

Performance 2007/08

During 2007/08 the figure for Strategic Suite indicators meeting upper quartile has risen to 33.3% and the year shows 61.8% improvement on last year's results with 14% maintaining previous performance levels.

Strategic Suite of Indicators for Salisbury District Council

(Strategic Suite) BVPI 012 / EI 006 - Sickness Absence	The proportion of working days/shifts lost to sickness absence. This BVPI doubles as an Efficiency Indicator. Actual data for this indicator is quarterly for Qs 1, 2 & 3 but Q4 data is replaced by result for full year as at year end.
(Strategic Suite) BVPI 002 a - Equality Standard	The level (if any) of the Equality Standard for Local Government to which the authority conforms in respect of age, disability, gender, race, religion/belief and sexual orientation.
(Strategic Suite) BVPI 066 a - Rent Collection	Rent collected by the authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings. Actual and SDC Target data for this indicator is quarterly cumulative.
(Strategic Suite) BVPI 078 a - New Claim Processing	Average time for processing new claims
(Strategic Suite) BVPI 082 ai - Recycling Rate: Percentage	Percentage of household waste arisings which have been sent by the Authority for recycling. Actual data for this indicator is quarterly for Qs 1, 2 & 3 but Q4 data is replaced by result for full year as at year end.
(Strategic Suite) BVPI 082 bi - Composting Rate: Percentage	The percentage of household waste sent by the authority for composting or for treatment by anaerobic digestion. Actual data for this indicator is quarterly for Qs 1, 2 & 3 but Q4 data is replaced by result for full year as at year end.
(Strategic Suite) BVPI 109 a - Major Planning Applications	Percentage of Planning Applications determined within government development control targets to determine: 60% of Major applications in 13 weeks. This is a particularly tough indicator as the number of Major applications tend to be considerably lower than other categories and therefore the impact of just a small number of applications not being determined within 13 weeks is felt far greater on the total result than it would be for the other categories.
(Strategic Suite) BVPI 109 b / EI 005 - Minor Planning Applications	Percentage of Planning Applications determined within government development control targets to determine: 65% of Minor applications in 8 weeks.
(Strategic Suite) BVPI 109 c - Other Planning Applications	Percentage of Planning Applications determined within government development control targets to determine: 80% of Other applications in 8 weeks.
(Strategic Suite) BVPI 127 a - Violent Crime	Violent crime per year, per 1,000 population in the local authority area.
(Strategic Suite) BVPI 184 a - Non-Decent Homes	The proportion of LA homes which were non-decent at 1st April 2007
(Strategic Suite) BVPI 212 - HRA Re-Let Times	Average time taken to re-let Local Authority housing
(Strategic Suite) PI 088 - Missed Bins	Number of collections missed per 100,000 collections of household waste. Actual data for this indicator is quarterly for Qs 1, 2 & 3 but Q4 data is replaced by result for full year as at year end.
(Strategic Suite) PI 501 - Car Parking Income	Car Parking Income - total collected income compared to model target. Actual and SDC Target data for this indicator is quarterly cumulative.
(Strategic Suite) PI 502 - Use of Park and Ride	Number of vehicles parked at Park & Ride sites by scheme users. Actual and SDC Target data for this indicator is quarterly cumulative.
(Strategic Suite) PI 563 - Service Enquiry Resolution	Percentage of service enquiries resolved at first point of contact per quarter.

Appendix 2

(Strategic Suite) PI 564 - Customer Complaints	Number of formal complaints per quarter received by Customer Services.
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