



Annual Corporate BSC: 2007/ 08: PART D

Traffic Light: Red 6, Data Only 1, Amber 9, Green 9

Theme: 1. Customers










PI	Description	Managed By	Portfolio Owners	PI data	Total to Date figure	Total to Date Target	Latest Notes	Direction of Travel from previous period	Direction of Travel at same time last year	Direction of PI	Status										
BV3	Overall satisfaction with the authority (weighted)	Kate Billinge; Roger Nicholson	John Tucker	<table border="1"> <tr> <td colspan="2">End of Year: 2006/07</td> </tr> <tr> <td></td> <td>Value</td> </tr> <tr> <td>2006/07</td> <td>61.9%</td> </tr> </table>	End of Year: 2006/07			Value	2006/07	61.9%	61.9%	70%		↓	↓	Aim To Maximise					
End of Year: 2006/07																					
	Value																				
2006/07	61.9%																				
BV3 (Local)	Overall satisfaction with the authority (unweighted fig)	Kate Billinge; Roger Nicholson	John Tucker	<table border="1"> <tr> <td colspan="2">End of Year: 2006/07</td> </tr> <tr> <td></td> <td>Value</td> </tr> <tr> <td>2006/07</td> <td>64.3%</td> </tr> </table>	End of Year: 2006/07			Value	2006/07	64.3%	64.3%	70%		↑	↑	Aim To Maximise					
End of Year: 2006/07																					
	Value																				
2006/07	64.3%																				
BV4	Satisfaction with complaint handling (weighted)	Kate Billinge; Kate Hamp; Roger Nicholson; Tracy Winser	John Tucker	<table border="1"> <tr> <td colspan="2">End of Year: 2006/07</td> </tr> <tr> <td></td> <td>Value</td> </tr> <tr> <td>2006/07</td> <td>38.3%</td> </tr> </table>	End of Year: 2006/07			Value	2006/07	38.3%	38.3%	45%	<table border="1"> <tr> <th>Creation Date</th> <th>Note Text</th> </tr> <tr> <td>26 February 2007</td> <td>Performance has improved - the complaints scheme is being revised to a 2 phase process.</td> </tr> </table>	Creation Date	Note Text	26 February 2007	Performance has improved - the complaints scheme is being revised to a 2 phase process.	↑	↓	Aim To Maximise	
End of Year: 2006/07																					
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BV4 (Local)	Satisfaction with complaint handling (unweighted fig)	Kate Billinge; Kate Hamp; Roger Nicholson; Tracy Winser	John Tucker	<table border="1"> <tr> <td colspan="2">End of Year: 2006/07</td> </tr> <tr> <td></td> <td>Value</td> </tr> <tr> <td>2006/07</td> <td>40.3%</td> </tr> </table>	End of Year: 2006/07			Value	2006/07	40.3%	40.3%	45%		↑	↑	Aim To Maximise					
End of Year: 2006/07																					
	Value																				
2006/07	40.3%																				
BV89	Satisfaction with cleanliness of	Kate Billinge; Chris	Bryan Carson; John	<table border="1"> <tr> <td colspan="2">End of Year: 2006/07</td> </tr> <tr> <td></td> <td>Value</td> </tr> <tr> <td>2006/07</td> <td>77.1%</td> </tr> </table>	End of Year: 2006/07			Value	2006/07	77.1%	77.1%	80%		↓	↓	Aim To Maximise					
End of Year: 2006/07																					
	Value																				
2006/07	77.1%																				

PI	Description	Managed By	Portfolio Owners	PI data	Total to Date figure	Total to Date Target	Latest Notes	Direction of Travel from previous period	Direction of Travel at same time last year	Direction of PI	Status						
	streets (weighted fig)	Lucas; Roger Nicholson	Tucker														
BV89 (Local)	Satisfaction with cleanliness of streets (unweighted fig)	Kate Billinge; Chris Lucas; Roger Nicholson	Bryan Carson; John Tucker	<table border="1"> <tr><td colspan="2">End of Year: 2006/07</td></tr> <tr><td></td><td>Value</td></tr> <tr><td>2006/07</td><td>76.6%</td></tr> </table>	End of Year: 2006/07			Value	2006/07	76.6%	76.6%	80%		↓	↓	Aim To Maximise	
End of Year: 2006/07																	
	Value																
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BV90a	Satisfaction with household waste collection (weighted fig)	Kate Billinge; Chris Lucas; Roger Nicholson	Bryan Carson; John Tucker	<table border="1"> <tr><td colspan="2">End of Year: 2006/07</td></tr> <tr><td></td><td>Value</td></tr> <tr><td>2006/07</td><td>71%</td></tr> </table>	End of Year: 2006/07			Value	2006/07	71%	71%	70%		↓	↓	Aim To Maximise	
End of Year: 2006/07																	
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BV90a (Local)	Satisfaction with household waste collection (unweighted fig)	Kate Billinge; Chris Lucas; Roger Nicholson	Bryan Carson; John Tucker	<table border="1"> <tr><td colspan="2">End of Year: 2006/07</td></tr> <tr><td></td><td>Value</td></tr> <tr><td>2006/07</td><td>72.8%</td></tr> </table>	End of Year: 2006/07			Value	2006/07	72.8%	72.8%	70%		↓	↓	Aim To Maximise	
End of Year: 2006/07																	
	Value																
2006/07	72.8%																
BV90b	Satisfaction with waste recycling (weighted fig)	Kate Billinge; Chris Lucas; Roger Nicholson	Bryan Carson; John Tucker	<table border="1"> <tr><td colspan="2">End of Year: 2006/07</td></tr> <tr><td></td><td>Value</td></tr> <tr><td>2006/07</td><td>75.8%</td></tr> </table>	End of Year: 2006/07			Value	2006/07	75.8%	75.8%	80%		↑	↑	Aim To Maximise	
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BV90b (Local)	Satisfaction with waste recycling (unweighted fig)	Kate Billinge; Chris Lucas; Roger Nicholson	Bryan Carson; John Tucker	<table border="1"> <tr><td colspan="2">End of Year: 2006/07</td></tr> <tr><td></td><td>Value</td></tr> <tr><td>2006/07</td><td>77.8%</td></tr> </table>	End of Year: 2006/07			Value	2006/07	77.8%	77.8%	80%		↓	↓	Aim To Maximise	
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	Value																
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BV119a	% satisfied with sports/leisure facilities (weighted fig)	Kate Billinge; Ken Carter; Roger Nicholson	David May; John Tucker	<table border="1"> <tr><td colspan="2">End of Year: 2006/07</td></tr> <tr><td></td><td>Value</td></tr> <tr><td>2006/07</td><td>65.1%</td></tr> </table>	End of Year: 2006/07			Value	2006/07	65.1%	65.1%	62%		↑	↑	Aim To Maximise	
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PI	Description	Managed By	Portfolio Owners	PI data	Total to Date figure	Total to Date Target	Latest Notes	Direction of Travel from previous period	Direction of Travel at same time last year	Direction of PI	Status										
BV11 9a (Local)	% satisfied with sports/leisure facilities (unweighted fig)	Kate Billinge; Ken Carter; Roger Nicholson	David May; John Tucker	<table border="1"> <thead> <tr> <th colspan="2">End of Year: 2006/07</th> </tr> <tr> <th></th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/07</td> <td>64.9%</td> </tr> </tbody> </table>	End of Year: 2006/07			Value	2006/07	64.9%	64.9%	62%		↑	↑	Aim To Maximise					
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BV11 9e	% satisfied with parks and open spaces (weighted fig)	Kate Billinge; Ken Carter; Roger Nicholson	Bill Hitchins; John Tucker	<table border="1"> <thead> <tr> <th colspan="2">End of Year: 2006/07</th> </tr> <tr> <th></th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/07</td> <td>75.4%</td> </tr> </tbody> </table>	End of Year: 2006/07			Value	2006/07	75.4%	75.4%	78%		↑	↑	Aim To Maximise					
End of Year: 2006/07																					
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End of Year: 2006/07																					
	Value																				
2006/07	75.7%																				
BV15 6	Buildings Accessible to People with a Disability	Trevor Finch; Nick Hodgson; Pip West	Shonaugh Rankin	<table border="1"> <thead> <tr> <th colspan="2">End of Year: 2006/07</th> </tr> <tr> <th></th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/07</td> <td>71.43%</td> </tr> </tbody> </table>	End of Year: 2006/07			Value	2006/07	71.43%	71.43%	75.00%		↑	↑	Aim To Maximise					
End of Year: 2006/07																					
	Value																				
2006/07	71.43%																				
Corp5	Number of complaints sent to Ombudsman	Melanie Cartwright; Kevin Williams	Hilary Bastone; John Tucker	<table border="1"> <thead> <tr> <th colspan="2">End of Year: 2006/07</th> </tr> <tr> <th></th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/07</td> <td>26</td> </tr> </tbody> </table>	End of Year: 2006/07			Value	2006/07	26	26		<table border="1"> <thead> <tr> <th>Creation Date</th> <th>Note Text</th> </tr> </thead> <tbody> <tr> <td>12 June 2007</td> <td>The Ombudsman received 26 complaints from residents of the district which is an increase of 7 from last year. A majority of the complaints (17) were about planning. This figure will include complaints that were made</td> </tr> </tbody> </table>	Creation Date	Note Text	12 June 2007	The Ombudsman received 26 complaints from residents of the district which is an increase of 7 from last year. A majority of the complaints (17) were about planning. This figure will include complaints that were made	↑	↑	Data Only	
End of Year: 2006/07																					
	Value																				
2006/07	26																				
Creation Date	Note Text																				
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PI	Description	Managed By	Portfolio Owners	PI data	Total to Date figure	Total to Date Target	Latest Notes	Direction of Travel from previous period	Direction of Travel at same time last year	Direction of PI	Status
							prematurely to the Ombudsman and which the Ombudsman referred back to the Council for consideration.				










Theme: **2. Internal Performance**

PI	Description	Managed By	Portfolio Owners	PI data	Total to Date figure	Total to Date Target	Latest Notes	Direction of Travel from previous period	Direction of Travel at same time last year	Direction of PI	Status										
ABC203	Change in number of families in temporary accommodation	Dan Butler; Paul Eells; Helen Hardwicke; Clive Parsons; Tracy Winsor	Mike Saltern	<table border="1"> <thead> <tr> <th colspan="2">End of Year: 2006/07</th> </tr> <tr> <th></th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/07</td> <td>2.26%</td> </tr> </tbody> </table>	End of Year: 2006/07			Value	2006/07	2.26%	2.26%	-5.00%	<table border="1"> <thead> <tr> <th>Creation Date</th> <th>Note Text</th> </tr> </thead> <tbody> <tr> <td>11 June 2007</td> <td>This PI has been deleted from Audit Commission set of PIs, the Council has decided that it is useful to keep monitoring as a local PI.</td> </tr> </tbody> </table>	Creation Date	Note Text	11 June 2007	This PI has been deleted from Audit Commission set of PIs, the Council has decided that it is useful to keep monitoring as a local PI.			Not aiming to minimise or maximise	
End of Year: 2006/07																					
	Value																				
2006/07	2.26%																				
Creation Date	Note Text																				
11 June 2007	This PI has been deleted from Audit Commission set of PIs, the Council has decided that it is useful to keep monitoring as a local PI.																				
BV204	Planning appeals allowed	Justine Gosling; Steve Munday	Nicky Barnes	<table border="1"> <thead> <tr> <th colspan="2">End of Year: 2006/07</th> </tr> <tr> <th></th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/07</td> <td>34.0%</td> </tr> </tbody> </table>	End of Year: 2006/07			Value	2006/07	34.0%	34.0%	30.0%				Aim To Minimise					
End of Year: 2006/07																					
	Value																				
2006/07	34.0%																				
CR2	% of all new homes affordable	Lee Bray; Andy Marlton; Liam Reading	Mike Saltern	<table border="1"> <thead> <tr> <th colspan="2">End of Year: 2006/07</th> </tr> <tr> <th></th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/07</td> <td>9.8%</td> </tr> </tbody> </table>	End of Year: 2006/07			Value	2006/07	9.8%	9.8%	40%	<table border="1"> <thead> <tr> <th>Creation Date</th> <th>Note Text</th> </tr> </thead> <tbody> <tr> <td>26 April 2007</td> <td>19 affordable homes were completed in the year April 2006</td> </tr> </tbody> </table>	Creation Date	Note Text	26 April 2007	19 affordable homes were completed in the year April 2006			Aim To Maximise	
End of Year: 2006/07																					
	Value																				
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PI	Description	Managed By	Portfolio Owners	PI data	Total to Date figure	Total to Date Target	Latest Notes	Direction of Travel from previous period	Direction of Travel at same time last year	Direction of PI	Status
							to March 2007, out of a total of 193. This equates to 9.8%. Negotiating new affordable housing contributions to development projects can be protracted and build times subject to delay. The Council's new Affordable Housing Team is charged with developing a strategic approach to the planning and delivery of affordable housing in the district.				

Theme: 3. People and Organisation

PI	Description	Managed By	Portfolio Owners	PI data	Total to Date figure	Total to Date Target	Latest Notes	Direction of Travel from previous period	Direction of Travel at same time last year	Direction of PI	Status										
BV11a	Top 5% of Earners: Women	Roger Adams; Tracy Guthrie; Reg Hambly	Nicky Barnes; John Tucker	<table border="1"> <thead> <tr> <th colspan="2">End of Year: 2006/07</th> </tr> <tr> <th></th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/07</td> <td>29.14%</td> </tr> </tbody> </table>	End of Year: 2006/07			Value	2006/07	29.14%	29.14%	29.20%	<table border="1"> <thead> <tr> <th>Creation Date</th> <th>Note Text</th> </tr> </thead> <tbody> <tr> <td>24 April 2006</td> <td>BVPI's 11a-c are identified by ranking staff according to their gross FTE pay.</td> </tr> </tbody> </table>	Creation Date	Note Text	24 April 2006	BVPI's 11a-c are identified by ranking staff according to their gross FTE pay.			Aim To Maximise	
End of Year: 2006/07																					
	Value																				
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24 April 2006	BVPI's 11a-c are identified by ranking staff according to their gross FTE pay.																				

PI	Description	Managed By	Portfolio Owners	PI data	Total to Date figure	Total to Date Target	Latest Notes	Direction of Travel from previous period	Direction of Travel at same time last year	Direction of PI	Status						
							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.										
BV11 b	Top 5% of Earners: Ethnic Minorities	Roger Adams; Tracy Guthrie; Reg Hambly	Nicky Barnes; John Tucker	<table border="1"> <thead> <tr> <th colspan="2">End of Year: 2006/07</th> </tr> <tr> <th></th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/07</td> <td>0.00%</td> </tr> </tbody> </table>	End of Year: 2006/07			Value	2006/07	0.00%	0.00%	0.00%				Aim To Maximise	
End of Year: 2006/07																	
	Value																
2006/07	0.00%																
BV11 c	Top 5% of Earners: with a disability	Roger Adams; Tracy Guthrie; Reg Hambly	Nicky Barnes; John Tucker	<table border="1"> <thead> <tr> <th colspan="2">End of Year: 2006/07</th> </tr> <tr> <th></th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/07</td> <td>0.00%</td> </tr> </tbody> </table>	End of Year: 2006/07			Value	2006/07	0.00%	0.00%	0.00%				Aim To Maximise	
End of Year: 2006/07																	
	Value																
2006/07	0.00%																
P9	Overall: Energy consumption of local authority property	Trevor Finch; Nick Hodgson; Pip West	Shonaugh Rankin	<table border="1"> <thead> <tr> <th colspan="2">End of Year: 2006/07</th> </tr> <tr> <th></th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/07</td> <td>845,761</td> </tr> </tbody> </table>	End of Year: 2006/07			Value	2006/07	845,761	845,761	850,000				Aim To Minimise	
End of Year: 2006/07																	
	Value																
2006/07	845,761																

PI	Description	Managed By	Portfolio Owners	PI data	Total to Date figure	Total to Date Target	Latest Notes	Direction of Travel from previous period	Direction of Travel at same time last year	Direction of PI	Status						
	(kWh)- Green Electricity																
P10	Follaton: Energy consumption of local authority property (kWh)- Gas	Trevor Finch; Nick Hodgson; Pip West	Shonaugh Rankin	<table border="1"> <thead> <tr> <th colspan="2">End of Year: 2006/07</th> </tr> <tr> <th></th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/07</td> <td>331,300</td> </tr> </tbody> </table>	End of Year: 2006/07			Value	2006/07	331,300	331,300	375,000		↑	↑	Aim To Minimise	✓
End of Year: 2006/07																	
	Value																
2006/07	331,300																
P11	Overall: Water Usage of Local Authority operational property (m3)	Trevor Finch; Nick Hodgson; Pip West	Shonaugh Rankin	<table border="1"> <thead> <tr> <th colspan="2">End of Year: 2006/07</th> </tr> <tr> <th></th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2006/07</td> <td>25,574</td> </tr> </tbody> </table>	End of Year: 2006/07			Value	2006/07	25,574	25,574	26,000		↑	↑	Aim To Minimise	✓
End of Year: 2006/07																	
	Value																
2006/07	25,574																

PI Status		Long Term Trends		Short Term Trends	
	This PI is significantly below target.		The value of this PI has improved in the long term.		The value of this PI has improved in the short term.
	This PI is slightly below target.		The value of this PI has worsened in the long term.		The value of this PI has worsened in the short term.
	This PI is on target.		The value of this PI has not changed in the long term.		The value of this PI has not changed in the short term.
	This PI cannot be calculated.				
	This PI is a data-only PI.				