

APPENDIX A

PERFORMANCE INFORMATION (outputs and local performance indicators)

Agriculture	Year Ending 31/3/00
Number of small holdings	216
Total Area of Powys Managed Agricultural Land(ha)	4,900
Total Area of Common Land (ha)	75,518
Number of enforcement visits to livestock markets	600
Number of checks on vehicles transporting livestock	4,170
Number of complaints and enquiries received	190
Number of prosecutions taken	14
Community Leisure & Recreation	
Number of Libraries (including mobiles)	25
Number of Sports Centres	18
Number of Museums and attractions	9
Number of Youth Centres/Clubs	31
Number of Community Centres supported	108
Area of Parks/Open spaces Managed (ha)	54.64
Education	
Number of Primary Schools provided	108
Number of Primary School Pupils educated(January 1999)	11,626
Number of Secondary Schools provided	13
Number of Secondary School Pupils educated(January 1999)	8,454
Number of Special Schools provided	3
Number of Special School Pupils educated	130
Highways, Transport and Municipal Services	

Total Length of County Roads Maintained(km)	6,178
Total Length of Trunk Roads Maintained(km)	431
Number of Bridges Maintained on County Roads	1,887
Number of Bridges Maintained on Trunk Roads	275
Total Length of Public Rights of Way (km)	10,030
Number of Public Toilets	88
Number of Car Parks	31
Total Capacity of Car Parks	4,141
Number of Livestock Markets (sites owned by Powys)	7
Number of Street/Produce Markets	7
Number of subsidised Bus Routes	39
People in receipt of Concessionary Travel	11,429
Number of Cycling Proficiency Training Schemes	129
Number of pupils trained in cycling proficiency	1,563
Length of Cycle routes opened during 1999/2000 (km)	6,930
Total length of Cycle Paths (km)	15,930
Number of street lighting column maintained (County Roads)	12,256

Housing, Environmental Health and Trading Standards

Housing	
Number of Council houses provided	6,370
Number of valid housing renovation grant applications received	169
Number of housing renovation grant applications approved	236
Amount of housing renovation grants for which applications were approved	
Number of valid HMO grant applications	£4,213,288
Number of HMO grant applications approved	1
Amount of HMO grants for which applications were approved	3
Number of valid DFG grant applications	£95,546
Number of DFG grant applications approved	329
Amount of DFG grant for which applications were approved	331
Number of valid HRA grant applications	£1,296,510
Number of HRA grant applications received	297
Total of HRA grants paid during the quarter	340
Total grants	£414,510
	910

Environmental Health	
Number of complaints and service enquiries (excluding bulk refuse requests)	8,230
Percentage of complaints dealt with within target	86
Number of bulk refuse collections from domestic properties	12,556
Number of domestic properties receiving refuse collection service (as at 1/12/99)	56,129
Number of cemeteries managed	16
Number of burials	252
Number of stray dogs collected	386
Number of licences/registrations/permits issued	1,714
Number of registered food premises	2,119
Visits to high and medium risk premises as % of those that should have been carried out	67.1
Trading Standards	
Number of visits to high and medium risk premises	477
Visits to high and medium risk premises as % of those that should have been carried out	60
Number of food standards inspections (1999)	556
Number of licences issued	389
Number of prosecutions	36
Number of consumer complaints and enquiries received	3,270
Environmental issues	
Number of Recycling Bring sites	56
Number of Landfill sites	1
Joint Community Recycling Schemes	1
Number of Composting Units sold	140
Planning, Economic Development and Regeneration	
Number of planning applications determined	1600
Number of business premises let	164
Number of Business Connect Centres operated	4
Number of Tourist Information Centres directly managed	10

Social Services

No of children looked after	60
Percentage of children placed with foster carers	80
No of children on the child protection register	45
No of older people supported in residential care	498
No of day centres for older and disabled people	6
No of day care sessions provided per year	165,000
Hours of home care sessions purchased or provided	435,000
No of people receiving home care	850
No of nights of respite care	12,600

Welsh Language local performance indicators

Public Meeting held in Welsh or bilingually	50
Percentage of major publications for the public issued bilingually	100
Percentage of bilingual forms issued for use by the public	80
Percentage of press notices issued in line with the Welsh Language Scheme	100
The number of staff receiving or having received training	97

APPENDIX B

**Progress report upon targets and actions identified during
1998/1999 Pilot Studies**

<i>Service - Bridge Maintenance</i>	
<p>Complete appraisal of all primary county bridge stock to meet new 40 tonne limit by the end of year 2000</p> <p>Complete assessment of all primary county bridge stock to meet new 40 tonne limit by end of year 2005</p> <p>Average cost of principal inspections not to exceed £950 (not allowing for inflation)</p> <p>Average cost of general inspections not to exceed £100 (not allowing for inflation)</p>	<p>Completed</p> <p>Assessments have all been prioritised and a list put together for all stock. 40 structures have been prioritised by March 2000. Any future assessments are dependent on budget which makes achievement of this target difficult to gauge</p> <p>Current indications show that this is being achieved, although costs are subject to the structure being inspected</p> <p>Current indications show that costs are on average £120 . The increase in cost could be due to different conditions or different engineers working on the individual projects, further analysis needed before remedial action can be taken or target adjusted</p>
<i>Service - Building Maintenance</i>	
<p>Develop a system to calculate number of complaints relating to building maintenance</p> <p>Identify the % of Priority One Orders issued</p> <p>Monitor and develop service provision through Facilities Management method - via customer surveys</p> <p>Ensure system in place to monitor works carried out within time scale</p> <p>Review Service Level Agreements - redraft and resubmit</p>	<p>All reports are available through the Paris Database</p> <p>All reports are available through the Paris Database</p> <p>Has been done by Education, need to develop a further series of customer surveys - ongoing</p> <p>System is in place - reports can be produced at any time</p> <p>Done in part for HS and this will form the model for others</p>

Service: Amenity Services	
<ol style="list-style-type: none"> 1. Develop a system to identify complaints concerning: <ul style="list-style-type: none"> • administration of car parks especially matters relating to disabled facilities 2. the lack of facilities provided by livestock markets 3. To provide statistics of public concerns relating to : <ul style="list-style-type: none"> • cleanliness of Public Conveniences • the maintenance of bus shelters provided by the Authority 	<p>Service to continue to use Departments' existing complaints system while new Departmental model is designed</p> <p>All reports available through Paris Database - covering vandalism, damage etc</p> <p>Bus shelter consultation carried out as part of Public Transport Service Review in Summer 1999</p>

Service - Waste Management	
<ol style="list-style-type: none"> 1. Improve targeting of waste delivery to reduce gross costs and environmental impact 2. Increase public awareness 3. Feasibility study on limited kerbside collection point 	<p>Treasurer's commissioned on cost benefit analysis - currently in draft form and awaiting CIPFA approval. The unit have piloted a life cycle assessment tool</p> <p>Consultation document available "Waste Management & Recycling Strategy" 135 copies of main document produced plus 300 summaries. Plus recycling campaign and website</p> <p>Draft Feasibility Report now ready. WM will then be putting forward a plan for 3 demonstration schemes - to be complete by end Dec 2000</p>

Land Drainage & Flood Protection	
<ol style="list-style-type: none"> 1. To develop a recording system to identify complaints received concerning land drainage 2. Identify a number of incidents that could be prevented by reasonable action by the council 3. Develop a database to record planning applications 4. Develop a database of water courses at, or close to, capacity 5. Establish the number of formal notices issued shown as a % of problems identified 	<p>Service to continue to use Department's existing complaints system while new Departmental model is designed</p> <p>Service to continue to use Department's existing complaints</p> <p>Already in existence in Development Control Group system while new Departmental model is designed</p> <p>No progress since restructuring</p> <p>At present informal contact is made with various landowners to encourage improvement - Remedial action to be planned</p>

Service: Road Safety Education	
1. The Road Safety Officers will visit every state school, within Powys, at least twice a year, involving the distribution of literature for parental use	Done
2. The Road Safety Unit will endeavour to provide every child between the ages of 9 and 11 with cycle awareness training	Ongoing programme
3. Ensure that every Powys secondary school and college receives pre-driver training	Ongoing programme
Service: Cycling	
1. Cross-departmental links, especially between the Highways, Planning and Tourism sections need to be developed	The Safer Routes to Schools and Elan Valley Trail schemes have been managed by a joint project team. The marketing of the route is still very much within Highways although Tourism have been involved
2. Funding is required for maintenance requirements on new traffic-free route sections and on minor road network, where currently there is none	Plans being developed for inclusion in Local Transport Plan

Service: County Farms Estate	
1. Establishment of comprehensive asset register.	This was started end November 1999, anticipating 2 years for completion of County register
2. Improved inspection of holdings to identify problems at earlier stages	Actioned - with Asset Register
3. Preliminary study to produce guidance notes for tenants to improve awareness of environmental and safety issues arising out of the use of agricultural chemicals	Target reassessed and need not recognised. Plan to issue a leaflet on how to become a tenant April/May 2000.
4. Commission of an external review of the services provided by the group concentrating on external competition/service providers	Report completed by Bruton Knowles 21/9/99 and submitted to agricultural committee for approval

<i>Service: Highway Maintenance</i>	
<ol style="list-style-type: none"> 1. Ensure a coherent and responsive County Maintenance priority/ranking policy 2. Update County Maintenance Manual that will address modern methods, constraints and redefined best practice 3. Implementation of Inspection Computer Software - EXOR. This will allow for greater management of inspection regime, therefore will ensure that Highway Maintenance works completed within agreed budget costs 4. Increase staff training 5. Contribute to the establishment of a "road users" focus group 	<p>Scheme ranking pilot has been approved October 1999 and December 1999</p> <p>Planned for Summer 2000</p> <p>Installed and in use - undergoing further development</p> <p>£10K approved to bolster training fund, budget to be spent on priorities identified from Staff Reviews</p> <p>Road Users Focus Group - Best Value. Group being established for 2nd year reviews</p>
<i>Service: Winter Maintenance</i>	
<ol style="list-style-type: none"> 1. As it is almost impossible to compare one Winter with another, a Winter Severity Index needs to be established. Set up a system whereby the following information can be collated : <ul style="list-style-type: none"> • Number of minor roads closed after 24, 48 and 72 hours after snowfall and, • Number of links (Class I,II and Trunk) closed 8 and 24 hours after snowfall 2. A recording system for complaints reporting accidents due to severe weather, and roads closed due to severe weather needs to be identified and implemented 	<p>Winter Severity Index to be established - WATO Benchmarking group to decide on the content Winter Maintenance plan - to be ready by end February 2000</p> <p>Service to continue to use Department's existing complaints system while new Departmental model is designed.</p>

AREAS FOR IMPROVEMENT & DEVELOPMENT 1999/2000

Road and Bridge Design

- Develop a consultation procedure by April 2001
- Develop comprehensive data collection systems to enable comparison by October 2000
- Rationalise Shire and Central HQ time recording systems by April 2001
- Clarify project management procedure
- Refine Schedule of Rates to distinguish maintenance and improvement works

Road Programmes and Network Management

- Develop a system whereby confirmation of abnormal load applications is provided, not just the routes which are unapproved, by April 2000
- Ensure appropriate communications are developed to keep EXOR users up to date of any progress by April 2001
- Develop a comprehensive and consistent complaints reporting procedure, relating to trunk roads, by April 2001
- Develop a base on which comparative data can be used for the operation and management of the Asset Management Database by April 2000

Traffic Management

- Develop recording mechanisms to ensure that the applications for temporary 3 /4 way traffic signals are approved within one month, by April 2000
- Verify previous accident data records, to ensure accurate information is extracted
- Develop recording mechanisms which allow for easy extraction of data relating to the erection of signing, both “normal” replacement and emergency signing, by April 2000
- Develop a procedure to ensure proper recording of “specialist” materials are passed on to Street Works for inclusion on the register of Sites of Engineering Difficulty (SEDS), by April 2000
- Continue with regular, structured team meetings, which will ensure practices and procedures developed within each of the Shires, together with advances in training, can be shared.

Public Transport Support

- Provide weather forecast information to schools and bus operators during Winter
- Introduce a postcard system to allow pupils to comment on the quality of, and any problems with, their school bus service
- Review of safety at school pick up/drop off points
- Ensure that timetable information on display is up to date by entering into agreements with Community Councils
- Produce a portfolio of different bus shelters to suit different locations
- Continued involvement with the Community Transport Forum

Street Lighting

- Use of Neighbourhood Watch volunteers to report street lighting outages.

- Improve quality of consultation through non leading questions and use of street lighting reference sites.
- Update inventory by November 2001
- Introduce electronic invoicing options
- Carry out training needs assessment
- Monitor repair times after reports of outages
- Develop more management reports from the Mayrise system
- Develop a programme to replace the 1290 concrete columns currently in service (approx. cost £960,000)
- Introduce a commitment to replace columns which fail structural testing (approx. 2.5% of stock at a cost of £55,000)

Street Works Co-ordination

- Revise the S. 81 guidance note to ensure a consistent approach to the recording of defective material throughout the County, by April 2001.
- Set up Working Group to discuss issues surrounding Diversionary Works Code of Practice, with view to ensuring the Authority gains value for money when negotiating costs with Statutory Undertakers, by April 2000.
- Develop recording system for maintenance expenditure against out of guarantee utility reinstatements, by April 2000.
- Develop a system to record all works inspected, including those which are acceptable, to aid auditing and bring into line with the Maintenance Inspectors by April 2001

Welsh Language Unit

- To increase staffing levels to meet demand
- Review the use of external agencies
- Increase other departments ownership of language scheme
- Consult with public on the quality of Welsh text

Emergency Planning

- Improved safety measures for lone workers
- Use of the careline for children in care
- Develop benchmarks for comparison

Finance

- Several Internal targets and objectives developed which will be pursued through the management of the service.

APPENDIX D

PROPOSED NEW LOCAL PERFORMANCE INDICATORS
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Traffic Management	Indicator
Number of accidents per km travelled Tourism signing applications completed and turned around in 4 weeks (%)	1998/1999 - 0.073 1999/2000 - 0.069 2000/2001 - 0.065 Data to be collected from April 2000. Target will be set in 2001
Road & Network Management	
Contracts managed within 5% of client approved budget (%) Responses to abnormal load applications within 48 hours (%)	Data to be collected from April 2000. Target will be set in 2001 Data to be collected from April 2000. Target will be set in 2001
Roads & Build Design	
Contracts completed on time and to cost (%)	Data to be collected from April 2000. Target will be set in 2001
Property Design Service	
Contracts completed on time and to cost (%)	Data to be collected from April 2000. Target will be set in 2001
Street Works Co-ordination	
Licences documents sent to applicants within 5 days Licences issued within 15 days from receipt of accurately completed	Data to be collected from April 2000. Target will be set in 2001 Data to be collected from April 2000. Target will be set in 2001
Rights of Way	
Number of paths reported as being blocked	Data to be collected from April 2000. Target will be set in 2001
Public Transport Co-ordination	
Number of people receiving a concession as a % of people of state retirement age	98/99 60% 2000/01 65%
Street Lighting	
Priority 1 (emergency) calls attended within 2 hour time limits (%) Lights repaired within 5 working days of notification(%)	Data to be collected from April 2000. Target will be set in 2001 Data to be collected from April 2000. Target will be set in 2001

Commons, Valuations & Asset Register

Searches completed within 5 working days

Data to be collected from April 2000.

Target will be set in 2001

Turnaround for land apportionment after clearance of the backlog (10 working days)

Data to be collected from April 2000.

Target will be set in 2001

Commercial Lettings - % of reviews, or lettings agreed within 6 months of receipt of instructions

Data to be collected from April 2000.

Target will be set in 2001

Five Year Best Value Review Programme

Appendix E

Lead Department	Year Ending 31 March 2001	Year Ending 31 March 2002 *	Year Ending 31 March 2003	Year Ending 31 March 2004	Year Ending 31 March 2005
Chief Executive's	IT Desktop support	Chief Executive Support Emergency Services IT Appln Development IT Appln Tech Support	IT Procurement	Network Support	Other Corporate Services eg Levies
Community Services	Annual Revenue Grants	Community Development & Liaison Library services & Archives Services for Young People; Community Development & Liaison; Adult Education & Training;	Sports & Recreational Facilities Sports Development Welsh Language Services	Arts and Culture	
County Secretary's	Corporate Health & Safety Legal Services Registration of Births, Deaths and Marriages	Committee Services & Democratic Support Personnel Services	Corporate Training & Development Land Charges		

Lead Department	Year Ending 31 March 2001	Year Ending 31 March 2002 *	Year Ending 31 March 2003	Year Ending 31 March 2004	Year Ending 31 March 2005
DSO	Transport Management & Vehicle Maintenance	Grounds Maintenance	Cleaning Schools	Cleaning Offices	Catering - Civic
Education	Welsh Education Scheme and Welsh Medium Education Numeracy	School Meals Special Educational Needs New Technologies	Early Years Education Social Inclusion	Student Awards Literacy Resource Management	The Learning Environment School Improvement
HEHTS	Home Renovation Grants Rent Collection & Arrears Recovery	Cemeteries Homelessness & Housing Advice Housing Lettings & Voids Licensing	Housing Tenancy & Housing Estate Management Pest Control Pollution Services Sheltered Housing	Housing Allocations & Transfers Housing Tenant Participation	Food Safety Trading Standards Enforcement & Advice
HTP	Amenity Services incl Markets, Bus Shelters & Street Cleansing	Commons Registration	County Farms Estate	Building Design service	Street Lighting
	Car Parking	Land Drainage	Cycling Development	Streetworks	Trunk Road Management

Lead Department	Year Ending 31 March 2001	Year Ending 31 March 2002 *	Year Ending 31 March 2003	Year Ending 31 March 2004	Year Ending 31 March 2005
HTP	Laboratory Services	Road & Bridge Improvements Road & Bridge Maintenance Winter Maintenance	Valuations	Traffic Management Road Safety Education	
Planning	Development Control, incl Enforcement LA 21 Workspace Management	Countryside Policy & Services (excl Rights of Way) Planning Information & Research Planning Policy	Economic Development Fund/Business Grants Economic Development/Regeneration	Building Control Conservation Grants Tourism Development & Marketing	Business Connect Tourist Information
Social Services	Aids & Adaptations Day & Employment Services for People with Learning Disabilities	Accommodation for People with Learning Disabilities Care Mgt - Children and families team Care Mgt - Older and People with a Physical Disability	Care leavers Care Mgt - People with Learning Disabilities Carers Support	Family Aides Meals on Wheels Residential Care for Children	Adoption services Community Mental Health Teams Services for People with a Sensory Impairment

Lead Department	Year Ending 31 March 2001	Year Ending 31 March 2002 *	Year Ending 31 March 2003	Year Ending 31 March 2004	Year Ending 31 March 2005
Social Services	Day Centres for Older People Services for Looked After Children Social Services - Duty and Emergency	Child Protection Domicilliary Care Social Services Inspection Unit Welfare Rights	Drugs and Rehabilitation Work Soc Services Complaints Service Social Services - Family Support	Residential Care for Older People and People with Disabilities Welfare Rights Youth Justice	Sheltered Employment
Treasurer's			Benefits Creditor Payments Insurance & Risk Management Revenue Collection Financial Management System	Accountancy Payroll Staff Pensions Technical Finance	Internal Audit
Joint - HEHTS, HTP & DSO Joint - HEHTS, DSO, HTP Joint - HTP & Education	Waste Management, Refuse Services and Policy for Street Cleaning Building Repairs and Maintenance		Public and School Transport		

Lead Department	Year Ending 31 March 2001	Year Ending 31 March 2002 *	Year Ending 31 March 2003	Year Ending 31 March 2004	Year Ending 31 March 2005
Joint - Planning & HTP					Countryside Access & Rights of Way
Thematic reviews	Community Safety Public Interface	Concurrent Functions			

Abbreviations; DSO - Direct Services Organisation; HEHTS - Housing, Environmental Health & Trading Standards; HTP - Highways, Transport & Property.

* The Best Value Review Programme from 2001/02 will be reconsidered during 2000/01 which may result in substantial changes being made to the programme.

DETAILS OF STATUTORY PLANS & Non STATUTORY PLANS

Access (Rights Of Way) Strategy
Admissions
Agreed Syllabus for Re
Air Quality Strategy
Awards (Education)
Behaviour Support Plan
Children's Services Plan
Community Safety Strategy
County Structure Plan
Early Years Childcare Plan
Economic Development Statement
Education - ICT Strategy
Education Strategic Plan
GEST Strategy
Home Energy Conservation Plan
Housing Strategy & Operational Plan
Infant Class Size Reduction Plan
LEA Arts Residency Programme
Literacy Strategy
Local Plan - Brecknockshire
Local Plan - Radnorshire
Local Transport Plan
Minerals Local Plan
Numeracy Strategy
Re-cycling Plan
Scheme for financing schools
School Improvement Strategy
School Organisations Plan
SEN Plan
Social Care Plan
Waste Management Strategy
Welsh Education Scheme
Welsh Language Scheme
Winter Maintenance Plan
Youth Access Initiative
Youth Justice Plan

Plans still In preparation or awaiting adoption by the County Council.

Unitary Development Plan
Road Safety Plan
Local Agenda 21 Strategy
Local Plan - Montgomeryshire

Performance Indicators							Appendix G	
Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
Dealing with the public								
<i>Best Value Indicators</i>								
BV2	What level of the Commission for Racial Equality's 'Standard for Local Government' does the Authority conform to in the provision of services to the community?	n/a			n/a		none	Level 1
BV5a	The number of complaints which were classified as: Maladministration	0			n/a		1	n/a
BV5b	The number of complaints which were classified as: Local settlement (withdrawn in Wales)	5			n/a		3	0
BV8	The percentage of invoices which were paid promptly	68.70%	75%	80%	n/a		68%	75%
<i>Audit Commission Indicators</i>								
A1a	The number of complaints determined by an Ombudsman	35			n/a		28	n/a
A2a	The number of the Authority's buildings open to the public.	112			n/a		125	125
A2b	The number of such buildings in which all public areas are suitable for and accessible to disabled people	30			n/a		36	42
A3a	Does the Authority have a comprehensive published policy to provide services fairly to all sections of the community	YES			Policy being revised in adherence to Audit Commission's definition		Yes	

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
A3b	Does the Authority formally monitor how it carries out this policy?	NO			n/a		NO	n/a
A3ci	Does the Authority follow the Commission for Racial Equality and the Equal Opportunities Commission and Disability Discrimination Act 1995 codes of practice on employment?	YES			n/a		YES	n/a
A3cii	Does the Authority carry out formal monitoring of its employees with respect to equal opportunities?	YES			n/a	New employees only		Yes
Providing Housing Accommodation								
<i>Best Value Indicators</i>								
BV66a	The rent collected as a percentage of the rent due	96.66%	96.7%	98.3%	n/a	95.20%		96.66%
BV68	The average time taken to relet dwellings available for letting or awaiting minor repairs (in weeks)	2.96	5.40	5.5	n/a		4.4	4.1
BV69	The percentage of rent lost through properties being empty	New			n/a	1.33%		1.30%
BV72	The percentage of relevant repairs completed within government time limits	N/Avail	71%	86%	N/Avail	N/Avail		70%
<i>Audit Commission Indicators</i>								
B1a	The percentage of lettings to new tenants arranged by the Council, whether in its own dwellings or through its nominations to housing associations, to: Homeless households.	7.63%	11%	23%	n/a		17%	n/a

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
B1b	Others	92.37%	89%	77%	n/a		83%	n/a
B2a	The percentage of dwellings that are empty: available for letting or awaiting minor repairs	0.51%	1.60%	1.30%	n/a		0.87%	n/a
B2b	The percentage of dwellings that are empty: Others	0.02%	1.40%	0.80%	n/a		0.06%	n/a
B4	Does the Authority follow the Commission for Racial Equality's code of practice in rented housing?	YES			n/a	YES		YES
B6	The percentage of repair jobs for which an appointment was both made and kept by the Authority? *1	0%		21%	n/a		n/a	n/a
B8	The percentage of all current tenants owing over 13 weeks' rent at March 2000 excluding those owing less than £250	N/Avail	3.3%	3.9%	n/a		6.43%	5.00%
B9a	The average weekly cost per dwelling itemised as follows: Management	£4.18	£7.84	£9.96	n/a	£6.57		£7.05
B9b	Repairs	£10.18	£11.62	£12.14	n/a	£10.55		£10.30
B9c	Rent Rebates	£18.17	£24.25	£23.87	n/a	£19.38		n/a
B9d	Capital charges and other items	£8.74	£9.88	£8.92	n/a	£6.37		n/a
B9e	Less Government subsidy	-£3.97	-£14.81	-£12.37	n/a	-£3.80		n/a
B9f	Total = average rent	£37.30	£38.78	£42.44	n/a	£39.07		n/a
B10	New tenancies given to vulnerable people excluding elderly people, as a percentage of all new tenancies, except those given to the elderly	New			n/a	11.10%		15.00%

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
Housing the homeless								
<i>Audit Commission Indicators</i>								
C1a	The average number of homeless households in temporary accommodation during the year in : Bed and breakfast accommodation	6			n/a		1	1
C1b	Hostel accommodation				n/a		15	n/a
C1c	Other temporary housing	25			n/a		11	n/a
C2	The average length stay in bed and breakfast accommodation	6	7 nights	11nights	n/a		14 nights	n/a
C3	The average time taken to decide whether to accept people as homeless(days)	14.7	18	29	n/a		22	14.7
Refuse Collection								
<i>Best Value Indicators</i>								
BV86/D5	The net cost per household of refuse collection	£37.99	£31.74	£26.88	n/a	£38.37		£41.14
BV88	The number of household waste collections which were missed per 100,000 collections - May to September.	5.08	77	168	n/a		6.88	6
<i>Audit Commission Indicators</i>								
D1i	Are recyclable materials collected separately from household waste?	NO			n/a		NO	n/a
D1ii	Does the Authority promote home composting by making available composting equipment to all relevant dwellings?	Yes			n/a		Yes *2	n/a

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
D2aii	The number of household waste collections which were missed per 100,000 collections - October to April.	6.5	120	137	n/a		10.24	10
D2b	The percentage of missed collections missed during May to September put right by the end of the next working day	93.55%	96%	92%	n/a		99%	n/a
Waste Disposal								
<i>Best Value Indicators</i>								
BV82a	The percentage of household waste that was: Recycled	8.70%	6.20%	9.10%	n/a		9.24%	12.23%
BV82b	Percentage of household waste that was: composted	New Indicator			n/a	0.66%		1.60%
BV82c	Used to recover heat, power and other energy sources	n/a			n/a		0.00%	0.00%
BV84	Kg of household waste collected per head	New Indicator				361		370
BV87/ E3	The net cost per tonne of household waste received	£26.26	£29.38	£33.30	n/a		£28.57	£30.19
<i>Audit Commission Indicators</i>								
E2	The tonnes of waste collected per household that was not recycled or used to generate power	0.85	0.920		n/a		0.724	0.717
Planning & Land Searches								
<i>Best Value Indicators</i>								
BV 107	The net expenditure per head of population	£13.16	£7.77	£5.98	n/a	£13.12		£13.00

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
BV108	The number of advertised departures from the statutory plan approved by the Authority	9			n/a		9	9
BV109	The percentage of householder applications decided within eight weeks	80%	82%	75%	n/a		84.3%	86%
BV109	The percentage of non-householder applications decided within eight weeks	New			n/a		66.3%	68%
	Audit Commission Indicators							
F2a	The number of decisions on planning appeals reported during the year	35			n/a		21	22
F2b	The percentage of appeals that were successful	28.60%	28%	30%	n/a		23.80%	n/a
F3	The percentage of the Authority's population covered by a unitary or local development plan	100%			n/a		100%	100%
F6a	The percentage of standard searches carried out in 10 working days	96.66%	80.60%	91.70%	n/a		96%	96.50%
F6b	The standard search fee	£82.60		£82.89	n/a		£84.00	n/a
	Paying Housing and Council Tax Benefit							
	Audit Commission Indicators							
G1	The average time for processing new claims for Council Tax benefit from the date of receipt of the claim by the Authority for the period 1st October 1999 to 31st March 2000	New			n/a		55 days	40 days

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
G2	The average time for processing new claims for housing benefit from the date of receipt of the claim by the Authority for the period 1st October 1999 to 31st March 2000	New			n/a		56 days	40 days
G3	The average time for paying new claims for rent allowance from the date of receipt of the claim by the Authority for the period 1st October 1999 to 31st March 2000	New			n/a		72 days	50 days
G4	The percentage of renewal claims for rent allowance paid on time	90.0%	82.0%	84.0%	90%		71%	80%
G5a	The total number of benefit claimants	9333			n/a		8785	n/a
G5b	The cost of administration per claimant	£71.26	£64.17	£89.52	£70.00		£74.31	£80.00
G6a	The amount of benefit over-paid as a percentage of the total benefits paid in the year	New			n/a		3%	3%
G6b	The percentage of recoverable overpayments (excluding Council Tax) that were recovered in the year	New			n/a		61%	65%
G6c	Number of overpayment cases identified in the year per 1000 claimants	New			n/a		13	15
G7a	What percentage of claimants felt that they were clearly told what information to provide?	New			n/a		92%	n/a
G7b	What percentage of claimants were satisfied with the way they were dealt with by the Authority	New			n/a		88%	n/a

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
Collecting Local Taxes								
<i>Best Value Indicators</i>								
BV9	The percentage of Council Tax which the Authority should have received during the year that was received during the year, excluding reliefs and rebates	95.00%	94.70%	96.00%	96.00%		95.50%	96.00%
BV10	The percentage of business rates which should have been received during the year that was received.	98.80%	95.40%	97.00%	96.00%		96.50%	97%
<i>Audit Commission Indicators</i>								
H3	The net cost of collecting Council Tax per chargeable dwelling	£17.89	£13.11	£15.46	£16.00		£14.20	£15.20
Leisure and Recreation								
<i>Audit Commission Indicators</i>								
I1a	The number of swims and other visits per 1000 population	changed Indicator			n/a		12.01	12.01
I1b	The net cost per swim/visit	£1.13	£1.81	£1.40	n/a		£1.32	£1.30
I2a	The number of playgrounds and play areas provided by the Council per 1000 children under 12	5.9	4.9	2.8	n/a	5.00		5.00
I2bi	The percentage that conform to national standards for local unequipped play areas	1.14%	1%	5%	n/a	1.14%		1.14%
I2bii	Conform to national standards for local equipped play areas	73.86%	28%	31%	n/a	75%		75%
I2biii	Conform to national standards for larger, neighbourhood equipped play areas	25%	6%	6%	n/a	25%		25%

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
I3	The number of sports pitches available to the public	25			n/a	25		25
I4	Total net spending per head on sport and recreation parks and open spaces	£20.25	£31.02	£17.56	n/a		£6.73	£6.70
I5a	The number of museums operated or supported by the Authority	6			n/a		6	6
I5b	The number of those museums that are registered under the Museums & Galleries Commission registration scheme	6			n/a		6	6
I6a	The number of visits/usages per 1000 population	New			n/a		0.28	n/a
I6b	The number of those visits that were in person per 1000 population	New			n/a		0.28	n/a
I7	The net cost per visit/usage	New			n/a	n/a		n/a
	Looking after the Environment							
	Audit Commission Indicators							
J1i	The percentage of highways that are: of a high standard of cleanliness	changed Indicator	46.00%	46.00%	n/a	Not inspected as per the standard for this indicator		
J1ii	Of an acceptable standard of cleanliness	changed indicator	44.20%	45.50%	n/a			
J2	The average time taken to remove fly-tips	2 days	3.1days	2.4	n/a		1-2 days	1-2 days
J3	Net spending per head of population on street cleaning	£6.95	£9.88	£6.87	n/a	£7.30		£7.53
J4ai	The number of public conveniences provided by the Authority which are: open more than 12 hours a day	80			n/a		75	75
J4aii	Open less than 12 hours a day	12			n/a		5	5

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
J4bi	The number of these public conveniences providing: Access for disabled people	46	17	10	n/a		41	41
J4bii	Baby changing facilities	6	4	3	n/a		12	15
AC-H1/ J5a	The percentage of food premises inspections that should have been carried out that were carried out for: High Risk premises	76.01%	84.00%	87.40%	n/a		68.60%	75%
J5b	Other premises	79.59%	82.20%	80.30%	n/a		57%	n/a
AC-H2/ J6	The average number of consumer protection visits per high and medium risk premises	0.69	0.38	0.39	n/a		0.55	0.65
J7	Net spending per head of population on environmental health and consumer protection	£17.63	£13.90	£7.89	n/a	£19.91		n/a
Providing an Educational Service								
<i>Best Value Indicators</i>								
BV32	The spending per head of adult population on adult education	£1.01	£3.71	£4.71	n/a	£1.01		£1.01
BV35a	The percentage of unfilled places in: Primary schools	9.52%	13.60%	9.80%	n/a		13.74%	13.74%
BV35b	Secondary schools	13.89%	13.80%	10.80%	n/a		14.19%	11.76%
BV36a	The expenditure per pupil in Local Authority Schools, as follows: Nursery and primary schools - pupils under 5	£1,978	£2,148	£2,234	n/a	£2,478		£2,623
BV36b	Primary schools - pupils aged 5 and over	£1,978	£1,794	£1,850	n/a	£2,053		£2,173
BV36c	Secondary schools - pupils under 16	£2,455	£2,335	£2,434	n/a	£2,888		£3,055
BV36d	Secondary schools - pupils 16 and over	£3,494	£3,160	£3,367	n/a	£1,852		£1,955

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
BV37	The average point score per Local Authority secondary pupil in GCSE/GNVQ exams	New			n/a		39	n/a
BV38	The percentage of pupils in Local Authority schools achieving 5 or more A-C grade GCSEs	55%	45%	40%	n/a		55%	56%
BV42	The number of enrolments on adult education courses per 1,000 adult population	13	27	48	n/a		34.75	35
BV43a	The percentage of statements prepared within 18 weeks excluding those affected by "exceptions to the rule" under the SEN COP	62%	61%	66%	n/a		68%	85%
BV43b	Percentage of SEN statements prepared within 18 weeks (incl. other agencies): including those affected by "exceptions to the rule" under SEN COP.	New			n/a		77.00%	85.00%
BV44a-c	The number of pupils permanently excluded from Local Authority schools per 1,000 pupils	New			n/a		0.35	0.10
	Audit Commission Indicators							
K1a	Children under five in Local Authority maintained schools as a percentage of all three and four years olds	59%	77%	62%	n/a		59.01%	n/a
K1b	The percentage of all four year olds in nursery places provided or funded by the Council through a Government approved plan	98%	75%	89%	n/a		99.08%	n/a

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
K2bi	The percentage of permanently excluded pupils attending : less than ten hours a week of alternative tuition	New			n/a		42.85%	n/a
K2bii	: Between ten and twenty hours a week of alternative tuition	New			n/a		14.28%	n/a
K2biii	: More than twenty hours a week of alternative tuition	New			n/a		42.85%	n/a
K2c	Percentage of pupil sessions lost to all absence in secondary schools	New			n/a		n/a	n/a
K2d	Percentage of absences in secondary schools that are unauthorised	New			n/a		n/a	n/a
K4	The percentage of pupils in excess of capacity in secondary schools	1.43%	1.20%	3.50%	n/a		1.43%	n/a
K5a	The percentage of primary classes with Fewer than 21 pupils	35.08%	14.60%	16.20%	n/a		40.00%	n/a
K5b	21 - 30 pupils	56.25%	65.60%	60.40%	n/a		54.00%	n/a
K5ci	More than 30 pupils in years; Reception to two inclusive	changed indicator			n/a		2.00%	n/a
K5cii	Three to six	changed Indicator			n/a		4.00%	n/a
K7a	End of key stage assessments - percentage of pupils achieving the core subject indicator in Local Authority school for: Key stage one - teacher assessment	New	83%		n/a		81.90%	n/a
K7bi	Key stage two - teacher assessment	New			n/a		67%	n/a
K7bii	tests/tasks	New			n/a		66.80%	n/a

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
K7ci	Key stage three - teacher assessment tests/tasks Key stage four - GCSEs	New			n/a		55.90%	n/a
K7cii		New			n/a		55.80%	n/a
K7d		New			n/a		41%	n/a
K9a	The percentage of primary pupils in Local Authority schools where meals are available to all full-time pupils	100%		93%	n/a		100%	n/a
K9b	The percentage of primary pupils in Local Authority schools where meals are available to all full-time pupils, who bought a school meal (excluding pupils entitled to free school meals)	56.28%	37%	34%	n/a		49.00%	n/a
K10	The price per primary school meal	£1.25	£1.23	£1.19	n/a		£1.30	n/a
K11	Pupils with statements of special education need as a percentage of all children	0.55%	2.40%	2.10%	n/a		2.70%	n/a
K12a	The number of statements issued during the year	111	125	228	n/a		66	110
K13	Pupils placed by the Authority in special schools as a percentage of all children	0.59%	0.58%	0.82%	n/a		0.40%	n/a
K15a	The total hours for which students are enrolled on adult education classes, per 1000 adult population.	66	405	1014	n/a		635.2 ^{*3}	635.2 ^{*3}
K15b	The percentage of these hours for which students attended	80%	72%	77%	n/a		81.95%	82%
K16	If the Authority surveyed its students as specified in this direction, what percentage of students are satisfied with adult education courses	Don't survey	95.40%	95%	n/a		98%	98%

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
K18	Total net spending per head of population on education	£466.74	£434.87	£413.31	n/a	£480.99		n/a
Social Services								
Best Value Indicators								
BV49	The percentage of these children who moved home three times or more during the year	6.90%	7.60%	8.4%	3%	5%		5%
BV54	The number of people aged 65 and over whom the Authority helps to live at home, per 1,000 adults aged 65 and over	94.9	90	78	n/a	90		90
BV56	The percentage of items of equipment costing less than £1,000 provided within three weeks of assessment	95%	72%	84%	n/a	90%		90%
BV58	The percentage of people receiving help from the Authority who have been given a statement of what their needs are and how they will be met	100%	88%	78%	n/a	100%		100%
Audit Commission Indicators								
L2a	The number of people aged between 18 and 65 whom the Authority helps to live at home, in the groups below, per 1,000 adults; with physical disabilities	1.63	3.26	2.31	n/a	1.63		1.63
L2b	With learning disabilities	4.69	3.16	2.4	n/a	4.77		4.69
L2c	With mental health problems	0.95	2.31	1.45	n/a	0.97		0.95
L2d	Others	Not required			n/a	0		0

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
L4	The number of nights of respite care provided or funded by the Authority per 1,000 adults	62.50	101	83	n/a	63		65
L5	The number of people aged 65 and over whom the Authority supports in residential care in the groups below, per 1,000 adults and in the relevant age category;							
L5a	Adults 65 and over	17.90	29.00	26.80	n/a	20.00		20.00
L5b	Adults under 65 with physical disabilities	0.18	0.22	0.27	n/a	0.07		0.59
L5c	Adults under 65 with learning disabilities	1.04	0.76	0.89	n/a	0.39		n/a
L5d	Adults under 65 with mental health problems	0.36	0.31	0.41	n/a	0.13		n/a
L5e	Other adults under 65	Not required			n/a	n/a		0
L6	The percentage of single adults going into residential care who were allocated single rooms	100%	92%	94.00%	n/a	100%		100%
L7	The percentage of inspections of residential homes for adults which should have been carried out that were carried out	97%	100%	97%	n/a	100%		100%
L9a	The percentage of new services begun in the year for which a starting date was provided to the client	100%	89%	88%	n/a	100%		100%
L9b	Where a start date was given, the percentage of occasions when that date was met	98%	96%	92%	n/a	n/a		100%

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
L10a	The number of children being looked after by the Authority per 1,000 children	2.12	4.90	5.20	n/a	2.12		2.12
L10bi	The percentage of these children who are: in residential accommodation	8.60%	6.7%	14.00%	n/a	5%		5%
L10bii	In foster care	89.70%	78.9%	68.40%	n/a	80%		80%
L10biii	Supported to live independently	1.70%	2.6%	2.10%	n/a	5%		5%
L10biv	Supported in other ways	0.00%	11.9%	15.60%	n/a	10%		10%
L10d	The percentage of these children eleven and over who were permanently excluded from school in the year	New			n/a	4.00%		3.00%
L11a	The number of children on the child protection register per 1,000 children	1.40	3.6	3.1	n/a	1.80		1.80
L11b	The percentage of these children who have been on the register for more than two years	5.10%	7.1%	8.70%	n/a	5.00%		5.00%
L11c	The percentage of children on the register whose cases should have been reviewed that were reviewed	New			n/a	n/a		100%
L11d	The percentage of children on the register for the year who had been visited at least once every six weeks by their social worker	New			n/a	n/a		100%
L11e	The percentage of children entered on the register in the year who had previously been on the register	New			n/a	n/a		0%
L12	The percentage of inspections of children's residential homes that should have been carried out that were carried out	100%		95%	n/a	100%		100%

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
L13	The percentage of inspections of children's day care facilities that should have been carried out that were carried out	100%	95.00%	94%	n/a	100%		100%
	The net expenditure per head of population on social services on:							
L14a	Adults 65 and over	£97.19	£91.68	£85.04	n/a	£101.09		£104.12
L14b	Physical disabilities	£2.27	£13.54	£14.23	n/a	£1.77		£1.99
L14c	Learning disabilities	£48.79	£34.50	£27.32	n/a	£69.64		£73.91
L14d	Mental health	£3.92	£10.80	£13.11	n/a	£4.45		£4.59
L14e	Children's services	£21.85	£37.13	£52.78	n/a	£22.73		£23.60
L14f	Other	£2.87	£3.80	£8.47	n/a	n/a		n/a
L14g	Total	£176.87	£191.43	£200.57	n/a	£199.67		£208.21
	Providing a Public Library Service							
	Best Value Indicators							
BV117	The number of visits per head of population to public libraries	3.7	4.7	5.72	n/a		4	4
BV118	The percentage of library users who found the book(s) they wanted and/or the information they needed	New			n/a		68%	68%
	Audit Commission Indicators							
M1a	Number of items issued by the Authority's Libraries per head of population: Books	6.4	7.46	7.63	n/a	6.4		6.4
M1b	Other items	0.1	0.32	0.61	n/a		0.1	0.1
M3	The number of books and recordings available in the Council's libraries per head of population	2.91	1.87	1.3	n/a	2.6		2.6

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
M4a	The number of public libraries open 45 hours or more per week	1			n/a		1	1
M4b	Open 10-44 hours per week	17			n/a		17	17
M4c	Mobile Libraries	6			n/a		6	6
M5b	The percentage of users satisfied with library staff and opening hours	New			n/a		87%	87%
M6	The net expenditure per head of population on libraries	£11.33	£11.23	£13.24	n/a	£8.80		£8.80
Highways & Streetlights								
Best Value Indicators								
BV100	The Number of days major Council roadworks were in place per mile of busy road	0	3.50	1.93	n/a	0		0
Bv105	The percentage of repairs to dangerous damage to roads and pavements which were carried out within 24 hours	changed indicator			n/a	71%		75%
BV93	The cost of highway maintenance per 100km travelled by a vehicle	£1.69	£0.74	£0.54	n/a	£1.88		£1.15
BV98	The percentage of streetlights not working as planned	0.74%	1.41%	1.19%	n/a		0.89%	0.74%
Audit Commission Indicators								
P2b	The number of serious accidents per 1,000,000 miles travelled by a vehicle on principal roads	New			n/a		0.124	0.197
P2c	The percentage of principal roads which have reached the point at which repairs to prolong their future life should be considered ^{*5}	New			n/a	Not surveyed as specified for this indicator		

Ref	Indicator	Actual 98/99	Wales 98/99	Wales/ England 98/99	Target 99/00	Probable 99/00	Actual 99/00	Target 00/01
P5	The percentage of pedestrian crossings with facilities for disabled people	100%	61.00%	65%	n/a		100%	100%
P6a	The percentage of footpaths and other rights of way which were: Signposted where they leave a road ^{*4}	14%	45.00%	62%	n/a	n/a		n/a
P6b	Easy to use by members of the public ^{*4}	39%	47.00%	75%	n/a	n/a		n/a
P7	Net spending per head of population on public transport	£8.12	£7.05	£8.07	n/a	£6.53		£6.64
Spending and Income generally								
Q1	Total net spending per head of population	£1,018.55	£961.68	£405.25	n/a	£1,065.00		£1,126.00

N.B. All shaded areas indicate figures that are not supplied by the Audit Commission.

n/a Information not available

* 1 Appointment system is not operated

* 2 Equipment is subsidised, not provided free of charge

* 3 Based on random sample of 16 no. classes

* 4 Not inspected to specified criteria

*5 Definition change: Miles to Km's for 00/01

These figures are subject of audit by the District Auditor

Top Quartile Indicators & Key National Assembly Target

Appendix H

Ref	Indicator	Wales 1997/98	England 1997/98	Actual 97/98	Actual 98/99	Probable 99/00	Actual 99/00	Target 00/01	Target 01/02	Target 02/03	Target 03/04	Target 04/05
Corporate Health												
BV9	The percentage of council tax which the authority should have received during the year that was received during the year, excluding reliefs and rebates	96.70%	97.90%	97.10%	95%		95.5%	96.0%	96.5%	97.0%	97.0%	97.0%
BV10	The percentage of business rates which should have been received during the year that was received.	95.60%			98.8%		96.5%	97.0%	97.5%	98.0%	98.5%	98.5%
Social Services												
BV56	The percentage of items of equipment costing less than £1,000 provided within three weeks of assessment	92%	96%	95%	95%	90%		90%	90.5%	91.0%	91.5%	92.0%
BV58	The percentage of people receiving help from the authority who have been given a statement of what their needs are and how they will be met	100%	92%	55%	100%	100%		100%	100%	100%	100%	100%
Housing												
BV68	The average time taken to relet dwellings available for letting or awaiting minor repairs (in weeks)	32.2 days		2.4	2.9		4.4 wks	4.1 wks	3.8 wks	3.5 wks	3.2 wks	2.9 wks
Waste												
BV86/ D5	The net cost per household of refuse collection	£25.24		£46.18	£37.99	£38.37		£41.14	*	*	*	*
	Target for Settlement of Invoices											
BV8	The percentage of invoices which were paid promptly				68.70%		68%	75% ¹	97.50%	100%	100%	100%

* The Authority is currently undertaking a Best Value review of this service during which endeavours will be made to reach the Top Quartile figure by the required deadline. Indicators to reflect local circumstances will also be developed at this time.

¹ A new financial management system is to be installed during the current year and the Authority is unlikely to meet this statutory target of 95%. However, the Council intends to meet the statutory targets for future years as shown

Appendix I

Equal Opportunities Statement

WLGA Toolkit Challenge

- to adopt the principle of mainstreaming equalities work into Best Value
- to conduct a first stage equalities audit by the end of March 2000 in readiness for the first full Performance Plan in 2000/01
- to produce an equalities action plan by the end of March 2000
- to commit to setting equalities targets and performance indicators in the first full Performance Plan using the management information gathered from this first stage equalities audit
- to take a positive approach to experimenting with equalities work in Best value in the second and final year of the Wales Best Value Pilot Study 1999/2000

Powys County Council's Commitment

- *the Council undertakes to adopt the principle of mainstreaming equalities work into Best Value. It has developed an Equalities Checklist to be undertaken during each Best Value service review*
- *the Council will have completed its initial Equalities Audit by July 2000*
- *the Council will produce a comprehensive Equalities Action Plan by October 2000*
- *where gaps have already been identified, targets and performance indicators will be set in line with the statutory indicators and the guidance*

Equality in Service Delivery

WLGA Toolkit Challenge

- to adopt the principles of equality in service provision
- to adopt the Social Model of disability as a service provider
- to adopt a rolling programme of access works to meet the new duties under the Disability Discrimination Act
- to use the equalities codes of practice and guides as benchmarks of good practice in conducting Best Value Service Reviews
- to build the needs of the minority and disadvantaged groups into customer care strategies
- to deliver bi-lingual services in accordance with their Welsh Language scheme
- to develop a communications strategy for their equal opportunities policy and to include key aspects of this policy in customer charters and other customer information

Powys County Council's Commitment

- *the Council undertakes to produce a comprehensive published policy to provide services fairly to all sections of the community by March 2001*
- *The County Council has an Access Policy and guidelines for staff about working with disabled people. This Policy endorses the social model of disability*
- *The Council has a well established programme of Disability Equality Training.*
- *The Council will undertake to monitor the implementation of the Access Policy, particularly in relation to the production of information, beginning April 2000. This will be done in consultation with local access groups.*
- *The Council has undertaken to re-audit all of its buildings so that its programme of access works can best meet its new duties under the Disability Discrimination Act Part 3. In line with this commitment it has already organised a programme of training for key staff*
- *The Council has a Customer Service Charter that establishes its commitment to equity in service delivery and bi-lingual services. It will establish a new Programme of Customer Service Training by October 2000 to reinforce the principles of the Charter.*
- *The Council will work with Community Groups and the newly formed Powys Racial Awareness Project to consult with ethnic minorities*

Equality in Employment

WLGA Toolkit Challenge

- to ensure that they have a comprehensive employment monitoring system in place which produces equalities management information
- to ensure that they have a comprehensive recruitment and selection policy in place
- to develop a comprehensive equalities training programme based on the results of a training needs analysis
- to review their employment policies and adopt best practice where they have not already done so
- to keep under review existing and potential initiatives to create a more flexible, supportive, harmonious and family friendly working environment
- to set a positive action programme with targets and performance indicators
- to develop effective joint working arrangements with Trade Unions to

Powys County Council's Commitment

- *Powys County Council has a Code of Practice for Recruitment and Selection which aims to appoint the best people for the job and a mandatory training programme for managers; a Human Resource Strategy that aims to develop and maintain the skills of existing staff; a process of Staff Review and development for all staff; a policy to prevent bullying and harassment and a series of family friendly policies to allow as much flexibility for staff as the service will allow*
- *All employment policies will be reviewed by July 2000*
- *The Council will undertake to collect equalities monitoring information on all existing staff by March 2001*
- *In the financial year April 2000-March 2001 the Council will introduce a database to enable it to monitor access to training by gender, ethnic background, age, grade and disability*
- *The Council has a Prevention of Harassment Policy for its staff and from April 2000 will introduce a monitoring system for all cases of harassment notified to the Personnel Division*
- *The Council has a range of flexible, family friendly working policies that are constantly under review*

work in partnership on equalities issues

- *The Council has introduced a programme of training on Equality of Opportunity in employment and service delivery in its Corporate Programme for April 2000 to March 2001*
- *The Council is a recognised “Positive about Disabled People” employer*
- *The Council undertakes, through its Equal Opportunities Member/Officer Working Group to look for more imaginative ways of introducing positive action measures.*

Equality and Community Leadership

WLGA Toolkit Challenge

- to build equalities into all strategic plans, community development and regeneration programmes
- to make a commitment to on-going equalities work and equalities targets in Community Plans
- to take a positive approach to working with the public, voluntary business sectors on equalities programmes using the community planning process to exert influence
- to make full use of community profiles
- to develop consultation plans which will help develop internal expertise in working with minority and disadvantaged community groups
- to support and participate in equalities networks

Powys County Council's Commitment

- *Powys County Council already takes a lead role in groups and programmes that address the issues of social exclusion e.g. the Inter-Agency Anti-Poverty Strategy Working Group, the Consortium for the Gateway to the New Deal in Powys, the Community Safety Group*
- *The Community Safety Group undertakes to monitor all cases of racial harassment in line with the recommendations of the Macpherson Report*
- *The County Council will undertake to build equality considerations more systematically into its grant giving processes and the award of contracts*
- *The Council will undertake to ensure that the full range of social groups, including disadvantaged groups, are consulted during its Best Value reviews*
- *The Council is an active member of the Equalities Toolkit network, facilitated by SYNIAD*
- *The Council will attain Level One of the CRE's Standard for Local Government by March 2001*

