

# Annual Corporate Balanced Scorecard: 2006/07 PART D

Generated on: 29 May 2007



Traffic Light: Red 5, Amber 9, Green 9, Unknown 2, Data Only 1

**NOTE:** Statutory Satisfaction Survey questions (weighted) are carried out every three years. The last statutory survey was carried out in 2006/07; the next survey will be 2009/10. The two years where there is no statutory survey the Council is carrying out a local survey (unweighted).

Theme: **1. Customers**


## BV3 Overall satisfaction with the authority (weighted)

Status	PI Managed By:		PI Portfolio Owners:
	Roger Nicholson		John Tucker
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06			
2006/07: Annual			
	Value	Target	Notes
2006/07	61.9%	70%	
Direction of PI		Aim To Maximise	


## BV3 (Local) Overall satisfaction with the authority (unweighted fig)

Status	PI Managed By:		PI Portfolio Owners:
	Roger Nicholson		John Tucker
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06	60.6%	70%	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	64.3%	70%	
Direction of PI		Aim To Maximise	


**BV4 Satisfaction with complaint handling (weighted)**

Status	PI Managed By:	PI Portfolio Owners:
	Kate Hamp; Roger Nicholson; Tracy Winser	John Tucker
<b>Performance Indicator Date Ranges</b>		
<b>2005/06: Annual</b>		
	Value	Target Notes
2005/06		
<b>2006/07: Annual</b>		
	Value	Target Notes
2006/07	38.3%	45% Performance has improved - the complaints scheme is being revised to a 2 phase process.
<b>Direction of PI</b>	Aim To Maximise	


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

Status	PI Managed By:	PI Portfolio Owners:
	Kate Hamp; Roger Nicholson; Tracy Winser	John Tucker
<b>Performance Indicator Date Ranges</b>		
<b>2005/06: Annual</b>		
	Value	Target Notes
2005/06	39.4%	45%
<b>2006/07: Annual</b>		
	Value	Target Notes
2006/07	40.3%	45%
<b>Direction of PI</b>	Aim To Maximise	

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

Status	PI Managed By:	PI Portfolio Owners:
	Chris Lucas; Roger Nicholson	Bryan Carson; John Tucker
<b>Performance Indicator Date Ranges</b>		
<b>2005/06: Annual</b>		
	Value	Target Notes
2005/06		
<b>2006/07: Annual</b>		
	Value	Target Notes
2006/07	77.1%	80%
<b>Direction of PI</b>	Aim To Maximise	

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

Status	PI Managed By:		PI Portfolio Owners:
	Chris Lucas; Roger Nicholson		Bryan Carson; John Tucker
Performance Indicator Date Ranges			
<b>2005/06: Annual</b>			
	Value	Target	Notes
2005/06	79.1%	82%	
<b>2006/07: Annual</b>			
	Value	Target	Notes
2006/07	76.6%	80%	
<b>Direction of PI</b>		Aim To Maximise	

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

Status	PI Managed By:		PI Portfolio Owners:
	Chris Lucas; Roger Nicholson		Bryan Carson; John Tucker
Performance Indicator Date Ranges			
<b>2005/06: Annual</b>			
	Value	Target	Notes
2005/06			
<b>2006/07: Annual</b>			
	Value	Target	Notes
2006/07	71%	70%	
<b>Direction of PI</b>		Aim To Maximise	


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

Status	PI Managed By:		PI Portfolio Owners:
	Chris Lucas; Roger Nicholson		Bryan Carson; John Tucker
Performance Indicator Date Ranges			
<b>2005/06: Annual</b>			
	Value	Target	Notes
2005/06	82.1%	92%	
<b>2006/07: Annual</b>			
	Value	Target	Notes
2006/07	72.8%	70%	
<b>Direction of PI</b>		Aim To Maximise	

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

Status	PI Managed By:		PI Portfolio Owners:
	Chris Lucas; Roger Nicholson		Bryan Carson; John Tucker
Performance Indicator Date Ranges			
<b>2005/06: Annual</b>			
	Value	Target	Notes
2005/06			
<b>2006/07: Annual</b>			
	Value	Target	Notes
2006/07	75.8%	80%	
<b>Direction of PI</b>		Aim To Maximise	


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

Status	PI Managed By:		PI Portfolio Owners:
	Chris Lucas; Roger Nicholson		Bryan Carson; John Tucker
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06	79.3%	90%	
2006/07: Annual			
	Value	Target	Notes
2006/07	77.8%	80%	
<b>Direction of PI</b>		Aim To Maximise	


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

Status	PI Managed By:		PI Portfolio Owners:
	Ken Carter; Roger Nicholson		David May; John Tucker
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06			
2006/07: Annual			
	Value	Target	Notes
2006/07	65.1%	62%	
<b>Direction of PI</b>		Aim To Maximise	


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

Status	PI Managed By:		PI Portfolio Owners:
	Ken Carter; Roger Nicholson		David May; John Tucker
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06	61.8%	62%	
2006/07: Annual			
	Value	Target	Notes
2006/07	64.9%	62%	
<b>Direction of PI</b>		Aim To Maximise	


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

Status	PI Managed By:	PI Portfolio Owners:	
	Ken Carter; Roger Nicholson	Bill Hitchins; John Tucker	
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06			
2006/07: Annual			
	Value	Target	Notes
2006/07	75.4%	78%	
Direction of PI		Aim To Maximise	


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

Status	PI Managed By:	PI Portfolio Owners:	
	Ken Carter; Roger Nicholson	Bill Hitchins; John Tucker	
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06	75.4%	78%	
2006/07: Annual			
	Value	Target	Notes
2006/07	75.7%	78%	
Direction of PI		Aim To Maximise	

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

Status	PI Managed By:	PI Portfolio Owners:	
	Trevor Finch; Nick Hodgson; Stephanie Sims; Pip West	Hilary Bastone	
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	71.43%	75.00%	
Direction of PI		Aim To Maximise	

**Corp5 Number of complaints sent to Ombudsman**

Status	PI Managed By:	PI Portfolio Owners:
	Melanie Cartwright; Kevin Williams	Hilary Bastone

**Performance Indicator Date Ranges**

**2005/06: Annual**


	Value	Target	Notes
2005/06	19		<p>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.</p> <p>This figure will include complaints that were made prematurely to the Ombudsman and which the Ombudsman referred back to the Council for consideration.</p>

**2006/07: Annual**


	Value	Target	Notes
2006/07	26		<p>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.</p> <p>This figure will include complaints that were made prematurely to the Ombudsman and which the Ombudsman referred back to the Council for consideration.</p>

<b>Direction of PI</b>	Data Only
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**BV203 Change in number of families in temporary accommodation**


Status		PI Managed By:		PI Portfolio Owners:
		Dan Butler; Paul Eells; Helen Hardwicke; Clive Parsons; Tracy Winser		Mike Saltern
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.	
2006/07: Annual				
	Value	Target	Notes	
2006/07	2.25%	-5.00%	It has not been possible to reduce the number of families in temporary accommodation due to the limited number of family houses that have become vacant and the low number of new affordable family houses being completed.	
Direction of PI		Not aiming to maximise or minimise but to meet target set		

**BV204 Planning appeals allowed**

Status		PI Managed By:		PI Portfolio Owners:
		Justine Gosling; Steve Munday		Nicky Barnes
Performance Indicator Date Ranges				
2005/06: Annual				
	Value	Target	Notes	
2005/06	28.2%	30.0%		
2006/07: Annual				
	Value	Target	Notes	
2006/07	34.0%	30.0%		
Direction of PI		Aim To Minimise		

Theme: 3. People and Organisation

**BV11a Top 5% of Earners: Women**

Status	PI Managed By:	PI Portfolio Owners:
	Tracy Guthrie; Reg Hambly	Nicky Barnes

**Performance Indicator Date Ranges**

**2005/06: Annual**

	Value	Target	Notes
2005/06	21.92%	24.33%	BVPI's 11a-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	29.14%	29.20%	

**Direction of PI** Aim To Maximise

**BV11b Top 5% of Earners: Ethnic Minorities**

Status	PI Managed By:	PI Portfolio Owners:
	Tracy Guthrie; Reg Hambly	Nicky Barnes

**Performance Indicator Date Ranges**

**2005/06: Annual**


	Value	Target	Notes
2005/06	0.00%	0.00%	BVPI's 11a-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	0.00%	0.00%	

**Direction of PI** Aim To Maximise

**BV11c Top 5% of Earners: with a disability**

Status	PI Managed By:		PI Portfolio Owners:
	Tracy Guthrie; Reg Hambly		Nicky Barnes
Performance Indicator Date Ranges			
<b>2005/06: Annual</b>			
	Value	Target	Notes
2005/06	0.00%	0.00%	BVPI's 11a-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.
<b>2006/07: Annual</b>			
	Value	Target	Notes
2006/07	0.00%	0.00%	
<b>Direction of PI</b>		Aim To Maximise	


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






Status	PI Managed By:		PI Portfolio Owners:
	Trevor Finch; Nick Hodgson; Pip West		Shonaugh Rankin
Performance Indicator Date Ranges			
<b>2005/06: Annual</b>			
	Value	Target	Notes
2005/06	835,227	2,710,000	
<b>2006/07: Annual</b>			
	Value	Target	Notes
2006/07	845,761	2,710,000	
<b>Direction of PI</b>		Aim To Minimise	

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

Status	PI Managed By:		PI Portfolio Owners:
	Trevor Finch; Nick Hodgson; Pip West		Shonaugh Rankin
Performance Indicator Date Ranges			
<b>2005/06: Annual</b>			
	Value	Target	Notes
2005/06	445,988	4,700,000	
<b>2006/07: Annual</b>			
	Value	Target	Notes
2006/07	331,300	4,700,000	
<b>Direction of PI</b>		Aim To Minimise	

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

Status	PI Managed By:	PI Portfolio Owners:	
	Trevor Finch; Nick Hodgson; Pip West	Shonaugh Rankin	
Performance Indicator Date Ranges			
2005/06: Annual			
	Value	Target	Notes
2005/06	29,234	49,000	
2006/07: Annual			
	Value	Target	Notes
2006/07	25,574	49,000	
Direction of PI		Aim To Minimise	

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.