



STROUD DISTRICT COUNCIL
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Best Value Performance Plan

2005

*best
value*



2002-2003
Crime Reduction in Rural Areas
2004-2005
Services for Older People

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Foreword

Thank you for taking time to read this performance plan. We are delighted to report that Stroud District Council has been rated a 'good and improving' authority, following our Comprehensive Performance Assessment (CPA) by the Audit Commission. As a Beacon Council for services to Older people, we have organised several national events to share our learning on how we have improved service delivery. This plan demonstrates how we are continuing to improve our performance across a wide range of the Council's services.

For the first time last year we incorporated our Corporate Delivery Plan (CDP), setting out the actions we would take to deliver the Council's priorities. Significant progress has been made and of the 49 actions only 3 had not been completed. These have been taken forward to our new CDP.

Here we highlight some of our successes over the past year, which have contributed to delivering improved services to all residents and achieving the Council's vision to 'To make Stroud District a better place to live, work and visit for everyone'.

Community Safety

- Our newly appointed Anti-social behaviour co-ordinator has implemented several initiatives, including an initiative to eradicate fly-posting, which have been well received by those affected in the community
- A community safety handbook has been delivered to every household in the District
- 16 of our 29 Sheltered housing schemes now benefit from CCTV
- The Council has co-ordinated the Prevent and Deter strand of the Prolific Offender strategy on behalf of the Stroud Area Crime & Disorder Partnership
- We have been accredited with the Eco-Management and Audit Scheme for the 7th year running. The Council was one of the first and is still one of only 130 European Councils to achieve this standard
- A new multi-agency approach has been implemented in dealing with abandoned vehicles. The fast track system now ensures that abandoned vehicles are inspected and removed within 48 hours
- A 'street cleaning matrix' has been developed to identify local problem areas and target contractors accordingly, further improving our performance in this area

Environment

- Stratford Park won the prestigious Green Flag Award, placing it in the country's top league of public parks. The award has been given for high standards of maintenance and the diverse range of facilities

Housing:

- We improved the energy efficiency of 370 homes
- We installed lifeline alarm systems into the homes of 69 older people
- Adaptations to homes of 65 disabled people helped them remain living independently
- We helped 110 householders on low incomes secure essential repairs to their homes, where they could not otherwise afford to do so

Regeneration

- The Cotswold Canals Partnership, in which the Council is a key player, secured £11.3 million from the Heritage Lottery fund and is expecting a further £6 million from the Regional Development Agency for the canal regeneration project
- We were the major funder of Dursley Town Council's newly refurbished premises, which will also serve as a heritage and exhibition centre
- We have established a Sport and Physical activity forum which has secured funding to upgrade facilities and appoint a worker to develop a community sport club for people with disabilities
- Following the focus of the Regeneration service upon rural communities and the establishment of the Parish and Town Plan Forum, there are now 17 parish plans in development, with completion expected within the next 12 months

Citizen First

- Our rebranded website has once again been independently assessed by SocITM as one of the top 20 websites in the country
- We have increased the number of e-enabled Town and Parish Councils and customer access points in the District from four to fifteen
- Our staff and member diversity training programme, 'Respect for People', covering age, race, gender, disability, sexuality and religious belief, was awarded 'best training programme' in the national 2005 Motivation awards

Our objectives for future service delivery are detailed in our Corporate Delivery Plan 2005-2009.



David Hoyle

Chief Executive



Chris Williams

Leader of Council

Statement on Contracts and workforce matters

No contracts have been awarded in the past year which have involved the transfer of staff to another organisation. Any future contracts that are awarded that will involve the transfer of staff will comply with the requirements in the Code of Practice on Workforce Matters in Local Authority Service Contracts.

Introduction

The Local Government Act 1999 requires Stroud District Council to prepare an annual performance plan, which outlines our proposals for continuously improving the delivery of services to local people. The plan gives a summary of our strategic objectives and priorities for improvement and our outturn performance over the past year of all Best Value Performance Indicators and targets for future years.

Achieving our Vision

The Council's ambition for the District is expressed through our vision 'to make the District a better place to live, work and visit for everyone', and given shape by our corporate aims, which are to:

- Prevent and reduce crime and disorder;
- Help those in particular need;
- Protect and improve the environment;
- Help build economic prosperity;
- Maintain and improve the community's health
- Create and expand recreational and cultural opportunities; and,
- Continuously improve the council's performance by providing 'best value' services.

Figure 1 sets out our Performance Management Framework and our new Corporate Delivery Plan 2005-2009 has been refined to more clearly set out the relationship between the Council's key priorities, focus for improvement, targets and key delivery documents. Following consultation with our residents through the annual Household Survey and Citizen's panel, we have refocused our key priorities to reflect the interests of local people. The main change is that Healthy Living has been introduced as a Key Priority, reflecting increasing local and national concern about health improvement and better meeting the needs of younger people, children and older people. This has replaced Citizen First, which has been combined with 'achieving excellence' to create a new internal priority

which focuses on improving the Council's capacity to deliver the Key Priorities. The new Key Priorities are as follows:

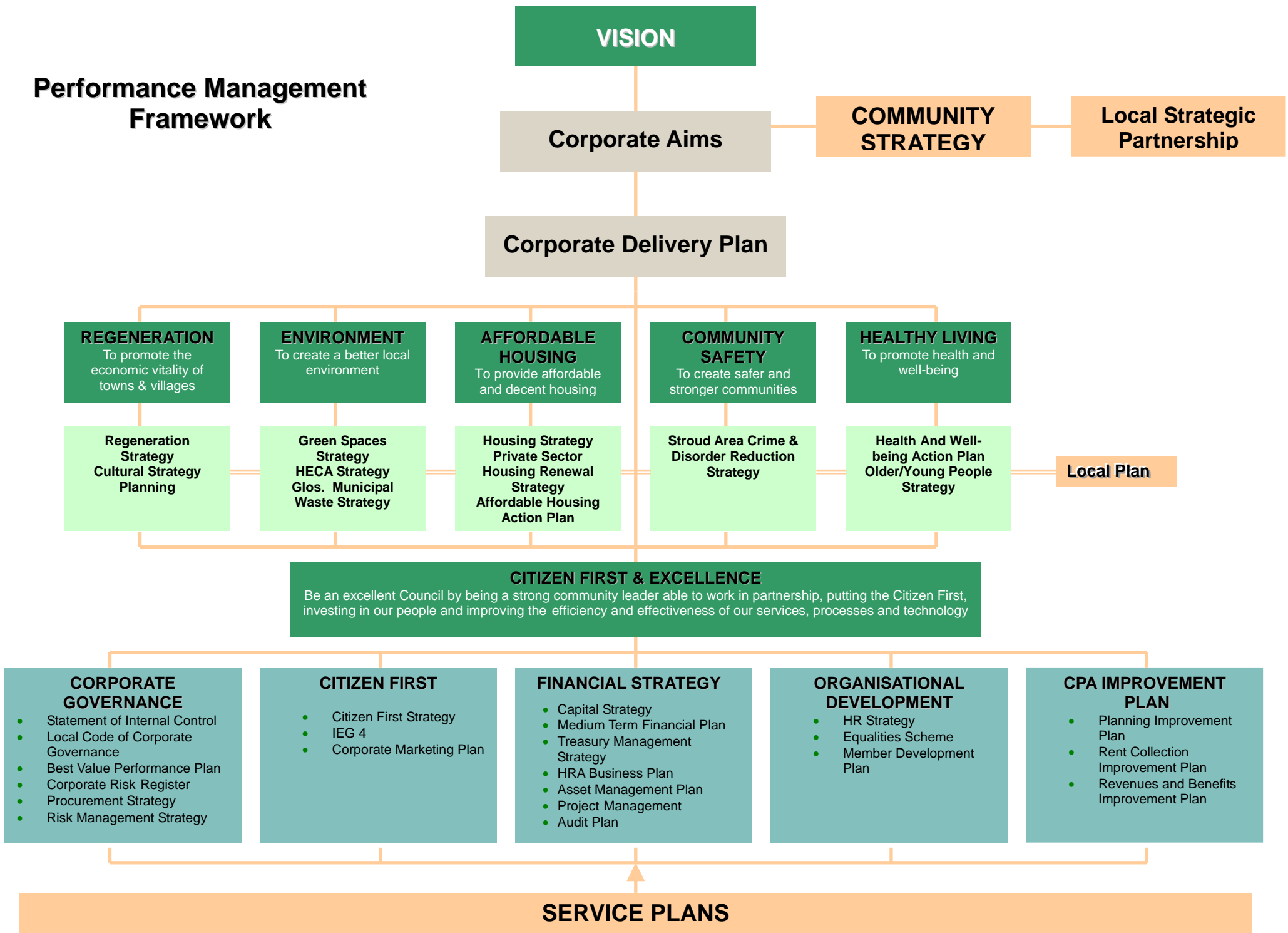
- **Regeneration:** To promote the economic vitality of towns and villages.
- **Environment:** To create a better local environment.
- **Affordable Housing:** To provide affordable and decent housing.
- **Community Safety:** To create safer and stronger communities.
- **Healthy Living:** To promote health and well-being.

In addition the one internal priority is:

- **Citizen First and Excellence:** To be an excellent Council by being a strong community leader able to work in partnership, putting the citizen first, investing in our people and improving the efficiency and effectiveness of our services, processes and technology.

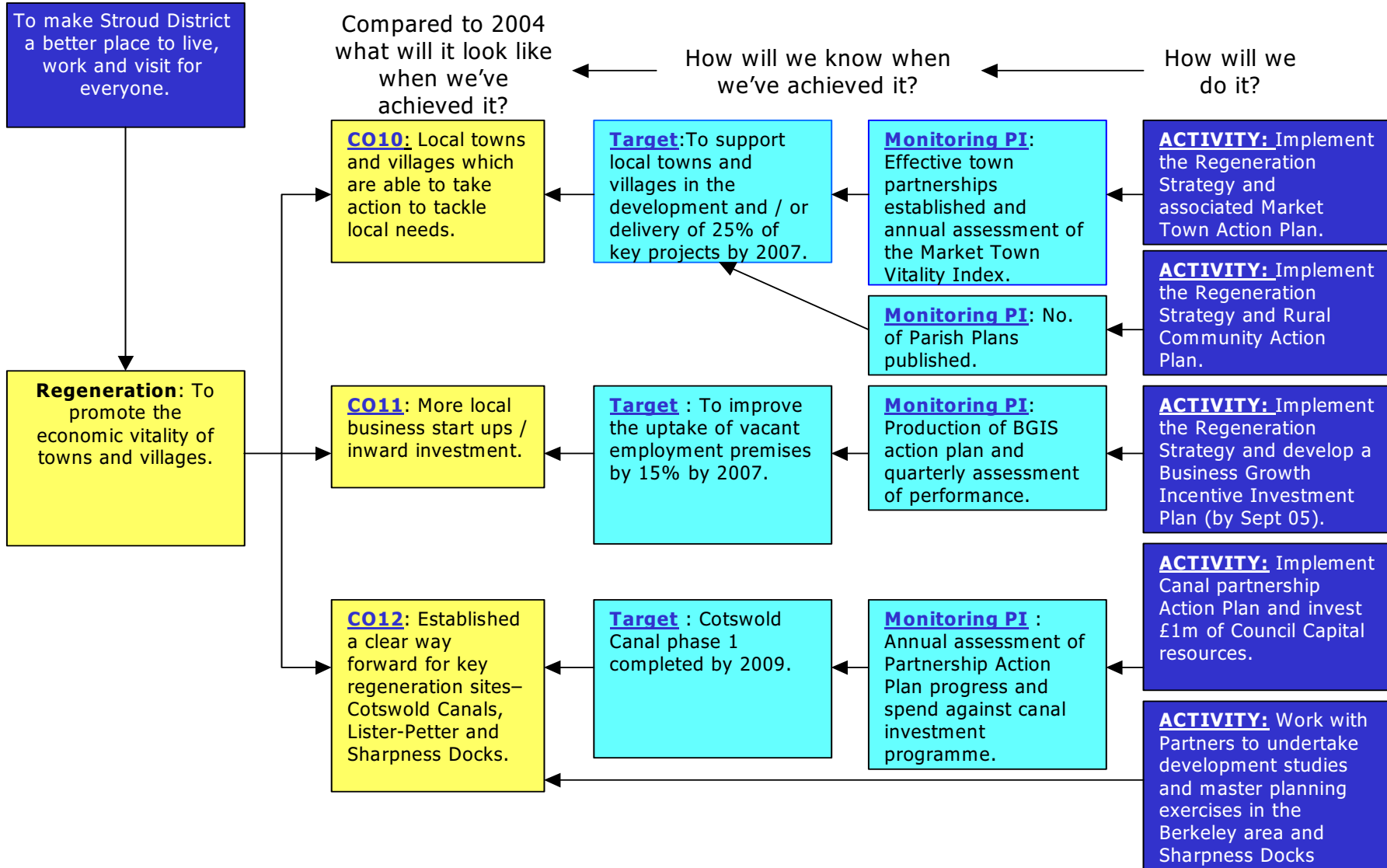


Performance Management Framework

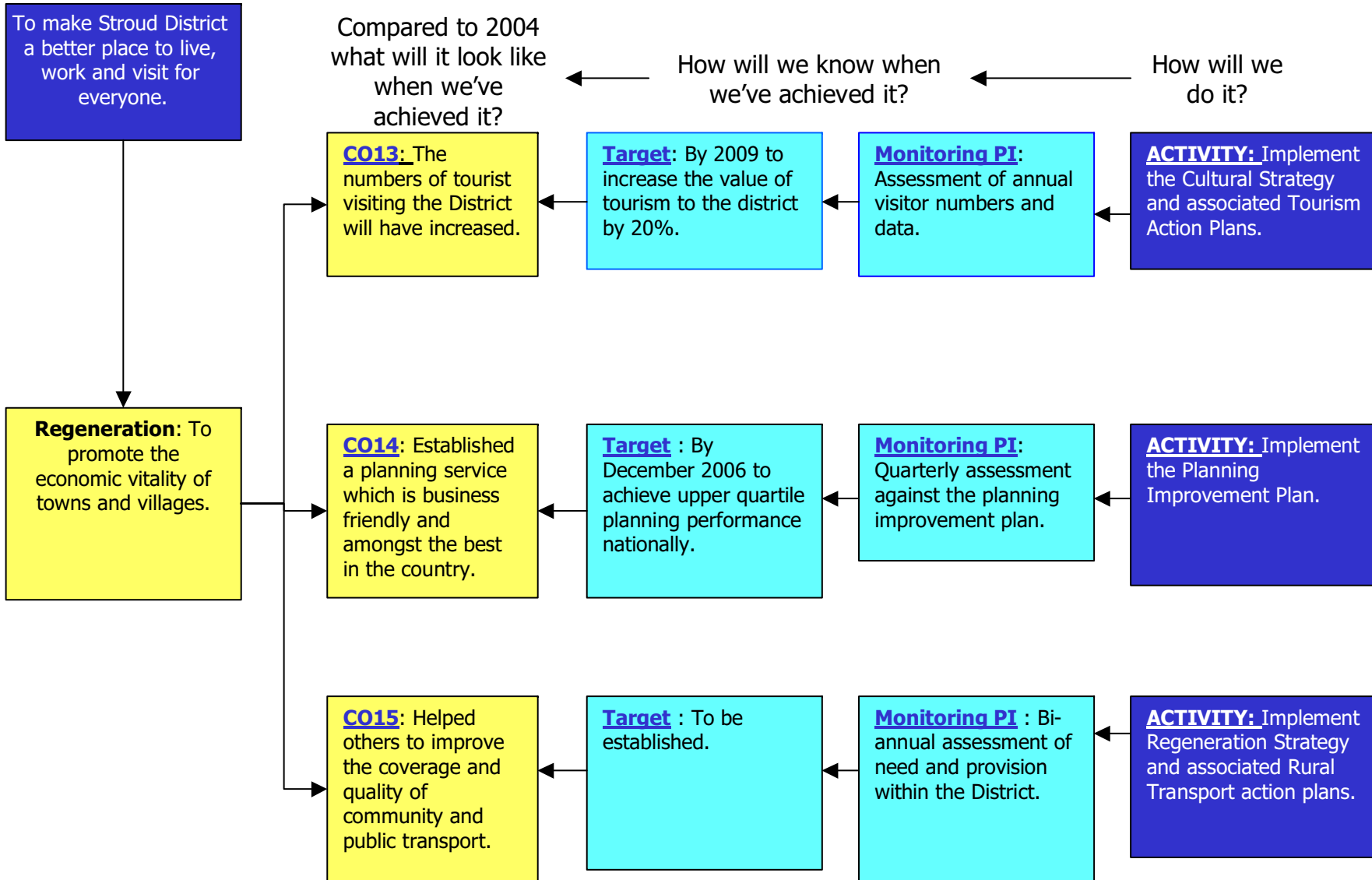


Corporate Delivery Plan 2005-2009: Regeneration (1)

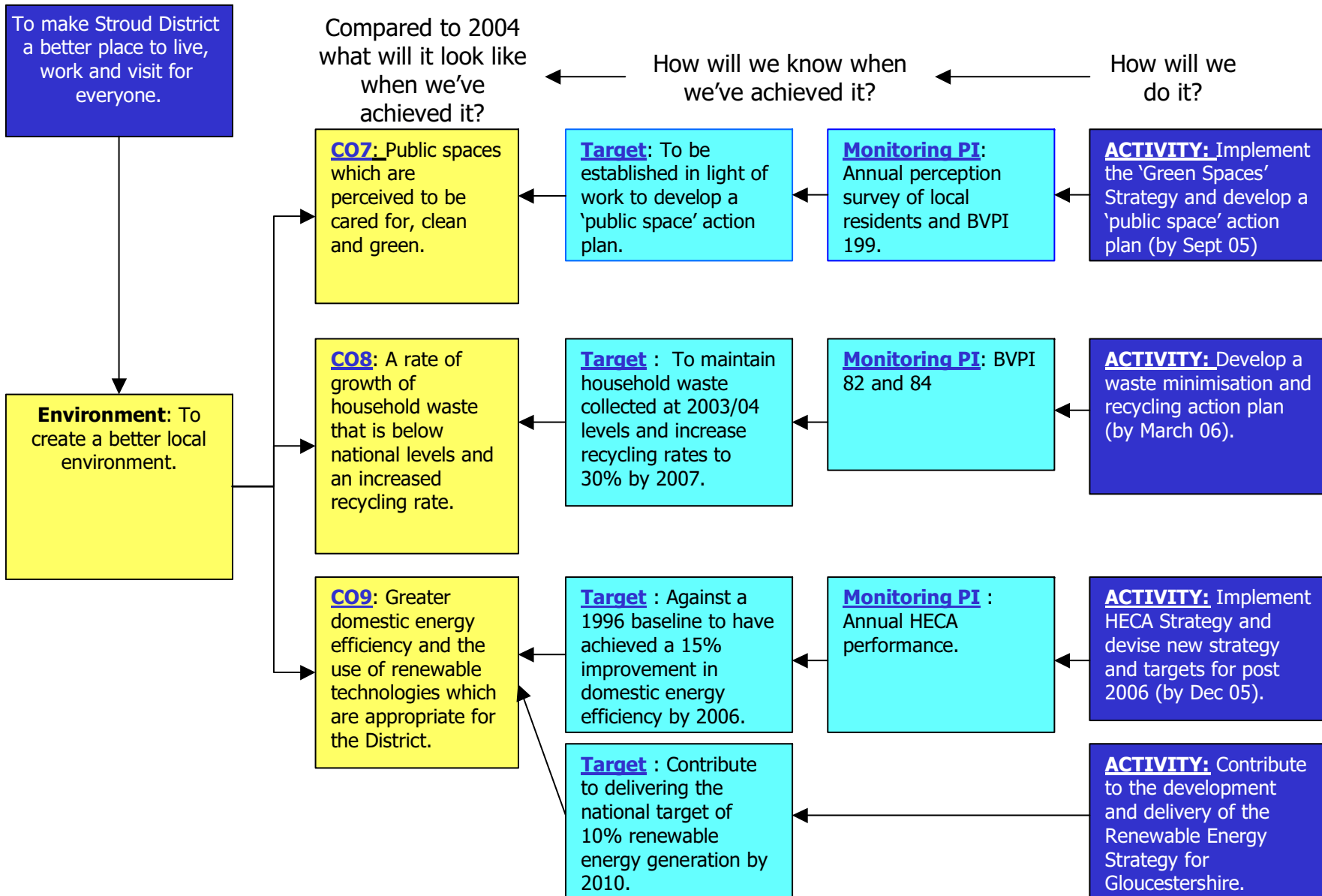
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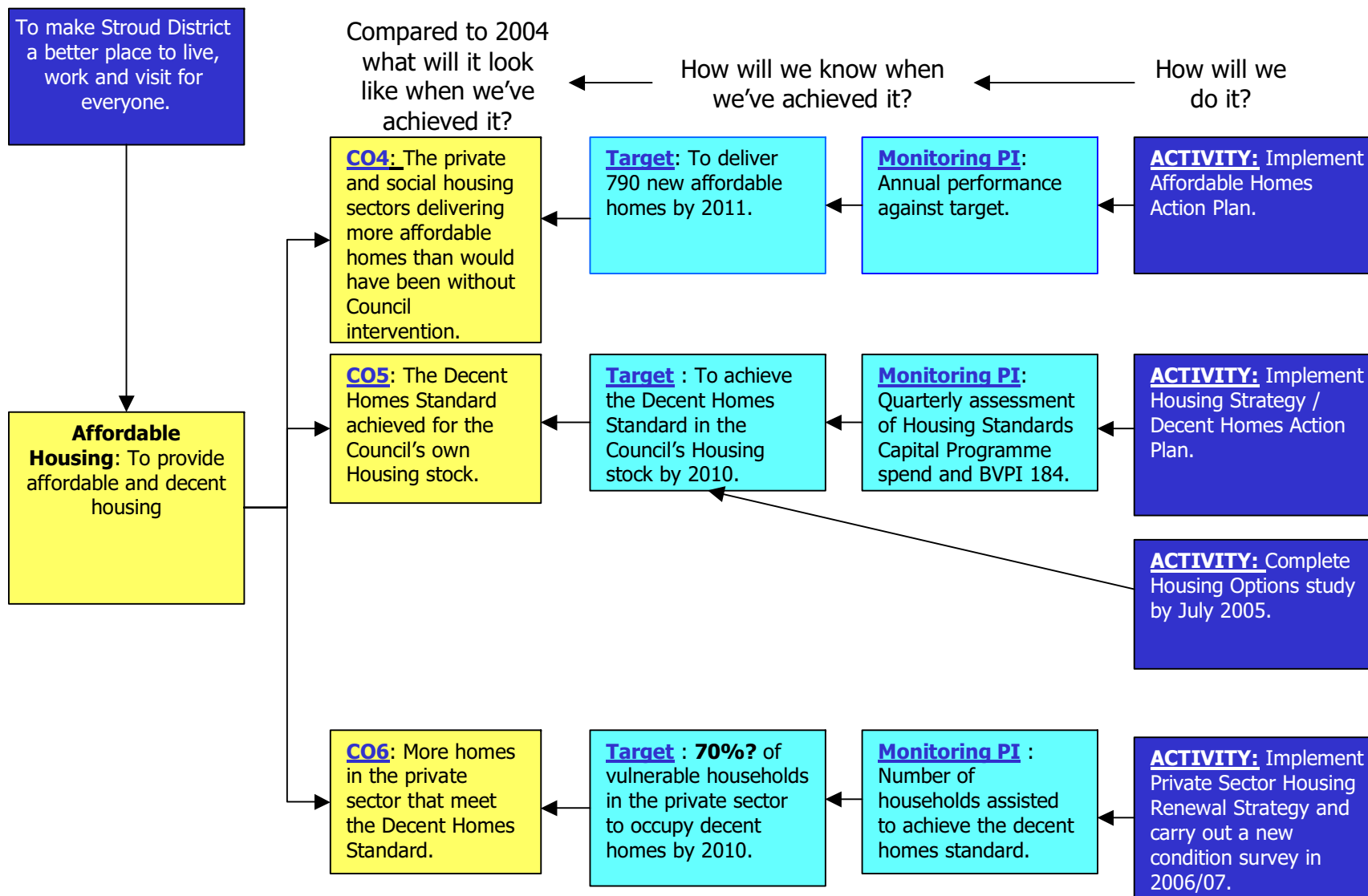
Corporate Delivery Plan 2005-2009: Regeneration (2)



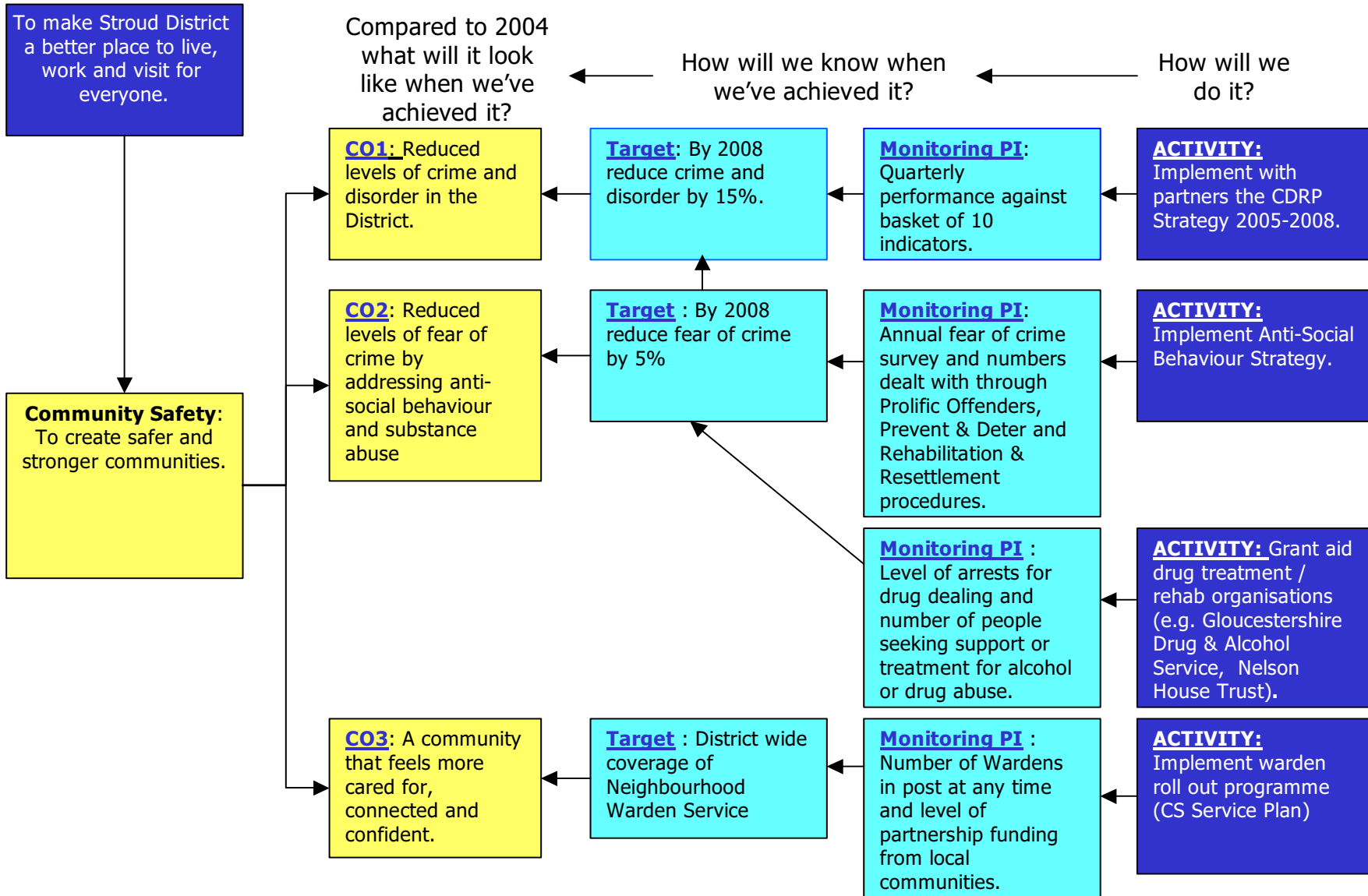
Corporate Delivery Plan 2005-2009: Environment



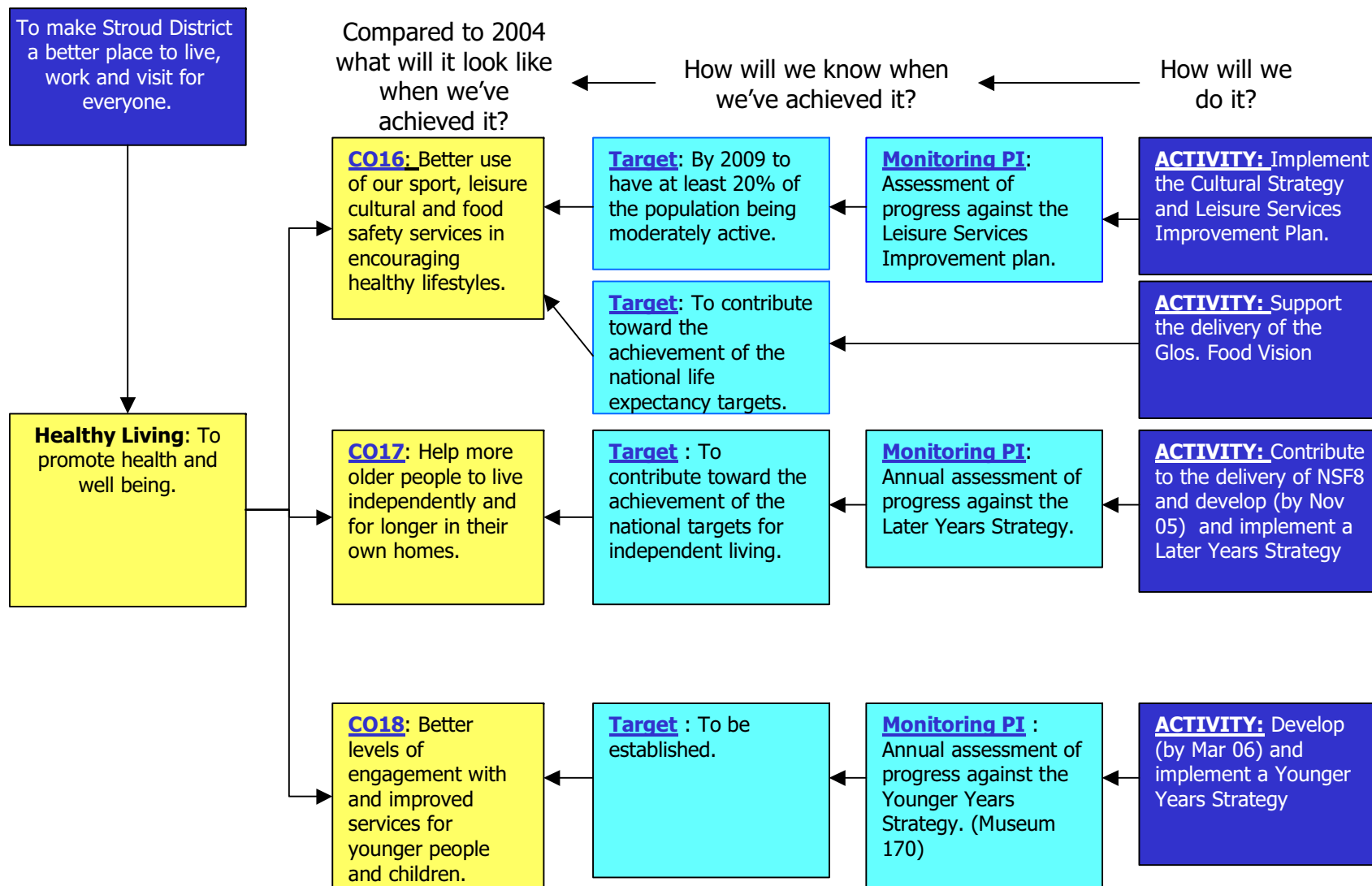
Corporate Delivery Plan 2005-2009: Affordable Housing



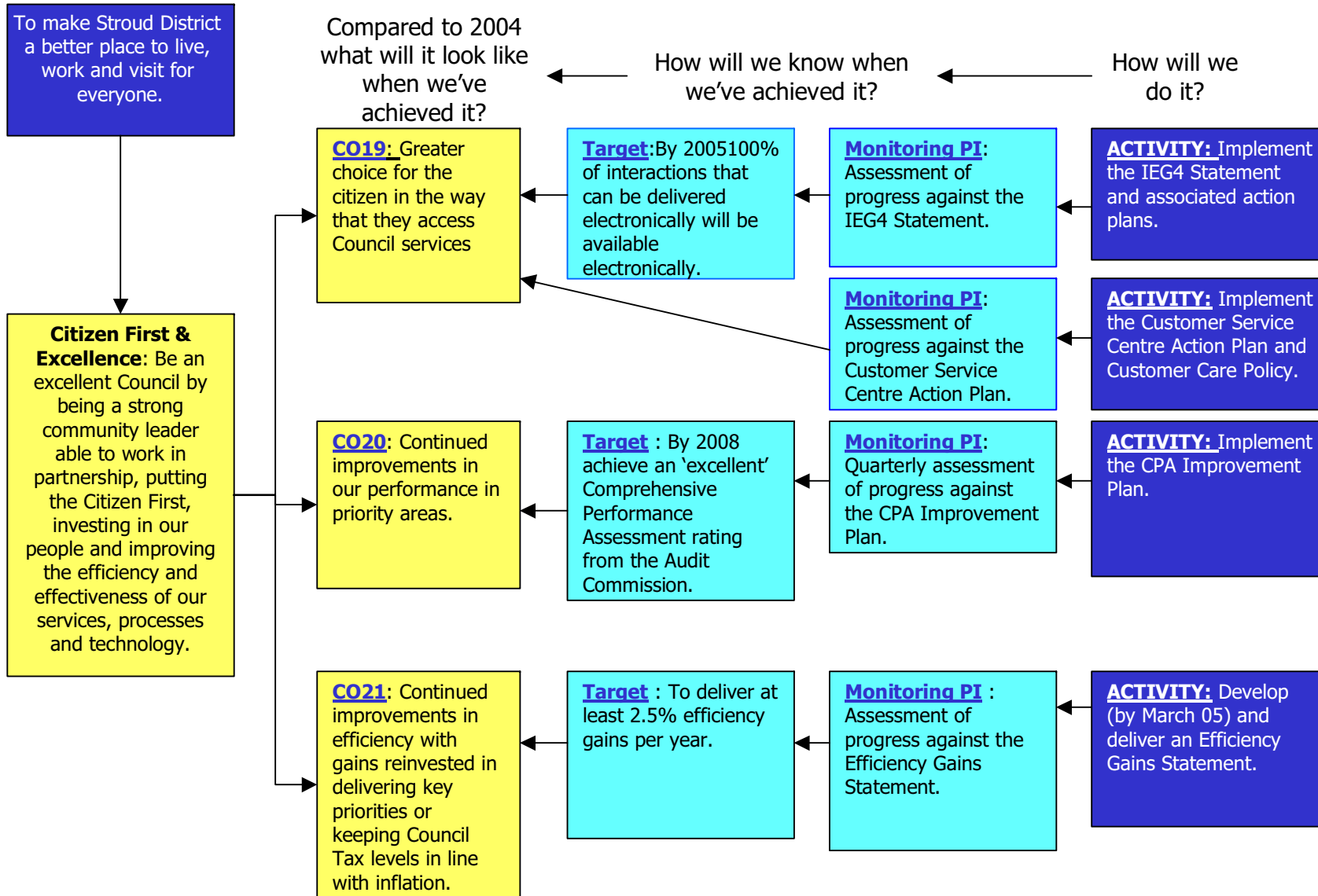
Corporate Delivery Plan 2005-2009: Community Safety



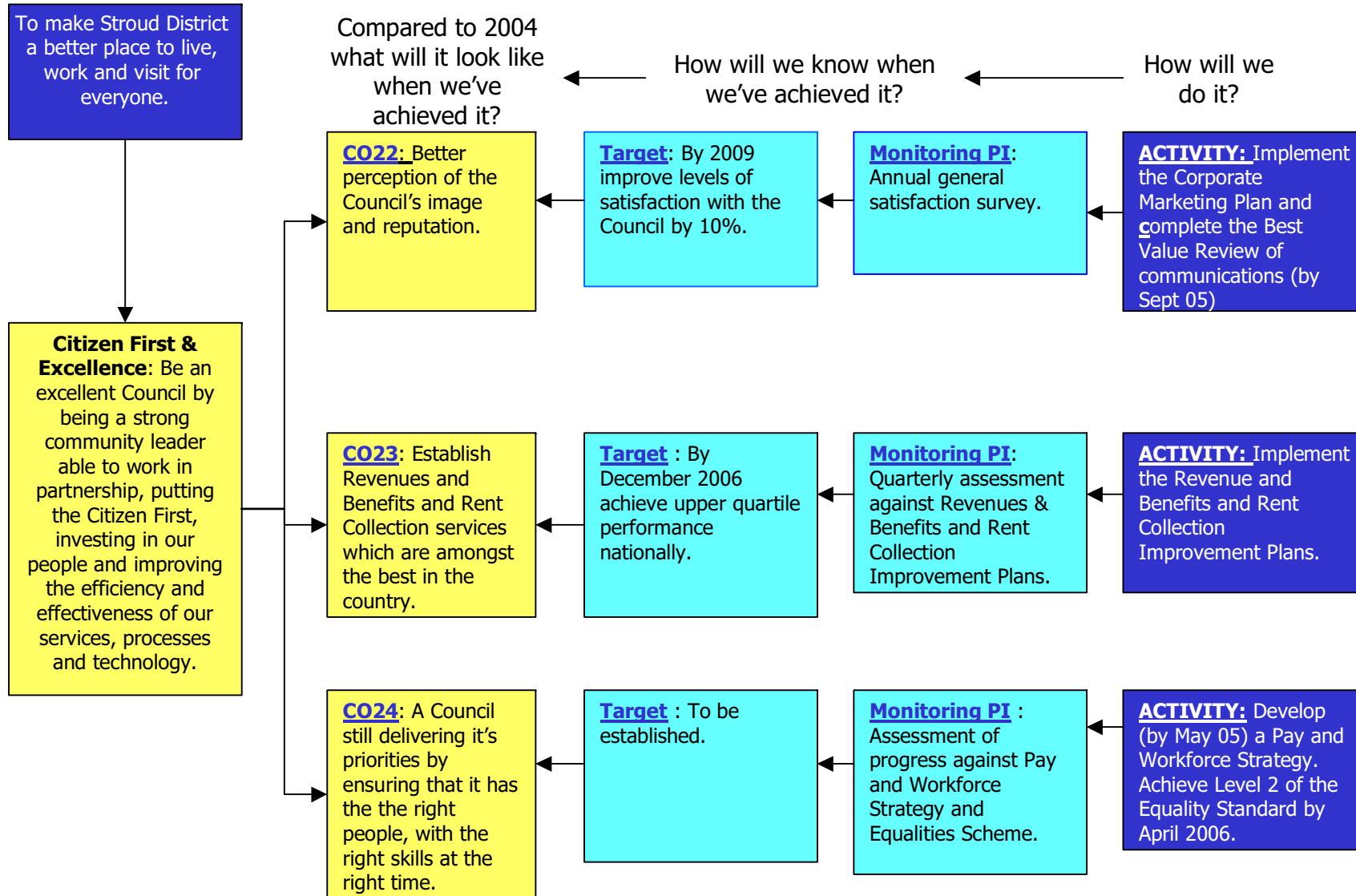
Corporate Delivery Plan 2005-2009: Healthy Living



Corporate Delivery Plan 2005-2009: Citizen First and Excellence (1)



Corporate Delivery Plan 2005-2009: Citizen First and Excellence (2)



Best Value Performance Indicators (BVPI's) 1st April 2004- 31st March 2005

The diagram below explains what the information in the following BVPI table means.

BVPI number	Description	2003/04 Actual	2003/04 District Average	2004/05 Target	2004/05 Actual	National Target /top quartile	2005/06 Target	2006/07 Target	2007/08 Target	Comments
BVPI reference number	Description of the performance indicator									Additional information about the service or performance can be found in here.

Information on our actual performance for 2003/04 is shown here

This is the average performance of all District Councils. It can be used to compare our results against others.

This is the performance target we set ourselves for 2004/05

This is how we performed last year (2004/05)

Sometimes the Government set targets that they expect us to meet. Where there is no government target we have shown the figure achieved by District Councils in the Top Quartile in 2003/04. This is the target services are aiming to achieve.

These are the targets we have set for this and the next two years.

Corporate Health

BVPI number	Description	2003/04 Actual	2003/04 District Average	2004/05 Target	2004/05 Actual	National Target /top quartile	2005/06 Target	2006/07 Target	2007/08 Target	Comments
1a	Does the authority have a Community Strategy developed in collaboration with the Local Strategic Partnership, for improving the economic, social and environmental well being in a way that is sustainable?	Yes	79%	Yes	Yes		Yes	Yes	Yes	

Corporate Health (continued)

BVPI number	Description	2003/04 Actual	2003/04 District Average	2004/05 Target	2004/05 Actual	National Target /top quartile	2005/06 Target	2006/07 Target	2007/08 Target	Comments
1b	By when (mm/yy) will a full review of the Community Strategy be completed? If such a review was scheduled for this year, was it completed on time?	Dec 03		Dec 04	Dec 04					
1c	Has the authority reported progress towards implementing the community strategy to the wider community this year? If no, by when (mm/yy) will this be undertaken?	Yes	55%	Yes	Yes					
1d	By when (mm/yy) does the authority plan to have such a strategy in place? Are the partnership arrangements in place to support the production of the strategy?	N/A		N/A	N/A					
2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms	Level 1		Level 1	Level 1		Level 2	Level 3	Level 4	
2b	The duty to promote race equality (expressed as a %)	63	41	70	73.68		79	84	89	
3	The percentage of citizens satisfied with the overall service provided by the authority	56						65		Last survey carried out 2003/04. Next survey will be 2006/07.
4	The percentage of complainants satisfied with the handling of their complaints	33						50		
8	The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority.	95.30	93.08	97	93.82	96.73	94	96	97	
9	The percentage of Council Tax collected The percentage of Council tax received in year 2003/2004	98.2	97.70	98.2	98.26	98.50	98.4	98.58	98.6	
10	The percentage of Non-Domestic rates due for the financial year which were received by the authority. The percentage of non-domestic rates received in year 2003/2004.	96	98.51	97.7	98.65	99.12	98.7	99.32	99.32	
11a	The percentage of top 5% of earners that are women	25	21.24	25	27.55	26.69	27.55	28.55	29.55	
11b	The percentage of top 5% of earners that are from black and minority ethnic communities.	0.10	1.48	1.0	3.55	2.20	3.55	3.55	3.55	
11c	The percentage of top 5% of earners that are disabled						0.2	0.2	0.2	New indicator for 2005/06

Corporate Health (continued)

BVPI number	Description	2003/04 Actual	2003/04 District Average	2004/05 Target	2004/05 Actual	National Target /top quartile	2005/06 Target	2006/07 Target	2007/08 Target	Comments
12	Number of working days/shifts lost due to sickness absence	9.5	10.42	8	11.72	8.93	8.93	8.5	8	6.5 days of this due to long-term sickness.
14	Percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	0	0.75	0.8	0.25	0.14	0.14	0	0	
15	The percentage of employees retiring on grounds of ill-health as a percentage of the total workforce.	0	0.42	0.2%	0.25	0.00	0.2	0.1	0	
16	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the authority area.	(a) 2.06 (b) 11.20		(a) 2.50 (b) 11.20	1.75 11.2		2.5	3.1	4.1	
17	The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active minority ethnic community population in the authority area.	(a) 1.95 (b) 1.20		(a) 2.10 (b) 1.20	2.17 1.2		2.2	2.3	2.4	
156	The percentage of Authority Buildings open to the public in which all public areas are suitable for and accessible to disabled people	60	47.77	100	66.67	67.00	100	100	100	A number of buildings that the Council offers services from do not belong to the Authority.
157	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery.	63	60.94	80	78.0	72.00	100	100	100	
180 a	The energy consumption/m2 of local authority operational property, compared with comparable buildings in the UK as a whole i) electricity ii) fossil fuels	(i) 116 (ii) 78		116 78						

Housing

BVPI number	Description	2003/04 Actual	2003/04 District Average	2004/05 Target	2004/05 Actual	National Target /top quartile	2005/06 Target	2006/07 Target	2007/08 Target	Comments
62	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	4.04	3.11	4	3.67	3.75				
63	Energy Efficiency – the average SAP rating of local authority owned dwellings	59.1	60	60	63.4	65	64	64.5	65	
64	The number of private sector dwellings that are returned into occupation or demolished during 2002/03 as a direct result of action by the local authority	20		35	46		40	40	40	
66a	Local authority rent collection and arrears; Proportion of rent collected	95.76	97.66	95	96.66	98.60	97	99	99	
74	(a) Satisfaction of tenants of Council housing with the overall service provided by their landlord: with results broken down by (b) black and minority ethnic tenants (c) non-black minority ethnic	(a) 84.4 (b) 40.0 (c) 84.7		(a) 86 (b) 60 (c) 85				86 50 85		Last survey carried out 2003/04. Next survey will be 2006/07.
75	(a) Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord; with results further broken down by (b) black and minority ethnic and (c) non-black and minority ethnic	(a) 66.9 (b) 40.0 (c) 66.7		(a) 72 (b) 60 (c) 70				72 50 70		Last survey carried out 2003/04. Next survey will be 2006/07.

Housing (continued)

BVPI number	Description	2003/04 Actual	2003/04 District Average	2004/05 Target	2004/05 Actual	National Target /top quartile	2005/06 Target	2006/07 Target	2007/08 Target	Comments
164	Does the Authority follow the Commission for Racial Equality's Code of Practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in the Code of Practice for Social Landlords: Tackling Racial Harassment?	Yes	32	Yes	Yes		Yes	Yes	Yes	
183	The average length of stay in (a) bed and breakfast accommodation and (b) hostel accommodation of households which include dependant children or a pregnant woman and which are unintentionally homeless and in priority need.	(a) 4	5.86	4	2	1.18	2	2	2	
		(b) 0	13.83	0	0	0	0	0	0	
184a	The proportion of LA homes which were non-decent as at 1 st April 2003.	25	31	19.5	19.5	15	13.1	13.2	9.9	
184b	The percentage change in proportion of non-decent LA homes between 1 April 2003 and 1 st April 2004.	22	9.5	16.6	32.8	26.5	0	25	33	
185	Percentage of responsive (but not emergency) repairs during 2003/04, for which the authority both made and kept an appointment	0	43.4	10	0	83.2				We have an appointment system in the north of the District only.
202	Number of people sleeping rough on a single night within the area of the authority.				1		1	1	1	
203	Percentage change in average number of families placed in temporary accommodation				0		0	0	0	
211a	The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings.						71.5	71.5	71.5	New indicator for 2005/06
211b	Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings.						30	30	30	New indicator for 2005/06
212	Average time to re-let Local Authority housing						29	28	27	New indicator for 2005/06
213	Number of households who considered themselves homeless, approached the local authority's housing advice service and for whom housing advice casework intervention resolved the situation.						0.7	0.7	0.7	New indicator for 2005/06
214	Proportion of households accepted as statutory homeless who were accepted as statutorily homeless by the same Authority within the last two years.						3.25	3.25	3.25	New indicator for 2005/06

Housing Benefit/Council Tax Benefit

BVPI number	Description	2003/04 Actual	2003/04 District Average	2004/05 Target	2004/05 Actual	National Target /top quartile	2005/06 Target	2006/07 Target	2007/08 Target	Comments
76a	Number of clmts visited per 1000 caseload	262.78	202.73	276	313.11	304.00	312	312	312	
76b	Number of fraud investigators per 1000 caseload	0.38	0.39	0.42	0.45	0.48	0.48	0.48	0.48	
76c	Number of fraud investigations per 1000 caseload	34.67	49.61	38	19.66	61.70	40	50	61.7	
76d	Number of prosecutions/sanctions per 1000 caseload	4.30	4.39	4.6	7.11	5.83	7.11	7.11	7.11	
78a	Average time for processing new claims (expressed in days)	52.09	40.4	45	56.51	31	35	29.39	28	•New computer system caused dip in performance •Worked with BFI team to reduce backlog & put new systems in place •Cut days to process a claim from 78 to 27. •April 05 TQ performance achieved
78b	Average time for processing notifications of change of circumstances (days)	9.18	11.4	25	11.48	7.2	12	12	12	
79a	Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the determination for a sample of cases checked post-determination	94.39	97.55	97	98.22	99	99	99.2	99.2	
79b	Percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.	50.83	49.11	53	30.27	55.60				
80	Benefits User Satisfaction Survey (expressed as a percentage): -									
80a	Facilities to get in touch with the office	78.9						80		Last survey carried out 2003/04. Next survey will be 2006/07.
80b	Service in the office	79.9						80		
80c	Telephone service	79.3						80		
80d	Staff	82.7						83		
80e	Clarity of the forms	61.5						63		
80f	Time it took to be told about result of claim	69.4						70		
80g	Overall satisfaction summary	80.4						81		

Environmental Services

BVPI number	Description	2003/04 Actual	2003/04 District Average	2004/05 Target	2004/05 Actual	National Target /top quartile	2005/06 Target	2006/07 Target	2007/08 Target	Comments
199	The proportion of relevant land and highways as defined under EPA 1990 Part IV section 86 (expressed as a percentage) that is assessed as having combined deposits of litter and detritus across four categories of cleanliness (Clean, Light, Significant, Heavy).	12	19.1	11	10	12				
82a	Total tonnage of household waste arising - Percentage recycled	20.82	14.22	22	20.88	16.86	21	21	21	
82b	Total tonnage of household waste arising – Percentage composted	0	3.59	0	0	5.14	0	0	0	
84	Kg of household waste collected per head.	350	402.3	350	354.59	371.7	358	362	366	
86	Cost of waste collection per household (£)	36.64	39.18	38.60	37.05		37.75	38.88	40.04	
89	Percentage of people expressing satisfaction with cleanliness standards	67						70		Last survey carried out 2003/04. Next survey will be 2006/07.
90a	Percentage of people expressing satisfaction with household waste collection	87						89		
90b	Percentage of people expressing satisfaction with recycling facilities	80						83		
91	Percentage of population served by a kerbside collection of recyclables or within 1 kilometre of a recycling centre	100	88.21	100	100	100	100	100	100	

Planning

BVPI number	Description	2003/04 Actual	2003/04 District Average	2004/05 Target	2004/05 Actual	National Target /top quartile	2005/06 Target	2006/07 Target	2007/08 Target	Comments
106	The percentage of new homes built on previously developed land	80	69.99	53	89.22	93.5	53	53	53	
109a	Percentage of major applications determined within 13 weeks	16	51.79	60	58.0	63.58	60	60	60	
109b	Percentage of minor applications determined within 8 weeks	33.06	61.11	65	71.39	71	65	65	65	
109c	Percentage of other applications determined within 8 weeks	48.98	78.77	80	79.93	86	80	80	80	
111	Percentage of applicants satisfied with the service received	70						75		Last survey carried out 2003/04. Next survey will be 2006/07.
179	The percentage of standard searches carried out in 10 working days	99.95	93.10	100	97.8	100	100	100	100	
200a	Do you have a development plan (or alterations to it) that has been adopted in last 5 years and the end date of which has not expired	No		Yes	No					
200b	If "no" are there proposals on deposit for an alteration or replacement, with a published timetable for adopting those alterations or the replacement plan within 3 years	No		Yes	No					
204	Percentage of appeals against an authorities decision to refuse planning applications.				31.11		30	25	25	
205	Quality of Service Checklist				83.33		100	100	100	

Environmental Health

BVPI number	Description	2003/04 Actual	2003/04 District Average	2004/05 Target	2004/05 Actual	National Target /top quartile	2005/06 Target	2006/07 Target	2007/08 Target	Comments
166a	Score against a checklist of enforcement best practice for Environmental Health/Trading Standards	85.89	76.52	90	96.42	90	96	97	97	

Cultural Services

BVPI number	Description	2003/04 Actual	2003/04 District Average	2004/05 Target	2004/05 Actual	National Target /top quartile	2005/06 Target	2006/07 Target	2007/08 Target	Comments
119	Percentage of residents by targeted group satisfied with the local authority's cultural and recreational services:									
119a	Sports/leisure facilities	51						60		Last survey carried out 2003/04. Next survey will be 2006/07.
119c	Museums/galleries	41						60		
119d	Theatres/concert halls	33						55		
119e	Parks/open spaces	73						80		
170a	Visits/usages of museums per 1000 population	225.8	597	241.06	378.2	670	510.66	466.98	356.65	
170b	Visits made in person per 1000 population	206.42	328	203.59	249.86	427	179.67	191.16	191.16	
170c	Number of pupils visiting museums and galleries in organised school groups (this does not include visits by sixth form colleges or adult education institutions.	585		500	566		750	2000	2000	

Community Safety

BVPI number	Description	2003/04 Actual	2003/04 District Average	2004/05 Target	2004/05 Actual	National Target /top quartile	2005/06 Target	2006/07 Target	2007/08 Target	Comments
126	Domestic Burglaries per 1,000 households	10.5		9	8.3					
127	Violent crimes per 1,000 population, broken down to show:									
127a	Violent offences committed by a stranger per 1,000 population	2.81		2.5	2.7					
127b	Violent offences committed in a public place per 1,000 population	7.12		6	7.81					
127c	Violent offences committed in connection with licensed premises per 1,000 population	0.99		1	1.19					

Community Safety (continued)

BVPI number	Description	2003/04 Actual	2003/04 District Average	2004/05 Target	2004/05 Actual	National Target /top quartile	2005/06 Target	2006/07 Target	2007/08 Target	Comments
127d	Violent offences committed under the influence per 1,000 population	2.47		2	2.64					
128	Vehicle crimes per 1,000 population.	12.1		11	10.4		6.66	6.66	6.66	
174	The number of racial incidents recorded by the authority per 100,000 population.	0		0	0.92					
175	The percentage of racial incidents that resulted in further action.	0	64.28	100	100	100	100	100	100	
176	The number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority.	0	0.38	0	0	0.64				
225	Actions against domestic violence						54.54	63.63	63.63	New indicator for 2005/06

Community Legal Service

BVPI number	Description	2003/04 Actual	2003/04 District Average	2004/05 Target	2004/05 Actual	National Target /top quartile	2005/06 Target	2006/07 Target	2007/08 Target	Comments
177	Percentage of authority expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark and meet priority legal need identified in the Community Legal Service Partnership service plan.	97.6	53.1	98	97.3	100				
226	Total amount spent on external organisations for advice and guidance						134,000	134,000	134,000	New indicator for 2005/06

Contact Details

The Best Value Performance Plan has been prepared by the Policy and Review team and is also available electronically on the Council's website: www.stroud.gov.uk

If you would like to obtain an additional copy or comment on the plan please contact:

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