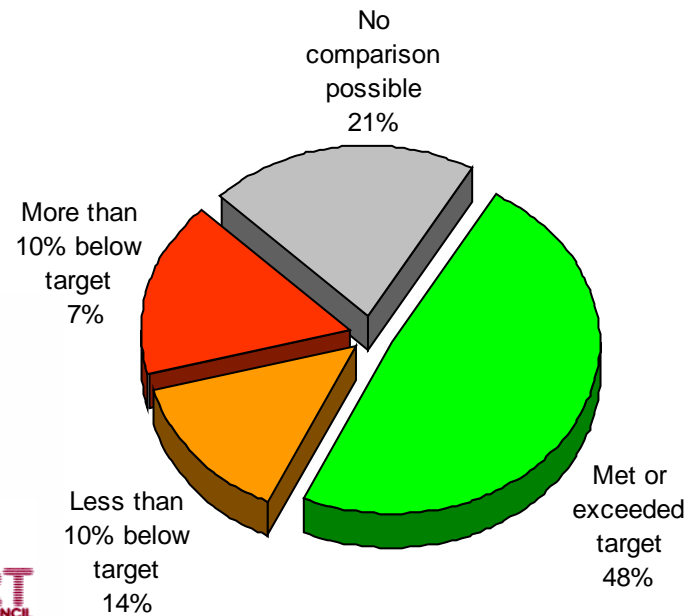


Overall Performance

In April each year, all Council Services set themselves targets for the coming year. These targets relate to the level of performance and quality of service we need to deliver for our customers. In some cases the targets are set for all councils nationally by Central Government, where there are no national targets, we set out our own, based on customer need and local priorities. Performance against all of these local & national targets is monitored throughout the year and reported through this Performance Plan each June.

This summary shows how the Council has performed over 2005/06. In total 101 performance indicators are collected across thirteen service areas. The chart shows how we have performed against the national and local performance indicators overall.

All Indicators



Within the rural setting of our district, we aim to have vibrant communities in both rural and urban areas, where quality of life matters

The Data Tables

With the publication in December 2005 of Hart District Council's 'Corporate Plan 2006 and Beyond', our performance measures have been brought in-line with the themes stated in the plan.

The tables on the following pages show our performance for every indicator. The indicators are grouped according to the Corporate Plan Theme to which they belong.

In addition to the 2005/06 value of each indicator and the target value, we have shown the performance values for the previous three years, the UK national average and top quartile* values, and the average for Hart's "family group" of councils. This comparator group consists of councils with similar populations and demographics to Hart:

Blaby (Leics)	Mid Beds
Chiltern (Bucks)	Mid Sussex
East Hampshire	Rochford (Essex)
Epsom and Ewell (Surrey)	Surrey Heath
Fareham (Hants)	Tandridge (Surrey)
Harborough (Leics)	Vale of White Horse (Oxon)
Hinckley (Leics)	West Oxfordshire

We have shown a "traffic light" type symbol to compare each indicator against its target, and we have shown both the short and long term trend in performance. The short term trend compares this year to last year and the long term trend calculates the 'direction of travel' over the last four years, if the information is available.

*Achieving "Top Quartile" performance values means that Hart is among the top 25% of councils in the UK for that performance indicator. 23 indicators are in the top quartile this year.

Hart District Council - Performance Summary 2005/06

Performance Summary				
	04/05	05/06	Change	
	Met Target	35	49	+40.0%
	<= 10% below Target	13	14	+08.0%
	> 10% below target	19	17	-10.5%
	No Baseline Data		21	
	Data not available		0	
	Improving - Short Term		34	
	Improving - Long Term		44	
	No Change / No History		48	
	Worsening - Short Term		21	
	Worsening - Long Term		17	

Corporate Plan Theme					Long Term		Short Term	
Affordable Housing	7	1	1	6	6	1	4	2
Community & Individual	8	0	0	6	5	2	5	1
Planning & Environment	20	6	6	2	16	3	13	6
Economy	There were no indicators for the Economy theme in 2005/06							
Health	3	3	3	5	7	2	4	5
Transport	4	2	0	0	5	1	2	1
Excellent Organisation	7	2	7	2	5	8	6	6

Key to reading the data tables

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 (2005/06)

These columns show whether or not an indicator is improving or getting worse. The short trend compares 2005/06 results with those in 2004/05. The long trend is calculated from the past four years.

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

Definition of Performance Indicators and whether high or low values are best			Performance in Previous Years			2004/05 Benchmarking			2005/06 Performance			Trends		Future Targets		
PI	Description	Best	02/03 Actual	03/04 Actual	04/05 Actual	Family Group Average 04/05	UK Average 04/05	UK Top Quartile 04/05	05/06 Target	05/06 Actual	Status	Short Trend	Long Trend	06/07 Target	07/08 Target	08/09 Target
BV103a	Average length of Stay in bed and breakfast accommodation	Low	19	5.2	6.23	4.86	4	1	5.00	4.00						

Corporate Plan Theme (Deliver): Affordable Housing



Definition of Performance Indicators and whether high or low values are best			Performance in Previous Years			2004/05 Benchmarking			2005/06 Performance			Trends		Future Targets		
PI	Description	Best	02/03 Actual	03/04 Actual	04/05 Actual	Family Group Average 04/05	UK Average 04/05	UK Top Quartile 04/05	05/06 Target	05/06 Actual	Status	Short Trend	Long Trend	06/07 Target	07/08 Target	08/09 Target
BV183a	Average length of Stay (weeks) in bed and breakfast accomodation	Low	19	5.2	6.23	4.86	4	1	5.00	4.00				4.50	4.00	4.00
BV183b	Average length of stay (weeks) in hostel accomodation	Low	27	41	0	24	4	1	0	0				0	0	0
BV202	Number of people sleeping rough on a single night within the area of the local authority	Low			< 10	2	n/a	n/a	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 accomodation under the homelessness legislation, compared with the average from the previous year	Low			-10.34%	-1.59%	20.63%	-6.94%	not set	-49.04%				-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.	High							not set	4				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.	Low							5.10%	3.45%				5.00%	5.00%	5.00%
BV64	Number of private sector dwellings returned into occupation	High	0.00	0.00	0.00	6	61	56	3.00	0.00				3.00	3.00	3.00
BV76a	Housing Benefit Security - Number of claimants visited per 1000 caseload	N/a	0.00	200.00	145.00	259.43	222.82	282.16	240.00	168.00				175.00	180.00	185.00
BV76b	Housing Benefit Security - Number of investigators per 1000 caseload	N/a	0.00	0.40	0.50	0.49	n/a	n/a	0.80	0.33				0.25	0.25	0.25
BV76c	Housing Benefit Security - Number of investigations per 1000 caseload	N/a	0	44	50	55.12	40.92	59.53	75.00	81				100.00	110.00	120.00
BV76d	Housing Benefit Security - Number of prosecutions and sanctions per 1000 caseload	N/a	0	6	3	7.55	4.30	5.31	13.00	8				10.00	11.00	12.00
HLI1	Number of homeless families in B&B for more than 6 weeks, except in case of emergencies	Low	82	93	112				0	0				0	0	0
HLI2	Average time (in days) taken to decide whether to accept people as homeless	Low	22	24.8	25.53				25	11.5				24	23	22
HLI4	Number of new affordable homes provided per annum	High	115	90	183				80	103				80	80	80
HLI5	The average length of stay for households in Heathlands Court	Low	27	41	32.2				52	56.26				52	52	52

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 available.

Corporate Plan Theme (Deliver): Community & The Individual



Definition of Performance Indicators and whether high or low values are best			Performance in Previous Years			2004/05 Benchmarking			2005/06 Performance			Trends		Future Targets		
PI	Description	Best	02/03 Actual	03/04 Actual	04/05 Actual	Family Group Average 04/05	UK Average 04/05	UK Top Quartile 04/05	05/06 Target	05/06 Actual	Status	Short Trend	Long Trend	06/07 Target	07/08 Target	08/09 Target
BV126	Domestic burglaries per 1000 household	Low	5.70	6.20	6.20	7.75	11.54	6.90	7.20	6.6	✓	▼	▼	2.86	not set	not set
BV127a	Violent crime per 1000 population	Low								11.3	≡			9.30	not set	not set
BV127b	Robberies per 1000 population	Low								0.2	≡			0.21	not set	not set
BV128	Vehicle crimes per 1000 population	Low	6.50	7.30	7.70	8.44	11.90	7.77	9.20	6.0	✓	▲	▲	5.10	not set	not set
BV156	Percentage of buildings accessible for disabled people	High	34.00%	35.00%	35.00%	46.93%	44.00%	64.83%	45.00%	45.00%	✓	▲	▲	55.00%	55.00%	60.00%
BV157	E-government: Percentage of e-enabled interactions	High	25.00%	48.00%	48.00%	73.82%	75.52%	87.50%	80.00%	96.55%	✓	▲	▲	indicator discontinued		
BV174	Racial incidents per 100,000 population reported to the Local Authority	Low	2.00	0.00	0.00	3.25	n/a	0.00	1.00	0.00	✓		▲	<1	<1	<1
BV175	Racial incidents with further action	High	100%	100%	100%	1.00	n/a	n/a	100.00%	100.00	✓			100.00%	100.00%	100.00%
BV225	Checklist on actions against domestic violence	High							not set	63.6%	≡			90.10%	90.10%	90.10%
BV226a	Total amount spent on advice & guidance services provided by external organisations	N/a							not set	250,741	≡			£160,000	£160,000	£160,000
BV226b	Percentage of monies spent on advice and guidance services with organisations holding the CLS Quality Mark at General Help level or above	High							not set	60.50%	≡			65%	65%	65%
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	Low							not set	£50,400	≡			£50,000	£50,000	£50,000
BV2b	Duty to promote race equality	High		0	48%	36.53%	49.00%	72.00%	44%	53%	✓	▲	▲	55%	60%	60%
ALI2	Number of complaints to the Ombudsman classified as maladministration	Low	0	0	1				0	0	✓	▲	▼	0	0	0
BV3	Overall Satisfaction with the Council	High		54%										72%		
BV4	Satisfaction with Council's handling of complaints	High		27%										41%		

Notes.

- 1). BV157 will not be collected after 2005/06
- 2). BV126 - 128 supplied by Hampshire Police. Police targets are only set for current year according to Crime & Disorder Reduction Partnership agreed levels.
- 3). BV3 and BV4 are collected tri-annually and will be collected in 2006/07 via the Best Value User Satisfaction Survey
- 4). BV226a targets are based on levels of funding agreed for 2006/07 budget.

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



Definition of Performance Indicators and whether high or low values are best			Performance in Previous Years			2004/05 Benchmarking			2005/06 Performance			Trends		Future Targets		
PI	Description	Best	02/03 Actual	03/04 Actual	04/05 Actual	Family Group Average 04/05	UK Average 04/05	UK Top Quartile 04/05	05/06 Target	05/06 Actual	Status	Short Trend	Long Trend	06/07 Target	07/08 Target	08/09 Target
BV106	Percentage of new homes on previously developed land	High	24.00%	22.70%	44.00%	72.12%	73.69%	94.00%	60.00%	43.00%		▼	▲	60.00%	60.00%	60.00%
BV109a	Percentage of major planning applications determined within 13 weeks	High	29.40%	58.00%	57.69%	64.50%	57.64%	68.90%	60.00%	72.50%		▲	▲	60.00%	60.00%	60.00%
BV109b	Percentage of minor planning applications determined within 8 weeks	High	43.30%	57.00%	67.51%	65.80%	67.85%	75.40%	65.00%	72.50%		▲	▲	65.00%	65.00%	65.00%
BV109c	Percentage of other planning applications determined within 8 weeks	High	72.00%	80.00%	90.36%	88.04%	78.05%	85.00%	85.00%	91.70%		▲	▲	80.00%	80.00%	80.00%
BV179	Percentage of planning searches within 10 days	High	99.00%	100.00%	99.88%	94.10%	95.54%	100.00%	100.00%	100.00%		▲	▲	indicator discontinued		
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	Low		20.7%	3.0%	16.6%	18.1%	11.0%	14.0%	7.8%		▼	▲	11.0%	11.0%	11.0%
BV199b	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible	Low							not set	0.01%				< 1%	< 1%	< 1%
BV199c	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible	Low							not set	0.01%				< 1%	< 1%	< 1%
BV200a	Plan Making - Do you have a development Plan?	N/a		Yes	Yes	66.67% ye	47% Yes	n/a	Yes	Yes				Yes	Yes	Yes
BV200b	Plan Making - Are there any proposals?	N/a				33.33% ye	41% Yes	n/a	Yes	No				Yes	Yes	Yes
BV200c	Did the Local Planning Authority publish an annual report by 31st December of each year?	N/a							Yes	Yes				Yes	Yes	Yes
BV204	Percentage of appeals allowed against the authority's decision to refuse planning applications	Low			29.9%	32.62%	31.00%	25.00%	40.0%	42.3%		▼	▼	35.0%	30.0%	25.0%
BV205	Planning Quality of Service checklist	High			94.4%	100.00%	100.00%	100.00%	100.0%	100.0%		▲	▲	100.0%	100.0%	100.0%
BV218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	High							30.00%	30.00%				70.00%	70.00%	70.00%
BV218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	High							70.00%	68.00%				75.00%	75.00%	75.00%
BV219a	Total number of conservation areas in the local authority area	High							32	32				32	32	32
BV219b	Percentage of conservation areas in the local authority area with an up-to date character appraisal	High							35%	35%				35%	35%	35%
BV219c	Percentage of conservation areas with published management proposals	High							35%	35%				35%	35%	35%
BV82a(i)	Percentage of household waste arisings which have been sent by the Authority for recycling	High	13.80%	16.60%	19.85%	19.72%	15.22%	17.89%	27.00%	21.40%		▲	▲	27.00%	27.00%	27.00%
BV82a(ii)	Total tonnage of household waste arising which have been sent by the authority for recycling	High			7,774.00				8,000.00	8,335.00				8,320.00	8,650.00	8,990.00
BV82b(i)	Percentage household waste composted	High	0.00%	0.20%	3.68%	5.21%	6.44%	9.80%	6.01%	4.30%		▲	▲	9.80%	9.80%	9.80%

Notes: Final figures for BV199b & 199c are estimated. There were 8 recorded cases of graffiti requiring specialist removal and 6 recorded cases of flyposting. Minor instances were removed on sight by the street cleaning teams and not recorded.

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

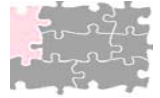


Definition of Performance Indicators and whether high or low values are best			Performance in Previous Years			2004/05 Benchmarking			2005/06 Performance			Trends		Future Targets		
PI	Description	Best	02/03 Actual	03/04 Actual	04/05 Actual	Family Group Average 04/05	UK Average 04/05	UK Top Quartile 04/05	05/06 Target	05/06 Actual	Status	Short Trend	Long Trend	06/07 Target	07/08 Target	08/09 Target
BV82b(ii)	The tonnage of household waste sent by the authority for composting or treatment by anaerobic digestion	High			1,217.00				1,400.00	1,389.00				1,450.00	1,500.00	1,550.00
BV84a	Number of Kilograms of household waste collected per head of population	Low	437.0	424.0	385.8	392.7	444.9	397.7	410.0	386.0				400.0	400.0	400.0
BV84b	Percentage change from the previous year in the number of kilograms of household waste collected per head of the population	Low	0.00%	-2.97%	-9.20%	0.00	0.00	0.00	-1.20%	-0.26%				0.00%	0.00%	0.00%
BV86	Cost of household waste collection per household	Low	£33.02	£33.02	£32.58	42.54	43.41	35.31	36.40	£33.40				£38.22	£39.37	£40.55
BV91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables	High	99.0%	99.0%	99.0%	99.1%	91.2%	100.0%	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	High							99.0%	100.0%				99.0%	99.0%	99.0%
LI1	Percentage of standard searches carried out within 7 working days	High	0%	92%	92%				100%	100%				85%	85%	85%
PLI1	Percentage of enforcement cases dealt with in 8 weeks	High	59%	58%	76%				80%	79%				80%	80%	80%
PLI11	Percentage of Conservation Area applications (trees) determined within six weeks	High							100%	95.5%				100%	100%	100%
PLI12	Percentage of Tree Preservation applications determined within eight weeks	High							80%	96.0%				85%	85%	85%
PLI6	The number of decisions delegated to officers as a % of all decisions	Low	83%	89%	90%				90%	88%				90%	90%	90%
PLI9	Number of Member/Parish training events per year	High			3				3	3				4	4	4
WLI1	Number of collections missed per 100,000 collections of household waste	Low	2,889	6,597	6,127				350	6,426				Targets under review pending introduction of ABC		
BV111	User Satisfaction Survey: Satisfaction with planning service by those who have made a planning application.	High		72.00%										80.00%		
BV119e	User Satisfaction Survey: Satisfaction with parks & open spaces	High		71.00%										80.00%		
BV89	User Satisfaction Survey:Overall satisfaction with cleanliness	High		62.00%										75.00%		
BV90a	User Satisfaction Survey:Overall satisfaction with waste collection	High		75.00%										75.00%		
BV90b	User Satisfaction Survey:Overall Satisfaction with waste recycling	High		80.00%										80.00%		
BV119b	User Satisfaction Survey: Satisfaction with libraries	High												not set		
BV119c	User Satisfaction Survey: Satisfaction with museums and galleries	High												not set		
BV119d	User Satisfaction Survey: Satisfaction with theatres and concert halls	High												not set		

Notes

- 1). WLI 1 Targets under review pending introduction of ABC
- 2). BV89, BV90a&b, BV119a-e are collected tri-annually and will be collected in 2006/07 via the Best Value User Satisfaction Surveys
- 3). BV90a & BV90b originally had targets set of 90% and 85% following the satisfaction survey in 2003/04. However given current performance issues relating to waste and recycling collections it is suggested that these targets be modified to maintain performance from the previous survey.
- 4). BV119b, BV119c and BV119d were not reported from the last user satisfaction survey. Due to this lack of baseline data targets have not been set for 2006/07.

Corporate Plan Theme (Enable): Transport



Definition of Performance Indicators and whether high or low values are best			Performance in Previous Years			2004/05 Benchmarking			2005/06 Performance			Trends		Future Targets		
PI	Description	Best	02/03 Actual	03/04 Actual	04/05 Actual	Family Group Average 04/05	UK Average 04/05	UK Top Quartile 04/05	05/06 Target	05/06 Actual	Status	Short Trend	Long Trend	06/07 Target	07/08 Target	08/09 Target
ETL13	Number of Community Transport passenger trips completed (Call and Go)	High		1727	6418				3500	9,173				9500	10,000	10,500
ETL14	HDC subsidy provided per community Transport passenger trip (Call and Go)	Low		£18.50	£12.52				£8.57	£8.76				£8.00	£8.00	£8.00
GLI1	Number of penalty charge notices issued (PCN)	High		6795	7358				7000	6546				7000	7400	7400
GLI2	Income per space	High		£581.52	not reported				665.00	701.00				£701.00	£722.00	£745.00
GLI4	Percentage of penalty charge notices, which are referred to NPAS (National Parking Adjudication Service)	Low		0.19%	not reported				0.20%	0.15%				0.15%	0.15%	0.15%
GLI5	Percentage of penalty charge appeals which are upheld by NPAS	Low		61.54%	not reported				60.00%	50.00%				50.00%	50.00%	50.00%

Notes:

- 1). These local indicators have been selected because of their relevance to the Corporate Plan 2006 and Beyond.
- 2). Transport in an "Enable" theme in which Hart commits to support and enable transport provision through local and county partnerships.

Corporate Plan Theme (Enable): Health



Definition of Performance Indicators and whether high or low values are best			Performance in Previous Years			2004/05 Benchmarking			2005/06 Performance			Trends		Future Targets		
PI	Description	Best	02/03 Actual	03/04 Actual	04/05 Actual	Family Group Average 04/05	UK Average 04/05	UK Top Quartile 04/05	05/06 Target	05/06 Actual	Status	Short Trend	Long Trend	06/07 Target	07/08 Target	08/09 Target
BV166a	Environmental health checklist of best practice	High	75.0%	85.0%	89.0%	0.0%	84.9%	97.0%	90.0%	87.5%		▼	▼	90.0%	92.5%	93.0%
BV216a	Number of 'sites of potential concern' [within the local authority area], with respect to land contamination	High							not set	1014				1,000.00	980.00	950.00
BV216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary	Low							not set	2%				2.50%	3.00%	4.00%
BV217	Percentage of pollution control improvements to existing installations completed on time	High							not set	100%				100%	100%	100%
BV78a	Speed of processing new claim to Housing/Council Tax Benefit	Low	100	38	35	33.57	39.02	29.38	32.0	34.5		▼	▲	36.0	34.0	32.0
BV78b	Speed of processing changes of circumstances to Housing/Council Tax Benefit	Low	14	10	11	11.83	12.30	7.40	7.7	13		▼	▲	9.0	8.0	7.0
BV79a	Accuracy of Housing/Council Tax Benefit claims	High	96.00%	98.00%	97.88%	98.12	97.17	99.00	98.80%	94.00%		▲	▲	98.00%	98.50%	99.00%
BV79b(i)	% recoverable overpayments recovered (Housing Benefit) as a percentage of all HB overpayments	High	33%	14%	67%	49.74	42.66	49.93	55.10%	39.54%		▼	▲	45.00%	50.00%	55.00%
BV79b(ii)	% recoverable overpayments recovered (Housing Benefit) 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.	High							not set	28.53%				30.00%	35.00%	40.00%
BV79b(iii)	% recoverable overpayments written off (Housing Benefit) 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.	Low							not set	3.38%				15.00%	13.00%	11.00%
ELI1	% of Health & safety inspections that should have been carried out that were carried out for high risk properties	High	71%	81%	93%				100%	100%		▲	▲	100%	100%	100%
ELI2	% of Health & Safety inspections that should have been carried out that were carried out for non-high risk properties	High	53%	0%	56%				100%	100%		▲	▲	100%	100%	100%
ELI3	% of food safety inspection that should have been carried out that were carried out for high risk premises	High	93%	71%	90%				100%	100%		▲	▲	100%	100%	100%
ELI5	% of active building projects inspected at a minimum frequency of 90 days	High	84%	55%	41%				90%	35%		▼	▼	70%	90%	90%
BV119a	User Satisfaction Survey: Satisfaction with sports & leisure facilities	High		58.00%										75.00%		
BV80a	User Satisfaction Survey: a) Satisfaction with the access to Benefits service	High		68.00%										75.00%		
BV80b	User Satisfaction Survey: b) Service in benefits office	High		56.00%										60.00%		
BV80c	User Satisfaction Survey: c) Telephone service	High		56.00%										75.00%		
BV80d	User Satisfaction Survey: d) Staff in benefits office	High		70.00%										75.00%		
BV80e	User Satisfaction Survey: e) Clarity of forms & leaflets	High		55.00%										75.00%		
BV80f	User Satisfaction Survey: f) Time taken for decision	High		74.00%										75.00%		
BV80g	User Satisfaction Survey: g) Overall satisfaction	High		76.00%										75.00%		

Notes:

- 1) BV80a-g and BV119a are collected tri-annually and will be collected in 2006/07 via the Best Value User Satisfaction Surveys.
- 2) BV79b is now split into three parts. Benchmarks shown are for previous definition.
- 3) BV79b(iii). The target for % of write-offs is high for the coming years, due to the identified need to address a number of historic bad debts that can no longer be collected and ensure the Council's financial statements represent a true picture of collectable debt.
- 4) BV78a Data from Department of Work & Pensions. Although we have not met our own target, we have met DWP targets and our statutory obligations.

Corporate Plan - Our Aspiration: Be an Excellent Organisation



Definition of Performance Indicators and whether high or low values are best			Performance in Previous Years			2004/05 Benchmarking			2005/06 Performance			Trends		Future Targets		
PI	Description	Best	02/03 Actual	03/04 Actual	04/05 Actual	Family Group Average 04/05	UK Average 04/05	UK Top Quartile 04/05	05/06 Target	05/06 Actual	Status	Short Trend	Long Trend	06/07 Target	07/08 Target	08/09 Target
BV10	Percentage of non-domestic rates collected	High	99.00%	99.72%	96.23%	98.62%	98.47%	99.14%	99.10%	97.90%				98.00%	98.50%	99.10%
BV11a	Staff: Percentage of top 5% earners that are women	High	22.00%	38.00%	53.33%	26.55%	29.48%	40.23%	20.00%	50.00%				20.00%	20.00%	20.00%
BV11b	Staff: Percentage of top 5% earners from black and minority ethnic communities	High	6.00%	7.70%	0.00%	1.20%	2.87%	3.48%	2.25%	0.00%				2.25%	2.25%	2.25%
BV11c	Staff: Percentage of top 5% earners with a disability	High							2.25%	7.14%				Not Set - see note 1		
BV12	Staff: Number of working days lost due to sickness absence	Low	4.70	8.28	8.73	9.13	9.71	8.40	8.90	9.29				10.00	10.00	10.00
BV14	Staff: Percentage of early retirements	Low	2.90%	1.53%	2.94%	0.79%	0.65%	0.16%	0.50%	0.48%				0.20%	0.20%	0.20%
BV15	Staff: Percentage of ill health retirements	Low	2.60%	0.00%	0.34%	0.30%	0.32%	0.12%	0.36%	0.00%				0.36%	0.36%	0.36%
BV16a	Staff: Percentage of disabled employees	High	1.15%	0.00%	0.00%	2.56%	2.91%	3.73%	8.09%	3.13%				1.50%	1.50%	1.50%
BV16b	Percentage of economically active disabled in the population	N/a	0.00%	8.09%	8.09%	9.79%	28.15%	31.33%	8.09%	8.09%				Census value - cannot set target		
BV17a	Staff: Percentage of black and ethnic minority employees	High	1.4%	1.0%	2.0%	2.62%	4.70%	4.60%	2.4%	0.7%				0.6%	0.6%	0.6%
BV17b	Percentage of economically active minority ethnic in community population	N/a	0.0%	2.4%	2.4%	3.02%	77.80%	75.00%	2.4%	2.4%				Census value - cannot set target		
BV2a	The equality standard for local government in England	High	0	0	0	1.00	0.00	0.00	Level 2	Level 1				level 2	level 3	level 3
BV8	Percentage of invoices paid on time	High	93.00%	85.00%	90.40%	95.06%	90.89%	95.97%	95.90%	86.36%				96.00%	96.50%	97.00%
BV9	Percentage of Council Tax collected	High	99.00%	99.89%	97.77%	98.65%	97.01%	98.30%	98.29%	98.30%				98.50%	98.60%	98.70%
AL1	% of high risk audit recommendations implemented	High	44%	77%	63%				90%	52%				100%	100%	100%
FL1	Percentage of Council Tax arrears collected in current year	High	50.00%	46.29%	30.00%				50%	35%				50%	50%	50%
FLI2	Percentage of Business rate arrears collected in current year	High	82%	not reported	not reported				50%	54.27%				50%	50%	50%
OLI1	% of telephone calls answered by switchboard in 15 seconds	High	70.50%	70.49%	66.70%				70%	73.32%				75%	80%	80%

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). BV9 & BV10. The estimated net collectable debit (i.e. 100%) for 2005/06 was £43,108,000 (Council Tax) and £24,139,000 (NNDR)