performance Indicator/Target for 2001/2002</i>	<i>Performance Commentary</i>
LI - % of active building projects inspected at a minimum frequency of 90 days <b>Target Not Met</b>	To inspect at least 95% at a minimum frequency of 90 days. Current performance: 85%
LI - Kg of waste collected per household (excluding waste taken to amenity sites) <b>Target Met</b>	To collect no more than 1124Kg per household. Current performance: 1080Kg
BV82a - % of total tonnage of household waste recycled (including waste taken direct to the amenity site) <b>Target Not Met</b>	Need to expand the range of materials collected for recycling but we are aiming to increase collection to 20%. Current performance: 12%

## Corporate Management and Support - Performance

We aim to make the best use of Hart's resources for the benefit of the community. This is what we achieved:

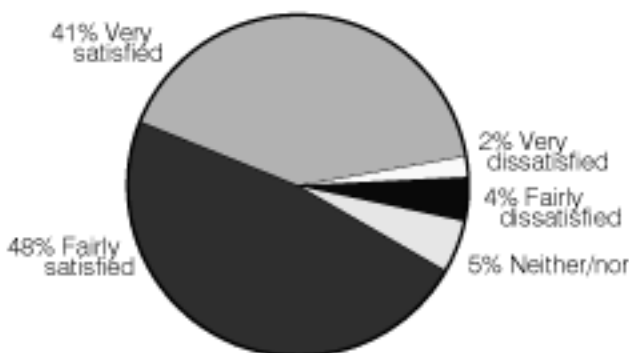
<i>Performance Indicator/Target for 2001/2002</i>	<i>Performance Commentary</i>
DBV5b - Number of complaints determined by an Ombudsman <b>Target Met</b>	There should be no more than 20 complaints determined by the Ombudsman. This figure includes 12 cases about the same issue already in the process of being investigated. Current performance: 12
DBV5b - Number of complaints to the Ombudsman classified as maladministration <b>Target Met</b>	There should be no more than one. Current performance: Nil

## ESTABLISHING PRIORITIES

Many of you took part in the MORI opinion survey and the results from that have helped us to reassess what Hart's priorities should be:

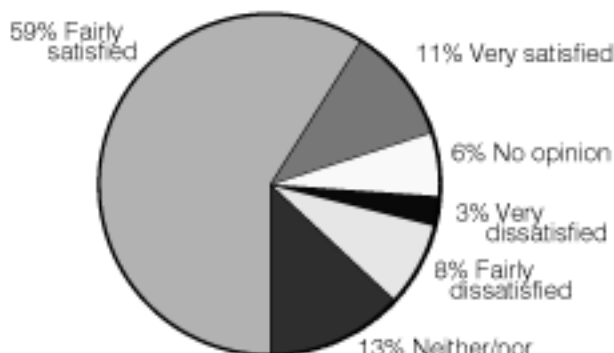
### Overall Customer Satisfaction

Nine out of ten people were satisfied with the area as a place to live:



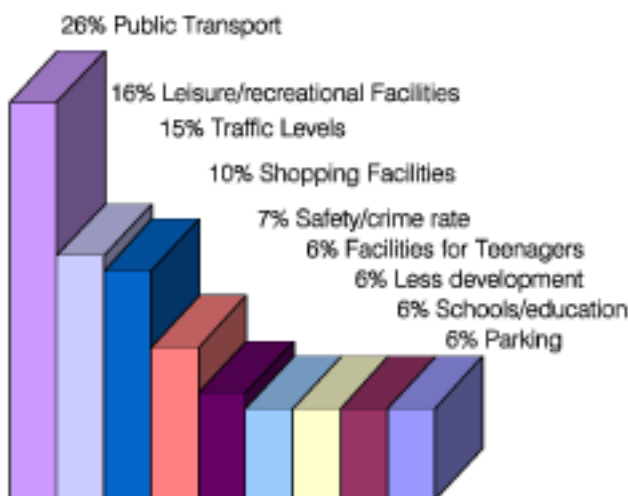
What you think of living in Hart

The survey of local services showed that you are generally satisfied, with seven out of ten people satisfied with the way Hart runs the area overall.



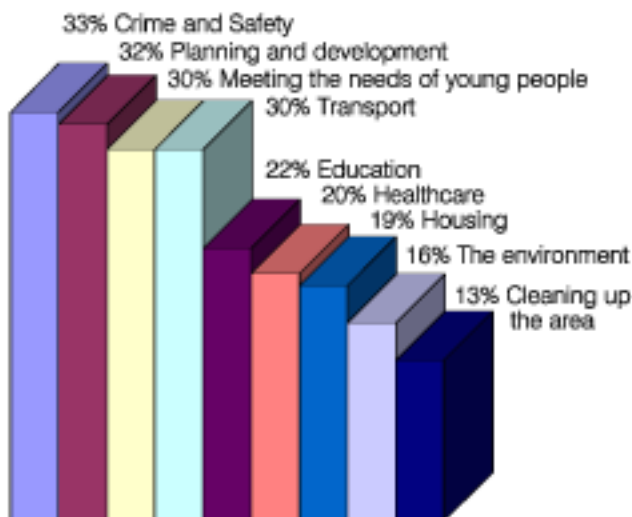
What you think of the Council

When you were asked which aspects of the local area are most in need of improvement, public transport topped the list:



Your Priorities for improvement

You also told us what issues you would like more say on:



What you would like to have more say on

All the responses to the opinion surveys have been taken into account in preparing a new Corporate Plan, which will set out the priorities for service provision and directly influence the Council's spending programme. At the time of going to press, this was still being finalised. As soon as it has been published, copies of the final Corporate Plan will be available on Hart's website [www.hart.gov.uk](http://www.hart.gov.uk) or by phoning 01252 622122 ext 4647.

## FINANCE

The Annual Audit Letter to Hart stated that the Authority's accounts presented Hart's financial position fairly. It states that Hart has a good track record in managing its financial strategy and keeping its spending within the resources available to it. No concerns about the Council's financial position were made. An unqualified opinion on the Authority's financial statements was issued.

Nevertheless, increasing budgetary pressures were highlighted as needing careful attention. Hart has made use of financial reserves in past years to finance the provision of services. These are obviously finite and cannot be drawn upon indefinitely. The 2002/2003 budget will address this issue. Hart will continue to develop its financial strategy in the light of its emerging Community and Corporate Plans.

## CONTINUOUS IMPROVEMENT

The Best Value requirement for continuous improvement requires just that: That it should be *continuous*.

Consequently this year Hart will:

- ▶ Continue to consult with the local community - in particular through the Citizen's Panel, demographic and interest groups; and customers using specific services.
- ▶ Work with partner organisations to establish a Local Strategic Partnership and with these partners, prepare a Community Plan for Hart.
- ▶ Align the provision of Council services with the Community Plan, and Hart's new Corporate Plan and Medium Term Financial Strategy.
- ▶ Review management structures in the light of the new Cabinet structure.
- ▶ Continue to work through the Best Value Review Timetable. In particular, finalise two major service reviews: Planning and Revenues (including Benefits administration).
- ▶ Review each of our service plans in the light of the new corporate plan and implement these.
- ▶ Continue to seek improvement to the quantity and quality of direct service provision to the community.



# BEST VALUE REVIEW TIMETABLE at January 2002

( ————— denotes continuation of. - - - - - denotes early commencement of.)

