

ANNEX 1

BVPI Quarterly Monitoring Report - 2004/05
Quarter 1 - (April to June 2004).

KEY	Top Quartile performance compared with all English Authorities
	Mid Range performance compared with all English Authorities
	Bottom Quartile performance compared with all English Authorities
	TMBC 2002/03 actuals & 2003/04 targets are quantified against 2002/03 national data.
✓	Current performance meets or is on profile to achieve stated target
✗	Current performance does not meet / is not on profile to meet stated target
(C)	(C) = Cumulative

REF.	INDICATOR	Lead Officer	2002 / 03		2003 / 04		2004 / 05		Explanation of variance from target. Other information as appropriate
			2002/03 Target	2002/03 Actual	2003/04 Target	2003/04 Actual (Subject to audit)	2004/05 Target	2004/05 Quarter 1	
BV1a	Does the authority have a community strategy developed in collaboration with the Local Strategic Partnership, for improving economic, social and environmental well being in a way that is sustainable? Yes / No	Mark Raymond 6287	New 2002/03	01/04/2006	Yes	Yes	Yes	Yes	
BV1b	By when mny/ly will a full review of the community strategy be completed? If such a review was scheduled for this year was it completed on time?		New 2002/03	01/04/2006	Does not warrant quarterly reporting	01/04/2006	Does not warrant quarterly reporting	01/04/2006	
BV1c	Has the authority reported progress towards implementing the community strategy to the wider community this year? If no by when mny/ly will this be undertaken?		New 2002/03	01/06/2004	01/06/2004	01/06/2004	01/06/2004	01/06/2004	
BV2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms.	Deila Gordon 6019	Level 1		1	2	2	2	
BV2b	The duty to promote race equality				33%	36.84%	42.10%	50.00%	We expect to achieve our 50% target by 4th Quarter.
BV8	The percentage of invoices for commercial goods and services that were paid by the authority within 30 days of such invoices being received by the authority.	John Pickup 6112	100%		98.70%	99.25%	98.85%	100.00%	Processes within Engineering are preventing prompt payment of a significant number of invoices and were the main reason for a further decline in performance. It has been suggested that a review of the payment process might be appropriate as this would appear to be an ongoing issue.
BV9	Percentage of Council Tax collected		98.60%		28.02% (C)	98.30%	27.94%(C)	98.70%	
BV10	The percentage of non-domestic rates due for the financial year which were received by the authority.	Diane Haylor 6339	99.30%		37.74% (C)	98.90%	34.49%(C)	99.30%	
BV11a	The percentage of top 5% of earners that are women.		10.00%		Does not warrant quarterly reporting	9.52%	Does not warrant quarterly reporting	10.00%	
BV11b	The percentage of top 5% of earners from black and minority ethnic communities.		New 2002/03		0%	0%	0%	0%	
BV12	The number of working days/shifts lost due to sickness absence.		7 Days		To be reported half yearly	9.48	To be reported half yearly	7 days	
BV14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce		0.47%			0.25%		0.20%	
BV15	The percentage of employees retiring on grounds of ill-health as a percentage of the total workforce.	Charlie Steel 6015	0.35%			0.99%		0.30%	
BV16	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition.		2.40%		Does not warrant quarterly reporting	2.73%	Does not warrant quarterly reporting	6.41%	
BV17	The percentage of local authority employees from minority ethnic communities.		0.93%	1.29%		1.59%		1.58%	
BV156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people. (In accordance with Building Regulations - Part M 1991)	Roger Pattenmore/ Anil Mishra	18%		18%	45%	45%	45%	
BV157	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.	Alan Burch 6117	40%		18%	61%	63%	86%	Significant progress towards the target is only likely to be achieved in the latter part of the year.

**BVPI Quarterly Monitoring Report - 2004/05
Quarter 1 - (April to June 2004).**

KEY

Top Quartile performance compared with all English Authorities
Mid Range performance compared with all English Authorities
Bottom Quartile performance compared with all English Authorities
TMBIC 2002/03 actuals & 2003/04 targets are quantified against 2002/03 national data.
Current performance meets or is on profile to achieve stated target
Current performance does not meet / is not on profile to meet stated target
(C) = Cumulative

REF.	INDICATOR	Lead Officer
BV62	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority.	Linda Hibbs 6209
BV64	The number of private sector vacant dwellings that are returned into occupation or demolished during 2004/05 as a direct result of action by the local authority.	
BV183 (i)	The average length of stay of households which include dependent children, pregnant women and which are unilaterally homeless and in priority need, in:- Bed and Breakfast Accommodation	John Littlemore 6208
BV183 (ii)	Hostel accommodation	
BV 202	The number of people sleeping rough on a single night within the local authority area.	
BV 203	The percentage change in average number of families, in temporary accommodation including dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average for the previous year.	
SECRETISTS		
BV 76a	The number of claimants visited per 1000 caseload.	
BV 76b	The number of fraud investigators employed per 1000 caseload	David Buckley 6086
BV 76c	The number of fraud investigations per 1000 caseload.	
BV76d	The number of prosecutions and sanctions per 1000 caseload	
BV76a	Speed of processing: a) Average time for processing new claims	
BV78b	Speed of processing: b) Average time for processing notifications of changes of circumstance.	Bill McCafferty 6143
BV79a	Accuracy of processing: a) Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision.	
BV79b	Accuracy of processing: b) The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.	

ANNEX 1

2002 / 03						2003 / 04						2004 / 05					
2002/03 Target	2002/03 Actual	Entry Point into Top Quartile / Bottom Quartile	2003/04 Target	2003/04 Quarter 1	2003/04 Actual (Subject to audit)	2003/04 Target	2003/04 Quarter 1	2003/04 Actual (Subject to audit)	2004/05 Target	2004/05 Quarter 1	2004/05 Actual	National Target	Explanation of variance from target. Other information as appropriate.				
2%		4.5% 1.6%		0.3% (C)	1.6%		0.3% (C)		1.7%	0.3% (C)	X	PSA	Greater promotional work is being undertaken to raise awareness of grants and improve take up.				
110		39 2		2 (C)	17		2 (C)		50	5 (C)	X		Due to staff shortages limited work has been undertaken in this area during the first quarter. With new staff in position results should improve over the next three quarters.				
New in 2002/03		1 week 9 weeks		8 weeks	7.58 weeks		8 weeks		6 weeks	5.3 weeks	✓	6 weeks					
New in 2002/03		0 weeks 21 weeks		0 weeks	0 weeks		0 weeks		0 weeks	0 weeks	✓		The Council does not have any hostel accommodation within its boundary.				
										0							
										10.91%			The average number of (qualifying) families in temporary accommodation during 2003/04 was 84.75. At the end of this first quarter, 2004/05, the figure was 94 families.				
									203.39	Does not warrant quarterly reporting							
									0.42								
									33.90								
									9.00								
22 Days		33 54		26.8	24.67		26.8		22	24	X	36 Days	Taking into account the legislative changes during this quarter this is a good achievement. I believe we can improve in the coming quarters to achieve the annual target.				
3 Days		8 18		4.8	3.35		4.8		3.5	2.98	✓	9 Days	Taking into account the legislative changes during this quarter this is a good achievement and one that can be improved on in coming quarters.				
97%		99% 96%		96%	97%		96%		98%	96%	X						
53%		60% 41%		Unable to produce on a quarterly basis	66%e		Unable to produce on a quarterly basis		55%	Unable to produce on a quarterly basis							

ANNEX 1

BVPI Quarterly Monitoring Report - 2004/05
Quarter 1 - (April to June 2004).

KEY	Top Quartile performance compared with all English Authorities
	Mid Range performance compared with all English Authorities
	Bottom Quartile performance compared with all English Authorities
	TMBC 2002/03 actuals & 2003/04 targets are quantified against 2002/03 national data.
✓	Current performance meets or is on profile to achieve stated target
✗	Current performance does not meet / is not on profile to meet stated target
(C)	(C) = Cumulative

REF.	INDICATOR	Lead Officer	2002 / 03		2003 / 04		2004 / 05		Explanation of variance from target. Other information as appropriate
			2002/03 Target	2002/03 Actual	2003/04 Target	2003/04 Actual (Subject to audit)	2004/05 Target	2004/05 Quarter 1	
OUR ENVIRONMENT									
BV82a	Percentage of the total tonnage of household waste arisings which have been recycled	Phil Beddoes 6204	15.40%	14.01%	16.14%	13.15%	✗	30% (ODPM likely to meet target with increased tonnages from green waste collection service and from seasonal variations)	
BV82b	Percentage of the total tonnage of household waste arisings which have been sent for composting	Phil Beddoes 6204	0.60%	0.82%	0.72%	0.89%	✗		
BV84	Number of Kilograms of household waste collected per head	Kuntran Kumralingam 6104	450	367	438	124.12 (C)	✗	Following seasonal profile	
BV86	Cost of waste collection per household.	Kuntran Kumralingam 6104	£33.29	£30.20	£29.39	Does not warrant quarterly reporting			
BV91	Percentage of population resident in the authority's area which are served by a kerbside collection of recyclables	Phil Beddoes 6204	100%	99%	100%	100%	✓		
BV 199	The percentage of relevant land and highways as defined under EPA 1990 Part IV section 96 that is assessed as having an unacceptable level of deposits of litter and detritus.	Phil Beddoes 6204			4.16%	To be reported half yearly		15% reduction by 2005/06	
PLANNING									
BV106	Percentage of new homes built on previously developed land.	Brian Gales 6264	87%	82%	73%	Does not warrant quarterly reporting		60% 2008	The Councils influence is longterm. BVPI result will be reported at the end of the financial year (MT14/08/01)
BV109a	Percentage of major applications determined within 13 weeks	Lindsay Pearson 6237	60%	55%	68.75%	61.11%	✗	60%	Result represents 6 out of 12 cases determined.
BV109b	Percentage of minor applications determined within 8 weeks	Lindsay Pearson 6237	50%	32%	64.05%	56.63%	✓	50%	Result represents 60 out of 87 cases determined.
BV109c	Percentage of other applications determined within 8 weeks	Lindsay Pearson 6237	70%	31%	61.23%	76.79%	✓	60%	Result represents 298 out of 360 cases determined.
BV 204	Percentage of appeals allowed against authority's decision to refuse planning applications	Janet Maxwell 6126		66%		82.78%			Result represents 1 out of 6 appeals against refusal upheld.
BV179	The percentage of standard searches carried out in 10 working days	Janet Maxwell 6126	95%	100%	80%	7.00%	✗		There are three main reasons for the poor performance in this quarter: (a) TLC and general IT problems including the TLC 2.7 Intensive Testing; (b) some unsettling staff turnover, including difficulty in filling a vacancy for five weeks, coupled with significant leave commitments during what is normally a quiet time; (c) we received the largest search volumes for both official and personal searches in this period of the year since 1988, but nevertheless we maintained turnover at around 13 days and have not received any complaints from our customers about delay.
BV 200a	Do you have a development plan (or alterations to it) that has been adopted in the last 3 years and the end date of which has not expired?	Brian Gales 6264				Yes		Complete LDF by 2007	Tonbridge and Malling Local Plan was adopted in December 1998, therefore we must report a 'no' response. A Deposit Local Development Framework for T&M will be submitted to the Secretary of State by the end of 2005.
BV 200b	Do you have proposals on deposit for an alteration or replacement, with a published timetable for adopting those alterations or the replacement plan within three years?	Brian Gales 6264				Not Applicable			Current result represents compliance with 12 out of 18 points on a checklist. We will score an additional 3 points when we comply with provision of Specialist Design Advice, which we will do upon completion of staff training (2005/06).
BV 205	Quality of Service checklist	Brian Gales 6264							

BVPI Quarterly Monitoring Report - 2004/05
Quarter 1 - (April to June 2004)

ANNEX 1

KEY

Top Quartile performance compared with all English Authorities
Mid Range performance compared with all English Authorities
Bottom Quartile performance compared with all English Authorities
TMBC 2002/03 actuals & 2003/04 targets are quantified against 2002/03 national data
Current performance meets or is on profile to achieve stated target
Current performance does not meet / is not on profile to meet stated target
(C) = Cumulative

REF.	INDICATOR	Lead Officer
BV166	ENVIRONMENTAL HEALTH Score against a checklist of enforcement best practice for environmental health / trading standards	Barry Olding 6189
BV126	CRIME Domestic burglaries per 1,000 households.	
BV127a	Violent Crimes per 1,000 population; a) committed by a stranger	
BV127b	Violent Crimes per 1,000 population; b) committed in a public place	Roger Shapter 6024
BV127c	Violent Crimes per 1,000 population; c) committed in connection with licensed premises	
BV127d	Violent Crimes per 1,000 population; d) committed under the influence	
BV128	Vehicle crimes per 1,000 population.	
BV174	The number of racial incidents recorded by the authority per 100,000 population	
BV175	The percentage of racial incidents that resulted in further action.	Paul Fowler 6133
BV176	The number of domestic violence refuge places per 10,000 population which are provided or supported by the authority	John Liffmore 6208
BV177	COMMUNITY LEGAL SERVICE Percentage of authority expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark and meet a priority legal need identified in the Community Legal Service Partnership strategic plan.	Emma Tomlinson 6155

2002 / 03		
2002/03 Target	2002/03 Actual	Entry Point into Bottom Quartile
90%		95% 60%
9.2		9 19
	not collected	2 7
Amended 2002/03		4 10
	not collected	2
	not collected	1 4
10.6		10 20
0		0 28
0%		100% 90%
0.2		0.60 0.00
Amended 2002/03		95% 24%

2003 / 04		
2003/04 Target	2003/04 Quarter 1	2003/04 Actual (Subject to audit)
	90%	90%
	1.8 (C)	6.89
not available	0.35 (C)	1.33
not available	0.86 (C)	3.97
not available	0.04 (C)	0.25
not available	0.49 (C)	1.86
	2.4 (C)	10.05
	0	0
	0%	0%
	0.2	0.2
	99.4%	99.4%

2004 / 05					
2004/05 Target	2004/05 Quarter 1	2004/05 Actual / on target	National Target	Explanation of variance from target Other information as appropriate	
90%	90%	✓			
6.54	1.7 (C)	✗	25% reduction 1998/99-2005		
1.31	0.42 (C)	✗			
3.89	1.23 (C)	✗			
0.24	0.15 (C)	✗			
1.82	0.52 (C)	✗			
9.74	2.4 (C)	✓	30% reduction 1998/99-2004	One Racial Incident was reported to the council. In accordance with BVPI 175 further action taken included an interview with the alleged perpetrator.	
0	0.92	✗		Our target of 0% only applies where zero racial incidents are reported. When one or more racial incidents are reported our target should be 100%. i.e. We will take further action in the case of all racial incidents.	
0%	100%	✓			
0.2	0.20	✓			
99.0%	99.30%	✓			