



PERFORMANCE SUMMARY

1st APRIL 2002 - 31 MARCH 2003

- 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.
- To ensure we get the right kind of information in a format that you can understand, we completed a consultation exercise on last year's Best Value Performance summary leaflet. From these results our aim this year is to keep you informed only on these issues that will be of greatest interest, in a format that is clear and easy to read.
- The monitoring of service targets is key to our performance and helps us determine our priorities, and highlights areas of concern along with the financial impact on the authority. Indicators allow us to compare our performance with other authorities and ensure services are run as well as possible. In the table below we have included the performance against our own targets and indicators relating to services which you told us would be of interest.
- The full Performance Plan will be published in June 2003 and will be available in local libraries, on the website (www.hart.gov.uk) or from the Civic Offices reception. Access can be through the Internet available at your local libraries.
- At the end of the year the Audit Commission is scheduled to assess Hart District Council on its overall performance. They will look holistically at how the Council is run and specifically on how key services are run. This procedure is called 'Comprehensive Performance Assessment' (CPA). The Council will be given a score on our overall performance. In readiness for this, two themed reviews will take place during the year: 'Community Wellbeing' and 'Clean, Green, Safe Public Spaces'.
- If you have queries on the targets shown and what corrective action the Council is taking to improve where necessary, please contact: **Policy and Community Services Section** 01252 622122 Extension 4687 or email community-planning@hart.gov.uk. **If you require larger print please contact the above number.**



2000-2001
Dealing with Waste



Awarded for excellence
Environmental Health
Residential Services

Indicator	Year 2001/2002 Actuals	Target 2002/2003	Projected Outturn 2002/2003	KEY
% of undisputed invoices paid by the Council within 30 days	89%	92%	94%	✓
% Council Tax Collected	98.9%	99%	99%	✓
% Business Rates received during the year	98%	98%	98.7%	✓
Average time for processing new claimed for Housing Benefit (HB) & Council tax benefit. (CTB)	HB 72 days CTB 69 days	HB 65 days CTB 65 days	HB 108 days CTB 139 days	✗
Capital Expenditure on Social Housing (5 year rolling programme)	£1.96m	£2.5m	£4.m Total to date	✓
To reduce number of homeless families in B&B & other accommodation	51 households	50 households	80 households	✗
Average time taken to decide whether to accept people as homeless	18 days	15 days	15days	✓
Number of new affordable homes provided per annum on a rolling programme	53	60	115 in total to date	✓
To reduce Kg of waste collected per household (excluding waste taken to amenity site)	1052kg (2314 lbs)	1052kg (2314 lbs)	1025kg (2255 lbs)	✓
% of total tonnage of household waste recycled (including waste to amenity sites).	12.60%	15%	16%	✓
Cost per household for waste collection	£32.34	£31.07	£26.34	✓
% of planning applications determined in line with the Government's new development control targets.	67%(indicator is now split into 3 categories)	Government Target a) 60% major applications in 13 weeks b) 65% minor app. In 8 weeks c) 80% other app in 8 weeks.	a) 37% b) 50% c) 80%	✗ ✗ ✗
% of standard searches carried out in 9 working days	97%	97%	97%	✓
Net Planning Policy Costs per head of population	£1.98	To remain below £3.95 (excluding the cost of any public inquiry)	£1.45	✓
% of Food Safety inspections that should have been carried out on High Risk premises	97%	100%	95%	✗

NB: Figures are derived from year-end projections.

Key = ✓ target met ✗ target not met