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18 July 2007

S U M M O N S

MEETING: Overview and Scrutiny Committee
DATE: 26 July 2007
TIME: 6.00pm
(Note: a training session on Module 2 of “Why Scrutiny Matters” will commence at 5.00 p.m.)
PLACE: Council Chamber, Town Hall, Gosport
Democratic Services contact: Chris Wrein

LINDA EDWARDS
BOROUGH SOLICITOR

MEMBERS OF THE COMMITTEE

Councillor Philpott (Chairman)
Councillor Dickson (Vice-Chairman)

Councillor Carr	Councillor Jacobs
Councillor Davis	Councillor Kimber
Councillor Farr	Councillor Train
Councillor Foster	Councillor Ward
Councillor Foster-Reed	Vacancy

FIRE PRECAUTIONS

(To be read from the Chair if members of the public are present)

In the event of the fire alarm (continuous ringing) or bomb alert (intermittent ringing) sounding, please leave the room immediately.

Proceed downstairs by way of the main stairs or as directed by GBC staff, follow any of the emergency exit signs. People with disability or mobility issues please identify yourself to GBC staff who will assist in your evacuation of the building.

IMPORTANT NOTICE:

- If you are in a wheelchair or have difficulty in walking and require access to the Committee Room on the First Floor of the Town Hall for this meeting, assistance can be provided by Town Hall staff on request

If you require any of the services detailed above please ring the Direct Line for the Democratic Services Officer listed on the Summons (first page).

NOTE:

Please note that mobile phones should be switched off for the duration of the meeting.

AGENDA

1. APOLOGIES FOR ABSENCE

To receive apologies, if any, for inability to attend the meeting.

2. DECLARATIONS OF INTEREST

All Members present are reminded to declare, at this point in the meeting or as soon as possible thereafter, any personal (including financial) or prejudicial interest in any item(s) being considered at this meeting.

3. MINUTES

To confirm the Minutes of the meeting of the Committee held on 7 June 2007 (Attached).

4. DISPARITY IN SHORT-STAY CAR PARKING CHARGES AT LEE-ON-THE-SOLENT IN COMPARISON WITH THE REST OF THE BOROUGH

To make the Committee aware of petitions received from members of the public and business representatives requesting changes to the structure of the Lee-on-the-Solent short-stay car parking charges (Report attached)

5. BEST VALUE PERFORMANCE INDICATORS

To consider performance information relating to Best Value Performance Indicators for the year 2006/07 (Report attached)

6. REQUESTS FOR SCRUTINY

To consider any requests received for matters to be scrutinised.

7. REVIEW OF PROGRESS OF SCRUTINIES BEING UNDERTAKEN

- (i) Southern Water (Verbal update by Councillor Davis)*
- (ii) Waterfront Zoning (Notes attached)*
- (iii) Introduction of 20 mph Speed Restrictions in Gosport (Note attached)*
- (iv) Hampshire County Council Health Overview and Scrutiny Committee: Key Issues for Work Programme (Copy of letter attached)*

8. DEVELOPMENT OF A WORK PROGRAMME

To consider the work programme for the Committee and any suggestions from Members for issues to be scrutinised.

9. ANY OTHER BUSINESS

**A MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE
WAS HELD ON 7 JUNE 2007**

Councillors Davis (P), Dickson, Farr (P), Foster (P), Foster-Reed (P), Jacobs (P), Kimber (P), Philpott (P), Redrup (P), Mrs Salter (P), Train (P) and Ward.

It was reported that Councillors Allen and Clinton had been nominated to replace Councillors Dickson and Ward for this meeting.

4. APOLOGIES

Apologies for inability to attend the meeting were submitted on behalf of Councillors Dickson and Ward.

5. ELECTION OF CHAIRMAN

RESOLVED: That Councillor Philpott be elected Chairman of the Committee for the Municipal Year 2007/08.

6. ELECTION OF VICE-CHAIRMAN

RESOLVED: That Councillor Dickson be elected Vice-Chairman of the Committee for the Municipal Year 2007/08.

7. DECLARATIONS OF INTEREST

Councillor Philpott advised the Committee that, with regard to Agenda Item no. 6 (The Gosport Borough Council Disability Equality Scheme), representatives of Job Centre Plus had attended a partnership consultation event but he did not consider that this amounted to a personal or prejudicial interest on his part.

8. MINUTES

RESOLVED: That the minutes of the meetings of the Committee held on 5 April and 17 May 2007 be approved and signed by the Chairman as true and correct records.

9. REQUESTS FOR SCRUTINY

Consideration was given to a report of the Borough Solicitor requesting the Committee's agreement to receive an annual progress report on the Council's Disability Equality Scheme.

Members were advised that the scheme had been adopted by Council and that the Policy and Organisation Board, at its meeting on 23 January 2007, requested that the Overview and Scrutiny Committee receive an annual progress report and act as a "critical friend". The first annual progress report would be due in June 2008.

RESOLVED: That the Committee receive an annual progress report on the Council's Disability Equality Scheme with effect from June 2008.

10. REVIEW OF PROGRESS OF SCRUTINIES UNDERTAKEN

Southern Water

Members were advised that, although the Southern Water Working Group had not yet met, a considerable amount of preparatory work had been completed by Councillor Davis and officers.

The Committee agreed the following nominations to sit on the Southern Water Working Group on a 1:1:1 basis and that a meeting of the Working Group take place as soon as possible:

Conservative: Councillor Jacobs

Labour: Councillor Davis

Liberal Democrat: Councillor Mrs Salter

Waterfront Zoning Working Group

Members were advised that the Working Group had met on one occasion and felt that this area of work needed to continue in order to establish a clearer understanding of waterfront uses which would assist with a review of zonal areas, bye-laws and areas for use by dogs.

The Committee agreed the following nominations to sit on the Waterfront Zoning Working Group on a 1:1:1 basis and that a further meeting of the Working Group be arranged as soon as possible:

Conservative: Councillor Philpott

Labour: Councillor Train

Liberal Democrat: Councillor Foster-Reed

RESOLVED: That:

- a) the following nominations to sit on the Southern Water Waterfront Zoning Working Groups be accepted:

- i) Southern Water Working Group

Conservative: Councillor Jacobs

Labour: Councillor Davis

Liberal Democrat: Councillor Mrs Salter

ii) Waterfront Zoning Working Group

Conservative: Councillor Philpott

Labour: Councillor Train

Liberal Democrat: Councillor Foster-Reed; and

- b) Meetings of the Southern Water and Waterfront Zoning Working Groups be arranged as soon as possible.

11. ASSET MANAGEMENT PLAN

Consideration was given to a report of the Development Services Manager which invited the Committee's comments on the Asset Management Plan following its submission to, and consideration by, the Standards and Governance Committee on 23 April 2007.

Members were advised that the Plan would be considered by the Policy and Organisation Board on 27 June 2007 and submitted to Council on 11 July 2007 for adoption.

Councillor Kimber raised the issue of artefacts which, although they were in the Council's possession, it did not have the authority to dispose of them and he therefore questioned whether they should be regarded as assets.

Officers undertook to provide a written answer together with information on the definition of assets.

In answer to a question from Councillor Jacobs officers advised that valuations of buildings were arrived at through stipulated methodology. Officers undertook to clarify this in writing.

Concerns were raised regarding the frequency of monitoring the Plan. Officers advised that regular reviews would be carried out as part of the Council's work to improve its use of resources.

In answer to a query, Members were advised that the Council maintained an inventory of its silver and paintings. If items were gifted to the Council, terms and conditions were sometimes attached. Such items could only be disposed of following necessary checks and compliance with any terms and conditions.

The issue of housing stock disposal was raised and Members were advised that this area was governed by separate rules and would be covered in the Housing Asset Management Plan.

Members were advised that their general points and any other clarifications would be included in the report to the Policy and Organisation Board on 27 June 2007.

RESOLVED: That the Committee was satisfied with the contents of the Council's Asset Management Plan and any general points made or clarifications requested be included in the report to the Policy and Organisation Board on 27 June 2007.

12. DEVELOPMENT OF A WORK PROGRAMME

The Committee held a general discussion on the various methods of carrying out the scrutiny process and felt that some subjects could be scrutinised by the Committee as a whole, possibly at one single meeting. Others would be better scrutinised by a small working group attached to the Committee. The decision as to how to scrutinise would depend on the nature of the subject and time constraints.

Councillor Redrup asked the Committee to consider scrutiny of the possibility of 20 mile per hour speed limits being introduced in Gosport. It was acknowledged that speed restrictions were the responsibility of the Highway Authority but that it was appropriate for the Committee to scrutinise the subject.

Members agreed that such a scrutiny should be carried out at a future whole meeting of the Overview and Scrutiny Committee.

Councillor Kimber requested that the disparity in car parking charges in Lee-on-the-Solent short term car parks compared to other short term car parks in the Borough be scrutinised. Members agreed to scrutinise the subject and that the scrutiny should be carried out at a future whole meeting of the Committee.

RESOLVED: That:

- a) the concept of the introduction of 20 mile per hour speed restrictions in Gosport be scrutinised at a future full meeting of the Overview and Scrutiny Committee; and
- b) the disparity in car parking charges in Lee-on-the-Solent short term car parks compared to other short term car parks in the Borough be scrutinised at a future full meeting of the Overview and Scrutiny Committee.

13. TRAINING PROGRAMME

Members were reminded of the successful overview and scrutiny training session on 8 February 2007 and were asked to set a date to undertake training on Module 2 of "Why Scrutiny Matters" which had been provided by the Local Government Information Unit and South East Employers.

Members agreed to undertake the training at 5.00 p.m. prior to the meeting of the Committee on 26 July 2007.

7 June 2007

RESOLVED: That training for Members on Module 2 of “Why Scrutiny Matters” be undertaken at 5.00 p.m. on 26 July 2007.

14. ANY OTHER BUSINESS

There was no further business to discuss.

CHAIRMAN

GOSPORT BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

26 JULY 2007

ITEM FOR SCRUTINY

TITLE: DISPARITY IN CAR PARKING CHARGES IN LEE-ON-THE-SOLENT SHORT-STAY CAR PARKS IN COMPARISON WITH THE REST OF THE BOROUGH

AUTHOR: BOROUGH SOLICITOR

1.0 PURPOSE:

- 1.1 To provide the Committee with the financial information requested at its meeting on 7 June 2007 and to provide details of petitions received from members of the public and business representatives requesting changes to the structure of the Lee-on-the-Solent short-stay car park charges.

2.0 BACKGROUND:

- 2.1 At its meeting on 7 June 2007, the Committee decided to scrutinise the disparity in car parking charges in Lee-on-the-Solent short-stay car parks in comparison with the rest of the borough. The Committee requested information relating to the income received from the short-stay car parks in Lee-on-the-Solent.

3.0 REPORT:

- 3.1 Appendix A to this briefing note provides the financial information.
- 3.2 Since the Committee last met, two petitions have been received, the first containing the names of approximately 2,400 people. The petition is headed:

"We, the undersigned, demand two hours free parking so we can compete with Gosport (two hours free) and Stubbington (free at all times)".

- 3.3 The second petition contains the names of 76 people and is headed:

“We, as owners of businesses in Lee-on-the-Solent, whilst fully supporting the policy of two hours free parking in Gosport and free parking in Stubbington, want two hours free parking in Lee-on-the-Solent to help boost the flow of customers to the High Street.

A large number of businesses have seen a downturn in trade since the introduction of car parking charges, and indeed a number of shops have closed or relocated, we do not want to lose any more. We believe that we have been treated unfairly, thereby becoming less competitive than our local counterparts.

Additionally the loss of parking spaces in Lee-on-the-Solent since the ‘upgrading’ of the roads by Hampshire Council is having an impact too.

Please find below the signatures of representatives from Lee-on-the-Solent Business Community”.

- 3.4 The original petitions may be inspected in the office of the Head of Democratic Services and will be brought to the Committee meeting.

GOSPORT BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

26 July 2007

ITEM FOR DISCUSSION

TITLE: Best Value Performance Indicators

AUTHOR: Development Services Manager

PURPOSE: To consider performance information relating to Best Value Performance Indicators (BVPIs) for the year 2006/7

1.0 BACKGROUND

- 1.1 The Council produces an Annual Best Value Performance Plan (BVPP) which is a policy framework document. The annual document contains a section on the Council's performance and BVPI's in particular.

2.0 REPORT

- 2.1 The purpose of Best Value is to establish a culture within local government that encourages good management practices delivering efficient, effective and economic services that meet the needs of our communities.
- 2.2 BVPIs are a mechanism for measuring our effectiveness in facilitating service improvement. Our performance is independently audited on an annual basis and we report our progress against BVPIs in the BVPP which is published by the Council in June of each year.
- 2.3 The analysis and comparison of BVPIs enables Government to monitor our progress; allows us to compare our performance with other local authorities; and provides our residents with information about our performance.
- 2.4 Our BVPI performance is regularly monitored by a sub group of the Chief Officers Management Team (CMT), the Performance Sub Group. I chair that group and am tasked with preparing exception reports to CMT in cases when performance is perceived to be likely to fall short of year end targets. This provides an early warning system to ensure that high levels of performance are achieved at the earliest possible opportunity.
- 2.5 Appendix A to this report contains an extract from the recently published BVPP for 2007/8, showing our BVPI performance for the year ending March 2007. Appendix B gives some additional information relating to the Benefit Overpayments Performance Indicators (BVPI 79) as requested by members when these indicators were considered last year.

2.6 The Committee is invited to consider and review this information.

SUPPORTING INFORMATION

<i>Financial Implications:</i>	<i>None</i>
<i>Legal Implications:</i>	<i>None</i>
<i>Risk Assessment:</i>	<i>Performance monitoring is essential to ensure services are being delivered effectively and efficiently, and to provide the earliest possible indication of the likelihood of service failure.</i>
<i>Background Papers:</i>	<i>Best Value Performance Indicators 2006/7.</i>
<i>Appendices:</i>	<i>A. Best Value Performance Plan 2007/8 – Chapter 5 B. Benefits Overpayments (BV79)</i>
<i>Contact:</i>	<i>Mike Jeffery ext 5459</i>

BEST VALUE PERFORMANCE PLAN 2007/2008

Chapter 5 OUR PERFORMANCE

5.0 OUR PERFORMANCE

5.1 INTRODUCTION

5.1.1 How Our Performance is Measured

Under the Best Value legislation, every Council must produce and publish information on its performance in an annual Best Value Performance Plan (BVPP). Performance shown in this document is measured by the use of performance indicators, many of which are set by the Government and intended to reflect national interest in local services. They have been designed to enable comparison to be made between the performance of different Councils, and within one Council over a period of time.

Guidance for the Best Value Performance Indicators is produced annually by the relevant Government department, with input from the Audit Commission. The 2006/2007 statutory Performance Indicators reported in this Best Value Performance Plan, including the Performance Indicator descriptions and definitions, are based on the then Office of the Deputy Prime Minister (ODPM) publication "Best Value Performance Indicators 2005/2006" and may be found on the website <http://www.communities.gov.uk/index.asp?id=1136118>. This guidance has subsequently been updated by the Audit Commission, and the latest version may be found on their website: <http://www.audit-commission.gov.uk/performance/guidance.asp>

5.1.2 Assessment of our Performance

In this section of the Best Value Performance Plan we make an assessment of our performance, which is shown by detailed performance tables, indicating our performance over the last three years against the statutory Performance Indicators.

We also compare our 2005/06 performance values with the national District Council figures published by the Audit Commission, and the other ten District Councils in Hampshire.

Performance indicators show performance at a snapshot in time and may only measure a small element in a large area of performance. Although the Council seeks continuous improvement in all its services, it will not always be possible (within current budgets), or desirable (bearing in mind the priorities of the Community), to achieve top quartile performance in every indicator.

5.1.3 Summary of our Recent Performance

Looking at the trends shown by the data in the Performance Indicator tables, it can be seen that our performance has improved or been maintained for 73% of the indicators where performance can be compared to the previous year.

A comparison of our actual performance for 2006/07 against the targets set a year ago shows that we achieved or bettered our target for 44 (60%) of the statutory indicators.

5.1.4 Population and household data

The calculation of some of the performance indicators involves the use of population or household numbers.

Population data is provided by the Office of National Statistics (ONS). The latest figure of 77,300 was taken from the ONS resident population estimates mid-2005, and was used to calculate the 2006/07 performance data, and help set the targets for 2007/08. Prior to that the figure of 77,035 was taken from the ONS resident population estimates mid-2004, and was used to calculate the 2005/06 performance data, and help set the targets for 2006/07; and the figure of 77,380 was taken from the ONS resident population estimates mid-2003, and was used to calculate the 2004/05 performance data, and help set the targets for 2005/06. Earlier figures were 76,940 taken from the ONS resident population estimates mid-2002, and 76,415 taken from the 2001 census.

Household numbers are provided by the Valuation Office Agency. The latest figure of 35,677 (report dated 30/03/2007) was used to calculate the 2006/07 performance data, and help set the targets for 2007/08. Prior to that, the figure of 34,991 (report dated 29/03/2006) was used to calculate the 2005/06 performance data, and help set the targets for 2006/07; and the figure of 34,537 (report dated 29/03/2005) was used to calculate the 2004/05 performance data, and help set the targets for 2005/06.

5.2 THE PERFORMANCE TABLES

The following tables show the GBC performance for all of the statutory Performance Indicators specified for 2006/07, and also include a selection of local indicators. The eleven columns are described below:

- 1) "PI Code" is the [ODPM] numbering reference for each Performance Indicator (PI). Also shown in brackets, where applicable, is the first year for which the indicator description is applicable. If no year is shown, it can be assumed that the PI was specified with the original Best Value PIs for 2000/01.
- 2) "Performance Indicator (PI) description" is the summary text describing each indicator. Although this gives a guide to the indicator's subject area, it will be necessary to refer to the detailed statutory definitions of each indicator in the associated guidance in order to understand the full context of each measurement. Indicators that have been discontinued or redefined are noted below the summary text.

The majority of the Performance Indicators are worded in such a way that the best performance result would be a higher figure than the worst. For these indicators, 100% would be the best percentage score, and their Polarity is therefore known as "High". However, other Performance Indicators are worded so that the best performance would be a low figure, such as time taken to process benefit claims, or employee sickness. The Polarity of these

indicators is known as “Low”. Some indicators provide contextual data and have no polarity. A note is made below the summary text should the Polarity of the indicator be other than “High”.

- 3) GBC’s Performance 04/05 – this column shows data for historical comparison, which has already been published in the Best Value Performance Plans for 2005/2006 and 2006/2007. Any values marked with an asterisk denote that external audit had doubts about the reliability of the arrangements for producing the information.
- 4) GBC’s Performance 05/06 – this column shows the actual performance data for 2005/06. This data was originally published in the Best Value Performance Plan for 2006/2007. Any values marked with an asterisk denote that external audit had doubts about the reliability of the arrangements for producing the information.
- 5) GBC’s Performance 06/07 – this column shows the actual performance data for 2006/07, although it is still subject to external audit.
- 6) Trend - where this is possible, this column compares the 2006/07 performance to that reported for 2005/06, and shows the direction of performance. An improved performance is shown by ▲, an unchanged performance is shown by ◀▶, and a reduced performance is shown by ▼. Where a comparison cannot be made, this is denoted by ■■.
- 7) GBC’s Targets 06/07 – this column shows the targets for the 2006/07 indicators that were set at the start of that year, and published in the Best Value Performance Plan for 2006/2007.
- 8) GBC’s Targets 07/08 – this column shows the level of performance for the 2007/08 indicators that we wish to achieve during 2007/08.
- 9) GBC’s Targets 08/09 – this column shows our intended targets for the 2007/08 indicators that we aspire to during 2008/09. These targets will be reviewed to ensure they are still valid prior to publication in the Best Value Performance Plan for 2008/2009.
- 10) GBC’s Targets 09/10 – this column shows our intended targets for the 2007/08 indicators that we aspire to during 2009/10.
- 11) “Responsible unit and section” shows which part of the organisation has primary responsibility for each performance indicator.

The notation in the tables is as follows:

- where a column contains a '~', this means that the indicator did not or will not exist for measurement or target setting in that particular year;
- where there is a new indicator with no historical measurement, the first target column will say '1st year of data', and we will set targets for the following and future years;

PI Code	Performance Indicator (PI) Description	GBC's Performance			Trend	GBC's targets				Responsible unit and section
		04/05	05/06	06/07		06/07	07/08	08/09	09/10	
	CORPORATE HEALTH									
BV2a (03/04)	The level (if any) of the Equality Standard for Local Government to which the authority conforms.	Level One	Level One	Level One	◀▶	Level One	Level One	Level Two	Level Two	Chief Executive's Unit - Corporate Policy and Performance
BV2b (03/04)	The duty to promote race equality.	37%	42%	42%	◀▶	47%	42%	42%	47%	Chief Executive's Unit - Corporate Policy and Performance
BV8	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.	93.4%	92.35%	95.82%	▲	97.00%	97.50%	98.00%	98.00%	Financial Services - Accountancy
BV9	Percentage of Council Tax collected (within the year).	96.6%	96.82%	96.97%	▲	97.30%	96.80%	97.00%	97.20%	Financial Services - Local Taxation
BV10	The percentage of non-domestic rates due for the financial year which were received by the authority.	98.1%	98.58%	97.92%	▼	98.70%	98.00%	98.20%	98.40%	Financial Services - Local Taxation
BV11a (02/03)	The percentage of top 5% of earners that are women.	25.0%	27.27%	26.97%	▼	26.95%	26.00%	26.00%	26.00%	Chief Executive's Unit - Personnel
BV11b (02/03)	The percentage of top 5% of earners from black and minority ethnic communities.	0.0%	0.00%	0.00%	◀▶	1.68%	1.68%	1.68%	1.68%	Chief Executive's Unit - Personnel
BV11c (05/06)	The percentage of top 5% of earners who have a disability.	~	0.00%	0.00%	◀▶	5.00%	4.00%	4.00%	4.00%	Chief Executive's Unit - Personnel
BV12	The number of working days/shifts lost due to sickness absence. Future targets are based on the 2005/06 top quartile. (The polarity of this PI is "Low".)	7.2 days	9.73 days	8.82 days	▲	8.48 days	8.29 days	8.29 days	8.29 days	Chief Executive's Unit - Personnel
BV14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force. (The polarity of this PI is "Low".)	0.0%	1.19%	0.30%	▲	0.33%	1.00%	1.00%	1.00%	Chief Executive's Unit - Personnel
BV15	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce. (The polarity of this PI is "Low".)	0.0%	0.59%	0.00%	▲	0.0%	1.00%	1.00%	1.00%	Chief Executive's Unit - Personnel
BV16a (01/02)	The percentage of employees declaring that they meet the Disability Discrimination Act 1995 disability definition.	2.75%	2.77%	4.03%	▲	4.25%	4.00%	4.00%	4.00%	Chief Executive's Unit - Personnel

PI Code	Performance Indicator (PI) Description	GBC's Performance			Trend	GBC's targets				Responsible unit and section
		04/05	05/06	06/07		06/07	07/08	08/09	09/10	
	CORPORATE HEALTH (continued)									
BV16b (01/02)	The percentage of economically active disabled people in the authority area. (This indicator is contextual and has no polarity.)	12.92%	12.92%	12.92%	◀▶	~	~	~	~	Data from ONS 2001 Census
BV17a (01/02)	The percentage of employees from minority ethnic communities.	1.5%	1.0%	1.9%	▲	1.7%	1.7%	1.7%	1.7%	Chief Executive's Unit - Personnel
BV17b (01/02)	...the percentage of the economically active minority ethnic community population in the authority area. (This indicator is contextual and has no polarity.) This PI was discontinued after 2006/07.	1.7%	1.7%	1.7%	◀▶	~	~	~	~	Data from ONS 2001 Census
BV156 (01/02)	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	25%	25.00%	20.00%	▼	40.00%	20.00%	20.00%	20.00%	Development Services - Property Services
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. (This PI was discontinued after 2005/06.)	86%	97.59%	~	---	~	~	~	~	Corporate Services - Manager
2000 Local01	Number of letters answered within 10 working days as a percentage of letters requiring a response	92.0%	88.2%	92.6%	▲	95.0%	95.0%	95.0%	95.0%	All units and services
2000 Local02	Telephone answering - percentage of calls answered within 20 seconds	89.1%	89.8%	92.3%	▲	90.0%	90.0%	90.0%	90.0%	All units and services
2002 Local03	Staff turnover (This indicator is contextual, and the "target" is purely an indication of the expected result.)	9.5%	13.8%	10.2%	---	Between 5% and 15%	Between 5% and 15%	Between 5% and 15%	Between 5% and 15%	Chief Executive's Unit - Personnel

PI Code	Performance Indicator (PI) Description	GBC's Performance			Trend	GBC's targets				Responsible unit and section
		04/05	05/06	06/07		06/07	07/08	08/09	09/10	
	HOUSING SERVICES									
BV63	Energy Efficiency – the average SAP rating of local authority owned dwellings.	75	78	79	▲	79	80	82	83	Housing Services
BV64 (02/03)	The number of private sector vacant dwellings that are returned into occupation or demolished during the financial year as a direct result of action by the local authority.	215	232	259	▲	180	240	220	200	Housing Services
BV66a	Local authority rent collection and arrears: proportion of rent collected.	99.60%	99.56%	99.19%	▼	99.30%	99.00%	99.00%	99.00%	Housing Services
BV66b (05/06)	The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants. (The polarity of this PI is "Low".)	~	4.55%	4.76%	▼	4.25%	4.15%	4.10%	4.00%	Housing Services
BV66c (05/06)	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served. (The polarity of this PI is "Low".)	~	46.34%	42.86%	▲	44.00%	42.00%	41.00%	41.00%	Housing Services
BV66d (05/06)	Percentage of local authority tenants evicted as a result of rent arrears. (The polarity of this PI is "Low".)	~	0.31%	0.13%	▲	0.28%	0.27%	0.25%	0.25%	Housing Services
BV164 (02/03)	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? (This is a Yes/No indicator and has no polarity.) This PI was discontinued after 2006/07.	Yes	Yes	No	▼	Yes	~	~	~	Housing Services
BV183a (02/03)	The average length of stay in (i) bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need. (The polarity of this PI is "Low".) This PI was discontinued after 2006/07.	7 weeks	4 Weeks *	3.45 weeks	▲	3 weeks	~	~	~	Housing Services
BV183b (02/03)	The average length of stay in (ii) hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need. (The polarity of this PI is "Low".)	11 weeks	11 weeks	10.73 weeks	▲	9 weeks	10.50 weeks	10.50 weeks	10.50 weeks	Housing Services

PI Code	Performance Indicator (PI) Description	GBC's Performance			Trend	GBC's targets				Responsible unit and section
		04/05	05/06	06/07		06/07	07/08	08/09	09/10	
	HOUSING SERVICES (continued)									
BV184a (02/03)	a) The proportion of LA homes which were non-decent at the start of the year (1 April). (The polarity of this PI is "Low".)	28.64%	26%	23%	▲	23%	21%	18%	14%	Housing Services
BV184b (02/03)	b) The percentage change in proportion of non-decent LA homes during the year.	5.38%	12.5%	7.8%	▼	20.0%	10.0%	15.0%	27.0%	Housing Services
BV202 (04/05)	The number of people sleeping rough on a single night within the area of the authority. (The polarity of this PI is "Low".)	4	4	4	◀▶	4	4	2	2	Housing Services
BV203 (04/05)	The percentage change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year. (The polarity of this PI is "Low".) This PI was discontinued after 2006/07.	Plus 24.61%	Minus 3.37%	Minus 4.79%	▲	Minus 3.0%	~	~	~	Housing Services
BV212 (05/06)	Average time taken to re-let authority housing. (The polarity of this PI is "Low".)	~	47 days	32 days	▲	35 days	30 days	28 days	26 days	Housing Services
BV213 (05/06)	Number of households (per 1000) who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.	~	5	6	▲	6	6	6	6	Housing Services
BV214 (05/06)	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years. (The polarity of this PI is "Low".) This PI was discontinued after 2006/07.	~	5.09%	1.73%	▲	5.00%	~	~	~	Housing Services
HMT002	Percentage of repairs completed on time by main repair and maintenance contractor. (A similar subject was previously measured by BV72, which was discontinued after 2001/02.)	97.3%	94.43%	91.16%	▼	97.50%	96.00%	96.00%	97.00%	Housing Services
HMT003	Percentage of homeless decisions made within 33 working days. (This local PI was previously measured as BV67, which was discontinued after 2001/02.)	65.5%	79.13%	90.45%	▲	75.00%	80.00%	80.00%	80.00%	Housing Services

OUR PERFORMANCE

PI Code	Performance Indicator (PI) Description	GBC's Performance			Trend	GBC's targets				Responsible unit and section
		04/05	05/06	06/07		06/07	07/08	08/09	09/10	
	HOUSING BENEFIT and COUNCIL TAX BENEFIT									
BV76a (03/04)	1. The number of claimants visited, per 1,000 caseload. (This indicator is contextual and has no polarity.) This PI was discontinued after 2006/07.	265	230.68	210.68	---	~	~	~	~	Financial Services – Housing & Council Tax Benefits
BV76b (03/04)	2. The number of fraud investigators employed, per 1,000 caseload. (This indicator is contextual and has no polarity.)	0.4	0.35	0.34	---	~	~	~	~	Financial Services – Housing & Council Tax Benefits
BV76c (03/04)	3. The number of fraud investigations, per 1,000 caseload. (This indicator is contextual and has no polarity.)	6.75	9.39	20.11	---	~	~	~	~	Financial Services – Housing & Council Tax Benefits
BV76d (03/04)	4. The number of prosecutions and sanctions, per 1,000 caseload. (This indicator is contextual and has no polarity.)	4.93	8.00	6.08	---	~	~	~	~	Financial Services – Housing & Council Tax Benefits
BV78a	Speed of processing: a) Average time for processing new claims. (The polarity of this PI is "Low".)	30.0 days	28.5 days	26.0 days	▲	29.0 days	29.0 days	29.0 days	29.0 days	Financial Services – Housing & Council Tax Benefits
BV78b	Speed of processing: b) Average time for processing notifications of changes of circumstance. (The polarity of this PI is "Low".)	11.8 days	23.4 days	20.5 days	▲	20.0 days	20.0 days	20.0 days	20.0 days	Financial Services – Housing & Council Tax Benefits
BV79a	Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available, for a sample of cases checked post-determination.	94.8%	95.00%	99.00%	▲	98.00%	98.00%	98.00%	98.00%	Financial Services – Housing & Council Tax Benefits
BV79b (i)	The amount of Housing Benefit (HB) overpayments recovered as a percentage of all HB overpayments.	Data not available	61.54%	87.36%	▲	63.00%	64.00%	65.00%	66.00%	Financial Services – Housing & Council Tax Benefits
BV79b (ii)	HB overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year.	~	32.52%	35.38%	▲	33.00%	35.00%	36.00%	36.00%	Financial Services – Housing & Council Tax Benefits
BV79b (iii)	HB overpayments written off as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year. (The polarity of this PI is "Low".)	~	5.35%	11.25%	▼	10.00%	10.00%	10.00%	10.00%	Financial Services – Housing & Council Tax Benefits

PI Code	Performance Indicator (PI) Description	GBC's Performance			Trend	GBC's targets				Responsible unit and section
		04/05	05/06	06/07		06/07	07/08	08/09	09/10	
	ENVIRONMENT									
BV82a(i) (00/01)	Percentage of the total tonnage of household waste arisings which have been recycled. (The Government target is to achieve 27% combined recycled and composted waste by 2007/2008.)	21.4%	22.38%	22.80%	▲	24.50%	26.00%	27.00%	28.00%	Environmental Services - Streetscene
BV82a(ii) (05/06)	Total tonnage of household waste arisings which have been sent by the Authority for recycling.	~	5877.28 tonnes	6059.10 tonnes	▲	6635.00 tonnes	6149.99 tonnes	6242.24 tonnes	6335.87 tonnes	Environmental Services - Streetscene
BV82b(i) (00/01)	Percentage of the total tonnage of household waste arisings which have been sent for composting.	1.4%	1.23%	1.32%	▲	1.50%	1.00%	1.10%	1.20%	Environmental Services - Streetscene
BV82b(ii) (05/06)	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	~	323.20 tonnes	351.96 tonnes	▲	406.00 tonnes	357.24 tonnes	362.60 tonnes	368.04 tonnes	Environmental Services - Streetscene
BV84a	Number of kilograms of household waste collected per head. (The polarity of this PI is "Low".)	331.3 kg	341.3 kg	343.8 kg	▼	351.5 kg	349.0 kg	354.2 kg	359.5 kg	Environmental Services - Streetscene
BV84b (05/06)	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population. (The polarity of this PI is "Low".)	~	3.02%	0.73%	▲	3.00%	1.50%	1.50%	1.50%	Environmental Services - Streetscene
BV86	Cost of waste collection per household. (The polarity of this PI is "Low".)	£34.70	£37.45	£38.77	▼	£38.92	£40.23	£42.00	£44.00	Environmental Services - Streetscene
BV91a (05/06)	Percentage of households resident in the authority's area served by kerbside collection of recyclables.	~	100.0%	100%	◀▶	100%	100%	100%	100%	Environmental Services - Streetscene
BV91b (05/06)	Percentage of households resident in the authority's area served by a kerbside collection of at least two recyclables.	~	87.1%	86.0%	▼	95%	88%	90%	92%	Environmental Services - Streetscene

PI Code	Performance Indicator (PI) Description	GBC's Performance			Trend	GBC's targets				Responsible unit and section
		04/05	05/06	06/07		06/07	07/08	08/09	09/10	
	ENVIRONMENT (continued)									
BV199a (03/04)	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 (eg, sand, silt and other debris) across four categories of cleanliness (Clean, Light, Significant, Heavy). (The polarity of this PI is "Low".)	21%	21.4%	8.7%	▲	18.0%	10.0%	9.0%	8.0%	Environmental Services - Streetscene
BV199b (05/06)	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible. (The polarity of this PI is "Low".)	~	3%	4%	▼	2%	4%	3%	2%	Environmental Services - Streetscene
BV199c (05/06)	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible. (The polarity of this PI is "Low".)	~	0%	0%	◀▶	1%	0%	0%	0%	Environmental Services - Streetscene
BV199d (05/06)	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'. (The polarity of this PI is "Low".)	~	Not required	1	...	3	2	2	2	Environmental Services - Streetscene

PI Code	Performance Indicator (PI) Description	GBC's Performance			Trend	GBC's targets				Responsible unit and section
		04/05	05/06	06/07		06/07	07/08	08/09	09/10	
	ENVIRONMENTAL HEALTH									
BV166a (01/02)	Score against a checklist of enforcement best practice for environmental health.	86.6%	86.6%	100%	▲	100%	100%	100%	100%	Environmental Services - EHS
BV216a (05/06)	Number of 'sites of potential concern' [within the local authority area], with respect to land contamination. (This indicator is contextual and has no polarity.)	~	180	186	---	~	~	~	~	Environmental Services - EHS
BV216b (05/06)	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'.	~	4%	6%	▲	5%	6%	7%	8%	Environmental Services - EHS
BV217 (05/06)	Percentage of pollution control improvements to existing installations completed on time.	~	64%	100%	▲	90%	90%	90%	90%	Environmental Services - EHS
BV218a (05/06)	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification.	~	83.90%	91.63%	▲	88.00%	92.00%	93.00%	94.00%	Environmental Services - Streetscene
BV218b (05/06)	Percentage of abandoned vehicles removed within 24hrs from the point at which the Authority is legally entitled to remove the vehicle.	~	74.34%	54.86%	▼	76.00%	50.00%	75.00%	100%	Environmental Services - Streetscene

PI Code	Performance Indicator (PI) Description	GBC's Performance			Trend	GBC's targets				Responsible unit and section
		04/05	05/06	06/07		06/07	07/08	08/09	09/10	
	PLANNING									
BV106 (00/01)	Percentage of new homes built on previously developed land.	100%	98.99%	100%	▲	95.00%	96.00%	96.00%	96.00%	Development Services - Planning Policy
BV109a (02/03)	Percentage of planning applications determined in line with the Government's new development control targets to determine: 60% of major applications determined in 13 weeks.	66.7%	85.00%	80.00%	▼	60.00%	60.00%	60.00%	60.00%	Development Services - Development Control
BV109b (02/03)	Percentage of planning applications determined in line with the Government's new development control targets to determine: 65% of minor applications determined in 8 weeks.	72.2%	82.03%	89.13%	▲	65.00%	65.00%	65.00%	65.00%	Development Services - Development Control
BV109c (02/03)	Percentage of planning applications determined in line with the Government's new development control targets to determine: 80% of other applications determined in 8 weeks.	86.6%	95.03%	94.44%	▼	80.00%	80.00%	80.00%	80.00%	Development Services - Development Control
LIB072 (04/05)	The percentage of householder applications determined within eight weeks	89.2%	97.20%	94.02%	▼	80.00%	85.00%	90.00%	92.00%	Development Services - Development Control
BV179	The percentage of standard searches carried out in 10 working days. (This PI was discontinued after 2005/06.)	100%	100%	~	---	~	~	~	~	Legal & Democratic Support - Land Charges
BV200a (05/06)	Did the local planning authority submit the Local Development Scheme (LDS) by 28 th March 2005 and thereafter maintain a 3-year rolling programme? (This is a Yes/No indicator and has no polarity.)	~	Yes	Yes	◀▶	Yes	Yes	Yes	Yes	Development Services - Planning Policy
BV200b (05/06)	Has the local planning authority met the mile stones which the current Local Development Scheme (LDS) sets out? (This is a Yes/No indicator and has no polarity.)	~	Yes	Yes	◀▶	Yes	Yes	Yes	Yes	Development Services - Planning Policy
BV200c (05/06)	Did the Local Planning Authority publish an annual monitoring report by December of last year? (This is a Yes/No indicator and has no polarity.) This PI was discontinued after 2006/07.	~	Yes	Yes	◀▶	Yes	~	~	~	Development Services - Planning Policy

PI Code	Performance Indicator (PI) Description	GBC's Performance			Trend	GBC's targets				Responsible unit and section
	PLANNING (continued)	04/05	05/06	06/07		06/07	07/08	08/09	09/10	
BV204 (04/05)	Percentage of appeals allowed against the authority's decision to refuse planning applications. (This indicator is contextual and has no polarity.)	50%	50.0%	50.0%	---	~	~	~	~	Development Services - Development Control
BV205 (04/05)	Quality of service checklist.	89%	94.4%	100%	▲	94.4%	100%	100%	100%	Development Services - Development Control

PI Code	Performance Indicator (PI) Description	GBC's Performance			Trend	GBC's targets				Responsible unit and section
	CULTURAL and RELATED SERVICES	04/05	05/06	06/07		06/07	07/08	08/09	09/10	
BV170a (01/02)	The number of visits to/usages of museums per 1,000 population, N.B. This figure includes website "hits". (The indicator was redefined for 2005/06.)	3300 *	3244	3060	▼	3245	2900	2900	2900	Leisure and Cultural Services
BV170b (01/02)	The number of those visits [in BV170a] that were in person per 1,000 population. (The indicator was redefined for 2005/06.)	582 *	222	188	▼	222	65	65	65	Leisure and Cultural Services
BV170c (02/03)	The number of pupils visiting museums and galleries in organised school groups. (The indicator was redefined for 2005/06.)	3190	1608	1361	▼	1600	750	750	750	Leisure and Cultural Services
BV219a (05/06)	Total number of conservation areas in the local authority area. (This indicator is contextual and has no polarity.) This PI was discontinued after 2006/07.	~	16	16	---	16	~	~	~	Development Services - Conservation
BV219b (05/06)	Percentage of conservation areas in the local authority area with an up-to-date character appraisal.	~	31.25%	68.75%	▲	62.50%	72..22%	82.35%	100%	Development Services - Conservation
BV219c (05/06)	Percentage of conservation areas with published management proposals. This PI was discontinued after 2006/07.	~	0.00%	6.25%	▲	6.25%	~	~	~	Development Services - Conservation

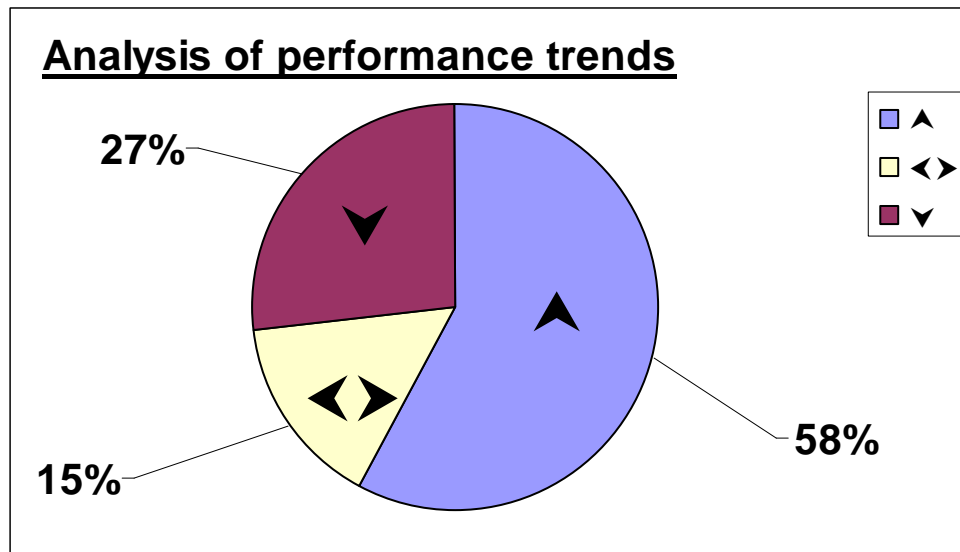
PI Code	Performance Indicator (PI) Description	GBC's Performance			Trend	GBC's targets				Responsible unit and section
		04/05	05/06	06/07		06/07	07/08	08/09	09/10	
	COMMUNITY SAFETY									
BV126 (00/01)	Domestic burglaries per 1,000 households. (The polarity of this PI is "Low".)	9.29	13.92	8.66	▲	11.72	10.41	9.24	8.21	Chief Executive's Unit - Community Safety
BV127a (05/06)	Violent crimes per year, per 1,000 population in the Local Authority area. (The polarity of this PI is "Low".)	~	26.86	29.91	▼	25.44	24.10	22.83	21.63	Chief Executive's Unit - Community Safety
BV127b (05/06)	Robberies per year, per 1,000 population in the Local Authority area. (The polarity of this PI is "Low".)	~	0.49	0.45	▲	0.46	0.44	0.42	0.39	Chief Executive's Unit - Community Safety
BV128 (00/01)	Vehicle crimes per 1,000 population. (The polarity of this PI is "Low".)	11.06	11.25	11.01	▲	10.86	10.42	10.01	9.61	Chief Executive's Unit - Community Safety
BV174 (00/01)	The number of racial incidents recorded by the authority per 100,000 population. (This indicator is contextual and has no polarity.)	0	0.00	5.17	---	~	~	~	~	Chief Executive's Unit - Community Safety
BV175 (00/01)	The percentage of racial incidents that resulted in further action.	N/A	N/A	100%	---	100%	100%	100%	100%	Chief Executive's Unit - Community Safety
BV225 (05/06)	Actions against domestic violence - the percentage score against a checklist of 11 questions.	~	18.2%	36.4%	▲	36.4%	45.4%	54.5%	63.5%	Chief Executive's Unit - Community Safety
BV226a (05/06)	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations. (This indicator is contextual and has no polarity.)	~	Data not available	£157785	---	~	~	~	~	Financial Services - Accountancy
BV226b (05/06)	Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above.	~	Data not available	58.10%	---	No target set	50.00%	50.00%	50.00%	Financial Services - Accountancy
BV226c (05/06)	Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public. (This indicator is contextual and has no polarity.)	~	Data not available	£856750	---	~	~	~	~	Financial Services - Accountancy

There are 78 measurements shown in the preceding tables where performance can be compared to the previous year; of these

45 (58%) show an improved performance (▲);

12 (15%) have maintained the previous level (◀▶); and

21 (27%) show a reduced performance (▼).



5.3 OUR PERFORMANCE COMPARED WITH OTHER DISTRICT COUNCILS IN 2005/06

The Audit Commission have published Performance Indicator information for all Local Authorities in England for 2005/06. We have used this data to compare our performance with that of other District Councils against the statutory Performance Indicators published in last year's Best Value Performance Plan.

The Audit Commission information includes quartile figures by Local Authority categories, and we have used the national District Council quartile figures as the basis for our comparisons. Contextual indicators are not suitable for statistical comparison, and have not been included.

5.3.1 National and County performance comparisons for 2005/06

A comparison of the performance of Gosport Borough Council with that of the 237 other District Councils in the country shows us as being in the top quartile for 17 indicators, and in the second quartile for another 10. We are in the third quartile for 21 more, and we also have 16 in the fourth quartile, with one other indicator unranked due to the absence of validated data.

Comparing the performance of Gosport Borough Council with that of the 10 other District Councils in Hampshire, it shows us as being better than or equal to the county average for 26 of the 64 comparable indicators, and ranked first or second for 14. (The ranking can be seen in the column "Position in Hants" which also shows how many councils submitted validated returns.)

5.3.2 The performance comparison tables

The tables on the following pages show the final GBC performance for the indicators specified for 2005/06, excluding those for which the Audit Commission did not provide a quartile assessment. The excluded BVPIs are BV16b, BV17b, BV156, BV164, BV76abcd, BV79b(iii), BV216a, BV204, BV219a, BV174, BV225, BV226abc. The previous year's performance for all indicators is shown in the Performance Tables in 5.2

PERFORMANCE COMPARISONS 2005/2006

PI Code	Performance Indicator (PI) Description	GBC's PI results 2005/06	National District Council average	Hants District Council average	National quartile	Position in Hants	Responsible unit and section	Polarity (which direction is good)	National quartile rating
	CORPORATE HEALTH								
BV2b (03/04)	The duty to promote race equality.	42%	57%	46%	3 rd Q	6 th of 11	Chief Executive's Unit - Corporate Policy and Performance	High	★ ★
BV8	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.	92.35%	93.70%	94.03%	3 rd Q	8 th of 11	Financial Services - Accountancy	High	★ ★
BV9	Percentage of Council Tax collected (within the year).	96.82%	97.84%	98.11%	4 th Q	11 th of 11	Financial Services - Local Taxation	High	★
BV10	The percentage of non-domestic rates due for the financial year which were received by the authority.	98.58%	98.69%	98.96%	3 rd Q	10 th of 11	Financial Services - Local Taxation	High	★ ★
BV11a (02/03)	The percentage of top 5% of earners that are women.	27.27%	25.15%	31.32%	2 nd Q	6 th of 11	Chief Executive's Unit - Personnel	High	★ ★ ★
BV11b (02/03)	The percentage of top 5% of earners from black and minority ethnic communities.	0.00%	1.88%	0.57%	2 nd Q	2 nd of 11	Chief Executive's Unit - Personnel	High	★ ★ ★
BV11c (05/06)	The percentage of top 5% of earners who have a disability.	0.00%	3.28%	3.45%	3 rd Q	6 th of 11	Chief Executive's Unit - Personnel	High	★ ★
BV12	The number of working days/shifts lost due to sickness absence. Future targets are based on the 2005/06 top quartile. (The polarity of this PI is "Low".)	9.73 days	9.64 days	8.92 days	3 rd Q	8 th of 11	Chief Executive's Unit - Personnel	Low	★ ★
BV14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force. (The polarity of this PI is "Low".)	1.19%	0.61%	0.35%	4 th Q	11 th of 11	Chief Executive's Unit - Personnel	Low	★
BV15	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce. (The polarity of this PI is "Low".)	0.59%	0.29%	0.25%	4 th Q	10 th of 11	Chief Executive's Unit - Personnel	Low	★

PERFORMANCE COMPARISONS 2005/2006

PI Code	Performance Indicator (PI) Description	GBC's PI results 2005/06	National District Council average	Hants District Council average	National quartile	Position in Hants	Responsible unit and section	Polarity (which direction is good)	National quartile rating
	CORPORATE HEALTH(continued)								
BV16a (01/02)	The percentage of employees declaring that they meet the Disability Discrimination Act 1995 disability definition.	2.77%	3.69%	2.90%	3 rd Q	6 th of 11	Chief Executive's Unit - Personnel	High	★ ★
BV17a (01/02)	The percentage of employees from minority ethnic communities.	1.0%	2.15%	1.58%	3 rd Q	8 th of 11	Chief Executive's Unit - Personnel	High	★ ★
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. (This PI was discontinued after 2005/06.)	97.59%	97.36%	97.77%	3 rd Q	7 th of 11	Corporate Services - Manager	High	★ ★
	HOUSING SERVICES								
BV63	Energy Efficiency – the average SAP rating of local authority owned dwellings.	78	66	72	1 st Q	1 st of 4	Housing Services	High	★ ★ ★ ★
BV64 (02/03)	The number of private sector vacant dwellings that are returned into occupation or demolished during the financial year as a direct result of action by the local authority.	232	28	52	1 st Q	1 st of 11	Housing Services	High	★ ★ ★ ★
BV66a	Local authority rent collection and arrears: proportion of rent collected.	99.56%	97.32%	99.01%	1 st Q	2 nd of 4	Housing Services	High	★ ★ ★ ★
BV66b (05/06)	The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants. (The polarity of this PI is "Low".)	4.55%	6.01%	7.33%	2 nd Q	2 nd of 4	Housing Services	Low	★ ★ ★
BV66c (05/06)	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served. (The polarity of this PI is "Low".)	46.34%	26.32%	49.92%	4 th Q	2 nd of 4	Housing Services	Low	★
BV66d (05/06)	Percentage of local authority tenants evicted as a result of rent arrears. (The polarity of this PI is "Low".)	0.31%	0.50%	0.26%	2 nd Q	3 rd of 4	Housing Services	Low	★ ★ ★
BV183a (02/03)	The average length of stay in (i) bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need. (The polarity of this PI is "Low".) This PI was discontinued after 2006/07.	4 Weeks*	3.32 weeks	4.74 weeks	Not ranked	Not ranked	Housing Services	Low	Not ranked

PERFORMANCE COMPARISONS 2005/2006

PI Code	Performance Indicator (PI) Description	GBC's PI results 2005/06	National District Council average	Hants District Council average	National quartile	Position in Hants	Responsible unit and section	Polarity (which direction is good)	National quartile rating
	HOUSING SERVICES (continued)								
BV183b (02/03)	The average length of stay in (ii) hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need. (The polarity of this PI is "Low".)	11 weeks	11.77 weeks	15.44 weeks	3 rd Q	5 th of 10	Housing Services	Low	★ ★
BV184a (02/03)	a) The proportion of LA homes which were non-decent at the start of the year (1 April). (The polarity of this PI is "Low".)	26%	26%	21%	3 rd Q	3 rd of 3	Housing Services	Low	★ ★
BV184b (02/03)	b) The percentage change in proportion of non-decent LA homes during the year.	12.5%	23.1%	11.7%	3 rd Q	2 nd of 4	Housing Services	High	★ ★
BV202 (04/05)	The number of people sleeping rough on a single night within the area of the authority. (The polarity of this PI is "Low".)	4	2	2	3 rd Q	10 th of 11	Housing Services	Low	★ ★
BV203 (04/05)	The percentage change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year. (The polarity of this PI is "Low".) This PI was discontinued after 2006/07.	Minus 3.37%	8.31%	Minus 15.07%	2 nd Q	7 th of 11	Housing Services	Low	★ ★ ★
BV212 (05/06)	Average time taken to re-let authority housing. (The polarity of this PI is "Low".)	47 days	41 days	59 days	3 rd Q	2 nd of 4	Housing Services	Low	★ ★
BV213 (05/06)	Number of households (per 1000) who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.	5	18	26	1 st Q	3 rd of 11	Housing Services	High	★ ★ ★ ★
BV214 (05/06)	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years. (The polarity of this PI is "Low".) This PI was discontinued after 2006/07.	5.09%	3.17%	1.81%	4 th Q	10 th of 11	Housing Services	Low	★

PERFORMANCE COMPARISONS 2005/2006

PI Code	Performance Indicator (PI) Description	GBC's PI results 2005/06	National District Council average	Hants District Council average	National quartile	Position in Hants	Responsible unit and section	Polarity (which direction is good)	National quartile rating
	HOUSING BENEFIT and COUNCIL TAX BENEFIT								
BV78a	Speed of processing: a) Average time for processing new claims. (The polarity of this PI is "Low".)	28.5 days	33.5 days	22.8 days	2 nd Q	7 th of 11	Financial Services – Housing & Council Tax Benefits	Low	★ ★ ★
BV78b	Speed of processing: b) Average time for processing notifications of changes of circumstance. (The polarity of this PI is "Low".)	23.4 days	13.9 days	15.3 days	4 th Q	10 th of 11	Financial Services – Housing & Council Tax Benefits	Low	★
BV79a	Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available, for a sample of cases checked post-determination.	95.00%	97.56%	96.84%	4 th Q	10 th of 11	Financial Services – Housing & Council Tax Benefits	High	★
BV79b (i)	The amount of Housing Benefit (HB) overpayments recovered as a percentage of all HB overpayments.	61.54%	69.48%	64.76%	3 rd Q	9 th of 11	Financial Services – Housing & Council Tax Benefits	High	★ ★
BV79b (ii)	HB overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year.	32.52%	35.10%	29.20%	3 rd Q	4 th of 11	Financial Services – Housing & Council Tax Benefits	High	★ ★
	ENVIRONMENT								
BV82a(i) (00/01)	Percentage of the total tonnage of household waste arisings which have been recycled. (The Government target is to achieve 27% combined recycled and composted waste by 2007/2008.)	22.38%	18.55%	22.98%	1 st Q	6 th of 11	Environmental Services - Streetscene	High	★ ★ ★ ★
BV82a(ii) (05/06)	Total tonnage of household waste arisings which have been sent by the Authority for recycling.	5877.28 tonnes	7361.52 tonnes	8695.29 tonnes	3 rd Q	10 th of 11	Environmental Services - Streetscene	High	★ ★
BV82b(i) (00/01)	Percentage of the total tonnage of household waste arisings which have been sent for composting.	1.23%	9.44%	2.68%	4 th Q	8 th of 11	Environmental Services - Streetscene	High	★
BV82b(ii) (05/06)	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	323.20 tonnes	3945.75 tonnes	857.72 tonnes	4 th Q	8 th of 11	Environmental Services - Streetscene	High	★

PERFORMANCE COMPARISONS 2005/2006

PI Code	Performance Indicator (PI) Description	GBC's PI results 2005/06	National District Council average	Hants District Council average	National quartile	Position in Hants	Responsible unit and section	Polarity (which direction is good)	National quartile rating
	ENVIRONMENT (continued)								
BV84a	Number of kilograms of household waste collected per head. (The polarity of this PI is "Low".)	341.3 kg	410.6 kg	368.8 kg	1 st Q	3 rd of 11	Environmental Services - Streetscene	Low	★★★★
BV84b (05/06)	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population. (The polarity of this PI is "Low".)	3.02%	-0.24%	-1.85%	4 th Q	11 th of 11	Environmental Services - Streetscene	Low	★
BV86	Cost of waste collection per household. (The polarity of this PI is "Low".)	£37.45	£49.71	£47.79	1 st Q	2 nd of 11	Environmental Services - Streetscene	Low	★★★★
BV91a (05/06)	Percentage of households resident in the authority's area served by kerbside collection of recyclables.	100.0%	94.8%	98.9%	1 st Q	1 st of 11	Environmental Services - Streetscene	High	★★★★
BV91b (05/06)	Percentage of households resident in the authority's area served by a kerbside collection of at least two recyclables.	87.1%	92.0%	97.7%	4 th Q	11 th of 11	Environmental Services - Streetscene	High	★
BV199a (03/04)	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 (eg, sand, silt and other debris) across four categories of cleanliness (Clean, Light, Significant, Heavy). (The polarity of this PI is "Low".)	21.4%	13.7%	12.0%	4 th Q	10 th of 11	Environmental Services - Streetscene	Low	★
BV199b (05/06)	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible. (The polarity of this PI is "Low".)	3%	3%	1%	3 rd Q	11 th of 11	Environmental Services - Streetscene	Low	★★
BV199c (05/06)	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible. (The polarity of this PI is "Low".)	0%	2%	0%	1 st Q	1 st of 11	Environmental Services - Streetscene	Low	★★★★

PERFORMANCE COMPARISONS 2005/2006

PI Code	Performance Indicator (PI) Description	GBC's PI results 2005/06	National District Council average	Hants District Council average	National quartile	Position in Hants	Responsible unit and section	Polarity (which direction is good)	National quartile rating
	ENVIRONMENTAL HEALTH								
BV166a (01/02)	Score against a checklist of enforcement best practice for environmental health.	86.6%	87.2%	93.1%	3 rd Q	10 th of 11	Environmental Services - EHS	High	★ ★
BV216b (05/06)	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'.	4%	9%	3%	2 nd Q	3 rd of 10	Environmental Services - EHS	High	★ ★ ★
BV217 (05/06)	Percentage of pollution control improvements to existing installations completed on time.	64%	86%	86%	4 th Q	11 th of 11	Environmental Services - EHS	High	★
BV218a (05/06)	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification.	83.90%	80.12%	58.05%	3 rd Q	4 th of 10	Environmental Services - Streetscene	High	★ ★
BV218b (05/06)	Percentage of abandoned vehicles removed within 24hrs from the point at which the Authority is legally entitled to remove the vehicle.	74.34%	70.67%	55.71%	3 rd Q	4 th of 11	Environmental Services - Streetscene	High	★ ★
	PLANNING								
BV106 (00/01)	Percentage of new homes built on previously developed land.	98.99%	72.85%	81.61%	1 st Q	2 nd of 11	Development Services - Planning Policy	High	★ ★ ★ ★
BV109a (02/03)	Percentage of planning applications determined in line with the Government's new development control targets to determine: 60% of major applications determined in 13 weeks.	85.00%	65.49%	72.24%	1 st Q	4 th of 11	Development Services - Development Control	High	★ ★ ★ ★
BV109b (02/03)	Percentage of planning applications determined in line with the Government's new development control targets to determine: 65% of minor applications determined in 8 weeks.	82.03%	73.73%	75.04%	1 st Q	4 th of 11	Development Services - Development Control	High	★ ★ ★ ★
BV109c (02/03)	Percentage of planning applications determined in line with the Government's new development control targets to determine: 80% of other applications determined in 8 weeks.	95.03%	86.71%	89.81%	1 st Q	3 rd of 11	Development Services - Development Control	High	★ ★ ★ ★

PERFORMANCE COMPARISONS 2005/2006

PI Code	Performance Indicator (PI) Description	GBC's PI results 2005/06	National District Council average	Hants District Council average	National quartile	Position in Hants	Responsible unit and section	Polarity (which direction is good)	National quartile rating
	PLANNING (continued)								
BV179	The percentage of standard searches carried out in 10 working days. (This PI was discontinued after 2005/06.)	100%	97.47%	95.12%	1 st Q	1 st of 11	Legal & Democratic Support - Land Charges	High	★★★★
BV205 (04/05)	Quality of service checklist.	94.4%	89.0%	94.7%	1 st Q	4 th of 11	Development Services - Development Control	High	★★★★
	CULTURAL and RELATED SERVICES								
BV170a (01/02)	The number of visits to/usages of museums per 1,000 population, N.B. This figure includes website "hits". (The indicator was redefined for 2005/06.)	3244	636	751	1 st Q	1 st of 9	Leisure and Cultural Services	High	★★★★
BV170b (01/02)	The number of those visits [in BV170a] that were in person per 1,000 population. (The indicator was redefined for 2005/06.)	222	365	323	2 nd Q	4 th of 9	Leisure and Cultural Services	High	★★★
BV170c (02/03)	The number of pupils visiting museums and galleries in organised school groups. (The indicator was redefined for 2005/06.)	1608	3039	3012	2 nd Q	5 th of 9	Leisure and Cultural Services	High	★★★
BV219b (05/06)	Percentage of conservation areas in the local authority area with an up-to-date character appraisal.	31.25%	19.87%	33.30%	1 st Q	6 th of 11	Development Services - Conservation	High	★★★★
BV219c (05/06)	Percentage of conservation areas with published management proposals. This PI was discontinued after 2006/07.	0.00%	8.04%	10.63%	2 nd Q	5 th of 11	Development Services - Conservation	High	★★★

PERFORMANCE COMPARISONS 2005/2006

PI Code	Performance Indicator (PI) Description	GBC's PI results 2005/06	National District Council average	Hants District Council average	National quartile	Position in Hants	Responsible unit and section	Polarity (which direction is good)	National quartile rating
	COMMUNITY SAFETY								
BV126 (00/01)	Domestic burglaries per 1,000 households. (The polarity of this PI is "Low".)	13.92	8.14	6.97	4 th Q	10 th of 10	Chief Executive's Unit - Community Safety	Low	★
BV127a (05/06)	Violent crimes per year, per 1,000 population in the Local Authority area. (The polarity of this PI is "Low".)	26.86	15.62	16.94	4 th Q	10 th of 10	Chief Executive's Unit - Community Safety	Low	★
BV127b (05/06)	Robberies per year, per 1,000 population in the Local Authority area. (The polarity of this PI is "Low".)	0.49	0.64	0.33	3 rd Q	8 th of 10	Chief Executive's Unit - Community Safety	Low	★★
BV128 (00/01)	Vehicle crimes per 1,000 population. (The polarity of this PI is "Low".)	11.25	9.21	7.65	4 th Q	10 th of 10	Chief Executive's Unit - Community Safety	Low	★

There are 64 measurements shown in the preceding tables where our performance for 2005/06 can be assessed against all other district councils; of these

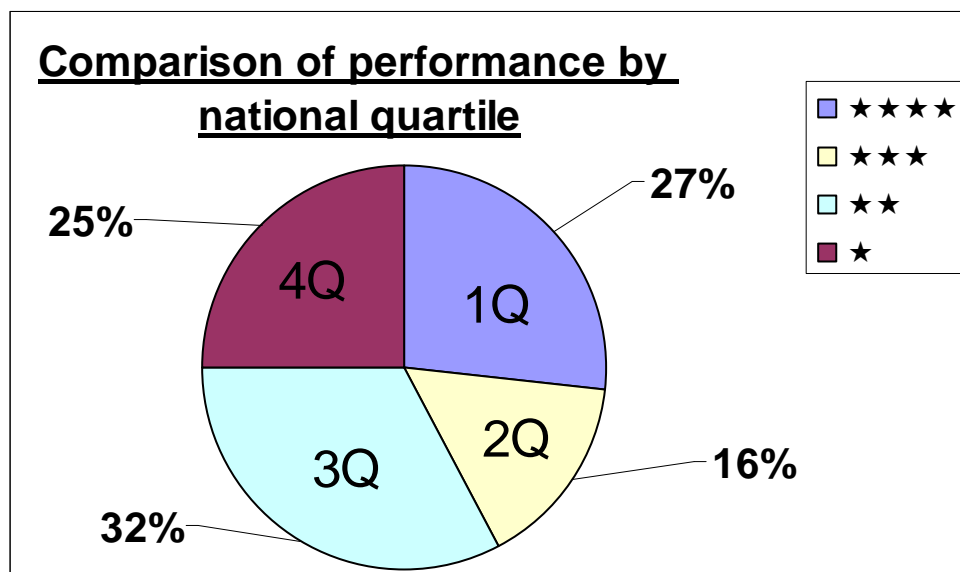
17 (27%) are in the top or first quartile (★★★★);

10 (16%) are in the second quartile (★★★);

21 (32%) are in the third quartile (★★); and

16 (25%) are in the bottom or fourth quartile (★).

1 measurement is “not ranked”, and the tables do not include contextual indicators, as they are not suitable for quartile assessment.



5.4 SURVEY BASED PERFORMANCE INDICATORS

Some of the statutory indicators in the performance tables are based on survey data. To collect this data the Government requires Councils to carry out surveys every three years within a specified framework, which includes very precise guidance on aspects such as:

- which questions must be asked;
- the exact wording of questions;
- the target population;
- the sampling frame;
- the sampling method;
- sample size and confidence levels;
- the time of year for field work;
- calculating the final rating;
- confidentiality;
- what results must be published.

There are four different surveys which are carried out every three years: General, Planning, Tenants and Benefits. Only the General Survey is weighted.

The results of the 2006/07 surveys are shown in the tables on the following pages.

Please note that the rounding of all the percentages to one decimal place may create a situation where the sum of the results is 0.1% more or less than 100%.

Explanation of notations used in tables:



denotes 'very satisfied' or 'fairly satisfied'



denotes 'neither satisfied nor dissatisfied'






denotes 'fairly dissatisfied' or 'very dissatisfied'

'Base' shows the number of valid responses in respect of each question. Answers of 'I don't know', or unanswered questions, are not counted as a valid response.




'Confidence Interval (CI)' shows the margin of error at a 95% confidence level

5.4.1 General Survey (BV3, BV4, BV89, BV90a, BV90b and BV119)




Weighted results

PI code	Performance Indicator (PI) description				Base	CI
BV3	The percentage of citizens satisfied with the overall service provided.	38.9%	37.9%	23.1%	1105	2.88%
BV4	The percentage of complainants satisfied with the handling of their complaint.	38.7%	13.4%	47.9%	235	6.22%
BV89	The percentage of people satisfied with the cleanliness standard in their area.	53.4%	21.1%	25.5%	1116	2.93%
BV90a	The percentage of people satisfied with household waste collection.	59.4%	10.3%	30.3%	1104	2.90%
BV90b	The percentage of people satisfied with waste recycling.	72.7%	12.3%	15.1%	1079	2.66%
BV119	The percentage of residents satisfied with the Local Authority Cultural services:					
a)	Sports and leisure facilities	42.0%	26.9%	31.1%	1100	2.92%
b)	Libraries	75.5%	17.7%	6.7%	1112	2.53%
c)	Museums (Explosion!)	54.3%	35.1%	10.6%	1099	2.95%
d)	Theatres / concert halls	19.5%	40.9%	39.6%	1098	2.34%
e)	Parks and open spaces.	63.5%	18.1%	18.4%	1114	2.83%




5.4.2 Planning Survey (BV111)

PI code	Performance Indicator (PI) description				Base	CI
BV111	The percentage of (planning) applicants satisfied with the service received.	87.4%	7.2%	5.4%	111	6.18%

5.4.3 Tenants Survey (BV74 and BV75)

PI code	Performance Indicator (PI) description				Base	CI
BV 74 i	Satisfaction of tenants of council housing with the overall service provided by their landlord - all tenants.	87.1%	6.4%	6.5%	893	2.20%
BV 74 ii	Satisfaction of tenants of council housing with the overall service provided by their landlord - black and ethnic minority tenants.	83.3%	0.0%	16.7%	6	29.8%
BV 74 iii	Satisfaction of tenants of council housing with the overall service provided by their landlord - non black and ethnic minority tenants.	87.1%	6.4%	6.4%	886	2.20%
BV 75 i	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord - all tenants.	69.1%	24.1%	6.8%	768	3.27%
BV 75 ii	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord - black and ethnic minority tenants.	71.4%	14.3%	14.3%	7	33.5%
BV 75 iii	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord - non black and ethnic minority tenants.	69.4%	23.9%	6.8%	754	3.29%

5.4.4 Housing Benefits and Council Tax Benefits Survey (BV 80)

PI code	Performance Indicator (PI) description				Base	CI
BV80	Overall satisfaction with the (Benefits) service:	69.7%	13.4%	16.9%	621	3.61%
a)	the facilities to get in touch with the benefits office;	66.7%	17.4%	15.9%	591	3.80%
b)	the service in the actual office;	63.7%	18.1%	18.3%	476	4.32%
c)	the telephone service;	56.4%	20.4%	23.2%	181	7.23%
d)	the staff in the benefits office;	75.5%	14.3%	10.3%	575	3.52%
e)	the clarity and understandability of the forms, leaflets and letters;	53.8%	28.6%	17.6%	584	4.04%
f)	the amount of time it took them to tell me whether my claim was successful.	61.6%	13.3%	25.1%	622	3.82%

Benefit Overpayments (BV 79)

What is an overpayment?

An overpayment arises when someone is awarded more Benefit than they are entitled to.

For each overpayment the authority must:

- establish its cause
- determine whether or not it is recoverable
- calculate the period and the correct amount
- consider whether to recover it
- determine who to recover it from
- and notify the affected person within 14 days

Overpayments can arise and are categorised in the following way:

- Local authority error, where the authority fails to act on a notification of a change of circumstances provided by the claimant
- DWP error, jobcentre plus/pensions service makes an incorrect award
- claimant error, the claimant fails to inform the authority of a change of circumstances
- technical overpayment, where benefit is awarded in advance e.g. Council tax, where benefit is awarded for the year ahead in conjunction with the annual bill
- other, the claimant receives a retrospective adjustment that reduces their rent/council tax liability

Overpayments which can be recovered:

An overpayment is recoverable if:

- it arose because of official error and the claimant could reasonably be expected to realise that it was an overpayment, for example; the claimants rent amount is entered incorrectly and the claimant is being paid more by way of Housing Benefit than their rental liability
- it is due to an error or fraud caused by the claimant failing to notify a change
- it is no ones fault

Overpayments which cannot be recovered:

An overpayment is not recoverable if:

- it arose because of official error/Local Authority error*; and
- the claimant could not reasonably be expected to realise it was an overpayment.

*An official error/LA error overpayment is a mistake, by an act or omission, by the Local Authority when the claimant did not contribute to the mistake. These can result from:

- incorrect information being extracted from the benefit claim, for example, a wrong date of birth entered onto the computer system could mean that a higher applicable amount be used thus resulting in a higher award of benefit
- failure to act promptly on the notification of a change of circumstances or a delay in dealing with a notified change, for example, the customer notifies the office of a wage increase but this is not actioned for 14 days. The overpayment created for the 14 day period is attributable to an unrecoverable LA error overpayment.

Subsidy relating to Local Authority Error

A change was made to the 2004/5 benefit subsidy arrangements as it is accepted the LA errors will arise even in the most efficiently run authorities. In recognition of this, from 2004/5, an initiative was introduced which allowed the authority to receive subsidy according to the level of their LA error overpayments when compared to the total amount of correct benefit payments they make. Prior to this no subsidy was payable for LA error overpayments.

The subsidy payable is calculated using thresholds. These thresholds are expressed as a percentage of the correct benefit payments:

- lower threshold 0.48%
- upper threshold 0.54%

The authority will receive 100% subsidy for LA error overpayments if the level does not exceed the lower threshold. If the lower threshold is exceeded but the total LA error amount is less than the upper threshold, then 40% subsidy is payable on the total LA error overpayments. If the value of the LA error overpayments is higher than the upper threshold the authority will receive no subsidy.

Year	Lower Threshold	Upper Threshold	Local Authority Error Overpayments	Subsidy Claimed *
2004/2005	79,270	89,179	78,335	78,335
2005/2006	86,001	96,751	69,038	69,038
2006/2007	93,476	105,161	45,810	45,810

* NB, if the thresholds are exceeded the subsidy is deducted from the total subsidy payable; it is not claimable in addition to the 100% subsidy already claimed in respect of the original benefit paid.

Subsidy is also paid on other overpayments:

On all eligible overpayments created, the authority may claim 40% subsidy of the value of the overpayment, irrespective of whether the overpayment is recovered. Therefore if the total value of the overpayment is recovered the authority can claim an additional 40% over and above the overpayment created.

The following table shows the value of eligible overpayments created for the year 2006/2007 and the subsidy claimed.

2006/2007	Overpayment Created	40% subsidy Claimed
Rent rebates (Non-HRA & HRA)	146,321	58,528
Rent Allowances (Private Tenants)	231,078	92,431
Council Tax Benefit*	105,399	42,160
Total	482,798^	193,119

^ Of this £482,798 Overpayments created, £92,620 is directly as a result of Claimant fraud.

* Council Tax Benefit overpayments are recovered directly from the claimants Council Tax Account and therefore the 40% subsidy claimable is over and above the amount created and largely recovered.

Local Authorities overpayment performance

Local authorities are also measured by their performance in this area. There are 3 Best Value Performance Indicators and 3 Performance Measures in the 2005 DWP HB/CTB Performance Standards, described as follows:

PI Number	Description
BV79b(i) PM7	The percentage of recoverable overpayments recovered (HB) The amount of HB overpayments recovered during the period as a percentage of HB deemed recoverable overpayments for the period.
BV79b(ii) PM8	The percentage of recoverable overpayments recovered (HB) HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt o/s at the start of the period plus the amount of HB overpayments identified during the period.
BV79b(iii) PM9	Housing Benefit (HB) overpayments written off as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year.

The following table sets out Gosport's performance in this area for the year 2006/2007 in relation to the performance of the other Hampshire Local Authorities.

CUMULATIVE 2006/2007

AUTHORITY	BV079i	BV79ii	BV79iii
BASINGSTOKE	n/a	n/a	n/a
EAST HANTS	67.11	22.67	6.99
EASTLEIGH	83.69	30.92	5.35
FAREHAM	63.19	17.63	3.66
GOSPORT	87.36	35.38	11.25
HAVANT	91.17	34.37	7.42
HART	n/a	n/a	n/a
NEW FOREST	79.86	30.08	6.55
RUSHMOOR	51.26	28.35	6.11
PORTSMOUTH	85.48	30.83	4.10
SOUTHAMPTON	79.00	29.71	n/a
TEST VALLEY	66.71	26.73	4.73
WINCHESTER	69.13	23.00	2.38

Although Gosport's write offs appear high compared with other authorities, it should be noted that this exercise had not been carried out year on year. Therefore the figures used for the 2006/2007 financial year included unrecoverable official error overpayments that had been held on the system since April 1999.

However in the other 2 areas of overpayment performance, Gosport is second for BV79i and first for BV79ii.

**NOTES OF THE MEETING OF THE
WATERFRONT ZONING WORKING GROUP
HELD AT 6.30 P.M. ON 9 JULY 2007**

Membership: Councillors Foster Reed (P), Philpott (P) and Train (P)

Officers: David Martin, Mark Simmonds, Chris Wrein

BACKGROUND

The Working Group had previously met on 13 November 2006. The notes and resultant action plan from this meeting had been circulated to the current Members of the Working Group.

WORKING GROUP MEETING 9 JULY 2007

The following observations were made:

- The situation at the Lee-on-the-Solent Waterfront was causing no great problem as areas for activities had been clearly defined.
- There were some slight problems with the SEEDA slipway but they were not problems to be dealt with by the Council. However, the Council would need to be prepared should SEEDA at any time forbid jet-skiers from using the slipway.
- The Working Group requested an extended map of the Lee-on-the-Solent Waterfront showing the zones and their uses.
- Safety was of paramount importance, particularly where jet-skiing was involved and boundary lines should be clearly defined.
- In 1987 signs had been provided at both Stokes Bay and Lee-on-the-Solent. The problems at Lee had been solved through zoning and a similar exercise would have to be carried out at Stokes Bay.
- Stokes Bay was largely an area of informal recreation but there were fears that, should it not be used more fully, the Council could be forced to put some of the area to unsuitable use e.g. as a travellers' site.
- Stokes Bay was largely un-commercialised but draft zoning plans would need to be drawn up. There was fear that if jet-skiers were evicted from Lee, they would begin to carry out their activities at Stokes Bay. There could be problems unless the area was zoned for use.
- Any draft proposals would have to be subject to consultation with local stakeholders.
- Consultation could take the form of liaising with stakeholders and

organised users, notices at the main refreshment facilities, car parks, the Council's website and discussion between the Working Group and interested people/organisations

- With regard to land usage, the Council could impose reasonable rules but enforcement would be more problematical. To be operated properly would involve the passing of by laws which was a very protracted process.
- The boundary between Stokes Bay and Browndown should be clearly defined.
- Policing of water areas was provided by the Queen's Harbourmaster and Hampshire Constabulary.

The following actions were agreed:

- Provide a map showing the potential zoning of Stokes Bay Waterfront at the next meeting of the Working Group (DM)
- Provide an extended map of Lee-on-the-Solent Waterfront showing zoning and usages at the next meeting of the Working Group(DM)
- Once a draft layout was agreed, to carry out a consultation exercise with stakeholders and interested persons/organisations and report back to the Working Group prior to presenting reports to Overview and Scrutiny Committee and C&E Board (DM)
- Investigate sources of external funding for Waterfront Projects and report back to a future meeting of the Working Group (DM)

The next meeting of the Working Group to take place in September 2007.

The meeting ended at 7.22 p.m.

OVERVIEW AND SCRUTINY COMMITTEE WATERFRONT ZONING

Purpose of scrutiny: To review the use of the Waterfronts at Lee-on-the-Solent and Stokes Bay

Membership: Councillors Foster-Reed, Philpott and Train

Areas of investigation	Lead Member/ Lead Officer	Action	By when?	Report to Working Group – date	Progress/status
Current Usage	David Martin	Provision of map of Stokes Bay showing current usage of and restrictions at the water areas	September 2007	September 2007	
Current Usage	David Martin	Provision of extended map of Lee-on-the-Solent showing current usage of and restrictions at the water areas	September 2007	September 2007	
Waterfront Signage	David Martin	Provision of photographs of existing signage to water areas		In due course	
Policing of Water Areas	Mark Simmonds	To ascertain existing policing arrangements for water areas		July 2007	Completed
Review of Facilities at Waterfront Areas	David Martin	Provide information on existing facilities (land and sea) to enable the Working Group to identify new facilities to	September 2007	September 2007	

**OVERVIEW AND SCRUTINY COMMITTEE
WATERFRONT ZONING**

		complement these			
Sources of Funding	David Martin	To investigate sources of external funding for waterfront projects		In due course	
Countryside Management	David Martin	Identify conservation areas and land use	September 2007	September 2007	
Liaison/Consultation	David Martin	To liaise with major users of the waterfront areas	October 2007	November 2007	

GOSPORT BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

26 JULY 2007

ITEM FOR DISCUSSION

**TITLE: INTRODUCTION OF 20MPH SPEED RESTRICTIONS IN
GOSPORT**

AUTHOR: BOROUGH SOLICITOR

PURPOSE:

For the Committee to agree a date on which it wishes to scrutinise the concept of the introduction of 20 mph speed restrictions in Gosport.

BACKGROUND:

At its meeting on 7 June 2007, the Committee decided to scrutinise the concept of the introduction of 20 mile per hour speed restrictions in Gosport at a future full meeting of the Overview and Scrutiny Committee.

REPORT:

Graham Carter of Hampshire County Council has indicated that he could attend the meeting of the Committee on 27 September 2007.

The Committee is asked to consider whether it wishes to scrutinise this subject area at its meeting on 27 September 2007.

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Councillor Dr Raymond J Ellis C.Chem FRSC
Health Overview and Scrutiny Committee
Elizabeth II Court
The Castle
WINCHESTER SO23 8UJ

23rd April 2007

Dear Councillor Dr Ellis

Thank you for your letter dated 7th March 2007.

At its meeting on 5 April 2007, Gosport Borough Council's Overview and Scrutiny Committee decided that a Working Group should be set up to agree a response to your letter.

The Working Group has now met and felt that the following three areas should be formally considered by the Health Overview and Scrutiny Committee:

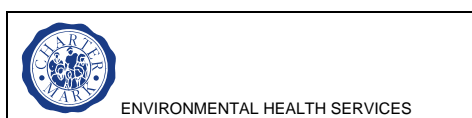
1. The impact on the War Memorial Hospital, Gosport following the closure of Royal Hospital Haslar and how it will be able to perform, particularly in the areas of audiology, endoscopy and dermatology;
2. Accident and Emergency provision for Gosport following the closure of Royal Hospital Haslar; and
3. Family planning services to the under 16s.

The Working Group felt that the key relationships were already in place to ensure that Gosport Borough Council engages effectively with the Health Overview and Scrutiny Committee.

Should you have any queries, please do not hesitate to contact me on 023 9254 5517.

Yours sincerely

D C S JAGO
ENVIRONMENTAL SERVICES MANAGER



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