

# Annual Corporate Balanced Scorecard: 2006/ 07

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Rows are sorted by Sort.

Theme: 1. Customers


**NOTE:** Statutory Satisfaction Survey questions (weighted) are carried out every three years. The last statutory survey was carried out in 2003/04; the next survey is this year 2006/07. The two years where there is no statutory survey the Council is carrying out a local survey (unweighted).

BV3 Overall satisfaction with the authority (weighted)			
Status	PI Managed By:		PI Portfolio Owners:
	Billinge, Kate; Nicholson, Roger		Tucker, John; Yonge, Richard
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06			
2006/07: Annual			
	Value	Target	Notes
2006/07		70.00	


BV3 (Local) Overall satisfaction with the authority (unweighted fig)			
Status	PI Managed By:		PI Portfolio Owners:
	Billinge, Kate; Nicholson, Roger		Tucker, John; Yonge, Richard
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06	60.60	70.00	Efforts are underway to promote council achievements e.g. through Press Releases, via the SHDC website and in articles within the South Hams magazine and the Council Plan/Performance Plan.
2006/07: Annual			
	Value	Target	Notes
2006/07		70.00	

BV4 Satisfaction with complaint handling (weighted)			
Status	PI Managed By:		PI Portfolio Owners:
	Billinge, Kate; Hamp, Kate; Nicholson, Roger; Sanders, JP		Barnes, Nicky; Tucker, John; Yonge, Richard
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06			
2006/07: Annual			
	Value	Target	Notes
2006/07		45.00	


**BV4 (Local) Satisfaction with complaint handling (unweighted fig)**

Status	PI Managed By:	PI Portfolio Owners:
	Billinge, Kate; Hamp, Kate; Nicholson, Roger; Sanders, JP	Barnes, Nicky; Tucker, John; Yonge, Richard
Performance Indicator Date Ranges		
2005/06: Annual		
	Value	Target Notes
2005/06	39.40	45.00
2006/07: Annual		
	Value	Target Notes
2006/07		45.00


**BV89 Satisfaction with cleanliness of streets (weighted fig)**

Status	PI Managed By:	PI Portfolio Owners:
	Billinge, Kate; Lucas, Chris; Nicholson, Roger	May, David; Tucker, John; Yonge, Richard
Performance Indicator Date Ranges		
2005/06: Annual		
	Value	Target Notes
2005/06		
2006/07: Annual		
	Value	Target Notes
2006/07		80.00


**BV89 (Local) Satisfaction with cleanliness of streets (unweighted fig)**

Status	PI Managed By:	PI Portfolio Owners:
	Billinge, Kate; Lucas, Chris; Nicholson, Roger	May, David; Tucker, John; Yonge, Richard
Performance Indicator Date Ranges		
2005/06: Annual		
	Value	Target Notes
2005/06	79.10	82.00
2006/07: Annual		
	Value	Target Notes
2006/07		80.00


**BV90a Satisfaction with household waste collection (weighted fig)**

Status	PI Managed By:	PI Portfolio Owners:
	Billinge, Kate; Lucas, Chris; Nicholson, Roger	May, David; Tucker, John; Yonge, Richard
Performance Indicator Date Ranges		
2005/06: Annual		
	Value	Target Notes
2005/06		
2006/07: Annual		
	Value	Target Notes
2006/07		70.00


**BV90a (Local) Satisfaction with household waste collection (unweighted fig)**

Status		PI Managed By:		PI Portfolio Owners:
		Billinge, Kate; Lucas, Chris; Nicholson, Roger		May, David; Tucker, John; Yonge, Richard
Performance Indicator Date Ranges				
2005/06: Annual				
	Value	Target	Notes	
2005/06	82.10	92.00	Reduction in satisfaction with household waste collection is thought to be linked to the roll-out of the new waste collection service at this time.	
2006/07: Annual				
	Value	Target	Notes	
2006/07		70.00		


**BV90b Satisfaction with waste recycling (weighted fig)**

Status		PI Managed By:		PI Portfolio Owners:
		Billinge, Kate; Lucas, Chris; Nicholson, Roger		May, David; Tucker, John; Yonge, Richard
Performance Indicator Date Ranges				
2005/06: Annual				
	Value	Target	Notes	
2005/06				
2006/07: Annual				
	Value	Target	Notes	
2006/07		80.00		


**BV90b (Local) Satisfaction with waste recycling (unweighted fig)**

Status		PI Managed By:		PI Portfolio Owners:
		Billinge, Kate; Lucas, Chris; Nicholson, Roger		May, David; Tucker, John; Yonge, Richard
Performance Indicator Date Ranges				
2005/06: Annual				
	Value	Target	Notes	
2005/06	79.30	90.00		
2006/07: Annual				
	Value	Target	Notes	
2006/07		80.00		


**BV119a % satisfied with sports/ leisure facilities (weighted fig)**

Status		PI Managed By:		PI Portfolio Owners:
		Billinge, Kate; Carter, Ken; Nicholson, Roger		Rankin, Shonaugh; Tucker, John; Yonge, Richard
Performance Indicator Date Ranges				
2005/06: Annual				
	Value	Target	Notes	
2005/06				
2006/07: Annual				
	Value	Target	Notes	
2006/07		62.00		


**BV119a (Local) % satisfied with sports/ leisure facilities (unweighted fig)**

Status	PI Managed By:		PI Portfolio Owners:
	Billinge, Kate; Carter, Ken; Nicholson, Roger		Rankin, Shonaugh; Tucker, John; Yonge, Richard
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06	61.80	62.00	
2006/07: Annual			
	Value	Target	Notes
2006/07		62.00	


**BV119e % satisfied with parks and open spaces (weighted fig)**

Status	PI Managed By:		PI Portfolio Owners:
	Billinge, Kate; Carter, Ken; Nicholson, Roger		Rowe, Rosemary; Tucker, John; Yonge, Richard
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06			
2006/07: Annual			
	Value	Target	Notes
2006/07		78.00	


**BV119e (Local) % satisfied with parks and open spaces (unweighted fig)**

Status	PI Managed By:		PI Portfolio Owners:
	Billinge, Kate; Carter, Ken; Nicholson, Roger		Rowe, Rosemary; Tucker, John; Yonge, Richard
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06	75.40	78.00	
2006/07: Annual			
	Value	Target	Notes
2006/07		78.00	



**BV156 Buildings Accessible to People with a Disability**

Status	PI Managed By:		PI Portfolio Owners:
	Finch, Trevor; Hodgson, Nick; Sims, Stephanie		Barnes, Nicky; Tucker, John
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06	57.14	75.00	The performance of this PI is improving, there is a limit to progress pending the leisure transfer. Once this has taken place, it will be possible to agree works to ensure the 2 further centres are compliant.
2006/07: Annual			
	Value	Target	Notes
2006/07		75.00	

**Corp5 Number of complaints sent to Ombudsman**


Status	PI Managed By:	PI Portfolio Owners:
	Cartwright, Melanie; Williams, Kevin	Barnes, Nicky; Tucker, John; Yonge, Richard

**Performance Indicator Date Ranges**

2005/06: Annual			
	Value	Target	Notes
2005/06	19.00		The Ombudsman received 19 complaints from residents of the district, 14 less than last year, although the numbers fluctuate annually. Most (14) were about planning. The Ombudsman notes that since the Council receives 2,500 planning applications per year, which is a high case load, the proportion of planning complaints is typical for a District of our kind in rural England. This figure will include complaints that were made prematurely to the Ombudsman and which the Ombudsman referred back to the Council for consideration.
2006/07: Annual			
	Value	Target	Notes
2006/07			

Theme: **2. Internal Performance**

**BV203 Change in number of families in temporary accommodation**

Status	PI Managed By:	PI Portfolio Owners:
	Bray, Lee; Butler, Dan; Eells, Paul; Hardwicke, Helen; Parsons, Clive	Steer, Isabelle

**Performance Indicator Date Ranges**


2005/06: Annual

	Value	Target	Notes
2005/06	4.29	-5.00	It has not been possible to meet the target of reducing the number of families in temporary accommodation because of the reducing number of permanent housing association properties being made available for local authority nomination. Post Audit- 2005/06 figure of 2.31% was amended to 4.29%.

2006/07: Annual

	Value	Target	Notes
2006/07		-5.00	

**BV204 Planning appeals allowed**

Status	PI Managed By:	PI Portfolio Owners:
	Gosling, Justine; Munday, Steve	Steer, Isabelle

**Performance Indicator Date Ranges**

2005/06: Annual


	Value	Target	Notes
2005/06	28.20	30.00	

2006/07: Annual

	Value	Target	Notes
2006/07		30.00	

Theme: 3. People and Organisation


**BV11 a Top 5% of Earners: Women**

Status	PI Managed By:	PI Portfolio Owners:
	Guthrie, Tracy; Hambly, Reg	Saltern, Mike; Yonge, Richard

**Performance Indicator Date Ranges**

2005/06: Annual			
	Value	Target	Notes
2005/06	21.92	24.33	BVPI's 11 a-c are identified by ranking staff according to their gross FTE pay. Applies to permanent staff only. Temporary staff, or staff on fixed term contracts, who have been employed by the authority for over a year are considered permanent. The Council seeks to ensure that it's recruitment, training and promotion practice is not discriminatory and promotes equality of opportunity across its workforce.
2006/07: Annual			
	Value	Target	Notes
2006/07		29.20	


**BV11 b Top 5% of Earners: Ethnic Minorities**

Status	PI Managed By:	PI Portfolio Owners:
	Guthrie, Tracy; Hambly, Reg	Saltern, Mike; Yonge, Richard

**Performance Indicator Date Ranges**

2005/06: Annual			
	Value	Target	Notes
2005/06	.00	.00	BVPI's 11 a-c are identified by ranking staff according to their gross FTE pay. Applies to permanent staff only. Temporary staff, or staff on fixed term contracts, who have been employed by the authority for over a year are considered permanent. The Council seeks to ensure that it's recruitment, training and promotion practice is not discriminatory and promotes equality of opportunity across its workforce. The figure for 11b should be set in context of the overall BME population in the district. The percentage of black and minority ethnic origin employees working across the Council mirrors that of the South Hams community it serves (2001 Census). See BVPI 17b.
2006/07: Annual			
	Value	Target	Notes
2006/07		.00	


**BV11 c Top 5% of Earners: with a disability**

Status	PI Managed By:	PI Portfolio Owners:
	Guthrie, Tracy; Hambly, Reg	Saltern, Mike; Yonge, Richard


**Performance Indicator Date Ranges**

2005/06: Annual			
	Value	Target	Notes
2005/06	.00	.00	BVPI's 11 a-c are identified by ranking staff according to their gross FTE pay. Applies to permanent staff only. Temporary staff, or staff on fixed term contracts, who have been employed by the authority for over a year are considered permanent. The Council seeks to ensure that it's recruitment, training and promotion practice is not discriminatory and promotes equality of opportunity across its workforce.
2006/07: Annual			
	Value	Target	Notes
2006/07		.00	


**BV16a&b Ratio between BV16a & BV16b- % employees with a disability compared to % of people within the local area with a disability**

Status	PI Managed By:	PI Portfolio Owners:
	Guthrie, Tracy; Hambly, Reg	Barnes, Nicky; Saltern, Mike
Performance Indicator Date Ranges		
2005/06: Annual No data was returned for this PI for the specified frequencies.		
2006/07: Annual No data was returned for this PI for the specified frequencies.		


**BV17a&b Ratio between BV17a & BV17b- % employees from ethnic communities compared to % of people within local area from ethnic communities**

Status	PI Managed By:	PI Portfolio Owners:
	Guthrie, Tracy; Hambly, Reg	Barnes, Nicky; Saltern, Mike
Performance Indicator Date Ranges		
2005/06: Annual No data was returned for this PI for the specified frequencies.		
2006/07: Annual No data was returned for this PI for the specified frequencies.		


**P9 Overall: Energy consumption of local authority property (kWh) - Green Electricity**






Status	PI Managed By:	PI Portfolio Owners:	
	Finch, Trevor; Hodgson, Nick; West, Pip	Tucker, John	
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06	2,705,357.00	2,710,000.00	
2006/07: Annual			
	Value	Target	Notes
2006/07			

**P10 Overall: Energy consumption of local authority property (kWh) - Gas**

Status	PI Managed By:	PI Portfolio Owners:	
	Finch, Trevor; Hodgson, Nick; Sims, Stephanie; West, Pip	Tucker, John	
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06	4,607,597.00	4,700,000.00	
2006/07: Annual			
	Value	Target	Notes
2006/07			

**P11 Overall: Water Usage of Local Authority operational property (m3)**

Status	PI Managed By:	PI Portfolio Owners:	
	Finch, Trevor; Hodgson, Nick; West, Pip	Tucker, John	
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06	48,205.00	49,000.00	
2006/07: Annual			
	Value	Target	Notes
2006/07			

PI Status	
	This PI is significantly below target.
	This PI is slightly below target.
	This PI is on target.
	This PI cannot be calculated.
	This PI is a data-only PI.