

TAUNTON DEANE BOROUGH COUNCIL

EXECUTIVE 22 JUNE 2005

JOINT REPORT OF THE CORPORATE PERFORMANCE MANAGER AND FINANCIAL SERVICES MANAGER

PERFORMANCE MONITORING - OUTTURN REPORT ON 2004/07 CORPORATE STRATEGY, 2004/05 FINANCIAL OUTTURN AND 2004/05 PERFORMANCE INDICATORS

This matter is the responsibility of Executive Councillor Williams (Leader of the Council)

1.0 Executive Summary

- 1.1 The monitoring of budgets, the Corporate Strategy objectives and performance indicators is an important part of the overall performance management framework. This report outlines the final data for the 2004/05 year.
- 1.2 In respect of budget monitoring the General Fund Revenue outturn shows an underspend of £163k when compared with the current budget, i.e., the budget for 2004/05 as approved by Council on 24th February 2004 plus any subsequently approved supplementary estimates and virements.
- 1.3 The General Fund Capital Programme expenditure for the year amounted to £2,766,945 the total budget for the year was £5,521,632. Therefore the majority of this underspend will be slipped to the 2005/06 year. The revised budget for 2005/06 to 2007/08 will therefore be £11,323,117. The amount of unallocated capital resources now total £1.2m.
- 1.4 The Housing Revenue Account draft outturn shows a Working Balance carried forward into 2005/06 of £2,285,641, which is £375,732 more than predicted in the Q3 budget monitoring report.
- 1.5 HRA Capital expenditure amounted to £5,568,182 against a current budget of £5,854,911. This underspend will be slipped to the 2005/06 financial year.
- 1.6 The figures remain subject to external audit.
- 1.7 Corporate Strategy and Performance Monitoring has identified:
 - 90% of Corporate Strategy objectives are on course.
 - 60% of Performance Indicators are on target

2.0 Purpose

- 2.1 To update the Executive on the outturn position of the Authority on revenue and capital for the General Fund, Housing Revenue Account and trading services for 2004/05, and progress against the 2004/07 Corporate Strategy

- and 2004/05 Performance Indicator targets.
- 2.2 A key feature of well-regarded councils is their ability to manage performance effectively.
- 2.3 The Council's Performance Management System is about agreeing what has to be done (Plan), undertaking it (Do) and checking it has been done (Review). Where review (or monitoring) indicates we are off-course corrective action should be taken.
- 2.4 Progress against Corporate Strategy objectives, spending within budget and improvement through the use of performance indicators forms an important part of the Council's overall performance management framework.
- 2.5 The outturn position reported for the HRA and GF contains some estimated figures for government subsidies on housing and council tax benefit. The final figures for these will not be available in time for the final accounts to be produced. Should the final figures differ significantly from those used in closing down the accounts for 2004/05, a further report will be presented to Members giving the updated position on subsidy and the implications for the Councils reserves.
- 2.6 The following outturn figures will therefore be used to prepare the Council's Statement of Accounts, which will be presented to the Corporate Governance Panel on 13th July 2005.

2004/05 OUTTURN FIGURES

GENERAL FUND

3.0 Revenue

- 3.1 Members were presented with regular budget monitoring reports during 2004/05 outlining the estimated outturn position and the likely impact on the General Fund reserve. In summary, these reports showed the following expected use of reserves to support the budget:

2004/05	Change during the Year £	Impact on General fund Reserve £
Original use of Reserves		16,527
Plus supplementary estimates agreed during the year:		
Additional RCCO arising from the 2003/04 underspend	+240,140	
Corporate Restructure	+109,010	
Recycling Option 8	+9,110	
Pay Award Underspend returned to reserves	-65,000	
Total Use of Reserves to support the 2004/05 budget		309,787

3.2 The draft outturn for 2004/05 is set out in summary in Appendix 'A', and is set out in four main columns as follows: -

1. The Original Budget approved by the Executive on 11 February 2004 (Column 1)
2. The Current Budget including all supplementary estimates and virements during the year, which have been approved by the Executive. (Column 2)
3. The Draft Outturn Position (Column 3)
4. The Variance between the Current Budget and the Draft Outturn (Column 4).

3.3 This appendix shows that the actual underspend for the last financial year was £163,326 or 1.49% less than the approved authority expenditure. The main reasons for this are shown in the following table: -

Expenditure Head	Variation since the Q3 Budget Monitoring Report £000	Comments
Additional Costs		
Concessionary Travel	+47	Significant increase in the value of vouchers redeemed during Q3
Reduced Costs		
Various minor underspends	-22	Various
Additional Income		
Housing Benefit/Council tax Benefit Subsidy	-288	Additional estimated subsidy entitlement
Reduced Income		
Blackbrook Pavilion	+38	Reduced income when compared to budget
Land Charges	+33	Shortfall in income since Q3
Council Tax costs recovered	+29	Change in recovery calculation method
Total Net Over/(Underspend)	-163	

3.4 General Fund Reserve

The current budget required a total of £309,787 from the General Fund Reserve to support expenditure, the underspend detailed in paragraph 3.3 will now reduce this to £146,461. The current position of the General Fund Reserve is therefore:

	£	£
Balance brought forward 1 April 2004		1,568,113
Add:		
Pay Award Underspend	+65,000	
Less amounts used to support the 2004/05 budget:		
Original amount approved	-16,527	
Corporate Restructure	-109,010	
RCCO for 2003/04 underspend	-240,140	
Recycling Option 8	-9,110	
Underspend 2004/05	+163,326	
Balance carried forward 31 March 2005		1,421,652
Less amount used to support the 2005/06 budget	0	
Expected balance @ 31 March 2006		1,421,652

3.5 Significant officer time has been spent on capital projects throughout the year for example schemes such as the Wellsprings Centre and the now deferred replacement FMS project. This is a larger than expected amount and the budget for this expenditure is contained within the revenue budget and therefore in order to provide finance for this expenditure the Executive is requested to approve an RCCO to switch this budget to capital in 2004/05. In total this amounts to £82,406. This is already reflected in Appendix A.

4.0 Capital

4.1 The General Fund Capital Programme for 2004/05 showed a net total budget of £5,521,632 (including the RCCO mentioned in paragraph 3.6 above). The final outturn position shows total net expenditure of £2,766,945, leaving an underspend of £2,754,687. The majority of the underspend is due to expenditure on the following schemes not proceeding as planned:

- DDA works
- Implementing E Government
- Contribution to the Silk Mills scheme
- Crematorium Extension
- Contribution to Frobisher Way Industrial development
- Recycling

As is common for Capital budgets, which may span more than one financial year, the majority of the underspend, or slippage, has been rolled forward into the 2005/06 Capital Programme. The updated 2005/06 to 2007/08 Capital Programme now totals £11,323,117. Improvements in the monitoring of capital expenditure are planned for 2005/06 which, it is hoped, will highlight slippage earlier in the year.

4.2 The amount of unallocated capital resources is now £1.2m.

HOUSING REVENUE ACCOUNT

5.0 Revenue

- 5.1 The Housing Revenue Account has also been closed using estimated subsidy figures (see 2.2 above).
- 5.2 The draft outturn shows a Working Balance carried forward into 2005/06 of £2,285,641 which is £375,732 more than predicted in the Q3 budget monitoring report. Members may note that this is marginally less than the interim outturn figures which were recently reported to the Housing Review Panel this is due to more accurate figures only now being available for subsidy, bad debts and interest costs.
- 5.3 The reduced expenditure of £375,732 arises for the following reasons:

Heading	£'000
Maintenance (slippage in PPM contracts)	-128
Rent Rebate recharge to GF	-70
Debt Charges	-10
Additional Income (incl. rent income)	-99
Additional Interest on Working Balance	-17
Reduced subsidy	14
Bad Debt Provision	-43
Reduced windfall (supporting people)	8
Lower management expenditure (reduced internal recharges)	-28
Other	-3
TOTAL	-376

Further details are shown in Appendix B.

- 5.4 The overall impact on the HRA working balance in 2005/06 is as follows:

	£
Balance at 1 April 2005	2,285,641
Less Expected deficit for 2005/06	-218,740
Expected working balance at 31 March 2006	2,066,901

Deane Helpline

- 5.5 The balance carried forward on the Trading Account at 31 March 2005 amounts to £269,467 compared to the revised estimate of £82,693. The increased working balance is encouraging, and has arisen as a result of the service winning new business from the private sector. No decision has yet been taken on how the balance on the trading account could be used and officers will be considering options over the coming months.

6.0 HRA Capital

- 6.1 HRA capital expenditure for the year amounted to £5,568,192 against a current budget of £5,854,911. An underspend of only £286,719. This slippage in the programme will be rolled forward to 2005/06. The revised budget for

2005/06 will therefore total £5,396,519.

Housing Capital Resources

- 6.2 The balance of usable housing capital receipts as at 31 March 2005 stands at £291,287. This amount together with the balance on the Housing RCCO fund and the enabling fund will be used to finance capital expenditure in 2005/06. At 31 March 2005 the amount of housing capital resources is £831k, spending commitments in 2005/06 will reduce this amount to around £370k by the end of the year.

7.0 DEANE DLO

- 7.1 During the year the Deane DLO made a net surplus of £110,982. The balance on the DLO Reserve as at 31 March 2005 will be £217,631.
- 7.2 A summary of performance for both 2003/04 and 2004/05 is shown below. It is encouraging that performance has increased particularly when it is considered that the DLO have had to bear increased capital charges as a result of a revaluation of assets.

Deane DLO	Surplus/(Deficit) 2003/04 £	Surplus/(Deficit) 2004/05 £
Highways	7,724	16,628
Grounds Maintenance	4,307	35,600
Building Maintenance	248	20,963
Cleansing	424	37,791
Total	12,702	110,982

- 7.3 The percentage return on costs incurred for each DLO is as follows:

Deane DLO	Return on Costs 2003/04 %	Return on Costs 2004/05 %
Highways	1.14	3.33
Grounds Maintenance	0.20	1.79
Building Maintenance	0.01	0.50
Cleansing	0.07	5.75

8.0 PRUDENTIAL INDICATORS

- 8.1 The outturn figures for capital expenditure have had an impact on the outturn position for the Council's prudential indicators in both 2004/05 and 2005/06. The outturn Indicators for 2004/05 and the revised indicators for 2005/06 are shown in the table below:

Indicator	2004/05 Current Budget	2004/05 Actual	2005/06 Original Budget	2005/06 Revised Budget
Capital Expenditure:	£	£	£	£
General Fund	6,298,281	2,766,945	4,432,430	7,279,617
Housing Revenue	5,854,911	5,568,192	5,109,800	5,396,519

Total	12,153,192	8,335,137	9,542,230	12,676,136
Capital Financing Requirement:	£	£	£	£
General Fund	7,441,053	5,839,228	8,067,714	8,067,714
Housing Revenue	14,291,342	14,291,342	14,291,342	14,291,342
Total	21,732,395	20,130,570	22,359,056	22,359,056
Authorised limits for Debt	£44,000,000	£44,000,000	£40,000,000	£40,000,000
Affordable Borrowing Limit	£21,800,000	£20,200,000	£22,400,000	£22,400,000
Operational Boundary for Debt	£30,000,000	£30,000,000	£30,000,000	£30,000,000
Closing Balance for Gross Borrowing	£19,531,227	£19,616,519	£18,020,166	£18,020,166
Adoption of CIPFA Treasury Management Code	Yes	Yes	Yes	Yes
Upper and lower limits for fixed rate interest exposure	Upper = 100% Lower = 50%	Upper = 100% Lower = 50%	Upper = 100% Lower = 50%	Upper = 100% Lower = 50%
Maturity Structure of Borrowing	Up to 1 Yr: 7.72% 1-2Yrs: 0.06% 2-5Yrs: 10.3% 5-10Yrs: 17.94% 10+Yrs: 63.98%	Up to 1 Yr: 7.72% 1-2Yrs: 0.06% 2-5Yrs: 10.3% 5-10Yrs: 17.94% 10+Yrs: 63.98%	Up to 1 Yr: 0.06% 1-2Yrs: 0.07% 2-5Yrs: 11.09% 5-10Yrs: 19.44% 10+Yrs: 70.34%	Up to 1 Yr: 0.06% 1-2Yrs: 0.07% 2-5Yrs: 11.09% 5-10Yrs: 19.44% 10+Yrs: 70.34%
Amounts invested in excess of 365 days	Nil	Nil	10% of Investment Portfolio	10% of Investment Portfolio
Ratio of Financing Costs:				
General Fund	-2.88%	-7.51%	0.79%	0.79%
Housing Revenue	4.74%	4.58%	4.46%	4.46%
Total	3.19%	1.82%	3.65%	3.65%
Impact of Financing Costs on Council Tax	-£3.11 per Band D	-£9.41 per Band D	£0.97 per Band D	£0.97 per Band D

9.0 CORPORATE STRATEGY 2004/07

9.1 The Objectives of the Council, together with the Key Actions to attain them, are listed within the current Corporate Strategy 2004/07 and Performance Plan 2004/05, approved by the Executive on 23rd June 2004.

- 9.2 Progress for the year (April 04 – Mar 05) against these 20 objectives is good. Details are reported in Appendix C of this report and summarised as follows:

Corporate Objectives	
On Course ☺	18 (90%)
Off Course ☹	2 (10%)
Partially Completed or Pending ☺	N/A

10.0 PERFORMANCE INDICATORS 2004/05

- 10.1 The monitoring for the period 1st April 2004 to 31st March 2005 included a total of 77 statutory and local performance indicators. Based on actual results for the year, performance has been good:

Performance	Statutory	Local	Total
On-Target ☺	33 (56%)	13 (72%)	46 (60%)
Off-Target ☹	26 (44%)	5 (28%)	31 (40%)

- 10.2 The performance indicators and targets are those, which were set in the Council's Corporate Strategy 2004/07 and Performance Plan 2004/05.
- 10.3 Details in respect of indicators off-target are detailed in Appendix D.
- 10.4 This Council, together with all the Somerset Districts, is contributing to a Local Public Service Agreement between central government and Somerset County Council. The agreement is to achieve greater performance improvement than that which would normally be expected in certain government determined functions. In addition to improved services, the contributing councils can receive a reward grant if they deliver the agreement. One element of the agreement concerns a basket of 7 performance indicators. To date we are performing ahead, overall, against these targets. Appendix E provides more details.

11.0 EFFECT ON CORPORATE PRIORITIES

- 11.1 As this report covers all aspects of the Council's performance, all corporate priorities are affected.

12.0 RECOMMENDATION

- 12.1 The Executive is requested to:

- a) Note the draft outturn positions on revenue and capital for both the General Fund, Housing Revenue Account and Prudential Indicators for 2004/05.
- b) Approve the creation of an RCCO for Internal Recharges charged to capital projects of £82,406.
- c) To note the performance against targets for both the Corporate Strategy and Performance Plan for 2004/05.

Contact Officers:

Adrian Gladstone-Smith
Corporate Performance Manager
01823 356397
a.gladstone-smith@tauntondeane.gov.uk

Paul Carter
Financial Services Manager
01823 356418
p.carter@tauntondeane.gov.uk

Background Papers:

Executive 11 February 2004, Revenue Budget Setting 2004/05
Review Board 24 February 2005, Third Quarter Performance
Monitoring Report 2004/05

Appendix A

**TAUNTON DEANE BOROUGH COUNCIL
GENERAL FUND REVENUE OUTTURN 2004/05**

Actual 2003/04 £	Portfolio	Original Estimate 2004/05 £	Current Estimate 2004/05 £	Actual Expenditure 2004/05 £	Variance £
		(1)	(2)	(3)	(4)
0	Communications	0	18,230	(10,000)	28,230
558,708	Community Leadership	642,070	642,470	624,246	18,224
1,553,642	Corporate Resources	1,448,330	1,597,060	1,327,378	269,682
776,624	Economic Dev. Property & Tourism	877,590	1,265,440	1,681,554	(416,114)
3,666,985	Environmental Services	3,779,920	3,867,960	3,989,438	(121,478)
3,115,409	General Services	1,379,100	1,312,280	1,340,994	(28,714)
1,856,176	Housing Services	2,060,920	2,096,920	1,855,710	241,210
3,657,516	Leisure, Arts & Culture	3,497,850	3,549,470	4,026,244	(476,774)
575,448	Planning Policy & Transportation	470,540	199,120	584,196	(385,076)
15,760,508	Total Service Expenditure	14,156,320	14,548,950	15,419,760	(870,810)
69,103	Revenue Financing of Capital	71,610	71,610	30,870	40,740
(2,612,412)	Asset Management Revenue Account	(2,650,280)	(2,650,280)	(3,168,522)	518,242
152,014	Contribution to DLO Reserve re AMRA	142,420	142,420	157,961	(15,541)
(644,865)	Loans Fund Principal	(460,550)	(460,550)	(660,606)	200,056
61,609	Contribution to V & P Account	49,210	49,210	47,228	1,982
(472,716)	Interest Income	(317,000)	(416,370)	(705,027)	288,657
(791,671)	Contribution from General Fund Balances	(16,527)	(309,787)	(146,461)	(163,326)
11,521,570	Authority Expenditure	10,975,203	10,975,203	10,975,203	0
25,000	Special Expenses	25,750	25,750	25,750	0
11,546,570	Borough Expenditure	11,000,953	11,000,953	11,000,953	0
281,110	Parish Precepts	305,123	305,213	305,213	0
11,827,680	Budget Requirement	11,306,166	11,306,166	11,306,166	0
(3,579,322)	Contribution from NNDR Pool	(2,824,141)	(2,824,141)	(2,824,141)	0
(3,458,359)	Revenue Support Grant	(3,675,969)	(3,675,969)	(3,675,969)	0
	Surplus on Collection Fund				
(27,974)	Community Charge	27,217	27,217	27,217	0
(22,140)	Council Tax	8,435	8,435	8,435	0
4,739,885	Net Expenditure to be Raised by Council Tax	4,841,708	4,841,708	4,841,708	0

GENERAL FUND RESERVE BALANCE 2004/05

2,108,428	Balance b/f 1 April	1,326,989	1,568,113	1,568,113	0
169,392	Transfer from Provisions and Reserves	0	0	0	0
81,964	VAT Refund re Car Parks	0	0	0	0
(791,671)	Contribution from GF Balances	(16,527)	(309,787)	(146,461)	(163,326)
1,568,113	Balance c/f at 31 March	1,310,462	1,258,326	1,421,652	(163,326)

Appendix B

**TAUNTON DEANE BOROUGH COUNCIL
HOUSING REVENUE ACCOUNT 2004/05**

	Original Estimate 2004/05 £	Current Estimate 2004/05 £	Actual 2004/05 £	Variance £
	(1)	(2)	(3)	(4)
Income				
Dwelling Rents	15,935,200	15,935,200	15,954,726	19,526
Non Dwelling Rents	399,030	399,030	432,724	33,694
Charges for Services/Facilities	373,610	373,610	387,407	13,797
Contribution towards expenditure	179,900	179,900	213,363	33,463
Government Subsidy	(3,843,370)	(4,181,770)	(4,195,790)	(14,020)
Subsidy-Housing Defects Act	239,360	239,360	239,360	0
Net Supporting People Windfall	200,000	450,000	442,050	(7,950)
Total Income	13,483,730	13,395,330	13,473,840	78,510
Expenditure				
Management General	3,624,140	3,631,860	3,603,404	(28,456)
Maintenance	4,685,780	4,711,820	4,583,979	(127,841)
Rent Rebates – contribution to GF	138,140	138,140	68,418	(69,722)
Provision for Bad Debt	15,000	15,000	(28,399)	(43,399)
Capital Charges-interest	10,428,420	10,428,420	11,995,092	1,566,672
Capital Charges-depreciation	3,288,690	3,288,690	3,288,719	29
Debt Management expenses	25,680	25,680	60,077	34,397
Total Expenditure	22,205,850	22,239,610	23,571,290	1,331,680
Net Expenditure	8,722,120	8,844,280	10,097,450	1,253,170
Capital Charges-interest	(10,428,420)	(10,428,420)	(11,995,092)	(1,566,672)
Loan Charges-interest	1,029,200	889,720	844,885	(44,835)
Interest Receivable	(76,520)	(87,310)	(137,745)	(50,435)
Net Operating Expenditure	(753,620)	(781,730)	(1,190,502)	(408,772)
Appropriations				
Transfer to Stock Options Reserve	400,000	400,000	400,000	0
Revenue Contributions to Capital	224,300	224,300	257,340	33,040
(Surplus)/Deficit	(129,320)	(157,430)	(533,162)	(375,732)

Working Balance

Balance b/f 1/4/2004	1,546,160	1,752,479	1,752,479	0
Net surplus 2004/05	129,320	157,430	533,162	375,732
Balance c/f 31/3/2005	1,675,480	1,909,909	2,285,641	375,732

CORPORATE STRATEGY ACTION PLAN – 2004/05 UPDATE

ECONOMY

Key Actions and Milestones	Progress to 31 st March 2005
OBJECTIVE Ec1: Deliver the Vision for Taunton On Course ☺	
<p>Relocate Taunton Livestock and Produce Markets</p> <p>2004/05 Identify and address state aid issues, seeking ruling from the European Commission if appropriate</p> <p>2005/06 Relocate Livestock and Produce Markets</p>	<p>The planning application and environmental impact assessment for the proposed new livestock market is now complete and being consulted upon with a view to taking a report to the planning committee in May 2005.</p> <p>The State Aid issues have been overcome and a further meeting with Taunton Market Auctioneers to resolve outstanding delivery issues has been held and further discussions are ongoing to agree the detailed basis for any Council involvement in the relocation. A report will be submitted to the newly constituted joint officer member vision group by May 2005.</p>
<p>Agree Urban Design Framework (including 'Masterplans' for key sites) and Urban Extension Study to guide the long term development of Taunton as a Principal Urban Area</p> <p>2004/05 Urban Design Framework (UDF) and Urban Extension Study (UES) agreed</p> <p>Tangier & Firepool Masterplans adopted as Supplementary Planning Guidance (SPG)</p> <p>Work with Partners to ensure that plans for a 'cultural quarter' in Taunton are included within the Urban Design Framework</p>	<p>The Executive agreed the UDF and Taunton Design Code in December 04. All the areas of major change in the UDF will be covered in an Area Action Plan for Taunton town centre to be submitted by the end of December 05. There was further consultation on the Urban Extension Study options as part of the Taunton Sub Area Study during January and February 05.</p>

Key Actions and Milestones	Progress to 31 st March 2005
<p>Begin the re-development of key Taunton sites</p> <p>2005/06 Re-development begins in Tangier and Firepool, following adoption as SPG</p> <p>Re-development of Taunton's 'retail heart' area begins</p>	<p>Project Planning is taking place to redevelop Tangier and Firepool and Taunton's 'retail heart'. We have held detailed discussions with the RDA about the redevelopment of the existing cattle market site on a joint venture basis and discussions are ongoing with the owners of the old market centre about bringing forward retail proposals.</p> <p>Abbey Manor Developments will begin highways work on site at Firepool (East Yard) in June 2005. A shadow delivery team is now in place and will take the lead on progressing key issues until the permanent delivery team is in post later this year. Funding for this dedicated resource has been secured from each of the three main delivery partners.</p>
<p>Market and promote Taunton as the natural capital of SW and centre for regional governance</p> <p>2004/05 Target appropriate Government departments to relocate to Taunton as part of the ongoing Lyons review about Government decentralisation</p> <p>Produce high quality promotional material about Taunton, aimed at potential investors and developers</p>	<p>We are continuing to lobby government departments to relocate to Taunton as part of the Lyons review. The RDA has marketed Taunton as one of 6 sites in the South West suitable for the relocation of government departments. We have also produced our own high quality promotional brochure specific to Taunton.</p> <p>We have been awarded Business Council of the Year 2004/05 by Business Britain magazine. Taunton has hosted an event in February 2005 aimed at attracting Government Departments and Executive Agencies, which proved successful, and a further event is being planned for June 2005. In the meantime, specific leads with individual organisations are being followed.</p>

Key Actions and Milestones	Progress to 31 st March 2005
OBJECTIVE Ec2: Encourage businesses to start up and grow in Taunton Deane On Course ☺	
<p>Ensure that sites and infrastructure are made available for business development in Taunton Deane</p> <p>2004/05 Conduct detailed assessment of business land and premises requirements</p> <p>Explore alternative funding mechanisms for provision of small business start up units in Blackdown Business Park, Wellington</p> <p>Dispose of remaining site at Broadgauge Business Park, Bishops Lydeard, for appropriate business use</p>	<p>A survey assessing business land and premises requirements has been completed and a report submitted to the February meeting of Strategic Planning and Transportation and Economic Development Panel (SPTED). A seminar with local landowners/agents and developers is being arranged for June 2005 to explore the issues raised and how we can work together to address some of the highlighted problems.</p> <p>Work to explore funding mechanisms for the provision of small business start up units at Blackdown Business Park, Wellington has been completed. The Executive have agreed that we should progress this scheme. We are in current discussions with landowners/developers regarding assisting in the bringing forward of allocated sites at Wiveliscombe, Chelston House Farm and Priorswood.</p> <p>The County Council have agreed to be involved in a joint venture to bring forward the land at Wiveliscombe.</p>
<p>Work with the Taunton Town Centre Partnership and others to establish a “Business Improvement District” (BID)</p> <p>2004/05 Seek support of Taunton Deane LSP</p> <p>Consult residents and businesses on BID concept</p> <p>Prepare business plan for BID implementation</p> <p>2005/06 Ballot of affected businesses on costs of BID</p> <p>2006/07 Contracts let to deliver BID</p>	<p>A report was taken to the LSP in June 2004 where they agreed to support the proposal and have allocated £5,000 towards it. We are currently at the research and investigation stage, identifying how best to set up a company and speaking to other towns in the pilot scheme. We hope to consult residents and businesses on the BID concept in the Spring 2005. We have now identified a lead director to support this project.</p>

Key Actions and Milestones	Progress to 31 st March 2005
OBJECTIVE Ec3: Target Resources to places in Taunton Deane that are in greatest need <p style="text-align: right;">On Course ☺</p>	
<p>Support business start ups and social enterprise initiatives in rural and urban areas of greatest need, maximising opportunities to bring in external funding</p> <p>2004/05 Develop a coherent view of what we want to achieve, with local partners, in North Taunton and Taunton East</p>	<p>In partnership with the RDA, we aim to develop a coherent view of what we want to achieve, with local partners, in North Taunton and Taunton East. We have received money from the LSP towards further feasibility work in these enterprise areas and a brief has been drawn up which is currently out to tender.</p> <p>We have made a bid to the RDA and a decision will be made on this in Spring 2005. We have agreed to dispose of land at Bindon Road in exchange for seven new business start-up units for rental to local businesses. A consultant has been appointed to look at the best way of achieving new community facilities in North Taunton and his final report is expected by May 2005.</p>
OBJECTIVE Ec4: Promote the growth of tourism based on Taunton Deane's unique heritage and identity <p style="text-align: right;">On Course ☺</p>	
<p>Improve the quality, scope and reach of existing tourism promotion by working in partnership with South West Tourism, Visit Britain and other agencies</p> <p>2004/05 Improve tourism website</p> <p>Identify scope for joint promotional material</p> <p>Produce new Tourism Strategy</p>	<p>Improvements have been made to the tourism website. Recent achievements include producing the 'Taunton Deane eating out guide' and 'Taunton heritage trail' leaflet. Work is ongoing to explore how we can best benefit from South West Tourism's 10 year regional plan for tourism in the South-West.</p>

Key Actions and Milestones	Progress to 31 st March 2005
<p data-bbox="108 297 742 367">Work in partnership to create new tourist attractions in Taunton Deane</p> <p data-bbox="108 409 710 479">Aspirational – no milestones developed at this stage</p>	<p data-bbox="783 297 1437 555">We are exploring a number of options on proposals to develop a tourist attraction in Taunton Deane. These include developing the West Somerset Railway, creating an ‘urban arboretum’ developing a ‘history of the ancients’ attraction in Taunton Deane and the possibility of an historic themed village.</p> <p data-bbox="783 595 1437 772">Detailed meetings with the promoters of the former two proposals have been held and further work is ongoing. The promoter of the latter proposal is meeting with the Council before the end of April 2005.</p>

TRANSPORT

Key Actions and Milestones	Progress to 31 st March 2005
OBJECTIVE T1: Work with the County Council and others to tackle local transport priorities <p style="text-align: right;">On Course ☺</p>	
<p>Press the Government and regional agencies to upgrade the A358 to dual carriageway status and improve Junction 25 of the M5</p> <p>2004/05 Government decision expected in April 2004</p>	<p>The Transport Minister has decided to dual the A358 between Ilminster and Taunton with free flow connections to the M5 and A303.</p>
<p>Support works to relieve traffic congestion</p> <p>2004/05 Press Somerset County Council (SCC) to include major new transport infrastructure within the Taunton Transport Strategy Review (TTSR)</p>	<p>The County Council has agreed the Taunton Transport Strategy Review and second Local Transport Plan (LTP), which includes two new major transport schemes that will facilitate the regeneration of key sites in the town centre. The Northern Inner Distributor Road will facilitate the regeneration of Firepool and provide an east/west link. Furthermore, the Third Way will link Wellington Road with Bridge Street.</p>
<p>Prepare a scheme to develop a new Local Development Framework for Taunton Deane, superseding the Local Plan</p> <p>2006/07 Scheme completed</p>	<p>A draft Local Development Scheme has been submitted for comment to the Government Office South West (GOSW) and has now been approved.</p>
<p>Complete a bridge over the Silk Mills level crossing (Taunton) with associated park and ride site</p> <p>2006/07 Bridge completed and Park and Ride in operation</p>	<p>Work is progressing well with an anticipated completion in Dec 2005. The park and ride scheme is due to commence following completion of the works.</p>
<p>Establish a Park and Ride site east of Taunton</p> <p>2007/08 Park and Ride operational</p>	<p>Now that the Transport Minister has decided to improve the A358 rather than the A303 across the Blackdown Hills, the County Council has commenced design work on the Park & Ride proposal.</p>

CRIME & DISORDER

Key Actions and Milestones	Progress to 31 st March 2005
<p>OBJECTIVE C1: Target anti-social behaviour in our communities On Course ☺</p>	
<p>Implement ‘Acceptable Behaviour Contracts’ (ABCs) and ‘Anti-Social Behaviour Orders’ (ASBOs) to deal with persistent nuisance offenders</p> <p>2004/05 To implement the protocol agreed for ABCs and ASBOs with individuals as appropriate</p>	<p>Protocols for ABCs and ASBOs are now in place and being used. A two-year ASBO was recently placed on a youth in Priorswood and received a lot of publicity in the local press. It is hoped that this will directly reduce crime and anti-social behaviour in this area. Several other ASBO’s are currently in place as part of a range of measures aimed at tackling anti social behaviour.</p> <p>A dedicated Anti-Social Behaviour Co-ordinator started in Jan 05 to undertake daily patrols and respond to ASB complaints.</p>
<p>Introduce a relocatable CCTV system for use at locations across Taunton Deane</p> <p>2004/05 Purchase equipment and implement project by end of 2004</p>	<p>The re-locatable CCTV system has now been purchased and Wellington Sports Centre has been identified as the pilot site. The CCTV system will be operating at the pilot site by June 2005. A protocol will then be produced to implement the system prior to running the system live.</p>
<p>Provide targeted programmes of sporting activities for young people at risk of offending</p> <p>2004/05 Deliver a comprehensive programme of youth diversionary activities in partnership with other agencies as appropriate</p> <p>2005/06 Review and extend programme as appropriate</p>	<p>Working in partnership, we have delivered a weekly teenager diversionary action programme, which commenced in June 2004 at Wellsprings Sports Centre. We also delivered a holiday activity programme during the Summer 2004. Both of these programmes have received commendations from the police who have stated that levels of youth offences reduced over this summer period. The council is working with Vibe Sport to augment youth provision.</p>

Key Actions and Milestones	Progress to 31 st March 2005
<p>Establish new Council arrangements for handling statutory liquor licensing reforms</p> <p>2004/05 Licensing Committee established</p> <p>Licensing Act in force – Committee able to issue licenses to new applicants</p> <p>2005/06 All active licenses need to be administered by TDBC</p>	<p>The new Licensing Act came into force in February 2005. The Licensing Committee was formed on the 24th February 2005 and it has been proposed that all new and old licensing functions should be re-delegated to the new committee. The role of the Licensing Committee is to resolve any objections that may be raised to the issue of licences.</p>
<p>Work with the Avon and Somerset Constabulary and others to secure a sustainable future for Parish and Neighbourhood Warden Schemes in Taunton Deane</p> <p>2004/05 Transfer of Wardens to Police Community Support Officers (PCSOs) in Wellington, West Deane, North and East Taunton</p> <p>2005/06 Work with partners to establish feasibility of widening geographical coverage of PCSOs/wardens</p>	<p>All wardens have been transferred across to Police Community Support Officers (PCSOs) and Taunton Deane's contribution to funding has been agreed until 2007/8.</p>
<p>Introduce a roving park warden scheme</p> <p>2004/05 Feasibility study to be carried out by end of 2004</p> <p>2005/06 Implement programme</p>	<p>A pilot scheme ran in July 2004, and the decision was made not to run the scheme again in this format. Meetings with Tone Leisure have been arranged to consider an alternative for summer 2005.</p>

OBJECTIVE C2: Use our influence in all that we do to reduce crime and disorder

Off Course ☹

Prepare a corporate strategy for all of our services to play their part in reducing crime and disorder

2004/05

Strategy prepared with input from all relevant services

No further progress to date. Heads Plans were completed at the end of 2004/05, however Section 17 of the Crime and Disorder Act had not been included. Heads Plans will become effective from 2005/06.

HEALTH

Key Actions and Milestones	Progress to 31 st March 2005
OBJECTIVE H1: Enable the building of more social housing Off Course ☹	
<p>Enable the building of more social housing</p> <p>2004/05 Target 131 social housing units to be built each year from 2004-2007</p> <p>Establish longer term social housing target with Planning Policy</p>	<p>We have a target of enabling a total of 1,310 new build social housing units between 2002 and 2011 at an average of 131 units per annum. We have achieved at the end of Mar 05 a total of 185 social houses built since 2002. However, in 2004/05 we have completed a total of 48. We have therefore not met our target for this year.</p> <p>In Feb 2005 the results of a new Housing Needs Survey will provide updated social housing targets and the gap between requirements and what we currently provide could widen. 80% of affordable housing relies on Section 106 agreements through Planning. Long term prospects for social housing units until 2010 are reasonable.</p>
OBJECTIVE H2: Reduce homelessness in Taunton Deane On Course ☺	
<p>Ensure that no families are living in B&B accommodation from April 2004</p> <p>2004/05 Review and amend Homelessness Strategy</p>	<p>We are still meeting our six-week target based on the government's statutory instrument SI 3326 for homelessness. The Homelessness Strategy was reviewed in Jan 2004 and Jan 2005. Following the latest review, a Homelessness Strategy Day has been arranged to address key problems.</p> <p>We have a statutory performance indicator, which measures the average length of stay in Bed and Breakfast Accommodation (BV 183a). In the financial year 2004/05 we have achieved an average 3 week stay.</p>

OBJECTIVE H3: Enable improvements and adaptations to help vulnerable people live in their own homes **On Course ☺**

Set up a Home Improvement Agency

2004/05

to establish a Home Improvement Agency

2005/06

Ensure the agency is up and running

The development of the Home Improvement Agency was unavoidably delayed in the last financial year due to the Stock Options and Housing Restructuring work, which prevented recruitment of new staff for the Home Aid Partnership, the new joint Home Improvement Agency initiative with South Somerset District Council.

In April 2005 Officers commenced recruitment of 3 new staff for the Agency and these posts should be filled in the next few months. It is anticipated that the Agency will be fully staffed and working effectively by the summer of 2005. Two of the 3 posts will initially be on 2 year fixed term contracts but it is anticipated that they may, subject to the availability of funding, become fulltime posts.

OBJECTIVE H4: Reduce 'fuel poverty' in vulnerable households in Taunton Deane by 30% over the period 1995 – 2010 **On Course ☺**

Launch a campaign to increase take up of grants available to tackle fuel poverty among eligible groups

2004/05

Campaign launched and generating increased grant take up

The Somerset Warm and Well scheme has achieved 171 installations since its launch in April 2004. This is a significant improvement on the previous years achievements with the Deane Warmth scheme, which achieved just 52 installations in the same time frame. The scheme has also brought in over £12,000 of householder contributions and £23,000 of Energy Efficiency Commitment funding from Scottish Power.

ENVIRONMENT

Key Actions and Milestones	Progress to 31 st March 2005
OBJECTIVE En1: Increase the household waste recycling rate to 34% by 2005/06 On Course ☺	
<p>Encourage 38,000 households to use the kerbside recycling scheme and 90% of households to use the organics waste collection service</p>	<p>The services are being strongly promoted through the Somerset Waste Partnerships' 'Wake up to Waste' campaign.</p> <p>The kerbside recycling service was expanded in August 2004 and is now available to 95% of the Borough. The total recycling rate for the Borough has increased to 20.8%. The organic waste collection service is also proving popular with 32 more garden waste being collected per month this year than last year.</p> <p>This action should show the level of household waste being recycled rather than the level of households using the service.</p>
<p>Introduce kerbside collection of glass for recycling</p> <p>2004/05 Additional 24,500 households included in kerbside glass recycling (current number is 13,500)</p> <p>2005/06 98% of households to have access to kerbside recycling (incl glass)</p>	<p>The kerbside collection service is now available throughout the Borough. The range of materials collected has been increased to include glass, paper, cans, textiles, engine oil, car batteries and telephone directories.</p>
OBJECTIVE En2: Protect and enhance our environment On Course ☺	
<p>Promote Taunton as "Tree Town of the South West"</p> <p>2004/05 Website launched</p> <p>Five tree trails open to the public</p>	<p>The launch of the 'Tree Town of the South West' website has been put back until end of April 05 because of staff sick leave. Two of the trail leaflets have been completed and a further two are currently in draft, due for completion in June 05. Work has been delayed due to consultation with Tree Wardens and sponsorship arrangements.</p>

Key Actions and Milestones	Progress to 31 st March 2005
<p>Implement our Bio-diversity Action Plan to conserve Taunton Deane's natural habitats, wildlife and plant species</p> <p>2004/05 Launch website</p> <p>Hold annual meeting of partners</p>	<p>We are progressing the Bio-diversity web site launch as planned. A date for the annual meeting of partners has still to be set.</p>
<p>Maintain a high standard of street cleanliness throughout Taunton Deane, with targeted improvements in priority areas, as part of our 'Crisp and Clean' policy</p> <p>2004/05 Review all aspects of Council work in this area</p>	<p>In collecting BVPI 199, we randomly inspect a representative cross-section of over 300 sites every 4 months. This performance indicator is influencing how the service is being delivered in order to target and identify improvement throughout Taunton Deane. Improvement has been made overall this year, with plans for 2005 to target areas with the lowest improvement.</p> <p>The guidance for the calculation of this indicator from 2005/06 has been updated by the ODPM, and now requires local authorities to report on levels of graffiti, fly-posting and fly-tipping.</p>
<p>Work with the newly established Partnership to clean up the River Tone environment in Taunton</p> <p>2004/05 Promotional leaflet circulated</p>	<p>The first clean up took place in May 2004, removing 30 cubic metres of rubbish. The River Tone Partnership carried out a second clean up of the river and banks in July and a third in March 2005. A further clean up of the River Tone is planned for the summer of 2005. The option of more regular clean-ups of the River Tone is being looked at as part of the 'Crisp and Clean' initiative.</p>
<p>Manage our parks and open spaces to Green Flag Award standards</p> <p>2004-07 One additional park submitted to the award each year over the period 2004-07</p>	<p>Vivary and Wellington Parks have both been awarded the Green Flag Award. Wellington Park has also been awarded the Heritage Flag. An application has been submitted for Victoria Park. The judging of these awards will take place in May 05, with the announcements taking place in July 05.</p>

Key Actions and Milestones	Progress to 31 st March 2005
<p>Work in partnership to complete a flood alleviation scheme for Norton Fitzwarren</p> <p>2004/05 Make the case to Planning Inspectorate for developer funding</p> <p>Agree way forward with developers</p> <p>2006/07 Scheme completed</p>	<p>Negotiations are still progressing in order to facilitate construction of the necessary works.</p>
<p>Develop and deliver a Green Spaces Strategy for the Borough</p> <p>2004/05 Adoption by members in April 2004</p> <p>2005/06 Roll out Action Plan following Member adoption</p>	<p>Members adopted the Strategy in April 2004. The action plan was approved by the Health and Leisure Panel in July 2004. Actions carried out so far include:</p> <ul style="list-style-type: none"> • s106 to secure new community park and football pitches • Management plans written for 3 parks • Promotion of the service (Green Flag award ceremony) • Rolling out of name boards • Establishment of area maintenance teams • Wellington Skate park • Investment plan written for improving open spaces <p>Other work on the Action Plan is ongoing.</p>

DELIVERY

Key Actions and Milestones	Progress to 31 st March 2005
OBJECTIVE D1: Deliver high quality services at a sustainable cost On Course ☺	
<p>Produce a medium term budget which balances spending on priority areas with available resources</p> <p>2004/05 Agree priority service areas for next 3 years</p>	<p>The Executive identified and agreed priority service areas for the next three years. Draft savings targets were issued to Heads of Service who provided delivery plans.</p> <p>The Executive have now produced their budget proposals for consideration by the Review Board and this was agreed in Feb 2005. We are currently updating the Medium Term Financial Plan to formulate the budget strategy for 2006/07 onwards and to ensure we are still on track for future years.</p>
OBJECTIVE D2: To focus performance management and effort in our high priority areas On Course ☺	
<p>To ensure that all staff are participating in the Council's Performance Review and Employee Development Scheme (PREDS)</p>	<p>Evidence from Investors in People (IIP) assessment and the Comprehensive Performance Assessment (CPA) shows that coverage is comprehensive, and we continue to monitor this closely. All managers have been asked to confirm the status of completed PRED's for staff. A full report will be completed for CMT in May 05.</p>
<p>To ensure that every Service Unit has a current service plan and associated training plan</p>	<p>Rolling three year Heads Plans have been developed and will be considered by CMT on 25th April 05.</p> <p>99% of training plans have now been completed at the end of March 2005. Plans will be monitored closely for consistency.</p>
<p>To ensure that the Corporate Priorities are regularly monitored and reviewed by CMT and members</p>	<p>Progress against the Corporate Strategy and PI's is collected through the performance management system and reported quarterly together with budget monitoring quarterly to CMT, Executive Members and the Review Board.</p>

Key Actions and Milestones	Progress to 31 st March 2005
OBJECTIVE D3: Work in partnership to deliver shared priorities On Course ☺	
<p>To play a lead role in implementing reviewed arrangements for the Taunton Deane LSP</p> <p>2004/05 'Core and Associate' LSP members model operating successfully</p> <p>Agreement of top priorities for LSP</p> <p>Delivery plan for Community Strategy prepared</p> <p>2005/06 2nd Community Strategy for Taunton Deane prepared</p>	<p>The 'Core and Associate' LSP members model is working successfully.</p> <p>The Delivery Plan for the Community Strategy has been completed in 2004/05 and discussed with the LSP. The LSP have also agreed its top priorities.</p> <p>The LSP development day took place in Jan 2005, and included reviewing 'fit for purpose' in developing the Local Area Agreements (LAAs). This is progressing well.</p>
OBJECTIVE D4: To meet our statutory requirements On Course ☺	
<p>Prioritise (during 2004/05) those statutory areas where additional resources/attention are warranted</p>	<p>Full Council have agreed a Financial Strategy over the medium term. Heads of Service devised delivery plans to meet savings targets. 'Profile of Services' has been debated by councillors at Review Board, and agreed by Executive. Savings targets for 05/06 budget setting were focussed on the agreed profile of services to address the budget deficit. The profile of services will be used again when formulating the budget strategy for 2006/07.</p>
OBJECTIVE D5: Develop, motivate and empower our own staff to reach their full potential On Course ☺	
<p>Achieve the "Investors in People" (IIP) standard</p> <p>2004/05 Achieve the IIP standard in May 2004</p>	<p>Since achieving the Standard in May 2004, we have continued to work on consolidating the improvements to management practices. The IIP group continues to meet quarterly and progress is being made towards several developments that will improve consistency and help to make the next assessment in November 2005 successful.</p>

Key Actions and Milestones	Progress to 31 st March 2005
<p>Implement the Council's Healthy Workplace Strategy</p> <p>2004/05 Have a Strategy and Action Plan in place by April 2005</p>	<p>Various activities to encourage staff to lead a healthy lifestyle have now been started and other elements of the plan are under review. The Get Active campaign has started which aims to encourage staff to take more physical activity. There has also been a Smoking Cessation Group and a Healthy Eating presentation.</p>
<p>OBJECTIVE D6: Respond to customers' needs and promote equality of opportunity in all that we do On Course ☺</p>	
<p>Make steady progress along the Equality Standard for Local Government</p> <p>2004/05: Level 1 2005/06: Level 2 2006/07: Level 3 2007/08: Level 4 2008/09: Level 5</p>	<p>An Equalities Policy has been adopted and training for staff, managers and councillors has now been completed. The new Equalities Officer started in post in October 2004. Equality Impact Assessments are progressing well as a requirement of the Race Equality Scheme.</p> <p>We have met 'Level 1' of the Equalities Standard in 2004/05, and currently working on achieving Level 2 by March 2006.</p>
<p>OBJECTIVE D7: Improve access to Council information and services On Course ☺</p>	
<p>Launch 'Customer Services' initiative</p> <p>2004/05 Customer Services telephone service launched for 10 'most called upon' public services in April 2004</p> <p>2005/06 80% of all telephone calls to TDBC handled without onward referral</p>	<p>The Customer Services telephone service has been launched for the 10 'most called upon' public services from April 2004. We will be further improving the existing service as well as developing all other service areas, by the end of 2005.</p> <p>The Customer Services telephone service is currently dealing with approximately 50% of all calls without onward referral. Environmental Health services are being developed for implementation during the 2nd Quarter of 2005. Other services are also being looked at for development.</p>

Key Actions and Milestones	Progress to 31 st March 2005
<p>Increase opportunities for electronic access to Council services</p> <p>2004/05 91% of appropriate services enabled for electronic delivery</p> <p>2005/06 100% of appropriate services enabled for electronic delivery</p>	<p>We have set a target of 91% of appropriate services being enabled for electronic delivery for 2004/05 and have achieved 79% therefore missing our target for the year.</p> <p>This target has been missed due to changes to the definition for calculation of BV 157 based on the ESD Toolkit. Furthermore, the retirement of the E-Government Manager and the decision not to replace this post, has also resulted in a short term impact on achievement of this target.</p>
<p>Implement the Council's Communications Strategy</p> <p>2004/05 Strategy approved in 2004</p>	<p>The Review Board approved the strategy in Feb 04. The Publications Audit has been completed and Media Monitoring is now in place. Consultation regarding the draft Style Guide is currently underway and the Plain English Project has been started.</p>
<p>Complete a review of the Council's methods of service delivery in future</p> <p>2004/05 Review completed</p>	<p>The Executive and CMT have agreed a broad policy direction on the development of a 10 year vision for customer access to services. A project team will take this forward in 2005/06.</p>

MONITORING OF 2004/05 STATUTORY AND LOCAL PI'S

Details of Indicators Off-Target

BV 1b - By when will a full review of the community strategy be completed? If such a review was scheduled for this year, was it completed on time?

Target: June 05	2003/04: June 05	Apr – Mar 05: Dec 2005
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Performance against this indicator has slipped due to the LSP focussing effort on preparations in advance of a possible Local Area Agreement for Somerset. A performance report against the objectives of the Community Strategy has however been completed and is available from the LSP website. The review date for the Community Strategy has been moved back to June 2006, this will not affect the overall timetable for updating the document.

BV 8 - The percentage of invoices for commercial goods and services, which were paid by the authority within 30 days of such invoices being received by the authority

Target: 100%	2003/04: 96.0%	Apr – Mar 05: 97.0%
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There is a statutory government target of 100% for this PI. Where failure occurs the relevant manager is reminded of their responsibilities to promptly pass invoices forward for payment and notifying them of the statutory target. However, performance has improved slightly from last year.

BV 10 – The percentage of non-domestic rates due for the financial year which were received by the authority

Target: 99.0%	2003/04: 98.5%	Apr – Mar 05: 98.8%
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Payment dates for Council Tax and NDR have both been brought forward for 2004/05. Our in year collection rate represents a significant improvement on the previous financial years. The target has been missed by 0.2% due to a number of high balance accounts remaining outstanding at the end of the 2004/05.

BV 11b - The percentage of top 5 % of earners from black and minority ethnic communities

Target: 2.5%	2003/04: 0%	Apr – Mar 05: 0%
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All future staff vacancies will be advertised in the Somerset Racial Equality Council (SREC) publication. This is delivered to 150 minority and hard to reach groups in Somerset and will help attract people from these groups to apply for Council positions. In addition, the Council's recruitment practices are to undergo an Equality Impact Assessment to ascertain whether practices need to be changed in any way.

BV 12 – The proportion of working days / shifts lost to sickness absence

Target: 9.5 days	2003/04: 10.2 days	Apr – Mar 05: 12.6 days
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Longer-term sickness has risen slightly and we anticipate that we will not meet our annual target. Sickness figures will now be reported to managers monthly for closer scrutiny. Heads of Service will be asked to review high levels or increases in sickness within service units. Additionally, the council is launching a policy for reducing and managing stress at work, which is expected to reduce sickness absence in this particular area. Other initiatives such as referrals for specific health problems and our investment in an HSE pilot scheme are planned.

BV 14 – The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force

Target: 0.5%	2003/04: 0.2%	Apr – Mar 05: 0.68%
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The large number of organisational restructures has resulted in a disproportionate number of early retirements. The restructures themselves will have led to greater efficiency, and in some cases

BV 16.1 – The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition

Target: 3.5%	2003/04: 3.3%	Apr – Mar 05: 2.1%
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The Council's recruitment practices are about to undergo an Equalities Impact Assessment to ascertain whether practices need to be changed.

BV 17.1 – The percentage of local authority employees from minority ethnic communities

Target: 1.5%	2003/04: 1.0%	Apr – Mar 05: 1.35%
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All future staff vacancies will be advertised in the Somerset Racial Equality Council (SREC) publication. This is delivered to 150 minority and hard to reach groups in Somerset and will help attract people from these groups to apply for Council positions. In addition, the Council's recruitment practices are to undergo an Equality Impact Assessment to ascertain whether practices need to be changed in any way.

BV 62 – The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority

Target: 10.0%	2003/04: 9.6%	Apr – Mar 05: 7.8%
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We under-performed in Quarter 1 due to the additional pressure put on staff to complete jobs in the last quarter of 2003/2004. Grant completions in Quarter 1 tend to be slow because of the pressure put on grant applicants to complete works before the end of the financial year. This shortfall has therefore affected our performance in 2004/2005.

BV 76.2 – The number of fraud investigators employed, per 1,000 caseload

Target: 0.45	2003/04: 0.45	Apr – Mar 05: 0.32
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The Fraud Investigation Manager resigned from post earlier in the year. In terms of 'economy of scale' our results as reported in BV 76.1 show performance has improved with less staff. Staffing levels will be reviewed in June 2005 to ensure we continue to tackle fraud effectively, but also providing value for money in terms of the resources we use to assist us in our aims.

BV 76.3 - The number of fraud investigations, per 1,000 caseload

Target: 30.0	2003/04: 31.2	Apr – Mar 05: 18.95
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BV 76.4 - The number of prosecutions and sanctions, per 1,000 caseload

Target: 4.50	2003/04: 4.45	Apr – Mar 05: 3.42
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Our decline in performance is consistent with the reduced level of staff within the Fraud Investigations Unit. Staffing levels will be reviewed in June 2005 to ensure we continue to tackle fraud effectively, but also providing value for money in terms of the resources we use to assist us in our aims.

BV 79.2 – The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year

Target: 45.0%	2003/04: 36.7%	Apr – Mar 05: 33.9%
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The level of overpayment debt raised was higher than expected due to the success of the new interventions regime where large overpayments were identified. We have raised more overpayments than expected during the year, therefore increasing the amount of overpayments outstanding. This has resulted in our performance falling below our annual target.

BV 82.1 - Percentage of the total tonnage of household waste arisings which have been recycled.

Target: 18.2%	2003/04: 14.5%	Apr – Mar 05: 16.9
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BV 82.2 – Percentage of the total tonnage of household waste arisings which have been sent for composting or for treatment by anaerobic digestion.

Target: 7.5%	2003/04: 3.2%	Apr – Mar 05: 3.9
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With the delay in implementing the new refuse and recycling services (Sort It!) this has resulted in our performance failing to meet the annual targets. This service will now include recycling food waste and increasing the take up of garden waste collections as well as reducing the amount of residual waste landfilled. The new refuse and recycling services will be rolled out throughout the Borough over the current financial year.

BV 109.1 – Percentage of planning applications determined in line with Governments new development control targets to determine: (a) 60% of major applications in 13 weeks

Target: 87.0%	2003/04: 86.7%	Apr – Mar 05: 80.7%
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BV 109.2 – Percentage of planning applications determined in line with Governments new development control targets to determine: (a) 65% of minor applications in 8 weeks

Target: 79.0%	2003/04: 78.0%	Apr – Mar 05: 75.0%
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Our performance in year is affected by the overall number of planning applications received which has increased by 2.7%. Our performance therefore means we have missed our annual target, however we continue to exceed the requirements of the government's new development control targets. Future targets will be reduced as the caseload per officer remains in excess of what is regarded to be a sustainable level.

BV 127 – Violent offences committed, per 1,000 population:

BV127.1 - By a stranger

Target: 6.9	2003/04: 7.1	Apr – Mar 05: 7.1
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BV 127.2 – In a public place

Target: 9.6	2003/04: 9.9	Apr – Mar 05: 10.5
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BV 127.3 – In connection with licensed premises

Target: 2.0	2003/04: 2.1	Apr – Mar 05: 2.2
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BV 127.4 – Under the influence

Target: 1.9	2003/04: 2.0	Apr – Mar 05: 2.7
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These results represent performance in 2004/05. Violent crime is on an upward trend nationally, and this is also reflected locally. Violent crime encompasses many things that are not necessarily direct physical attacks on the person, such as harassment (including by mobile phone text and email) and possession of an offensive weapon. The council are committed to reducing violent crime and will monitor closely the government's violent crime bill to ensure that we comply fully with new legislation and are proactive in bringing in new initiatives to tackle the problem.

BV 128.1 – Vehicle crimes per 1,000 population

Target: 10.6	2003/04: 11.0	Apr – Mar 05: 10.8
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Vehicle crime has reduced slightly on the year, but not as much as was hoped. It has however, decreased significantly in recent years. Vehicle crime is a volume crime and forms part of the target for an overall reduction in crime of 15% by 2008 set within the Somerset Crime Reduction and drugs Strategy 2005-08. Progress is expected on this in the coming years.

BV 156 – Percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people

Target: 59%	2003/04: 55%	Apr – Mar 05: 55%
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Staffing levels and the restructure of the housing department have all contributed to the level of authority buildings open to the public that are suitable for and accessible to disabled people. We continue to ensure authority buildings are compliant for disabled people, however work currently on new buildings does not meet the definition of this indicator.

BV 157 – The number of types in interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery

Target: 91%	2003/04: 60%	Apr – Mar 05: 79%
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With the retirement of the E-Government Manager and the decision taken not to replace this post, this has resulted in our performance falling below the target set for 2004/05. However, our performance against this indicator has significantly improved from the last year.

BV 179 - Percentage of land searches carried out in ten working days.

Target: 94.0%	2003/04: 30.2%	Apr – Mar 05: 71.2%
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Land Search applications were being held up within the building control section during Quarter 1. This has now been resolved and 99.8% of land searches in Quarter 4 met the ten-day target, however the poor first quarter means that we have not met our annual target.

BV 185 - Percentage of responsive (but not emergency) repairs during 2003/2004, for which the authority both made and kept an appointment

Target: 27.0%	2003/04: 19.4%	Apr – Mar 05: 20.52%
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Our performance in 2004/05 is measured from the level of responsive repairs where an appointment was made and kept by DLO staff. Contractor appointments made and kept are not currently recorded. Improvements are being made to the existing IT system in which will allow a more accurate figure to be reported against the requirements of this indicator.

LPI 30 – Percentage of tenants who have reported anti-social behaviour /neighbour nuisance in the past twelve months, satisfied with the service received.

Target: 73.0%	2003/04: 72.2%	Apr – Mar 05: 64%
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Our decline in performance has resulted due to the loss of a key member of staff who led performance in this area of work and whose post remained unfilled until the restructuring of housing department took place in April 2005, whereby the post has been deleted. With the additional resources allocated to Estates Management in the current financial year, our performance is expected to improve. We have however, not met our annual target.

LPI 51 – Percentage of abandoned vehicles removed from the public highway within two days of request.

Target: 72.0%	2003/04: 71.4%	Apr – Mar 05: 57.4%
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Current information has shown that the number of dangerous and abandoned vehicles has reduced, indicating a general improvement in local environmental quality and reducing costs to the authority and other agencies, such as the police and fire services.

This reduced volume is one of the reasons we have been unable to meet our annual target. In addition, the current high value of scrap metal also means there are less vehicles 'only fit for scrap' being abandoned. This results in vehicles reported to us tending to be newer and therefore taking longer to confirm whether abandoned or not, so increasing the overall removal time.

LPI 54 - Percentage variation of financial outturn against approved budget		
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Target: +/- 0.50%	2003/04: -2.13%	Apr – Mar 05: -1.49%
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Performance against this indicator is detailed in paragraph 3.3 of this report. In the main the major variation against current budget is due to additional estimated entitlement to housing benefit subsidy.		
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LPI 55 – Percentage of Audit Plan achieved		
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Target: 80%	2003/04: New Indicator	Apr – Mar 05: 75%
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Internal Audit Services have now been implemented and become part of the South West Audit Partnership. With the loss of a key member of staff and the increased level of enquiries surrounding Data Protection and Freedom of Information, this has resulted in performance falling short of the annual target. It is anticipated that work under this partnership will improve our performance against this indicator.		
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LPI 56 – Percentage of e-government national priority outcomes implemented to the ODPM criteria of “Good”		
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Target: 60%	2003/04: 16%	Apr – Mar 05: 56%
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Our performance against this indicator has fallen slightly short of the target due to our misinterpretation of the guidance that was clarified at a recent partnership meeting.		
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MONITORING OF LOCAL PUBLIC SERVICE AGREEMENT

PI No.	TAUNTON DEANE BC DISTRICT BASKET	Measure Type	2002/03 Base Year	2003/04	2004/05	2005/06	Improvement Shown as	Year 1	Year 2	Year 3	Weighting	Year 1	Year 2	Year 3
				Performance Year 1	Performance Year 2	Performance Year 3		2003/04	2004/05	2005/06		2003/04	2004/05	2005/06
								Perf. Index	Perf. Index	Perf. Index		Perf. Index	Perf. Index	Perf. Index
8	Percentage of Invoices paid within 30 days	%	96.20%	96.00%	97.00%	0.00%	Increase	0.998	1.008	-	14.29	14.2560	14.4045	-
9	Percentage of Council Tax Collected	%	97.80%	97.90%	98.10%	0.00%	Increase	1.001	1.003	-	14.29	14.3003	14.3295	-
66a	Local authority rent collection and arrears : proportion of rent collected	%	97.60%	97.80%	97.80%	0.00%	Increase	1.002	1.002	-	14.29	14.3150	14.3150	-
78a	Average time for processing a new claim	No.	31.10	28.68	22.97	0.00	Decrease	1.078	1.261	-	14.29	15.3973	18.0202	-
82a	Percentage of household waste arisings recycled	%	9.90%	14.50%	16.90%	0.00%	Increase	1.465	1.707	-	14.29	20.9235	24.3867	-
109a	Percentage of major planning applications carried out in 13 weeks	%	29.00%	86.70%	80.70%	0.00%	Increase	2.990	2.783	-	14.29	42.7094	39.7537	-
157	Percentage of interactions capable of electronic delivery which are delivered using paperless methods	%	50.00%	60.00%	79.00%	0.00%	Increase	1.200	1.580	-	14.29	17.1429	22.5714	-
Total		7									100.00	139.04	147.78	0.00