

THANET DISTRICT COUNCIL

BEST VALUE PERFORMANCE PLAN 2004-2005



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“WE WANT THANET TO BE A MORE PROSPEROUS PLACE WHERE EVERYONE HAS THE OPPORTUNITY TO BENEFIT FROM ECONOMIC GROWTH, AN OUTSTANDING LIVING ENVIRONMENT AND HIGH QUALITY PUBLIC SERVICES THAT MEET THE NEEDS OF ALL RESIDENTS.”





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FOREWORD

This is the Council's fifth Performance Plan. Thanet District Council provides a wide range of services to Thanet people. To ensure we do this well, we need to have a clear sense of purpose and direction if we are to achieve our goals.

This plan sets out how we have performed during the last year along with our objectives over the coming years. Although much has been achieved, the Council still needs to do even more to ensure that all local residents enjoy a standard of living equivalent at the very least to the Kent average.

We are committed to continuous improvement of local services and Best Value will ensure that the authority provides 'the quality of services local people expect at the price they can afford'.

The plan also sets out what we are going to do to achieve our goals and how our progress can be measured by the public. It is our intention that our plans are not just fine words but a clear indication of how we intend to move forward and make a real difference to Thanet.

BY
CLLR SANDY
EZEKIEL
LEADER
OF THE
COUNCIL



We want Thanet to be a more prosperous place where everyone has the opportunity to benefit from economic growth, an outstanding living environment and high quality public services that meet the needs of all residents.

The Council has developed ways of involving the public in order to understand and cater to the needs of the community. These have included surveys, focus groups and public meetings. These have helped us identify our key aims:

- Creation of fairly paid jobs
- Improving the look, cleanliness, vitality and safety of the Thanet Street Scene particularly in town centres and coastal areas
- Increasing the extent to which improving economic prosperity benefits the whole of Thanet by focusing regeneration efforts on key wards
- Continuing to improve the quality of all services
- Consulting and involving Thanet people in decisions that affect them
- Thanet's housing needs
- Rebranding Thanet

Clearly the Council has many other areas of responsibility and these continue to be important and a priority to those that use or receive these services,

as well as a priority for those who provide them. However, by selecting a few key priorities we can focus our available resources, ideas and energies on tackling the areas which people have shown to be the most important. The size of the cake, the amount the Council has to spend, is more or less fixed by the government. However, your elected Councillors decide how that cake is sliced up. This is why priorities are so important because they help Councillors decide where the fixed pot of money goes – until efficiency savings and service improvements are identified, more on one thing will mean less on something else.

For each of the visions, the sections that follow identify what we are trying to achieve and later explain our programme of service reviews and how you and we can measure our progress against the performance of other Councils.

BY
RICHARD
SAMUEL
CHIEF
EXECUTIVE



INTRODUCTION

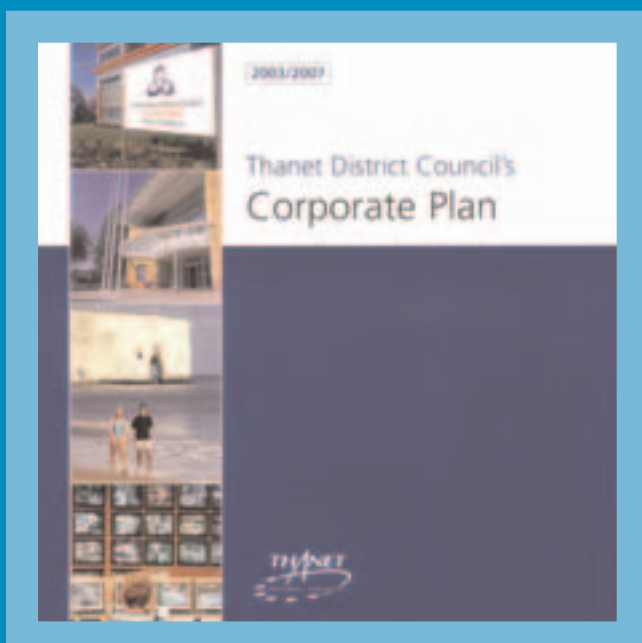
This plan is centred around the Council's Corporate Plan (2003-2007).

The Government has placed a duty on local councils to deliver services to clear standards of cost and quality, by the most economic, efficient and effective means available. Best Value is a challenging framework designed to improve local services. We are required to assess our own performance and put in place measures to ensure continuous improvement in all of our services. We must show the following:

- Challenge why and how a service is being provided
- Compare performance with others
- Embrace fair competition as a means of securing efficient and effective services; and
- Consult with local taxpayers, customers and the wider community

There is a section within this plan for each service area detailing how it works towards the Council's aims.

If you have any comments on this plan please contact the Policy and Community Planning Team on 01843 577196 or e-mail policy.unit@thanet.gov.uk



HOW TO GET THE MOST OUT OF THIS PLAN

Council services have been grouped into themes and each one demonstrates how it links to the Council's aims and priorities. Within each section you will see:

- Objectives of the service
- Areas of responsibility
- Performance results and targets
- Improvements undertaken and those planned
- Contact details

Performance indicators are a fundamental part of this performance plan. Improvements are planned, and realistic and challenging targets are set to provide continuous improvement.

Some indicators are set by the government. You can identify these by the 'BVPI' reference number within the 'Performance' section. The government indicators allow us to compare our performance with other councils and look for good practice that we can adopt to improve performance.

Our target is to improve services, so our performance can meet or better the performance of others, where there is no financial or other reason why we should not do so.

We have developed a 'traffic light' system to give a quick reference guide on how we are performing.

Where we are in the worst 25% of council performers



Where we are an average performer



Where we are in the top 25% of council performers



Performance comparisons from 2000 to 2002 are made against a group of similar Councils. Comparison for 2002/2003 are made against all district Councils in England.

THE COUNCIL'S CABINET

**Cllr. Sandy Ezekiel -
Leader - Corporate
Strategy and Policy**



**Cllr. Roger Latchford -
Tourism and Leisure**



**Cllr. Bob Bayford -
Deputy Leader -
Economic
Development,
Regeneration and
Maritime**



**Cllr. William Peppiatt -
Customer Services,
IT and
e-Government**



**Cllr. Charles Hibberd -
Housing and Property**



**Cllr. Ingrid Spencer -
Community Services
and Environment**



**Cllr. John Kirby -
Planning and
Transportation**



**Cllr. Martin Wise -
Resources**



THANET DISTRICT COUNCIL'S VISION AND AIMS

Our Aims

We have four main aims to help us achieve our vision, which will be achieved by focusing the efforts of all Council staff, Members and partners on the following core ideals:

SERVICE – We will strive to provide the highest possible standards of service to the public at all times, in all areas of our work.

TEAMWORK – We will consult and involve Thanet people in decisions that affect their future, and will establish a corporate culture of teamwork and partnership for all employees and organisations we work with, to enable us to achieve our goals.

ECONOMICS - We will consider the financial implications of every decision we take, to assess whether the outcome will add value to the work of the Council, for the benefit of Council Tax payers.

PRIDE – We will provide clear, accountable leadership on behalf of the community, to develop the local economy and improve the local environment in a sustainable manner.

Our Vision for Thanet

We will use all our energy and available resources to make Thanet somewhere that is economically successful, visually attractive, vibrant and stimulating, and a safe place in which to live and work. We will seek to provide high quality public services that meet the needs of all residents.

COUNCIL PRIORITIES

Thanet Council will be taking a wide range of actions to achieve its vision. However, we recognise that we need to set clear priorities to guide our decision making and allocation of resources.

Thanet Council's key priorities over the next four years (2003-2007) are:

- Creation of fairly paid jobs
- Improving the look, cleanliness, vitality and safety of the Thanet street scene particularly in town centres and coastal areas
- Increasing the extent to which improving economic prosperity benefits the whole of Thanet by focusing regeneration efforts on key wards
- Continuing to improve the quality of all services
- Consulting and involving Thanet people in decisions that affect them
- Thanet's housing needs
- Rebranding Thanet

The Council provides a wide range of services to local residents. While some services are acknowledged as high quality, others require improvement. Through performance management, the Council will seek to improve the measurable quality of all services but will particularly focus on bringing poorer services up to standard. The Council aims to identify and tackle problem areas so that its services are positioned in the top 50% of all local authorities.

COMMUNITY STRATEGY

What is a Community Strategy?

It is a vision for the local area, based on the aspirations, needs and priorities of the local community. The strategy looks to the future, so its aims will benefit everyone not just in the short term, but in the long term too.

The Community Strategy Vision

- A prosperous, secure and welcoming community
- A safe, attractive place to live and work
- Realising Thanet's potential

To achieve this vision the Local Strategic Partnership will work together to build sustainable communities, ensuring that our actions today do not compromise the needs of future generations.

Key Themes	Key Areas
The Economy	Employment, Investment and Infrastructure, Business Support, Strategic Transport, Local Transport, Culture and Tourism
Lifelong Learning	Basic Skills, Pre-school, Primary and Secondary Education, Further Education, Higher Education
A Safer Community	Criminal Damage, Assaults in Public Places, Domestic Violence, Offences Brought to Justice
The Environment and Housing	Energy Efficiency, Wildlife, Coast and Countryside, Waste Reduction, Public Open Spaces, Street Scene, Housing and Homelessness
An Inclusive Community	The Thanet Community, Access to Information, Advice and Services
Health and Lifestyle	Mental Health, Major Causes of Premature Death, The Needs of Older People, Children and Young People, Sport and Leisure

Who produced the Strategy?

The Local Strategic Partnership (LSP) has prepared the Community Strategy. The LSP is made up of key representatives from Thanet District Council and other public, private and voluntary organisations throughout Thanet.

A summary and full version of the Community Strategy are available on www.thanetlsp.org.uk