

RESOURCES

SEAN CLARK








**PERFORMANCE INDICATOR DATA FOR
2005/06**

Service Specific BVPI and other Key Service Indicators

★	Excellent performance - significantly better than target
●	Good performance - within tolerable variance of target
▲	Poor performance - significantly worse than target
●●	Data not available this month - see comment
	Alert not applicable to this indicator

KEY	Officer Responsible
LC	Lesley-Anne Chinnery - Interim Human Resources Manager
SC	Sean Clark - Head of Resources
KB	Kathryn Beldon - Financial Services Manager
DA	Daniel Aramide - Legal Services Manager

Link to Service Objective	Description	2004/05 Actual	2005/06					Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
BV008	The percentage of undisputed invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority.	89.30%	90.20%	89.81%	89.81%	92.00%	●	KB			
BV011a	The percentage of the top 5% of earners in the authority that were women at 31 March.	26.92%				25.00%	●●	LC			
BV011b	The percentage of the top 5% of earners in the authority from black and minority ethnic communities at 31 March.	3.85%				3.12%	●●	LC			
BV011c	The percentage of the top 5% of earners in the authority from who are disabled.	0.00%				1.00%	●●	LC			

Link to Service Objective	Description	2004/05 Actual	2005/06					Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
BV012	The average number of working days per employee lost due to sickness absence.	9.78	0.58	1.29	8.56	8.75		LC			
BV014	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce.	2.26%				3.50%		LC			
BV015	The percentage of employees retiring on grounds of ill-health as a percentage of the total workforce.	0.17%				0.20%		LC			
BV016a	The percentage of Council employees declaring that they meet the Disability Discrimination Act 1995.	2.79%				3.00%		LC			
BV016b	The percentage of disabled people in the authority area aged 18 to 65. Note - Using 2001 census data sent on ONS CD	17.81%				17.81%		LC			
BV017a	The percentage of employees from minority ethnic communities within the authorities workforce	1.74%				1.75%		LC			
BV017b	The percentage of the minority ethnic population in the authority area.	2.39%				2.30%		LC			

Link to Service Objective	Description	2004/05 Actual	2005/06				Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target				
BV179	The percentage of standard local land charge searches carried out in 10 working days.	99.26%				97.50%	●●	DA		
CP008J	The percentage of invoices for commercial goods and services that were paid within 30 days of such invoices being received by the authority.	86.67%	86.73%	88.54%	88.54%	92.00%	●	SC		
CP174J	The number of racial incidents reported per 100,000 population.	0					█	SC		
CP175J	The percentage of racial incidents resulting in further action.	0.00%				100.00%	●●	SC		
LRES001	Percentage of top 10% earners that are women	29.80%				25.00%	●●	LC		

REGENERATION AND ECONOMIC DEVELOPMENT

**PERFORMANCE INDICATOR DATA FOR
2005/06**

Service Specific BVPI and other Key Service Indicators

★	Excellent performance - significantly better than target
●	Good performance - within tolerable variance of target
▲	Poor performance - significantly worse than target
●	Data not available this month - see comment
	Alert not applicable to this indicator

KEY	Officer Responsible
TG	Tom McGuckin - Economic Development Manager
ST	Sam Thomas - Regeneration Manager

	Link to Service Objective	Description	2004/05 Actual	2005/06				Monthly Alert	Officer Responsible	Comment	Actions to be taken
				This Period Actual	Year to Date Actual	Year End Projection	Year End Target				
CP008L		The percentage of invoices for commercial goods and services that were paid by Regeneration and Economic Development within 30 days of such invoices being received by the authority.	New	96.97%	98.68%	98.68%	92.00%	★	TG & ST	Only 1 out of 76 invoices has been paid late so far	
CP174L		The number of racial incidents reported within Regeneration and Economic Development	0	0	0	0	1	★	TG & ST		
CP175L		The percentage of racial incidents resulting in further action.	New	N/A	N/A	100.00%	100.00%	●	TG & ST		
LE002		Number of business start-ups attracted to Thanet	9	0	2	10	10	●	TG		
LE004a		Number of inward investment enquiries	35	2	3	15	15	●	TG		
LE004b		Total number of successful 'inward investment' projects	6	0	0	4	4	●	TG		
LE004c		Percentage of 'inward investment' enquiries which resulted in successful projects	17.14%	0.00%	0.00%	26.67%	26.67%	●	TG		

Link to Service Objective	Description	2004/05 Actual	2005/06					Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target	Monthly Alert			
LE005	Number of jobs created / safeguarded from companies moving to, reinvesting or relocating within Thanet	150	0	0	125	125	●	TG		
LE006	Number of training grants awarded to Thanet companies	63	2	3	25	25	●	TG	9 applications currently being considered	
LE007	Number of employees receiving training through the Workforce Development grant initiative	431	3	4	90	90	●	TG		
LE008	Total number of 'business support enquiries' for advice and information received per annum	935	60	110	200	200	●	TG		
LE009	Number of jobs created in serviced units and managed workspace (KIC and MMC)	33	4	5	30	30	●	TG		
LE010	The Number of Business Growth Grants awarded	12	0	2	16	16	●	TG	3 applications being considered in June.	

HOUSING AND PROPERTY SERVICES






**PERFORMANCE INDICATOR DATA FOR
2005/06**

Service Specific BVPI and other Key Service Indicators

★	Excellent performance - significantly better than target
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	Alert not applicable to this indicator

KEY	Officer Responsible
SA	Susan Avery - Housing Services Manager (Tenancy Services)
DC	David Chaplin - Housing Services Manager (Strategy and Private Sector Housing)
AC	Amber Christou - Housing Needs Manager
BB	Brian Bedingfield - Principle Building Surveyor
SO	Steve O'Shea - Private Sector Housing Officer
VC	Velia Coffey - Interim Head of Housing and Property Services
JE	Janet Edwards - Tenancy Services Manager
JM	John Meredith - Principal Operational Officer

	Link to Service Objective	Description	2005/06					Monthly Alert	Officer Responsible	Comment	Actions to be taken
			2004/05 Actual	This Period Actual	Year to Date Actual	Year End Projection	Year End Target				
BV063		The average SAP (energy efficiency) rating of local authority owned dwellings	74	74	74	75	75	●	BB		
BV064		The number of private sector vacant dwellings returned into occupation or demolished as a direct result of local authority action.	63	0	20	33	33	●	DC		
BV164new		Does the authority follow the codes of practice for racial equality and tackling harassment for social landlords?	Yes	Yes	Yes	Yes	Yes		SA		
BV183a		The average length of Stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need	4	2.39	2.39	4	4	●	AC		

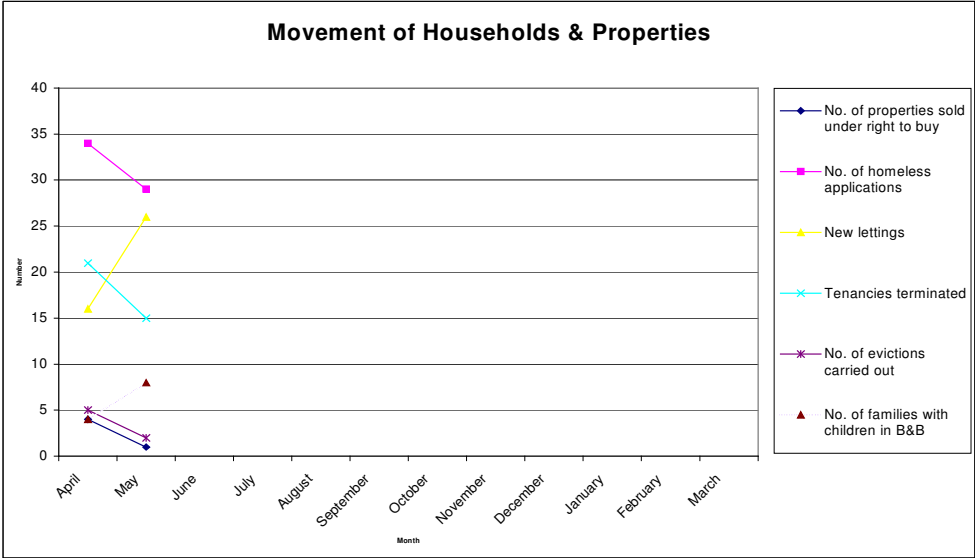
Link to Service Objective	Description	2004/05 Actual	2005/06				Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target				
BV183b	The average length of Stay in hostel accommodation of households that are unintentionally homeless and in priority need	12	1.14	1.14	12	12		AC		
BV184a	The proportion of local authority homes which were non-decent at 1 April (start of the year)	0.92%	0.44%	0.44%	0.44%	0.44%		BB	Tenants refusing works for properties to be bought up to standard	Works will be undertaken when each property becomes vacant.
BV184b	The percentage change in the proportion of non decent local authority homes over the year	52.17%	0.00%	0.00%	0.00%	0.00%		BB	Our aim to make 100% of homes decent is unlikely to be achieved due to refusal of works by tenants	Works will be undertaken when each property becomes vacant.
BV202	The number of people sleeping rough on a single night within the area of the authority	2	N/A	N/A	1.00	1		AC	Count carried out on an annual basis. Last count took place 16th & 17th November 2004	
BV203	The percentage change in the average number of families placed in temporary accommodation from the previous year	208.50%	TBC	TBC	TBC	400.00%		AC	Processes are currently being set up in order to record this new indicator. No information is available for May 2005.	This indicator is problematic in that it capitalises allocations to TDC's own stock and through Private Sector Leasing scheme. In an effort to reduce reliance on Bed and Breakfast, it is inevitable that in the short to medium term a higher proportion of homeless households will be placed in other forms of temporary accommodation

Link to Service Objective	Description	2004/05 Actual	2005/06				Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target				
BV211a	Proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings	New	TBC	TBC	TBC	70.00%		JM	Some data has now been received from the ODPM and is currently being reviewed re: its sufficiency/implementation of record.	
BV211b	Proportion of expenditure on emergency and urgent repairs on HRA dwellings compared to non-urgent repairs expenditure on HRA dwellings	New	TBC	TBC	TBC	11.00%		JM	Some data has now been received from the ODPM and is currently being reviewed re: its sufficiency/implementation of record.	
BV212	Average number of days taken to re-let local authority housing	39.00%	31.50%	38.89%	35.00%	35.00%		SA	On target for this month. An investigation into last months figures flagged up various problems; these will be monitored closely in the future.	
BV213	Number of homeless households whose situation was resolved through the work of the housing advice service	New	9.00%	26.00%	20.00%	20.00%		AC	The total number of approaches for May was 40. Out of those, the number of homeless preventions was 9 or 22.5%	
BV214	Proportion of households accepted as statutorily homeless for a second time within two years	New	TBC	TBC	TBC	40.00%		AC	Processes are currently being set up in order to record this new indicator. No information is available for May 2005.	
BV225	Percentage score for checklist of Best practice against Domestic Violence	New	TBC	TBC	TBC	70.00%		AC	Processes are currently being set up in order to record this new indicator. No information is available for May 2005.	

Link to Service Objective	Description	2004/05 Actual	2005/06				Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target				
CP008D	The percentage of invoices for commercial goods and services that were paid by Housing and Property Services within 30 days of such invoices being received by the authority.	New	96.32%	94.52%	92.00%	92.00%	●	VC		
CP174D	The number of racial incidents reported within Housing and Property Services	New	0	0	0	1	★	VC	No racial incidents have been reported in Housing & Property Services	
CP175D	The percentage of racial incidents resulting in further action.	New	N/A	N/A	100.00%	100.00%	●	VC	No racial incidents have been reported in Housing & Property Services	
HS001	Average waiting time for adaptations to Local Authority housing for people with disabilities (months)	10	N/A	N/A	12	12	●	JM	Annual return to be calculated at year end	
HS002	The percentage of designated housing sites for which two risk assessments were completed within the year	95.44%	0.35%	0.35%	95.00%	95.00%	●	JE	To date 31.23% of sites have been inspected once and 0.35% is the figure for two risk assessments completed	
HS003	Has the Housing Strategy achieved fit for purpose status from GOSE?	No	No	No	Yes	Yes	█	DC	Delay due to change in personnel at GOSE and at TDC. Statistics expected to be awarded not later than July 2005	Focussed action in hand. Next draft ready but GOSE do not want to discuss it until 15/06/05
HS008	Percentage of homelessness applications assessed within ten working days of receipt of all information	58.00%	61.00%	54.00%	65.00%	65.00%	●	AC		
HS011	Number of new affordable homes delivered through 'planning gain'	28	TBC	TBC	TBC	31	●	VC	Environmental Services will be supplying this information by 13/06/05	

Link to Service Objective	Description	2004/05 Actual	2005/06				Year End Target	Monthly Alert	Officer Responsible	Comment	Actions to be taken
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LRR001	Percentage of repairs completed in time limits. Ref RT/1	95.00%	94.42%	92.73%	88.00%	88.00%	●	JM	Within target.		
LRR002	Percentage of appointments made and kept(non-emergency). (BV185). Ref. RT/2	91.00%	59.00%	54.00%	90.00%	90.00%	●	JM	This is due to an IT systems fault that has now been rectified. Results should improve.		
LRR003	Average number of days to complete non-urgent repairs. Ref. RT/3	10	9.61%	8.76%	19	19	●	JM	Within target.		
LRR004	Average number of days to complete void works. Ref. RT/4	22	16.00%	19.00%	12	12	●	JM	Improvement on previous figures indicated, trend will be monitored.		
LRR005	Percentage of Orders failed at inspection. Ref. D/1	3.13%	1.03%	0.50%	8.00%	8.00%	●	JM	Within target.		
LRR006	Percentage of return visits. Orders not achieving 'Right First Time'. Ref. D/2	1.66%	1.47%	1.18%	8.00%	8.00%	●	JM	Within target.		
LRR007	Number of complaints received per month as a percentage of the number of customers.Ref.CC/1	0.61%	0.44%	0.29%	8.00%	8.00%	●	JM	Within target.		

HOUSING AND PROPERTY SERVICES



REVENUE AND BENEFITS

JOHN ROBERTS

**PERFORMANCE INDICATOR DATA FOR
2005/06**

Service Specific BVPI and other Key Service Indicators









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KEY	Officer Responsible
JR	John Roberts - Head of Revenues and Benefits
JC	Jim Coules - Debt Recovery Manager
JK	John Kemp - Council Tax Manager
JL	John Lewis - Benefits and Enquiry Services Manager

		2005/06								
Link to Service Objective	Description	2004/05 Actual	This Period Actual	Year to Date Actual	Year End Projection	Year End Target	Monthly Alert	Officer Responsible	Comment	Actions to be taken
BV009 D4.03/04 D6.03/04 D17.03/04	The percentage of Council Tax due for the year that was received by the Council	96.00%*	9.21%	18.26%	97.00%	97.00%	●	JK	On target.	None at this stage.
BV010	The percentage of non-domestic rates (business rates) due for the financial year which were received by the authority.	98.00%*	13.94%	24.10%	98.40%	98.40%	●	JK	Ahead of target.	None at this stage.
BV066a	Local authority rent collection and arrears: proportion of rent collected as a percentage of rent due.	98.00%*	N/A	N/A	N/A	98.25%	●●	JC	Await resolution of difficulties in data extraction following application of new software.	Problem escalated by Service Head - see PI graphs.

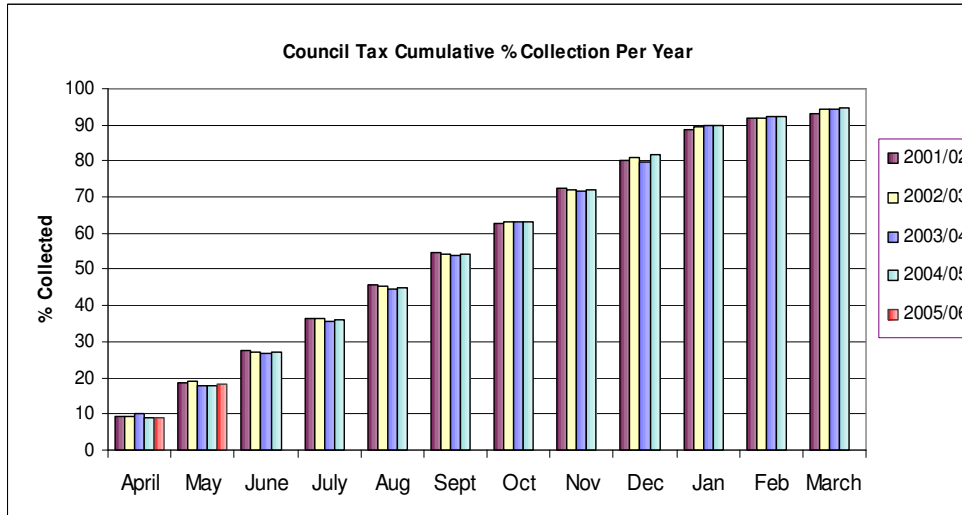
Link to Service Objective	Description	2004/05 Actual	2005/06					Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
BV066b	The number of local authority tenants with more than seven weeks of rent arrears as a percentage of the number of tenants.	New	N/A	N/A	N/A	New		JC	New indicator - computer software not yet available to provide data.	Target of end of first quarter for data collection and target setting.	
BV066c	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served.	New	N/A	N/A	N/A	New		JC	New indicator - computer software not yet available to provide data.	Target of end of first quarter for data collection and target setting.	
BV066d	Percentage of local authority tenants evicted as a result of rent arrears	New	N/A	N/A	N/A	New		JC	New indicator - computer software not yet available to provide data.	Target of end of first quarter for data collection and target setting.	
BV076a	D5.04/05 Housing Benefit Security - The number of claimants visited per 1,000 caseload	24.70	0.13	0.57	50.00	50.00		JL	Investigation unit currently under-resourced.	Recruitment complete. New appointments scheduled to take-up posts in July.	
BV076b	D5.04/05 Housing Benefit Security - The number of fraud investigators employed per 1,000 caseload	0.19	0.19	0.19	0.40	0.40		JL	Investigation unit currently under-resourced.	Recruitment complete. New appointments scheduled to take-up posts in July.	
BV076c	D5.04/05 Housing Benefit Security - The number of fraud investigations per 1,000 caseload	20.60	2.33	4.74	40.00	40.00		JL	Investigation unit currently under-resourced.	Recruitment complete. New appointments scheduled to take-up posts in July.	
BV076d	D5.04/05 Housing Benefit Security - The number of prosecutions and sanctions per 1,000 caseload	1.90	0.69	0.82	3.00	3.00		JL	Investigation unit currently under-resourced.	Recruitment complete. New appointments scheduled to take-up posts in July.	
BV078a	D5.04/05 Average number of days to process new benefit claims	34.22	42.71	42.98	40.00	33.00		JL	Below target - of great concern.	Recruitment.	
BV078b	D5.04/05 Average number of days to process notifications of changes of circumstances	5.68	9.78	9.91	9.00	9.00		JL	Below target - of great concern.	Recruitment.	

Link to Service Objective	Description	2004/05 Actual	2005/06					Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
BV079a	D5.04/05 Percentage of cases for which the calculation of the amount of benefits due was correct on the basis of the information available	94.40%	96.62%	95.67%	95.00%	97.00%		JL	Slightly below target.	None at present.	
BV079bi	Housing Benefit overpayments recovered during the period as a percentage of recoverable overpayments made during that period	New	N/A	N/A	N/A	New		JL	New indicator - computer software not yet available to provide data.	Target of end of first quarter for data collection and target setting.	
BV079bii	HB overpayments recovered during the period as % of total amount outstanding at the beginning of the period plus the overpayment identified during the period	New	N/A	N/A	N/A	New		JL	New indicator - computer software not yet available to provide data.	Target of end of first quarter for data collection and target setting.	
BV079biii	HB overpayments written off during the period as % of total amount outstanding at the beginning of the period plus the overpayment identified during the period	New	N/A	N/A	N/A	New		JL	New indicator - computer software not yet available to provide data.	Target of end of first quarter for data collection and target setting.	
CP008K	The percentage of invoices for commercial goods and services that were paid by Revenues and Benefits within 30 days of such invoices being received by the authority.	New	65.22%	76.19%	92.50%	92.50%		JR	Below target.	Service Head notifying spending managers of need to ensure prompt payment.	

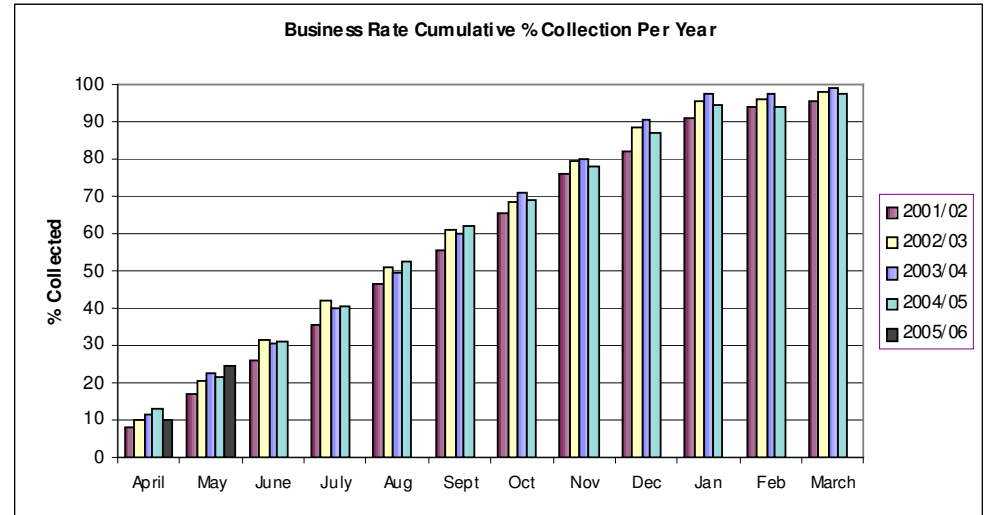
Link to Service Objective	Description	2004/05 Actual	2005/06					Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target	Monthly Alert			
CP174K	The number of racial incidents reported within Revenues and Benefits	New	0	0	3	3		JR	None at this stage.	None at this stage.
CP175K	The percentage of racial incidents resulting in further action.	New	0.00%	0.00%	100.00%	100.00%		JR	None at this stage.	None at this stage.
LB004	Total number of Housing and Council Tax Benefit claimants	15,598	15878	15819	15750	N/A		JL	Not a performance indicator.	N/A
LB005	Percentage claims for Council Tax Benefit processed within 14 days	91.20%	63.00%	70.00%	90.00%	90.00%		JL	Below target.	Recruitment.
LB007	Percentage of new claims for rent allowance processed within 14 days	92.92%	65.00%	71.00%	90.00%	90.00%		JL	Below target.	Recruitment.
LB008	Percentage of new claims for rent rebate processed within 14 days	91.55%	57.00%	67.00%	90.00%	90.00%		JL	Below target.	Recruitment.
LB009	Number of tenancies with arrears	800	N/A	N/A	N/A	775		JC	Await resolution of difficulties in data extraction following application of new software.	Problem to be escalated by Service Head - see PI graphs.
LB010	Percentage of Council Tax payments made by direct debit	45.38%	46.04%	46.04%	50.00%	50.00%		JK	On target.	Results of advertising campaign being evaluated.

REVENUES AND BENEFITS

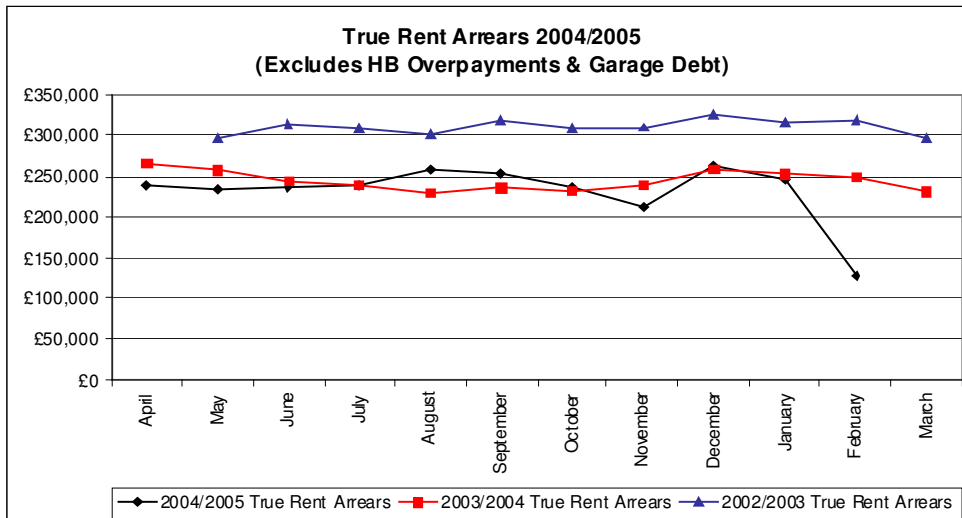
BV009



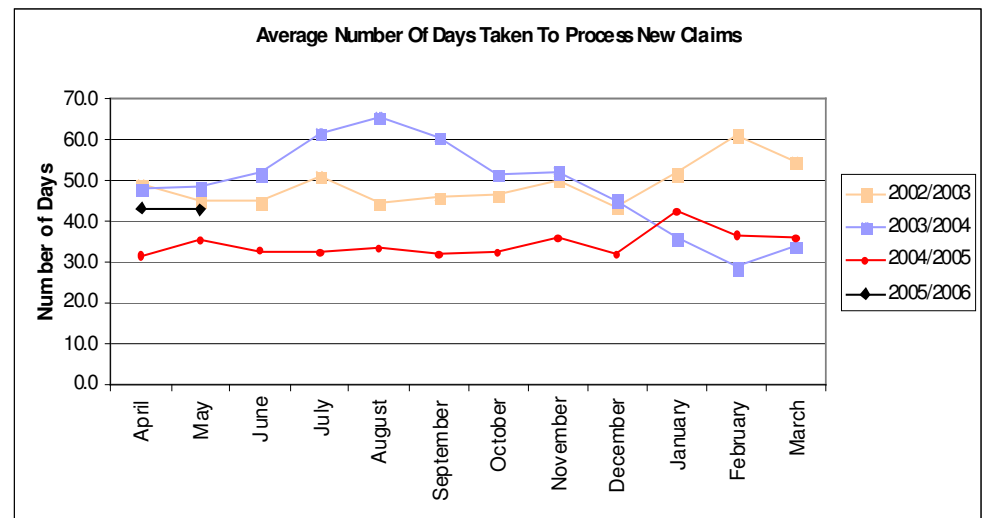
BV010



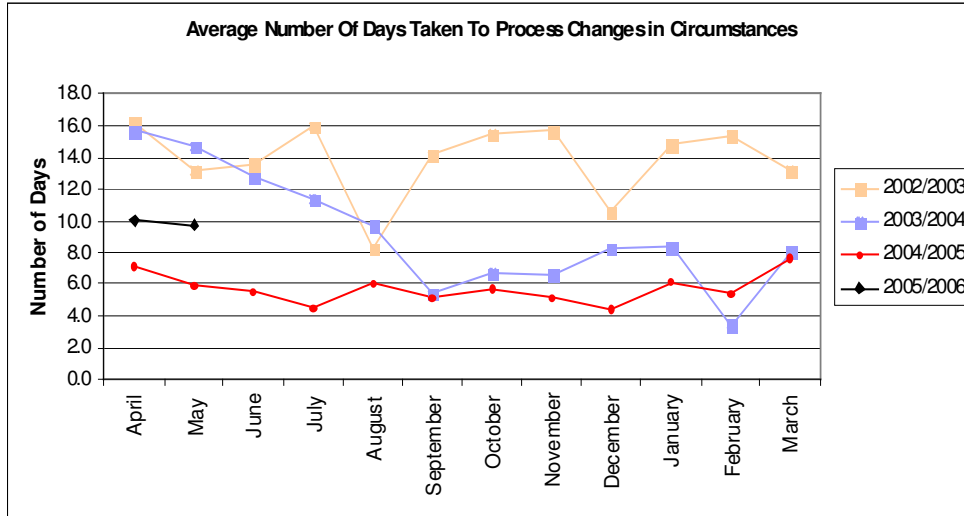
BV066a



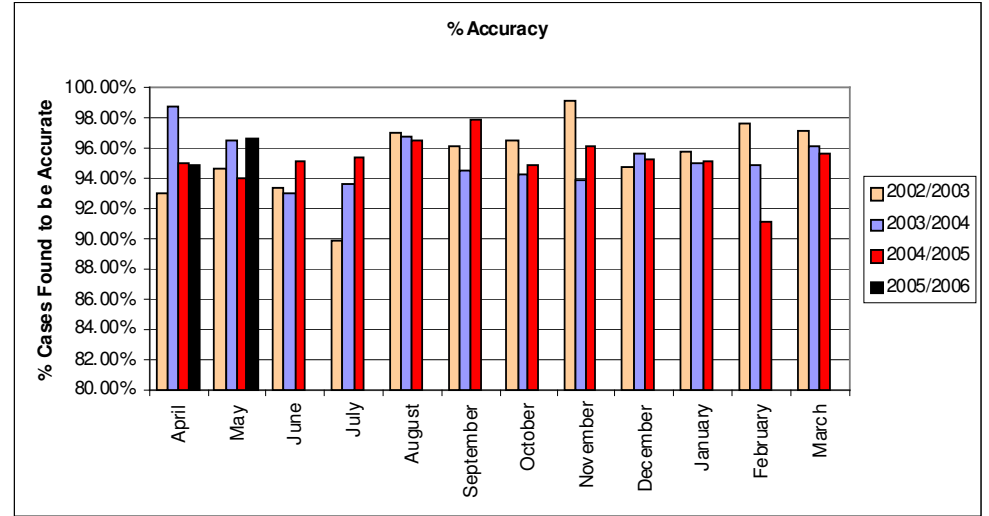
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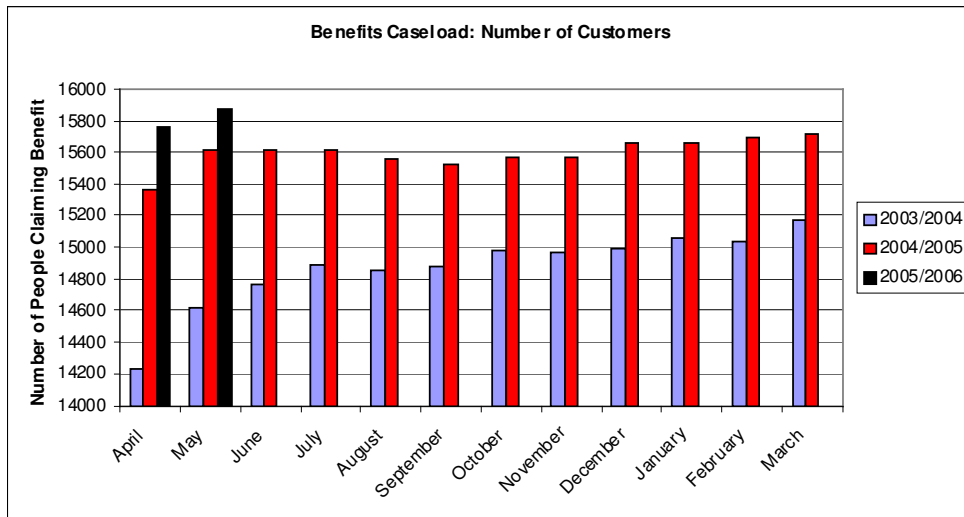
BV078b



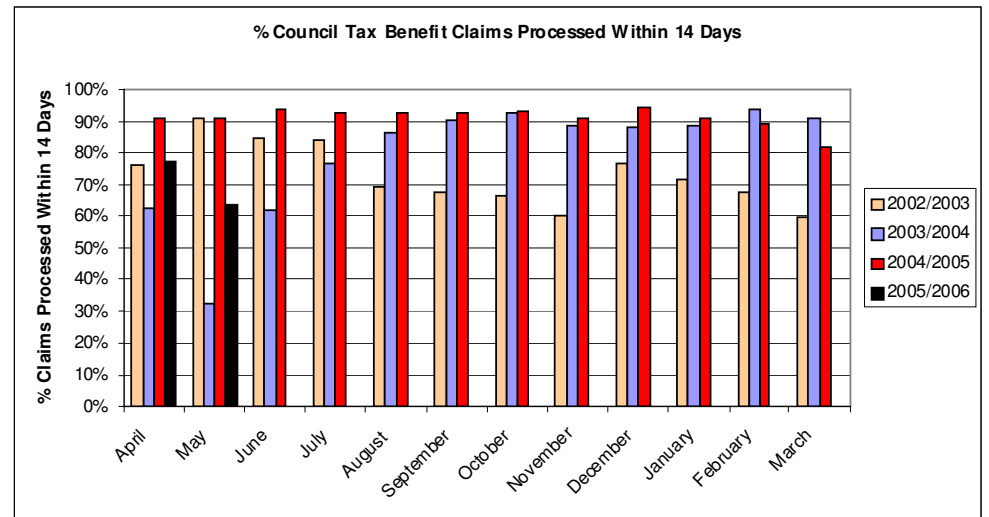
BV079a



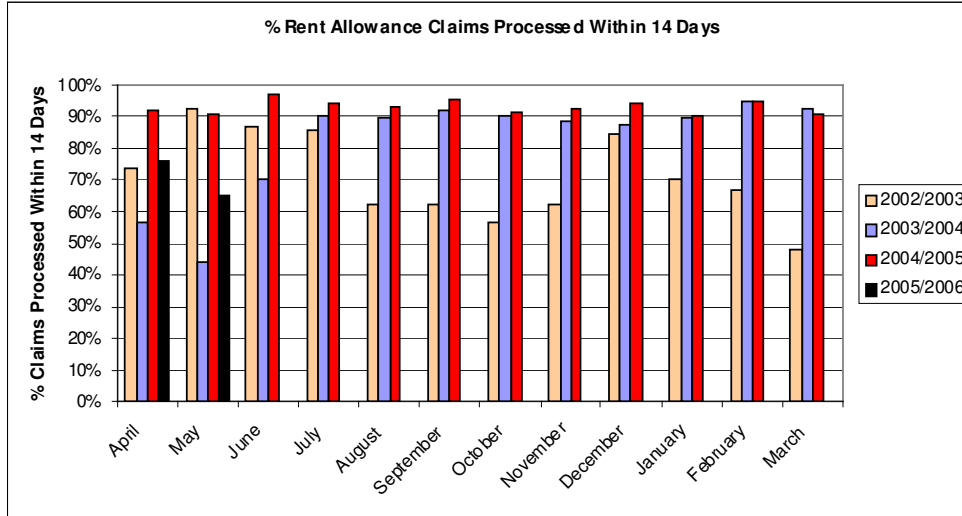
LB004



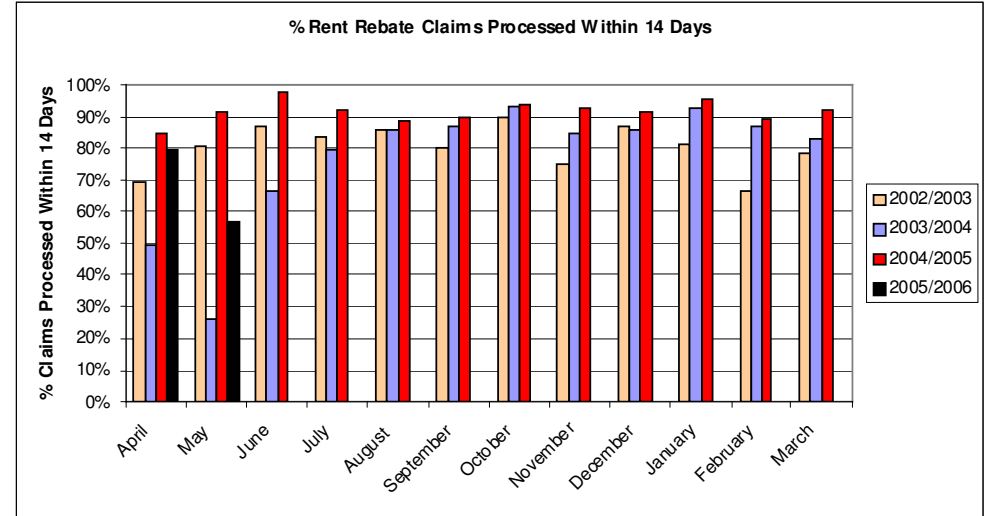
LB005



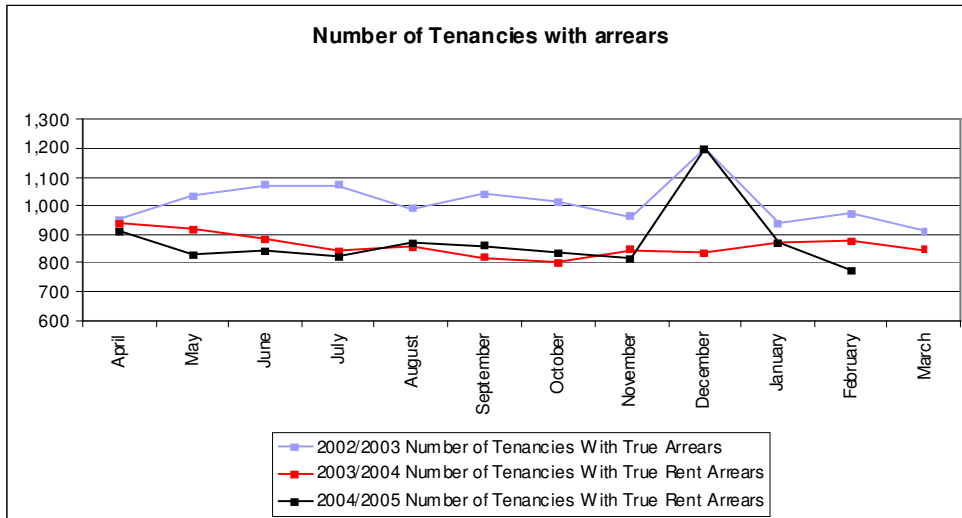
LB007



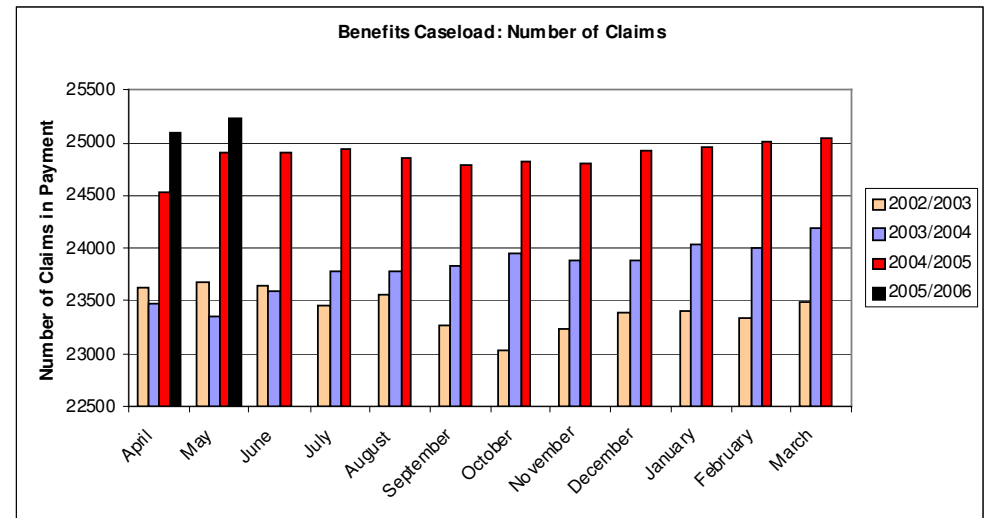
LB008

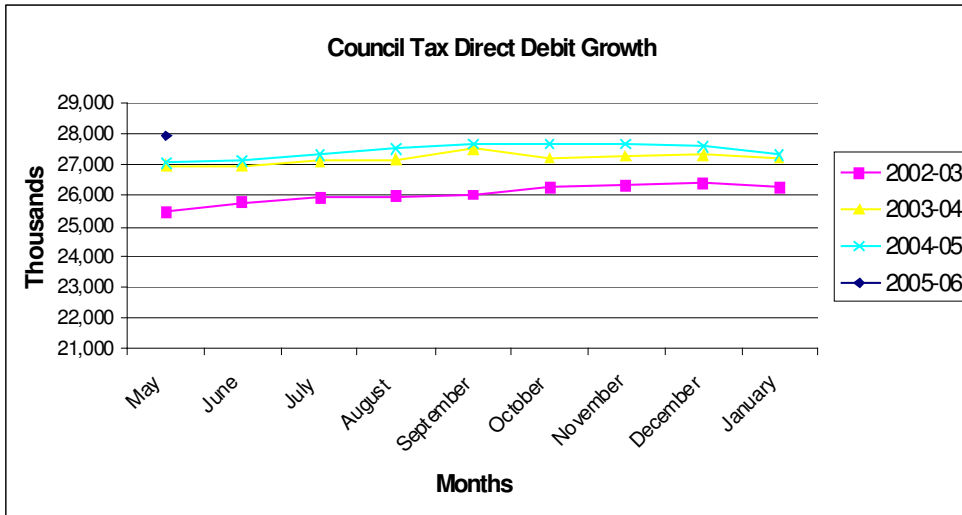
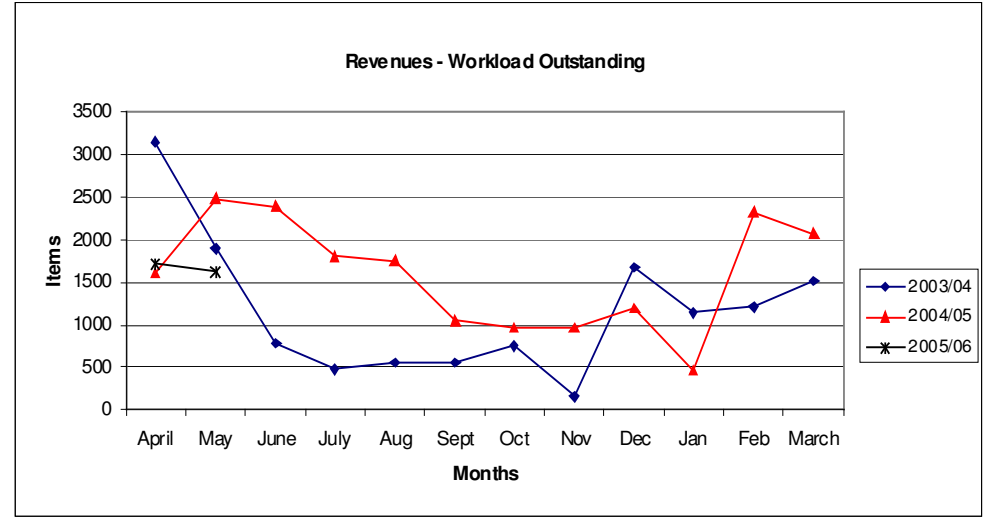
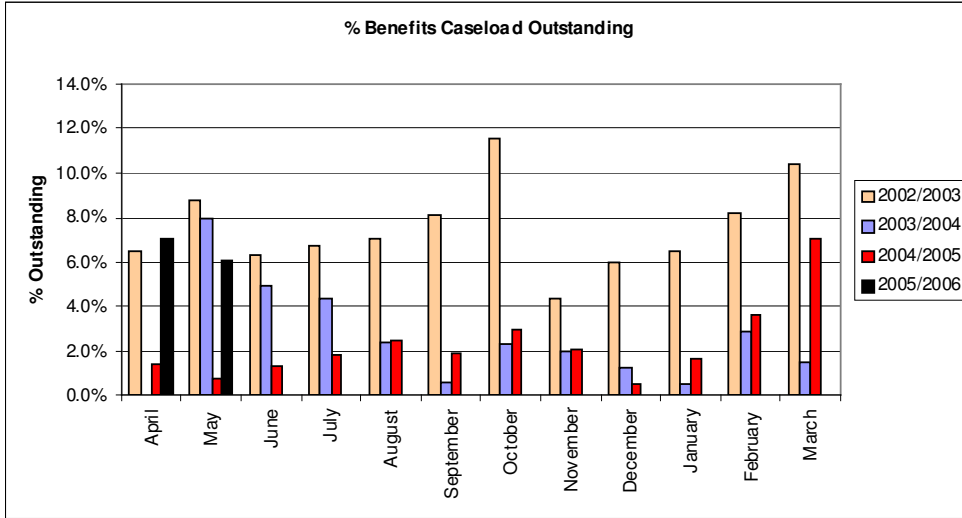


LB009



Benefits Caseload : Number of Claims





MARITIME SERVICES

CAPTAIN KEN GRAY

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2005/06**

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⋮	Data not available this month - see comment
!	Alert not applicable to this indicator

KEY	Officer Responsible
PG	Peter Goulding - Port Accountant
DE	Dominic Evans - Duty Operations - Port
NF	Norman Foulkes - Harbour Operations Technical and Maintenance
SJ	Stewart Jarvis - Marina Operations
KG	Ken Gray - Head of Maritime Services

Link to Service Objective	Description	2004/05 Actual	2005/06				Year End Target	Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
CP008F	The percentage of invoices for commercial goods and services that were paid by Maritime Services within 30 days of such invoices being received by the authority.	New	90%	89%	92%	92%	●	KG	Very busy time and leave at the start of year		
CP174F	The number of racial incidents reported within Maritime	New	0	0	0	1	★	KG			
CP175F	The percentage of racial incidents resulting in further action.	New	NA	NA	100.00%	100.00%	●	KG			
LM001	The percentage increase in the total recorded vessel movements at Ramsgate Royal Harbour	-1.70%	-6%	-2%	5%	5%	●	DE	Early in season, and Easter fell in April last year		
LM002a	The percentage increase in the average number of occupied permanent berths in Ramsgate Royal Harbour	4.70%	-3%	-2%	0%	5%	▲	SJ	Based upon first two months projection reduced to 0%, however it is still early in season.	Additional marketing required.	
LM002b	The percentage increase in the metreage of the average number of occupied permanent berths in Ramsgate Royal Harbour	4.20%	-4%	-3%	0%	5%	▲	SJ	Based upon first two months projection reduced to 0%, however it is still early in season.	Additional marketing required.	

Link to Service Objective	Description	2004/05 Actual	2005/06				Year End Target	Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
LM003	The percentage increase in the average number of boats occupying the boat park in Ramsgate Royal Harbour	-4.40%	16%	10%	5%	5%	●	SJ			
LM005	The percentage increase in the number of leisure boat visitor nights at Ramsgate Royal Harbour	-1.00%	14%	7%	2%	2%	●	SJ	Early in season.		
LM006	The percentage increase in the number of boat hoist lifts at Ramsgate Royal Harbour	-3.60%	-14%	-17%	5%	5%	●	NF	Early in season.		
LM007	The percentage increase in the volume of material dredged by owned dredger	28.00%	-30%	-11%	10%	10%	●	NF	Long-term sickness of a crew member	Monitor situation.	
LM008a	The percentage increase in the total number of litres of gas oil sold at Ramsgate Royal Harbour	-2.80%	-7%	-10%	2%	2%	●	PG	Early in season, and Easter fell in April last year	Margin now reduced to stimulate demand, and new supply price opportunities to be investigated w.e.f. June 05.	
LM008b	The percentage increase in the total number of litres of petrol sold at Ramsgate Royal Harbour	37.90%	-49%	-58%	3%	3%	●	PG	Early in season, and Easter fell in April last year, plus exceptional purchase in 2004-05.		
LM009	The percentage increase in the total ferry freight unit volume at Ramsgate Royal Harbour	9.40%	25%	25%	2.5%	2.5%	●	DE	Dover Calais problems assisted, but as it increased the latter '04-5 volume 2.5% for the full year ahead is still a challenge.	Dover Calais problem is an exceptional item.	
LM010	Debt recovery	99.87%	99.56%	99.87%	99%	99%	●	PG	Policy as to provisioning and what is included to be agreed.		
LM011	Maritime staff sickness as a percentage of potential working days	4.50%	5.1%	4.1%	2.5%	2.5%	●	KG	Long-term sickness of member of dredger crew	Monitor situation.	

CUSTOMER SERVICES

DONNA REED

**PERFORMANCE INDICATOR DATA FOR
2005/06**

Service Specific BVPI and other Key Service Indicators

★	Excellent performance - significantly better than target
●	Good performance - within tolerable variance of target
▲	Poor performance - significantly worse than target
?	Data not available this month - see comment
I	Alert not applicable to this indicator

KEY	Officer Responsible
JS	Julie Smee - Customer Service Manager
KP	Karen Paton - Purchasing and Facilities Manager
JW	Jeff Wallbank - IT Manager
DR	Donna Reed - Head of Customer Services

	Link to Service Objective	Description	2004/05 Actual	2005/06				Monthly Alert	Officer Responsible	Comment	Action to be Taken
				This Period Actual	Year to Date Actual	Year End Projection	Year End Target				
BV157		Percentage of interactions enabled for electronic delivery	74.56%	74.56%	74.56%	76.00%	76.00%	●	RE	Indicator to be calculated on a quarterly basis - next update June 2005.	Continue working to deliver Priority Outcomes identified in IEG4.
CP008B		The percentage of invoices for commercial goods and services that were paid by Customer Services within 30 days of such invoices being received by the authority.	New	90.49%	92.32%	92.32%	92.00%	●	DR		
CP174B		The number of racial incidents reported within Customer Services	0	0	0	0	1	★	DR		
CP175B		The percentage of racial incidents resulting in further action.	New	N/A	N/A	100.00%	100.00%	●	DR		
LCS001a		Corporate Calls (DDI) - total incoming.	524506	67508	148183	889098	N/A	I	JS		
LCS001b		Corporate Calls (DDI) - Percentage of calls lost.	23.40%	14.81%	14.32%	7.00%	7.00%	●	JS		

Link to Service Objective	Description	2004/05 Actual	2005/06					Monthly Alert	Officer Responsible	Comment	Action to be Taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
LCS002a	Thanet Service Centre - total incoming calls.	New	22494	44601	267606	N/A	█	JS			
LCS002b	Thanet Service Centre - Percentage of calls lost (incl. Switchboard).	New	13.70%	9.05%	4.00%	4.00%	●	JS	Service Centre has one vacancy and two trainees, this means that calls are not being answered within the target time.	Vacancy has now been filled. Trainees will be self sufficient next month.	
LCS005	Thanet Service Centre - Percentage of calls answered in 15 secs	New	43.2%	56.5%	90.0%	90.00%	●	JS	Service Centre has one vacancy and two trainees, this means that calls are not being answered within the target time.	Vacancy has now been filled. Trainees will be self sufficient next month.	
LCS006	Thanet Service Centre, Face to face waiting times (minutes)	New					●	JS	Systems not in place for recording at the present time.		
LCS007	Thanet Service Centre, Percentage of calls passed to another extension (incl. Switchboard)	New	47.30%	51.50%	40.00%	40.00%	●	JS			
LCS008	Mail Centre, Percentage of deliveries made by 9:30	67.00%	95.00%	97.50%	75.00%	75.00%	●	KP			
LCS009	Mail Centre, Percentage of deliveries which were accurate	99.63%	99.50%	99.65%	97.00%	97.00%	●	KP			
LCS011	Building Services, Number of cleaning complaints per site	72	1	8	70	70	●	KP			

Link to Service Objective	Description	2004/05 Actual	2005/06					Monthly Alert	Officer Responsible	Comment	Action to be Taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
LCS012	Building Services, % of responses to requests for maintenance work made within 24 hours	86.00%	96.00%	91.00%	85.00%	85.00%	●	KP			
LCS014	IT, Percentage of Helpdesk requests responded to within required time limits	84.82%	92.87%	90.27%	90.00%	90.00%	●	JW			
LCS016	IT Information Technology Request Performance	80.00%	93.24%	92.52%	85.00%	85.00%	●	JW			
LCS018a	IT Downtime - Groupwise (minutes)	120	0	0	100	100	●	JW			
LCS018b	IT Downtime - external email (minutes)	2,395	0	0	1000	1000	●	JW			
LCS018c	IT Downtime - Internet (minutes)	155	0	0	100	100	●	JW			
LCS018d	IT Downtime - Network Access - Margate (minutes)	35	1320	1320	1320	20	▲	JW	Planning Server crash and hardware failure		
LCS018e	IT Downtime - Network Access - Ramsgate (minutes)	3,725	0	0	3000	3000	●	JW			
LCS024	Average minimum cost of raising an order	New					●	KP	Systems not in place for recording at the present time.		
LCS025	Percentage of corporate spend through electronic orders (i.e. over the internet, excluding fax and telephone)	New					●	KP	Systems not in place for recording at the present time.		

Link to Service Objective	Description	2004/05 Actual	2005/06					Officer Responsible	Comment	Action to be Taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target	Monthly Alert			
LCS026	Percentage of invoices received electronically	New					●●	KP	Systems not in place for recording at the present time.	

LEISURE, CULTURE AND TOURISM

JILL FRANKS

**PERFORMANCE INDICATOR DATA FOR
2005/06**








Service Specific BVPI and other Key Service Indicators

★	Excellent performance - significantly better than target
●	Good performance - within tolerable variance of target
▲	Poor performance - significantly worse than target
?	Data not available this month - see comment
!	Alert not applicable to this indicator

KEY	Officer Responsible
JF	Jill Franks - Head of Leisure, Culture and Tourism
CSM	Cultural Services Manager - Post Vacant
HW	Hilary Westgarth - Cemeteries and Crematorium Manager
PV	Paul Verrel - Parks Manager
EC	Elizabeth Cook - Tourism Manager

	Link to Service Objective	Description	2004/05 Actual	2005/06				Monthly Alert	Officer Responsible	Monthly Comment	Actions to be taken
				This Period Actual	Year to Date Actual	Year End Projection	Year End Target				
BV170a		Number of visits to/usage of museums per 1000 population	No Data	39.56	64.39	227.11	227.11	●	EC		
BV170b		Number of those visits that were in person per 1000 population	No Data	18.58	26.66	155.51	155.51	●	EC		
BV170c		Number of pupils visiting museums and galleries in organised school groups per 1,000 population	No Data	354.00	365.00	2809.13	2809.13	●	EC		
CLPI001		IBCA Charter for the Bereaved Assessment	608.00		608		638	?	HW	Assessed on a yearly basis. 2005/6 Assessment not yet received.	
CLPI002		percentage of book of remembrance applications processed within ten days	95.70%	95.00%	96.00%	98.00%	100.00%	●	HW		
CLPI003		percentage of memorial applications processed within ten days	95.80%	100.00%	99.00%	98.00%	100.00%	●	HW		
CLPI004		percentage of ashes retained for no longer than a month	100.00%	100.00%	100.00%	100.00%	100.00%	●	HW		

Link to Service Objective	Description	2004/05 Actual	2005/06				Year End Target	Monthly Alert	Officer Responsible	Monthly Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
CLPI005	Percentage of ashes disposed of within three days of instruction	100.00%	100.00%	100.00%	100.00%	100.00%	●	HW			
CP008E	The percentage of invoices for commercial goods and services that were paid by Leisure Culture and Tourism Services within 30 days of such invoices being received by the authority.	New	88.62%	88.68%	88.68%	92.00%	●	JF		Continue to assess how further improvements in the Tourism and Parks Sections can be made.	
CP174E	The number of racial incidents reported per 100,000 population.	New	0	0	0		█	JF			
CP175E	The percentage of racial incidents resulting in further action.	New	N/A	N/A	100.00%	100.00%	●	JF			
LL001	Number of 'Unique Visits' to Tourism website	111,262	n/a	5024	122388	122388	●	EC	Formula for calculating figures for 2004/5 has been ammended in line with new information received.	Actuals for 2004/05 and Targets for 2005/6 to be reworked using new method for comparison purposes. No data received for May 2005 from web provider.	
LL002	Average Visitor Information Centre spend per visitor						●●	EC	Can only be assessed on an annual basis.		
LL003	Average cost per Visitor Information Centre user						●●	EC	Can only be assessed on an annual basis.		
LL004a	The number of Broadstairs VIC enquiries handled per year	58,500	1762	3668	64350	64350	●	EC	All VIC services being adversely affected by staff shortages resulting in closures at various times.		

Link to Service Objective	Description	2004/05 Actual	2005/06					Monthly Alert	Officer Responsible	Monthly Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
LL004b	The number of Margate VIC enquiries handled per year	58,819	4609	9195	64701	64701		EC	All VIC services being adversely affected by staff shortages resulting in closures at various times.		
LL004c	The number of Ramsgate VIC enquiries handled per year	86,552	4357	10801	95207	95207		EC	All VIC services being adversely affected by staff shortages resulting in closures at various times.		
LL004d	The total number of VIC enquiries handled per year	203,871	10728	23664	224258	224258		EC	All VIC services being adversely affected by staff shortages resulting in closures at various times.		
LL006	Average cost per response for national media campaign							EC	Can only be assessed on an annual basis.		
LL007	Number of tourism businesses advised	130	1	1	36	36		EC	Reduction in target due to nearing completion of ERDF funding.		
LL008	Number of new tourism products facilitated	60	0	0	3	3		EC	Reduction in target due to nearing completion of ERDF funding.		
LPK001	Number of public complaints about the Grounds Maintenance service	246	29	63	180	180		PV	See breakdown of complaints under headline News. Weather adversely impacting on grass cutting programmes, staff struggling to keep up.		

STREET SCENE

MARK SEED

**PERFORMANCE INDICATOR DATA FOR
2005/06**

Service Specific BVPI and other Key Service Indicators

★	Excellent performance - significantly better than target
●	Good performance - within tolerable variance of target
▲	Poor performance - significantly worse than target
●	Data not available this month - see comment
	Alert not applicable to this indicator

KEY	Officer Responsible
BS	Bob Spicer - Community Services Manager
CH	Caroline Hodgkinson - Policy Officer
EP	Emma Proudfoot - Technical Administrator
GG	Graham Gosden - Contract Controller
MS	Mark Seed - Head of Street Scene
NC	Nigel Cruttenden - Project Manager
PB	Peter Burton - Principal Engineer
PS	Phil Snook - Community Safety Officer
PT	Peter Thomas - Cleansing Manager
RCS	Robin Chantrill-Smith - Senior Parking Officer

	Link to Service Objective	Description	2004/05 Actual	2005/06				Monthly Alert		Comment	Actions to be taken
				This Period Actual	Year to Date Actual	Year End Projection	Year End Target				
BV082ai		Percentage of waste sent for recycling	12.36%	9.79%	10.62%	15.00%	15.00%	●	GG	Monthly	
BV082aii		Total tonnage of waste sent for recycling	New	471.00	949.00	5694.00	7598.29	▲	GG	Monthly	No action at this stage, as figures are very provisional so far
BV082bi		Percentage of waste sent for composting.	6.00%	5.86%	5.91%	6.00%	6.00%	●	GG	Monthly	
BV082bii		Total tonnage of waste sent for composting	New	276.00	532.00	3192.00	2952.17	★	GG	Monthly	
BV084a	x	Kilograms of household waste collected per head of local population.	385.31		June	397.00	396.87	●	PT	Quarterly - June	
BV084b	x	Percentage change from the previous year in amount of waste collected per head	New		Annual	3.0	3.00%	★	PT	Annually	

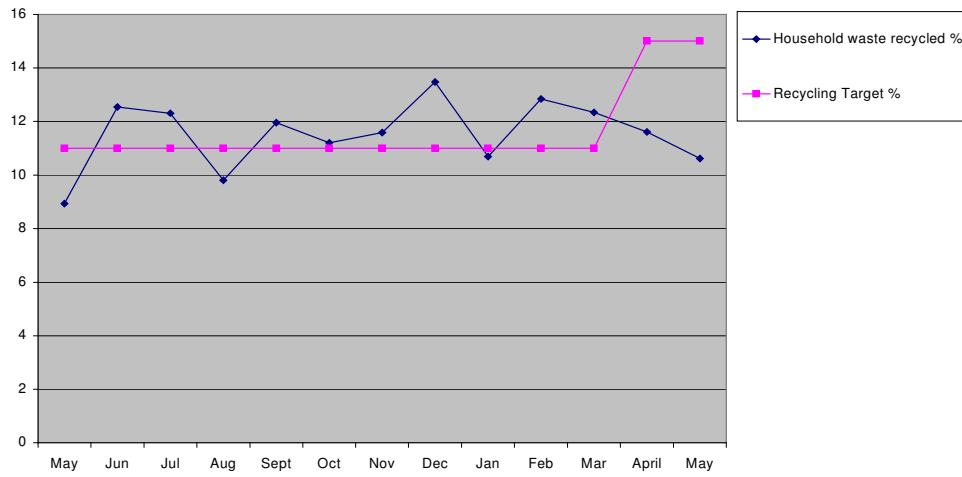
	Link to Service Objective	Description	2004/05 Actual	2005/06						Comment	Actions to be taken
				This Period Actual	Year to Date Actual	Year End Projection	Year End Target	Monthly Alert			
BV086	x	Cost of waste collection per household	£28.36		Annual	£32.00	£32.17	●	PT	Annually	
BV091a	x	Percentage of population served by a kerbside collection of recyclables	71.80%		Annual	75.00%	75.00%	●	CH	annually	
BV091b	x	Percentage of population served by a kerbside collection of at least two recyclables	New		Annual	75.00%	75.00%	●	CH	annually	
BV126	x	Domestic burglaries per 1000 household			July	12.57	12.57	●	BS/NC	Quarterly - July	
BV127a	x	Violent Crime per 1,000 population	New		July	18.54	18.54	●	BS/NC	Quarterly - July	
BV127b	x	Robberies per 1,000 population	New		July	0.70	0.70	●	BS/NC	Quarterly - July	
BV128	x	Vehicle crimes per 1000 population			July	10.30	10.30	●	BS/NC	Quarterly - July	
BV199a	x	Percentage of inspected streets assessed at having unacceptable levels of litter and detritus	27.00%		July	25.00%	25.00%	●	PT	4 month cycles - July	
BV199b	x	Percentage of inspected streets assessed at having unacceptable levels of graffiti	New		July	7.00%	7.00%	●	PT	4 month cycles - July	
BV199c	x	Percentage of inspected streets assessed at having unacceptable levels of fly-posting	New		July	7.00%	7.00%	●	PT	4 month cycles - July	
BV199d	x	Score (1-4) for reducing 'fly tipping' incidents and increasing the number of enforcement actions	New		July	3	3	●	PT	4 month cycles - July	

	Link to Service Objective	Description	2004/05 Actual	2005/06				Monthly Alert		Comment	Actions to be taken
				This Period Actual	Year to Date Actual	Year End Projection	Year End Target				
BV218a	x	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	New	100.00%	100.00%	100.00%	30.00%	★	BS/RCS	Monthly	
BV218b	x	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	New	33.33%	74.00%	75.00%	5.00%	★	BS/RCS	Monthly	
CP008L	x	The percentage of invoices for commercial goods and services that were paid by Street Scene Services within 30 days of such invoices being received by the authority.	New	80.00%	82.89%	90.00%	92.00%	●	MS	Monthly	
CP174L	x	The number of racial incidents reported within Street Scene.	New	0	0	0	0	●	MS	Monthly	
CP175L	x	The percentage of racial incidents resulting in further action.	New	100.00%	100.00%	100.00%	100.00%	●	MS	Monthly	
LS001	x	The number of arrests instigated by CCTV operators	310	17	38	228	320	▲	BS/PS	Monthly	No action at this stage
LS002	x	The number of arrests assisted by CCTV operators	357	24	53	318	365	▲	BS/PS	Monthly	No action at this stage
LS003	x	Number of incidents dealt with by community wardens	8,953	674	1446	8676	8500	●	BS/PS	Monthly	
LS004	x	Number of educational visits and community meetings relating to community safety and quality of life issues	88	10	18	108	75	★	BS/PS	Monthly	
LS005	x	Percentage of abandoned cars removed within 10 days	68.00%	55.50%	78.50%	75.70%	68.00%	★	BS/RCS	Monthly	

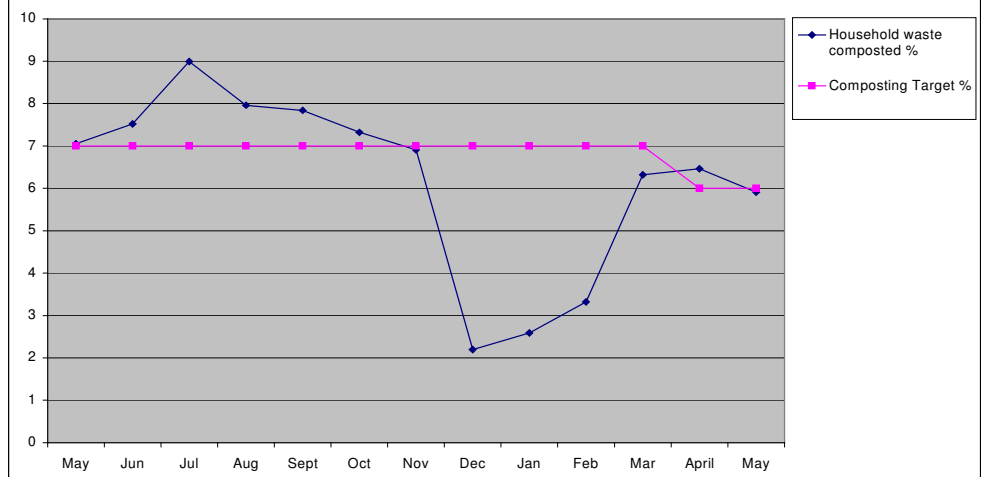
	Link to Service Objective	Description	2004/05 Actual	2005/06					Monthly Alert		Comment	Actions to be taken
				This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
LS006	x	Number of abandoned cars removed from the highway	406	9	42	504	406	★	BS/RCS	Monthly		
LS007	x	Percentage of parking fines collected	73.00%	54%	57.00%	70.00%	73.00%	●	BS/RCS	Monthly	Recovery of fines lags at least 2 months behind so no action at this stage	
LS015	PT	Number of refuse failures per 100,000 collections	49	52	48	50	50	●	PT	Monthly		
LS016	PT	Number of street failures per 100,000 collections	31	13	20	30	35	★	PT	Monthly		

STREET SCENE

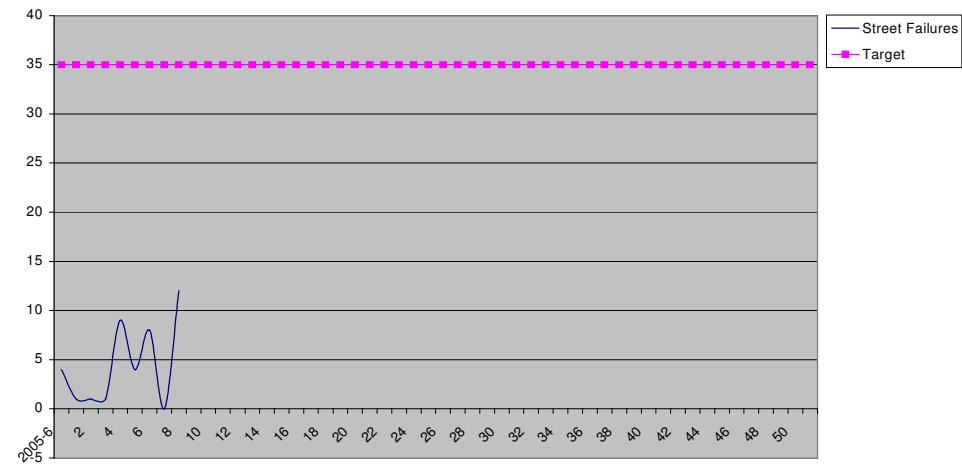
BV082a: Percentage of Waste sent for Recycling



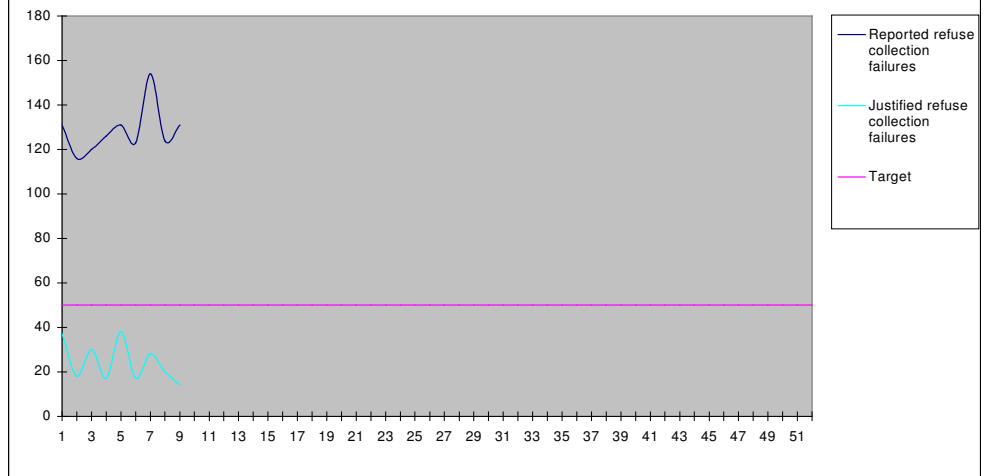
BV082b: Percentage of Waste sent for Composting



Street Failures 2005-06



Refuse Collection 2005-06



ENVIRONMENTAL SERVICES

BRIAN WHITE

**PERFORMANCE INDICATOR DATA FOR
2005/06**

Service Specific BVPI and other Key Service Indicators

★	Excellent performance - significantly better than target
●	Good performance - within tolerable variance of target
▲	Poor performance - significantly worse than target
?	Data not available this month - see comment
!	Alert not applicable to this indicator

KEY	Officer Responsible
DB	Doug Brown - Development Control Manager
GM	Geoff Musk - Building Control Manager
PM	Paul Martin - Environmental Health Manager
PB	Philip Bernsted - Licensing Manager
BW	Brian White - Head of Environmental Services

	Link to Service Objective	Description	2004/05 Actual	2005/06				Monthly Alert	Officer Responsible	Comment	Actions to be taken
				This Period Actual	Year to Date Actual	Year End Projection	Year End Target				
BC001		Percentage of Building Control inspections carried out when requested prior to 10.00am on the same day	99.00%	100.00%	99.70%	98.00%	98.00%	●	GM		
BC002		Percentage of active sites visited within three months (Building Control)	54.70%	65.41%	70.08%	70.00%	70.00%	●	GM		
BC003		The percentage of building regulation applications checked within 15 days	99.30%	98.55%	98.55%	85.00%	85.00%	●	GM		
BC004		Building Regulations - Percentage market share	96.30%	89.77%	92.72%	97.00%	95.00%	●	GM	Monthly figure distorted by shop fits at Westwood Cross.	
BC005		Gross cost of Building Control per head of population	£0.19	N/A	N/A	£0.50	£0.50	●	GM	Figure calculated at end of Financial Year	
BV109a		Percentage of major planning applications within 13 weeks	49.00%	50.00%	50.00%	81.00%	81.00%	●	DB	Period Actual is Quarter to Date.	
BV109b		Percentage of minor planning applications within 8 weeks	57.00%	64.00%	64.00%	87.00%	87.00%	●	DB	Period Actual is Quarter to Date.	

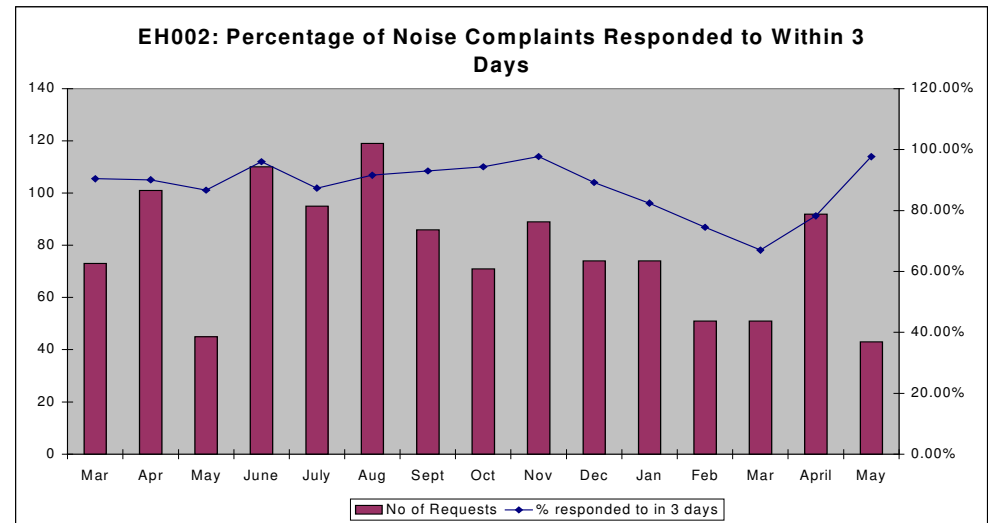
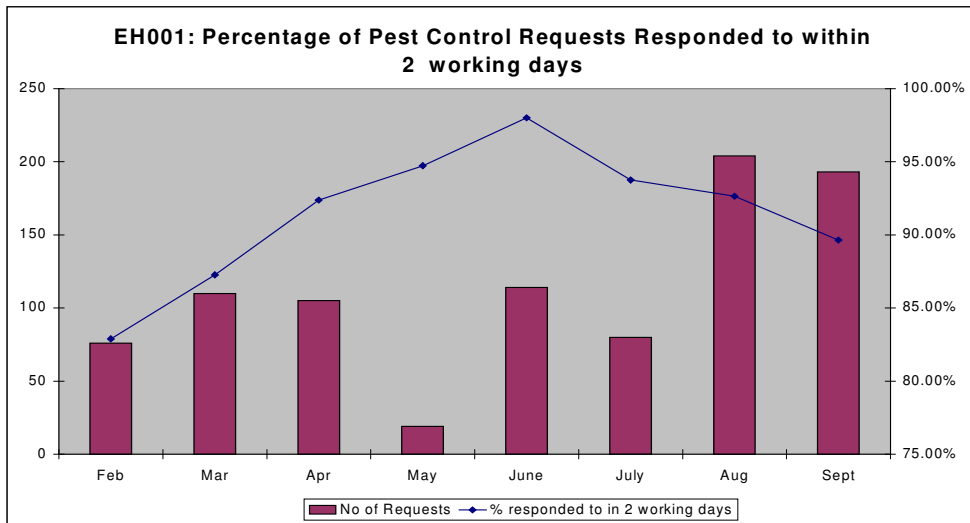
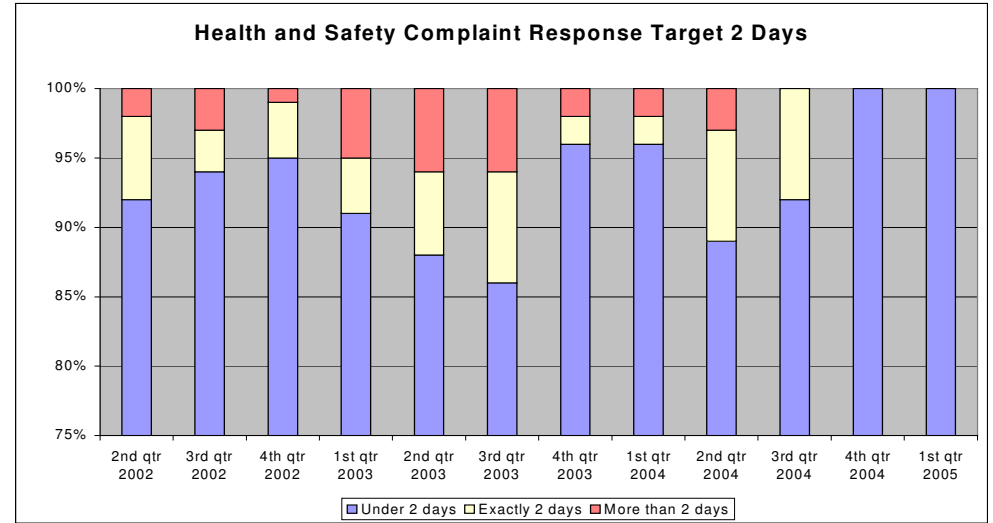
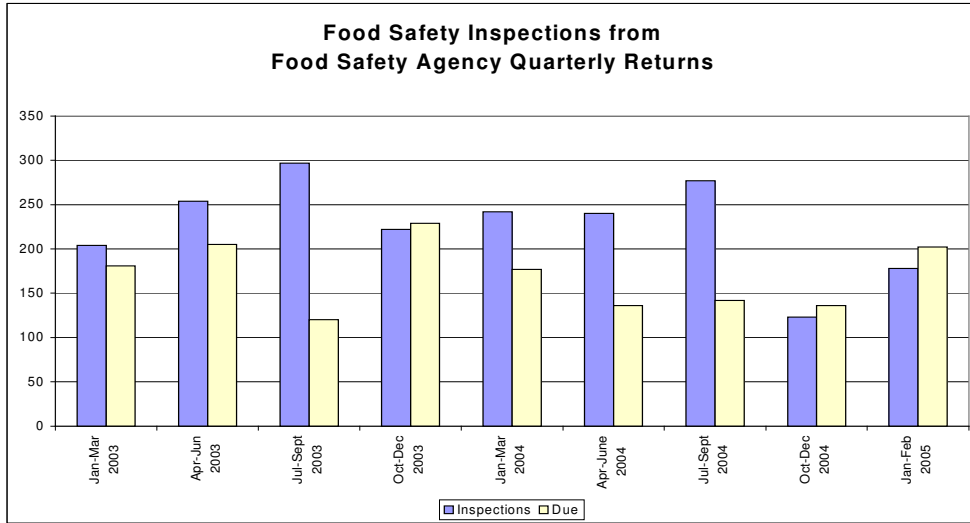
Link to Service Objective	Description	2004/05 Actual	2005/06					Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
BV109c	Percentage of all non commercial or industrial applications decided within 8 weeks	71.00%	75.00%	75.00%	92.00%	92.00%	●	DB	Period Actual is Quarter to Date.		
BV156	Percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	41.17%	41.17%	41.17%	50.00%	50.00%	●	GM	Nothing to report		
BV166	Score against a checklist for enforcement best practice for environmental health	30.00%	N/A	N/A	30.00%	30.00%	●	PM	Figure calculated at end of Financial Year		
BV204	The number of planning appeals allowed as a percentage of appeals made	36.36%	0.00%	0.00%	30.00%	30.00%	●	DB			
BV205	Planning quality of service checklist. Percentage of checklist achieved.	72.00%	72.00%	72.00%	78.00%	78.00%	●	DB			
BV216a	Number of 'sites of potential concern' with respect to land contamination	New	N/A	N/A	50	50	●	PM	Figure calculated at end of Financial Year		
BV216b	Percentage of 'sites of potential concern' for which information is available to decide if remediation of the land is necessary	New	N/A	N/A	70.00%	70.00%	●	PM	Figure calculated at end of Financial Year		
BV217	Percentage of pollution control improvements to existing installations completed on time	New	N/A	N/A	70.00%	70.00%	●	PM	Figure calculated at end of Financial Year		
BV219a	Total number of conservation areas in the local authority area	16	16	16	19	19	●	PM	Figure calculated at end of Financial Year		

Link to Service Objective	Description	2004/05 Actual	2005/06					Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
BV219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal.	37.50%	37.50%	37.50%	47.37%	47.37%		PM	Figure calculated at end of Financial Year		
BV219c	Percentage of conservation areas with published management proposals	0.00%	0.00%	0.00%	5.26%	5.26%		PM	Figure calculated at end of Financial Year		
CP008C	The percentage of invoices for commercial goods and services that were paid by Environmental Services within 30 days of such invoices being received by the authority.	New	72.58%	72.07%	92.00%	92.00%		BW	Slightly up on April. Payment of invoices to be centralised after Efficiency Review is complete and resources are in place.		
CP174C	The number of racial incidents reported within Environmental Services	New	0	0	0	0		BW			
CP175C	The percentage of racial incidents resulting in further action.	New	100.00%	100.00%	100.00%	100.00%		BW			
DC001	Percentage of tree applications determined within the statutory period	93.42%	83.33%	71.43%	97.00%	97.00%		DB			
DC002a	Number of investigations into alleged breaches of planning control	613	55	95	650	650		DB			
DC002b	Number of actions taken as a result of investigations	New	15	30	300	300		DB			
DC002c	Number of requisition notices served	New	3	12	50	50		DB			

Link to Service Objective	Description	2004/05 Actual	2005/06					Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
DC002d	Number of formal notices served	New	6	9	50	50	●	DB			
DC003	The gross cost of planning services per head of population. (Formerly BV107)	£10.42	N/A	N/A	£12.00	£12.00	●	DB	Figure calculated at end of Financial Year		
DC004	The number of decisions delegated to officers as a percentage of all decisions. (Formerly BV188)	92.00%	92.34%	92.34%	92.00%	90.00%	●	DB	Period Actual is Quarter to Date.		
EH001	Percentage of pest control requests responded to in less than 5 working days	92.00%	89.00%	95.00%	80.00%	90.00%	▲	PM			
EH002	Percentage of noise complaints responded to in less than 2 working days	92.00%	97.67%	98.46%	80.00%	90.00%	▲	PM			
EH003	Food Safety inspections due (DoH Code of Practice 9) compared to inspections due	93.00%	N/A	N/A	100.00%	100.00%	●	PM	Quarterly Figure		
EH004	Gross cost of Environmental Health per head of population	£ 7.77	N/A	N/A	£7.82	£7.82	●	PM	Figure calculated at end of Financial Year		
L001	Percentage of all licensing complaints/service requests, responded within 5 working days	86.00%	100.00%	90.00%	100.00%	98.00%	●	PB			
L002	Percentage of applications for Alcohol Premises Licenses dealt with in less than five weeks	100.00%	100.00%	100.00%	100.00%	100.00%	●	PB			
L003	Gross cost of licensing per head of population	£ 0.63	N/A	N/A	£0.04	£0.04	●	PB	Figure calculated at end of Financial Year		

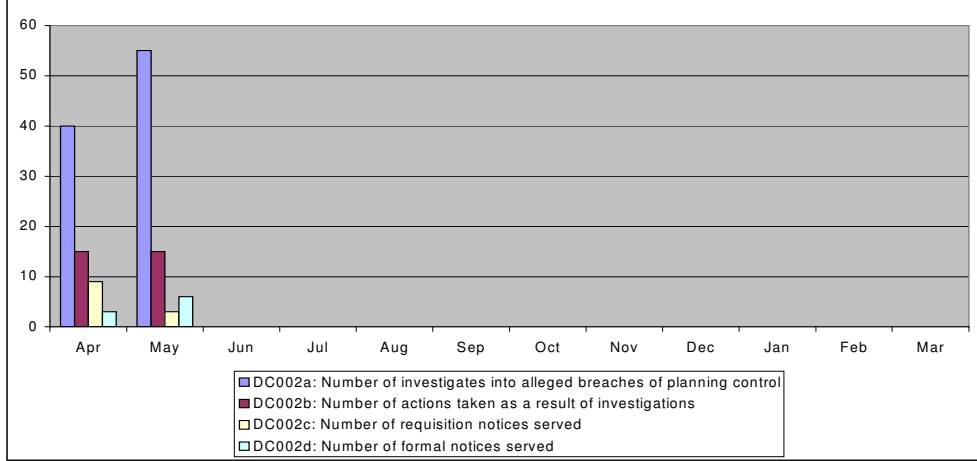
ENVIRONMENTAL SERVICES

ENVIRONMENTAL HEALTH

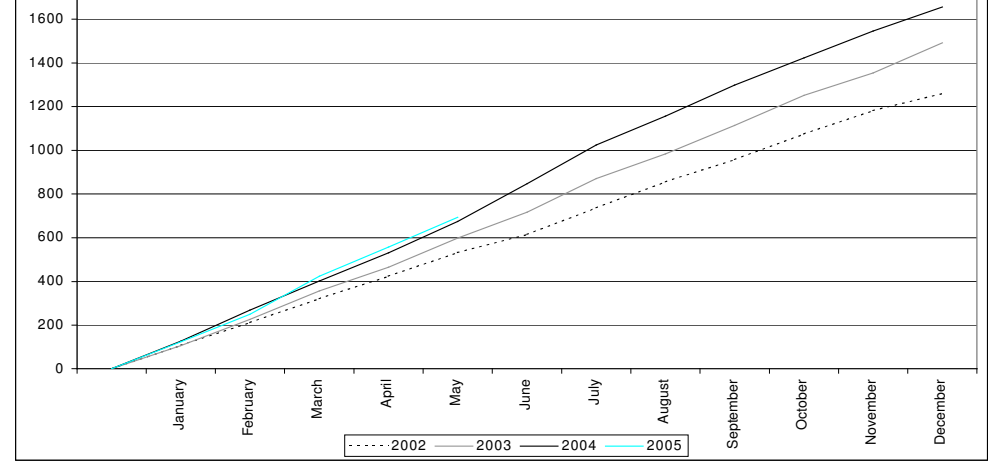


DEVELOPMENT CONTROL

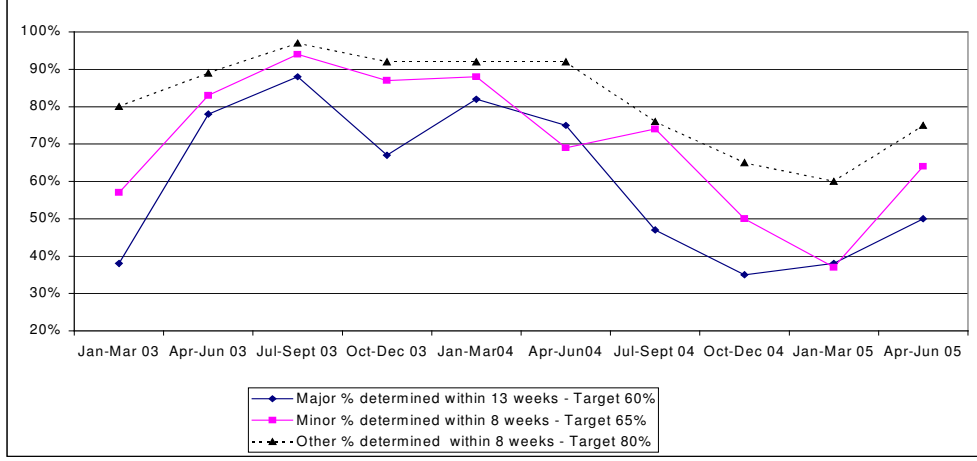
DC002: Enforcement 2005/06



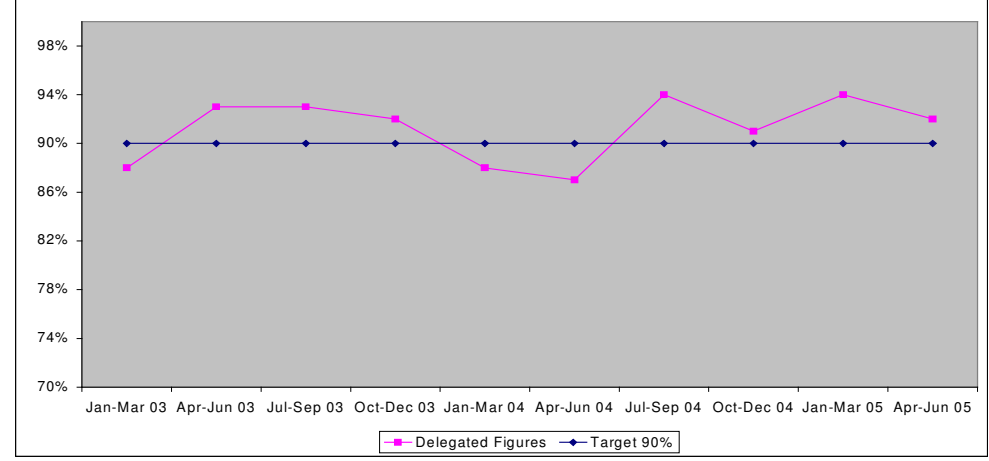
Applications Submitted



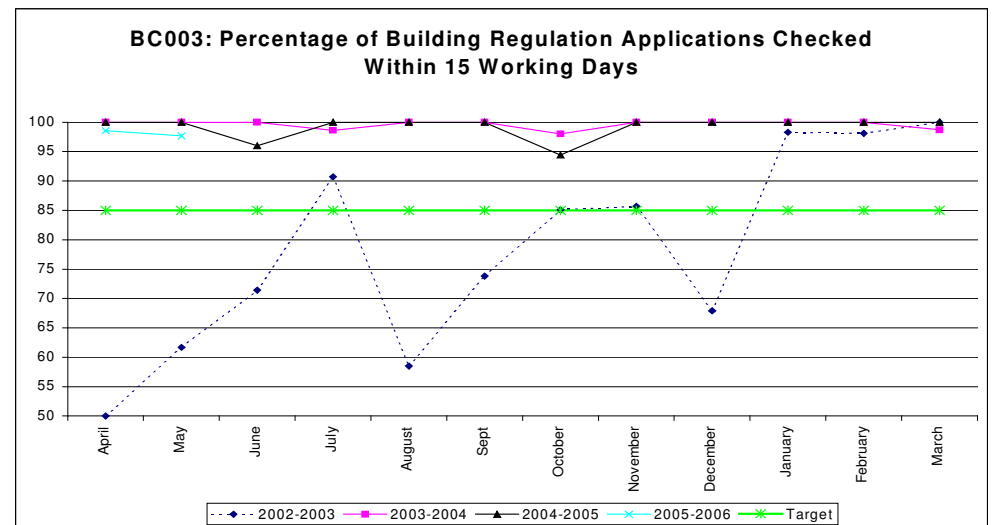
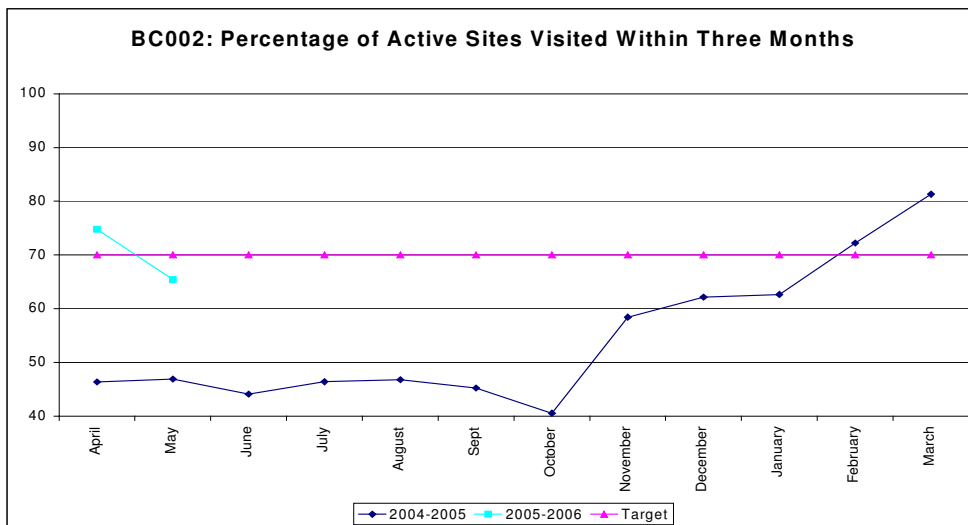
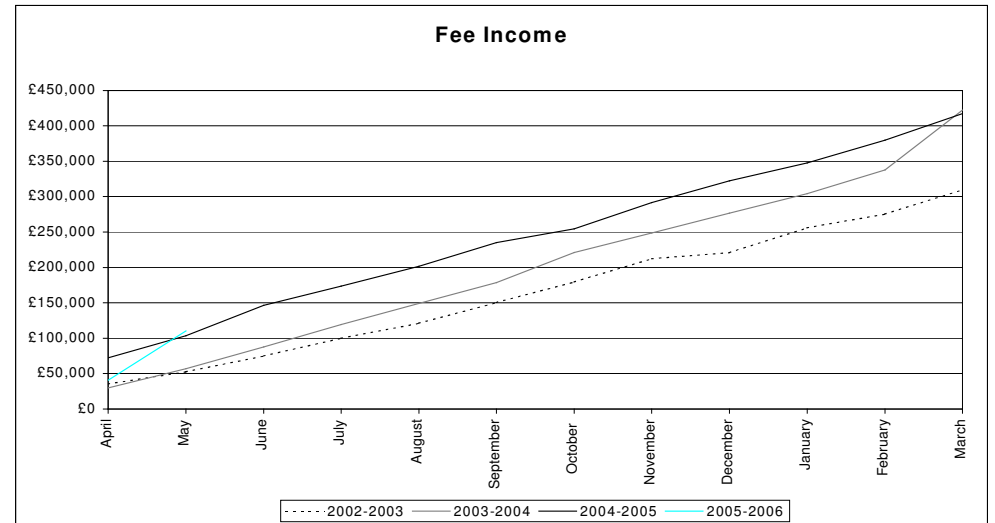
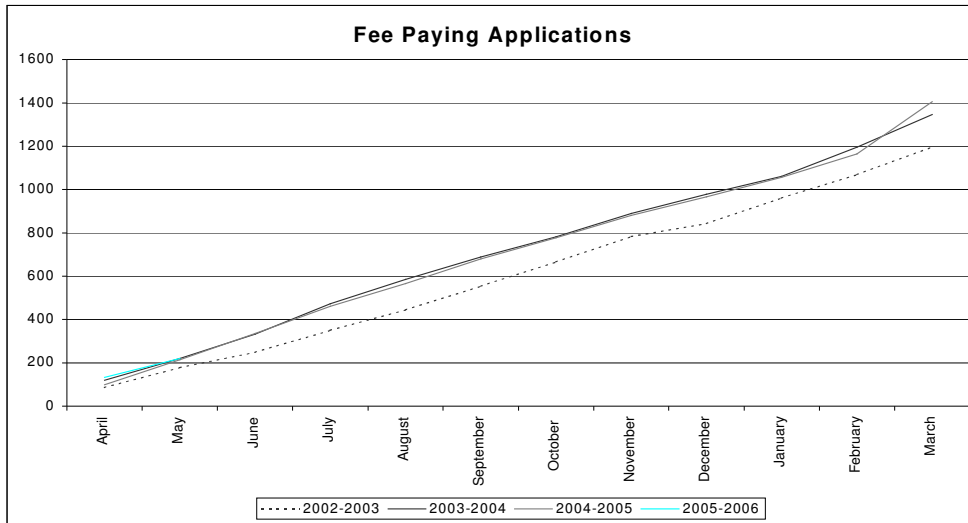
BV109: Speed of processing planning applications



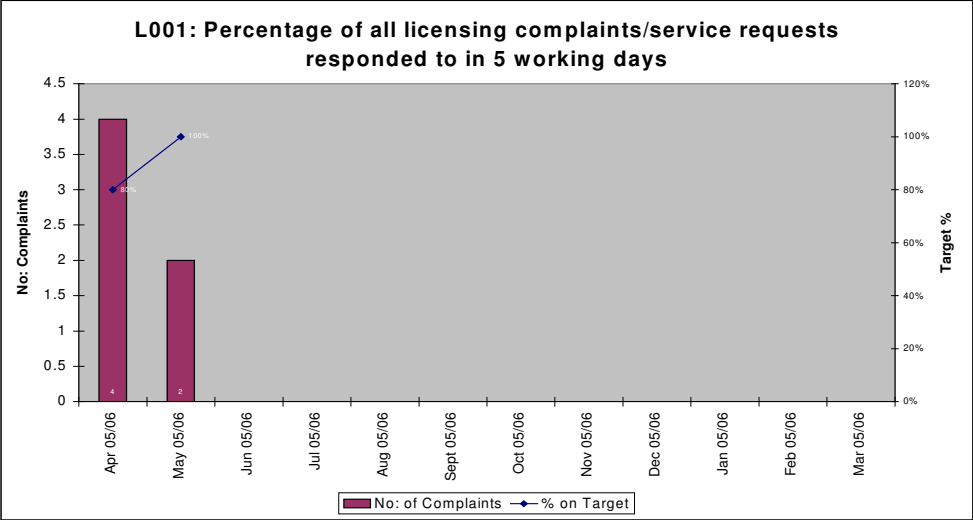
DC004: Percentage of Decisions Delegated to Officers



BUILDING CONTROL



LICENSING



POLICY AND STRATEGY

ANNE FOX

**PERFORMANCE INDICATOR DATA FOR
2005/06**




Service Specific BVPI and other Key Service Indicators

★	Excellent performance - significantly better than target
●	Good performance - within tolerable variance of target
▲	Poor performance - significantly worse than target
●	Data not available this month - see comment
I	Alert not applicable to this indicator

KEY	Officer Responsible
AF	Anne Fox - Head of Policy and Strategy
SC	Sophie Chadwick - Policy and Community Planning Manager
CF	Colin Fitt - Strategic Planning Manager

	Link to Service Objective	Description	2004/05 Actual	2005/06				Monthly Alert	Officer Responsible	Comment	Actions to be taken
				This Period Actual	Year to Date Actual	Year End Projection	Year End Target				
BV002a		The level (1-5) of the 'Equality Standard for Local Government' to which the authority conforms	1	1.0	1.0	1.0	1	●	SC		
BV002b		Score against checklist of best practice on Racial Equality	47.00%	47.00%	47.00%	54.00%	54.00%	●	SC		
BV106		Percentage of new homes built on previously developed land	98.00%	N/A	N/A	80.00%	80.00%	●	CF	Reported quarterly - first figure will be provided in July pack.	
BV174		Number of racial incidents recorded by the authority per 100,000 population	3.00	0.00	0.00	10.00	10	I	SC	The target equates to around 13 incidents throughout the year.	
BV175		Percentage of racial incidents that resulted in further action	100.00%	N/A	N/A	100.00%	100.00%	●	SC		

Link to Service Objective	Description	2004/05 Actual	2005/06					Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
BV200a	Did the authority submit the Local Development Scheme by 28th March 2005 and thereafter maintain a 3-year rolling programme?	Yes	Yes	Yes	Yes	Yes	Yes	█	CF		
BV200b	Has the authority met the milestones which the current Local Development Scheme sets out?	New	No	No	No	Yes	Yes	█	CF	Vacant post has meant slippage occurring. Ambitious targets victim of new complex system. Some Milestones will not be met.	
BV200c	Did the authority publish an annual monitoring report by December of the last year?	New	N/A	N/A	Yes	Yes	Yes	█	CF	Work commenced on report	
BV226a	Total amount spent by the Local Authority on Advice and Guidance Services provided by external organisations	New	N/A	N/A	N/A	£75,190		●	AF	Calculated annually	
BV226b	Percentage of monies spent on Advice and Guidance Services given to organisations holding the CLS Quality Mark	New	N/A	N/A	89.40%	90.00%		●	AF	Calculated annually	
BV226c	Total amount spent on Advice and guidance in the areas of housing, welfare benefits and consumer matter provided directly by the authority to the public	New						●	AF	Work is being undertaken to establish viable targets, this PI will only be calculated at year-end	

Link to Service Objective	Description	2004/05 Actual	2005/06				Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target				
CP008H	The percentage of invoices for commercial goods and services that were paid by Policy and Strategy within 30 days of such invoices being received by the authority.	New	92.31%	92.82%	95.00%	93.00%		AF	This represents one invoice	
CP174H	The number of racial incidents reported within Policy and Strategy	New	0	0	0	1		AF	None reported	
CP175H	The percentage of racial incidents resulting in further action.	New	N/A	N/A	100.00%	100.00%		AF	None reported	

MEMBER AND DEMOCRATIC SERVICES







**PERFORMANCE INDICATOR DATA FOR
2005/06**

Service Specific BVPI and other Key Service Indicators

★	Excellent performance - significantly better than target
●	Good performance - within tolerable variance of target
▲	Poor performance - significantly worse than target
⚠	Data not available this month - see comment
	Alert not applicable to this indicator

KEY	Officer Responsible
LC	Louise Cooke - Electoral Services Manager
SC	Sharon Corke - Corporate Programme Manager

Link to Service Objective	Description	2004/05 Actual	2005/06					Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
CP008G	The percentage of invoices for commercial goods and services that were paid by Member and Democratic Services within 30 days of such invoices being received by the authority.	New	100.00%	92.31%	92.00%	92.00%	●	LC			
CP174G	The number of racial incidents reported within Member and Democratic Services	New	0	0	0	0		LC			
CP175G	The percentage of racial incidents resulting in further action.	New	N/A	N/A	100.00%	100.00%	●	LC			
LEM001	Percentage of agendas and reports which were circulated within five clear days before the meeting	100.00%	100.00%	100.00%	100.00%	100.00%	●	SC			
LEM002	Percentage of minutes which were circulated and published within two weeks of the meeting.	69.04%	100.00%	100.00%	100.00%	90.00%	★	LC			

Link to Service Objective	Description	2004/05 Actual	2005/06					Monthly Alert	Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target					
LEM003	Percentage of forward plans published on the 21st of each month.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		SC		
LEM004	Percentage of electoral canvass forms returned.	94.97%	-	-	96.00%	96.00%	96.00%		LC	Canvass takes place between September and December each year.	
LEM005	Percentage of adult population included on the register of electors	100.86%	-	-	99.00%	99.00%	99.00%		LC	Canvass takes place between September and December each year.	
LEM006	Percentage change to the electoral register made during the annual canvass.	25.10%	-	-	25.00%	25.00%	25.00%		LC	Canvass takes place between September and December each year.	
LEM007	The percentage turnout for local elections	No Election	No Election	No Election	No Election	No Election	No Election		LC	The next district election are in 2007.	
LEM008	Percentage of telephone calls answered within 5 rings	97.80%	94.24%	94.85%	98.00%	98.00%	98.00%		LC	2,291 calls were handled during April. This includes enquiries for the elections on 5th May.	

COMMUNICATIONS

JULIA JONES

**PERFORMANCE INDICATOR DATA FOR
2005/06**

Service Specific BVPIs and other Key Service Indicators

★	Excellent performance - significantly better than target
●	Good performance - within tolerable variance of target
▲	Poor performance - significantly worse than target
!	Data not available this month - see comment
	Alert not applicable to this indicator

KEY	Officer Responsible
GS	Gill Shepherd - Public Affairs Manager
CP	Cheryl Pendry - Press and Media Manager
JJ	Julia Jones - Head of Communications

	Link to Service Objective	Description	2004/05 Actual	2005/06				Monthly Alert	Officer Responsible	Comment	Actions to be taken
				This Period Actual	Year to Date Actual	Year End Projection	Year End Target				
CP008A		The percentage of invoices for commercial goods and services that were paid by Communications within 30 days of such invoices being received by the authority.	New	83.33%	72.94%	98.00%	100.00%	●	JJ	We are now monitoring how long invoices take to go through the system as our target of turning round all invoices on the day of receipt was 100%.	Excel monitoring sheet for April now available showing turnaround tables and dates received by the unit
CP174A		The number of racial incidents reported within Communications.	New	0	0	0	1	★	JJ		
CP175A		The percentage of racial incidents resulting in further action.	New	N/A	N/A	100.00%	100.00%	●	JJ		
LC001	L2	Percentage of Council service information on the Council's website (not including transactional capacity)	93.00%	93.00%	93.00%	98.00%	100.00%	●	CP		
LC002		Percentage of all media enquiries which were responded to within 24 hours	98.77%	100.00	100.00%	99.00%	98.90%	●	CP		

Link to Service Objective	Description	2004/05 Actual	2005/06					Officer Responsible	Comment	Actions to be taken
			This Period Actual	Year to Date Actual	Year End Projection	Year End Target	Monthly Alert			
LC002a	Percentage of all media enquiries which were responded to within 1 hour	72.05%	73.81%	73.81%	73.50%	73.50%		CP		
LC003	L2 The number of unique visits to the Councils website	138,720	10,311	19,473	95,636	82,060		CP	Problems with stats software has meant figures have been grossed to provide annual total	IT stats tender to be considered alongside purchase of CMS system 6/05
LC003a	L2 Number of page impressions on corporate website	801,734	218,133	377,487	781,708	715,729		CP	Problems with stats software has meant figures have been grossed to provide annual total	IT stats tender to be considered alongside purchase of CMS system 6/05
LC004	Reader satisfaction rating for district magazine 'Thanet Matters'	75.00%	N/A	N/A	77.00%	77.00%		CP		annual survey
LC009	Number of land hire applications received	108	5	12	80	N/A		GS	not measurable data	
LC010	Percentage of land hire requests processed which were granted permission	100.00%	100.00%	100.00%	100.00%	100.00%		GS		
LC011	Percentage of land hire requests processed in time to meet applicant deadlines	100.00%	100.00%	100.00%	100.00%	100.00%		GS		
LC012	Percentage of land hire requests granted permission which met the landhire checklist criteria	100.00%	100.00%	100.00%	100.00%	100.00%		GS		This now includes payment of administration charges for events held on Council land
LC013	Percentage of events for which there were no litigations against the authority	100.00%	100.00%	100.00%	100.00%	100.00%		GS		

