

Purpose of the Performance Summary?

As part of its ongoing commitment to keeping residents informed, Hart District Council has produced this summary to show how the authority is performing. We are constantly seeking to improve our performance in delivering services to you. One method of measuring performance is through Performance Indicators. They allow us to record how well our services are doing year on year and compare them to other authorities.

Reading the table

The table on the next page summarises our current performance against a selection of aims that we have set. These show we are striving for continuous improvement and providing the community with the most efficient service possible. The table also shows whether we are achieving them or not, gives reasons for any under performance and what we are doing to improve. The indicators shown measure services which we consider will be of particular interest to you. The full range of performance indicators can be seen on our website www.hart.gov.uk. Remember you can also get on the internet at your local library.

More details

We are required to produce a full Performance Plan in each year. The 2003/4 plan is available on our website, in hard copy in local libraries and at the reception desk at the Civic Offices, Fleet. A new plan for 2004/5 will be available at the end of June 2004.

Listening to your views

Over the summer questionnaires were sent out to a random selection of households across the District. It is important to get your views so that we can put our resources where it really matters. A summary of the findings will be published in a future edition of Hart News, which will also be available on our website.

In the last year....

A flavour of some of our achievements in various areas of the council's work over the past year includes:

- The new community transport scheme 'Cango Bus' has become operational. This on-demand service is being provided in partnership with the county council, parish councils, the Countryside Agency, Primary Care Trust and Hart Voluntary Action.
- Police convictions directly attributable to the work of the CCTV team have increased significantly from 76 in 1998 to 217 in 2002.

"One of the best managed schemes in the Country. The results speak for themselves."

That's how Hart's CCTV team has been described in a newly published report from independent international assessors Optimum Risk Management.

- We have successfully minimised the number of families in bed and breakfast accommodation throughout the year.
- The council held a parish plans conference and is working with parish councils throughout the district to prepare parish plans. These will establish what is important to each community for its area and will inform the Local Development Framework process in setting out future development needs and proposals for the District.
- Two additional refuse lorries have been bought to overcome the problems experienced by existing lorries and enhance the reliability of the waste collection service.
- The Scrutiny Committee has undertaken a review of youth services and facilities highlighting gaps in provision throughout the district. The review will assist the council in working with other organisations to improve provision.

WANT TO KNOW MORE?

If you would like to know more information on anything in this leaflet or require a

larger print version, please contact Policy & Performance Team, telephone:
01252 622122 x 4664.

PERFORMANCE INFORMATION

The Council's Management Indicator	Aims for 2003/04	Performance information April 03 – March 04 (projected)	Commentary
<p>% of telephone calls answered by switchboard in 11 seconds.</p> <p>The percentage of contacts with public, by type, which are capable of electronic service delivery and which are being delivered using internet protocols or other paperless methods.</p>	<p>73%</p> <p>National targets 73% by March 2004. 100% by Dec 2005.</p>	<p>73%</p> <p>As of Sept 2003 performance was 45%. Projected performance at March 2004 will be approx. 60%.</p>	<p>The council is widening access to its services and information through the use of the Internet and other electronic systems. Government funding (£600K) is assisting with this work. Although the council is unlikely to reach the national target of 73% by March 2004, Hart aims to reach 100% by December 2005.</p>
<p>Economic Indicator</p> <p>% of undisputed invoices paid by the Council within 30 days of receipt.</p>	<p>Aims for 2003/04</p> <p>95%</p>	<p>Performance information April 03 – March 04 (projected)</p> <p>90%</p>	<p>Commentary</p> <p>All payment run dates have been achieved. All invoices received by Wednesday duly paid on Thursday payment run.</p>
<p>Environmental Indicator</p> <p>% of total tonnage of household waste recycled (Note: excludes waste taken directly to amenity sites).</p> <p>% of planning applications determined in line with the Government's new development control targets.</p>	<p>Aims for 2003/04</p> <p>16%</p> <p>Government target of a) 60% of major applications in 13 weeks b) 65% of minor applications in 8 weeks c) 80% of other applications in 8 weeks</p>	<p>Performance information April 03 – March 04 (projected)</p> <p>16% (based on actual performance at at end of December 2003 – 15.7%).</p> <p>a) 55% b) 60% c) 80%</p>	<p>Commentary</p> <p>There has been some improvement in performance since the blue bin collection was extended to include card and mixed paper in September 2002. A new green waste collection and ban on garden waste in wheeled bins starts on 29 March 2004 and is expected to enable the Council to reach to its interim statutory performance standard of 22%.</p> <p>Considerable improvement has been made over the last 12 months in performance particularly in the major and minor categories. This has been achieved by changes in internal procedures, increased delegation and the creation of the Major Sites Sub-Committee.</p>
<p>Social Indicator</p> <p>Number of homeless households in bed and breakfast and other accommodation.</p> <p>% of Health & Safety inspections that should have been carried out that were carried out for <u>high risk</u>.</p> <p>Average time for processing new claims for housing benefit & council tax benefit (cumulative).</p>	<p>Aims for 2003/04</p> <p>0 families in B&B accommodation, less than 70 households in any form of temporary accommodation.</p> <p>100%</p> <p>Fewer than 45 calendar days.</p>	<p>Performance information April 03 – March 04 (projected)</p> <p>1 family in B&B accommodation, 80 households in any form of temporary accommodation.</p> <p>100%</p> <p>45 calendar days.</p>	<p>Commentary</p> <p>New government target of not using B&B accommodation for families except in emergencies will be achieved. However the national increase in homelessness is still being reflected in Hart. Hence the higher number of families in temporary accommodation.</p> <p>Hart targets business premises which present the <u>highest risk</u> to employees and others, so using our resources to best effect.</p> <p>Due to improved working practices the Benefit Service is on target to meet its target.</p>