

Democratic Services
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Report

Report subject: Planning and Economic Development Performance Monitoring –
Quarter 1 2007/08

Report to: Planning and Economic Development Overview and Scrutiny Panel

Date: 22nd October 2007

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INVESTOR IN PEOPLE



CUSTOMER SERVICE EXCELLENCE



Awarded in:
Housing Services
Waste and Recycling Services



Planning Portfolio Performance Monitoring

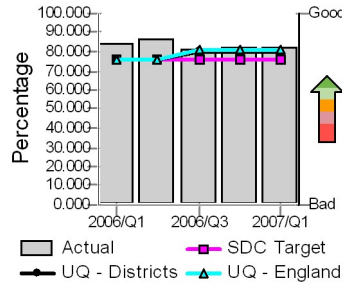
On Target & Areas of Note (Against Target & District and All England Upper Quartiles)

Performance Indicator

BVPI 109 b / EI 005 - Minor Planning Applications (Salisbury District Council) This Year to Date (Last Value)

Commentary (2007/Q1)

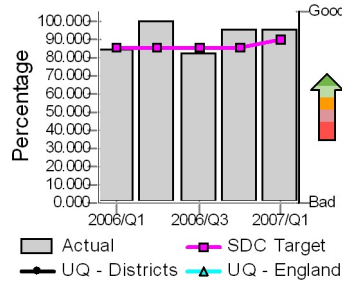
Percentage of Planning Applications determined within government development control targets to determine: 65% of Minor applications in 8 weeks



Performance is back to normal high standards this quarter with 81.69% of applications determined within 8 weeks. The team continue to deal with S106 Unilateral obligations for R2 within a short time frame. Judy Howles, 6 July 2007

PI 453 - % Applications registered within 3 days (Salisbury District Council) This Year to Date (Last Value)

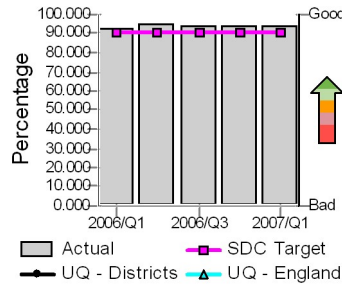
The percentage of Applications registered within three days.



Excellent quarter in registering planning applications even though staffing problems and not able to recruit support staff. Sheila Van Hagen, July 2007

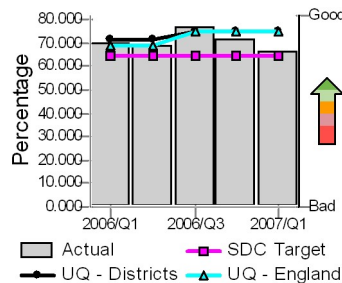
PI 452 - Delegation Percentage (Salisbury District Council) This Year to Date (Last Value)

The percentage of decisions made under delegated powers.



BVPI 109 a - Major Planning Applications (Salisbury District Council) This Year to Date (Last Value)

Percentage of Planning Applications determined within government development control targets to determine: 60% of Major applications in 13 weeks.



Performance has declined this quarter but is still above both local and national targets. Unfortunately two applications that were due to go through in date this quarter have not done so - in one case by the application being deferred by NAC for further information. This, combined with the backlog of uncompleted S106 agreements on major applications means that next quarter it is going to be very difficult to meet local and national targets. Judy Howles, 6 July 2007

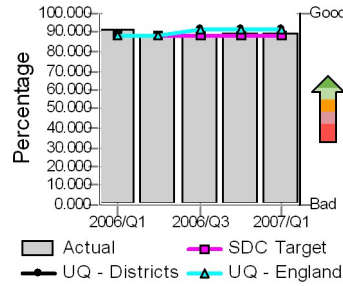
Planning Portfolio Performance Monitoring

On Target & Areas of Note (Against Target & District and All England Upper Quartiles)

Performance Indicator

Percentage of Planning Applications determined within government development control targets to determine: 80% of Other applications in 8 weeks

BVPI 109 c - Other Planning Applications (Salisbury District Council) This Year to Date (Last Value)

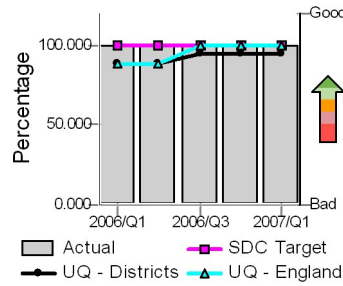


Commentary (2007/Q1)

It has been more of a struggle this quarter to meet local targets - but this has been achieved with 89.54% of other applications being determined within 8 weeks. The most common reason for applications failing to meet target is the need for additional information and amended plans. Judy Howles, 6th July 2007

Score against the Quality of Service Checklist

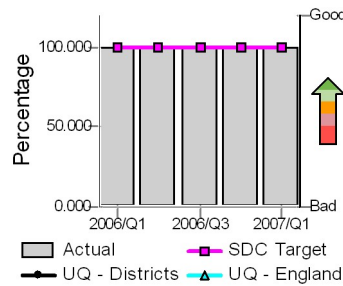
BVPI 205 - Quality of Service Checklist (Salisbury District Council) This Year to Date (Last Value)



Still meeting the required standards. Judy Howles, 6 July 2007

The percentage of Complainants of Enforcement matters contacted within ten days.

PI 458 - % Complainants of Enforcement matters contacted within 10 days (Salisbury District Council) This Year to Date (Last Value)



Planning Portfolio Performance Monitoring

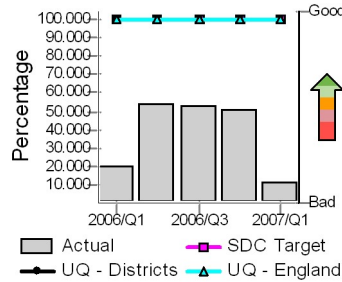
Below Target & Areas of Concern (Against Target & District and All England Upper Quartiles)

Performance Indicator

BVPI 179 - Land Searches (Salisbury District Council) This Year to Date (Last Value)

Commentary (2007/Q1)

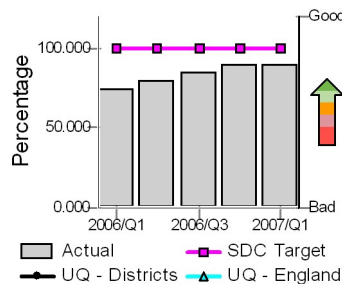
Percentage of land searches carried out in ten working days



Q1 final result is 10.68%. Although some headway has been made in the last couple of weeks the land charges team are still working to 11 - 12 working days. Measures have been put in place to increase the number of searches completed within 10 working days including temporary help with booking in searches, and overtime for the Land Charges Officers. With staff summer leave approaching it is likely a downturn will be seen in this turn around time in the coming weeks. Sheila Van Hagen

PI 457 - % Enforcement Site Visits within 3 days (Salisbury District Council) This Year to Date (Last Value)

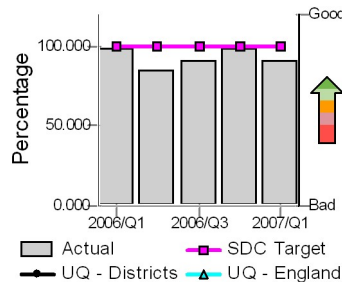
The percentage of Enforcement Site Visits undertaken within three days.



Performance has been consistent across the quarter as the impact of the Enforcement Team being up to full strength since 1st January begins to be felt. Performance has been inhibited in relation to site visits within 3 days principally due to unplanned staff absence and the need to prioritise work with statutory deadlines i.e. enforcement appeals. Further improvement in meeting this key target is anticipated to be made over the coming quarter. Stephen Hawkins, 25 July 2007

PI 456 - % Enforcement Complaints registered within 1 day (Salisbury District Council) This Year to Date (Last Value)

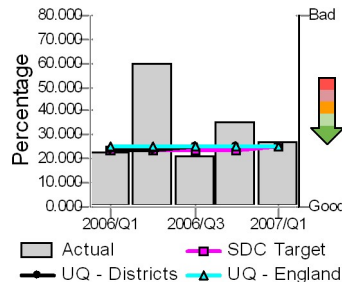
The percentage of Enforcement Complaints registered within one day.



The increased staffing resource available to the Enforcement Team since the beginning of the year is now being felt in terms of raising levels of responsiveness. It is to be hoped that these levels will be improved/sustained over coming quarters, notwithstanding further anticipated staffing changes within the team. Stephen Hawkins, 25 July 2007

BVPI 204 - Planning Appeals Allowed (Salisbury District Council) This Year to Date (Last Value)

Percentage of appeals allowed against the authority's decision to refuse planning applications.



A much better quarter with only 27.27% appeals allowed. Of the 3 appeals allowed - no clear pattern emerges. Judy Howles, 6 July 2007

Economic Development Portfolio Performance Monitoring

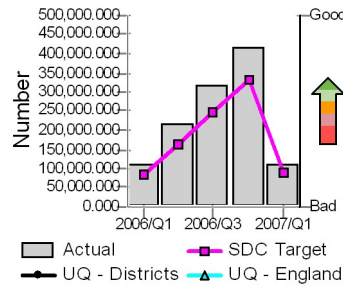
On Target & Areas of Note (Against Target & District and All England Upper Quartiles)

Performance Indicator

PI 569 - Tourism Website (Salisbury District Council) This Year to Date (Last Value)

Commentary (2007/Q1)

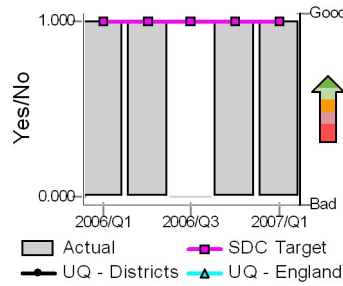
No. of visits to tourism website p.a.



A pay per click campaign for Easter breaks resulted in increased visits. Poor weather has increased website usage, and Salisbury is a preferred destination when compared with coastal resorts. Bryn Jones.

BVPI 200 b - LDS Milestones (Salisbury District Council) This Year to Date (Last Value)

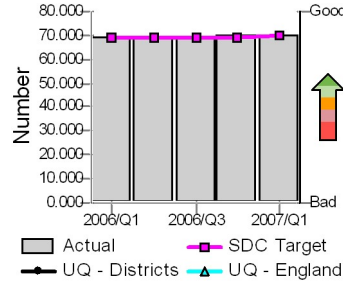
Has the Local Authority met the milestones which the current Local Development Scheme (LDS) sets out?



Yes, the key milestone for this period has been met. This summer we were to start the 'Our Place in the Future' consultation on our Core Strategy: Issues and Options. The target has been hit. David Milton, 30 July 2007

BVPI 219 a - Conservation Areas (Salisbury District Council) This Year to Date (Last Value)

Total number of conservation areas in the local authority area



No change since last quarter's result of 70. Elaine Milton, 27 July 2007.

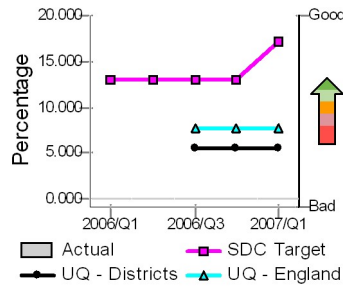
Economic Development Portfolio Performance Monitoring

Below Target & Areas of Concern (Against Target & District and All England Upper Quartiles)

Performance Indicator

Percentage of conservation areas with published management proposals

BVPI 219 c - Conservation Areas: Management Proposals (Salisbury District Council)
This Year to Date (Last Value)

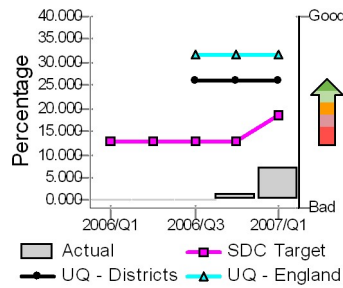


Commentary (2007/Q1)

This figure remains 0. A management plan will be prepared for Old Sarum. We have draft management plans for the twelve conservation areas mentioned above, but these have also not been published as yet. We intend to go to public consultation (ie publish) on the 12 conservation areas shortly.

Percentage of conservation areas within the local authority area that have an up-to-date character appraisal

BVPI 219 b - Conservation Areas: Character Appraisal (Salisbury District Council)
This Year to Date (Last Value)



There have been 4 further character appraisals published this quarter. This brings the total up to 5 of 70 conservation areas = 7.14%. Elaine Milton, 27 July 2007

Salisbury District Council Performance Summary

Authority wide, where possible 40.7% (22 of 54) of indicators are meeting the All England Upper Quartile this quarter of those, 86.4% (19) are exceeding it. 41.5% (22 of 53) of indicators are meeting the Districts Upper Quartile of those, 81.8% (18) are exceeding it.

Over a third of our indicators demonstrated improvement on the same period last year, 38.7% (43 of 111) with a further 13.5% (15) maintaining their previous performance. 49.6% (55 of 111) of our indicators for which local targets were set, achieved them and of those 81.82% (45) outperformed their local target.

Salisbury District Council has achieved 40% (4 of 10) of our Strategic Suite indicators reaching both the All England and District Upper Quartiles, of which 100% exceeded these benchmarks. 38.9% (7 of 18) of our Strategic Suite indicators demonstrated improvement on the results of the same period last year. 57.9% (11 of 19) of our Strategic Suite indicators met their local targets of which, all exceeded them.

From a Portfolio perspective:

Portfolio	% Meeting Target	% Exceeding Target
Community Initiatives	67 (8 of 12)	75 (6 of 8)
Economic Development	50 (3 of 6)	33 (1 of 3)
Environment	58 (7 of 12)	71 (5 of 7)
Finance	61 (8 of 13)	100 (8 of 8)
Housing	50 (13 of 26)	85 (11 of 13)
Planning	58 (7 of 12)	71 (5 of 7)
Resources	32 (9 of 28)	100 (9 of 9)
Transport	0 (0 of 2)	0 (0 of 0)

Portfolio	% Improving on Previous Year	% Static
Community Initiatives	33 (4 of 12)	8 (1 of 12)
Economic Development	67 (4 of 6)	33 (2 of 6)
Environment	42 (7 of 12)	17 (5 of 12)
Finance	69 (9 of 13)	8 (1 of 13)
Housing	38 (10 of 26)	4 (1 of 26)
Planning	25 (3 of 12)	17 (2 of 12)
Resources	28 (8 of 28)	21 (6 of 28)
Transport	0 (0 of 2)	0 (0 of 2)

Portfolio	% Meeting UQ - Districts	% Exceeding UQ - Districts
Community Initiatives	100 (5 of 5)	80 (4 of 5)
Economic Development	0 (0 of 2)	0 (0 of 0)
Environment	18 (2 of 11)	100 (2 of 2)
Finance	25 (2 of 8)	100 (2 of 2)
Housing	54 (7 of 13)	86 (6 of 7)
Planning	33 (2 of 6)	100 (2 of 2)
Resources	50 (4 of 8)	50 (2 of 4)
Transport	0 (0 of 0)	0 (0 of 0)

Portfolio	% Meeting UQ - All England	% Exceeding UQ - All England
Community Initiatives	100 (5 of 5)	80 (4 of 5)
Economic Development	0 (0 of 2)	0 (0 of 0)
Environment	17 (2 of 12)	100 (2 of 2)
Finance	37 (3 of 8)	100 (3 of 3)
Housing	54 (7 of 13)	86 (6 of 7)
Planning	33 (2 of 6)	50 (1 of 2)
Resources	37 (3 of 8)	100 (3 of 3)
Transport	0 (0 of 0)	0 (0 of 0)

Audit Commission review of the Interim 2007/08 Best Value Performance Plan (BVPP) and 2006/07 BVPIs

The initial stage of the Audit Commission's review of the council's Interim 2007/08 Best Value Performance Plan (BVPP) and 2006/07 Best Value Performance Indicators is currently underway with the final stage expected to take place in the autumn. As was the case last year, its objectives are to consider the extent to which the BVPP complies with statutory requirements as to content and distribution; and to consider the adequacy of the systems in place to produce and publish performance information.

Last year, the review concluded there were "no identified matters to report to the authority", and "no recommendations to make on procedures in relation to the Best Value Performance Plan". Their detailed review and testing of the management arrangements in place for ensuring that data is of a good quality showed a good level of compliance and data accuracy and once again, there were no reservations placed on any of the performance indicators tested.

The council recently on the 18th July submitted to the Audit Commission, its latest self assessment on its Management Arrangements for ensuring Data Quality and the Performance Improvement Manager met to discuss this submission with an Audit Commission Performance Specialist in early August. We are committed to building further on the arrangements we have in place for the production, analysis, monitoring and reporting of quality data used to manage and report the council's performance and as such work is currently underway to establish detailed guidance on principles and standards to aim for in relation to data quality. The document aims to outline the council's approach to producing and using high quality data to inform decision-making in recognition that high-quality, timely and comprehensive information is vital to support good decision-making and improved service outcomes. It will take account of the good work already being undertaken to provide relevant information for members, managers, the public and external bodies but will provide a co-coordinated approach to ensure that staff are supported in order that the highest standards are being met across the board.

Efficiency Update

Following an extensive review of all the council's activities for delivering efficiency gains during 2006/07 (new and recurring) the council's Backward Looking Annual Efficiency Statement was submitted to Central Government on 5th July. The vast majority of efficiencies we set out to achieve during 2006/07 were fully met and in many cases exceeded the midyear estimate. A small number were subject to a degree of variance around the part year effect only being realised. Reasons for those unachieved are postponement of activities to 2007/08 and beyond or those that were determined by the Council's own internal review system to lack a sufficient audit trail to be able to demonstrate the efficiency for third party review.

The crosscutting categories are likely to always be representing the lion's share as the majority of activities are classed under Productive Time or Procurement even though they may relate to a specific service area. While we acknowledge the relative importance of non-cashable efficiency gains, we have consciously focused on the cashable side as not only do these lead to more choice over resource allocation but also are crucially in line with the principles underlying the council's Medium Term Financial Strategy. Achieving efficiency is our preferred mechanism to continually improve and deliver more community value in the context of finite resources. We therefore, target genuine cashable savings from all services to reinvest into priority areas. In total, we generated new and recurring efficiencies to the value of £1,795,176 during 2006/07.

All measures against SDC Target

Salisbury District Council

This Year to Date

2007/Q1

Measure	Actual	SDC Target		
	Data	Data	Variance	Index Range
Overall Council Performance by Portfolio 07/08 onwards	--	--	--	Unknown
Community Initiatives	--	--	--	Unknown
Strategic Suite - Community Initiatives	--	--	--	Unknown
BVPI 002 a - Equality Standard	--	2.000	--	Unknown
BVPI 127 a - Violent Crime	3.850	8.792	4.942	Areas to Note
PI 565 - District Summary	--	75.072%	--	Unknown
PI 565 - City Area	--	83.127%	--	Unknown
PI 565 - Bank or Cashpoint: City Area	--	90.200%	--	Unknown
PI 565 - Chemist or Pharmacy: City Area	--	89.220%	--	Unknown
PI 565 - Council and Neighbourhood Offices: City Area	--	73.530%	--	Unknown
PI 565 - Cultural/Recreational Facilities: City Area	--	82.000%	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: City Area	--	61.220%	--	Unknown
PI 565 - GP Surgeries: City Area	--	90.100%	--	Unknown
PI 565 - Hospitals: City Area	--	79.210%	--	Unknown
PI 565 - Library: City Area	--	90.200%	--	Unknown
PI 565 - Local Shop: City Area	--	87.000%	--	Unknown
PI 565 - Police Stations: City Area	--	74.510%	--	Unknown
PI 565 - Post Office: City Area	--	92.160%	--	Unknown
PI 565 - Public Parks and Open Spaces: City Area	--	92.930%	--	Unknown
PI 565 - Public Transport: City Area	--	85.150%	--	Unknown
PI 565 - Shopping Centre or Supermarket: City Area	--	92.080%	--	Unknown
PI 565 - Sports and Leisure Centres: City Area	--	70.710%	--	Unknown
PI 565 - Four Rivers Area	--	75.384%	--	Unknown
PI 565 - Bank or Cashpoint: Four Rivers	--	78.050%	--	Unknown
PI 565 - Chemist or Pharmacy: Four Rivers	--	82.720%	--	Unknown
PI 565 - Council and Neighbourhood Offices: Four Rivers	--	52.500%	--	Unknown
PI 565 - Cultural/Recreational Facilities: Four Rivers	--	65.820%	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: Four Rivers	--	76.250%	--	Unknown
PI 565 - GP Surgeries: Four Rivers	--	83.750%	--	Unknown
PI 565 - Hospitals: Four Rivers	--	65.060%	--	Unknown
PI 565 - Library: Four Rivers	--	77.500%	--	Unknown
PI 565 - Local Shop: Four Rivers	--	86.250%	--	Unknown
PI 565 - Police Stations: Four Rivers	--	69.510%	--	Unknown
PI 565 - Post Office: Four Rivers	--	86.420%	--	Unknown
PI 565 - Public Parks and Open Spaces: Four Rivers	--	91.030%	--	Unknown
PI 565 - Public Transport: Four Rivers	--	71.950%	--	Unknown
PI 565 - Shopping Centre or Supermarket: Four Rivers	--	71.250%	--	Unknown
PI 565 - Sports and Leisure Centres: City Area	--	70.710%	--	Unknown
PI 565 - Mere Area	--	67.859%	--	Unknown
PI 565 - Bank or Cashpoint: Mere Area	--	77.590%	--	Unknown
PI 565 - Chemist or Pharmacy: Mere Area	--	82.760%	--	Unknown
PI 565 - Council and Neighbourhood Offices: Mere Area	--	65.520%	--	Unknown
PI 565 - Cultural/Recreational Facilities: Mere Area	--	21.050%	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: Mere Area	--	77.590%	--	Unknown
PI 565 - GP Surgeries: Mere Area	--	89.660%	--	Unknown
PI 565 - Hospitals: Mere Area	--	31.030%	--	Unknown
PI 565 - Library: Mere Area	--	80.700%	--	Unknown
PI 565 - Local Shop: Mere Area	--	73.210%	--	Unknown
PI 565 - Police Stations: Mere Area	--	68.420%	--	Unknown
PI 565 - Post Office: Mere Area	--	81.030%	--	Unknown
PI 565 - Public Parks and Open Spaces: Mere Area	--	78.570%	--	Unknown
PI 565 - Public Transport: Mere Area	--	61.400%	--	Unknown
PI 565 - Shopping Centre or Supermarket: Mere Area	--	75.440%	--	Unknown
PI 565 - Sports and Leisure Centres: Mere Area	--	40.350%	--	Unknown
PI 565 - Nadder Area	--	70.984%	--	Unknown
PI 565 - Bank or Cashpoint: Nadder Valley	--	80.600%	--	Unknown
PI 565 - Chemist or Pharmacy: Nadder Valley	--	88.240%	--	Unknown
PI 565 - Council and Neighbourhood Offices: Nadder Valley	--	23.440%	--	Unknown
PI 565 - Cultural/Recreational Facilities: Nadder Valley	--	29.850%	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: Nadder Valley	--	84.380%	--	Unknown
PI 565 - GP Surgeries: Nadder Valley	--	89.710%	--	Unknown
PI 565 - Hospitals: Nadder Valley	--	34.330%	--	Unknown
PI 565 - Library: Nadder Valley	--	75.380%	--	Unknown
PI 565 - Local Shop: Nadder Valley	--	88.240%	--	Unknown
PI 565 - Police Stations: Nadder Valley	--	62.690%	--	Unknown
PI 565 - Post Office: Nadder Valley	--	88.240%	--	Unknown
PI 565 - Public Parks and Open Spaces: Nadder Valley	--	79.370%	--	Unknown
PI 565 - Public Transport: Nadder Valley	--	64.710%	--	Unknown
PI 565 - Shopping Centre or Supermarket: Nadder Valley	--	70.150%	--	Unknown
PI 565 - Sports and Leisure Centres: Nadder Valley	--	71.640%	--	Unknown
PI 565 - Southern Area	--	76.693%	--	Unknown
PI 565 - Bank or Cashpoint: Southern Area	--	60.000%	--	Unknown
PI 565 - Chemist or Pharmacy: Southern Area	--	83.330%	--	Unknown
PI 565 - Council and Neighbourhood Offices: Southern Area	--	60.000%	--	Unknown
PI 565 - Cultural/Recreational Facilities: Southern Area	--	69.660%	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: Southern Area	--	63.640%	--	Unknown
PI 565 - GP Surgeries: Southern Area	--	78.890%	--	Unknown
PI 565 - Hospitals: Southern Area	--	70.000%	--	Unknown
PI 565 - Library: Southern Area	--	81.110%	--	Unknown

All measures against SDC Target

Measure	Actual		SDC Target	
	Data	Data	Variance	Index Range
PI 565 - Local Shop: Southern Area	--	95.560%	--	Unknown
PI 565 - Police Stations: Southern Area	--	60.000%	--	Unknown
PI 565 - Post Office: Southern Area	--	94.440%	--	Unknown
PI 565 - Public Parks and Open Spaces: Southern Area	--	91.010%	--	Unknown
PI 565 - Public Transport: Southern Area	--	68.890%	--	Unknown
PI 565 - Shopping Centre or Supermarket: Southern Area	--	90.000%	--	Unknown
PI 565 - Sports and Leisure Centres: Southern Area	--	61.800%	--	Unknown
PI 565 - Stonehenge Area	--	76.387%	--	Unknown
PI 565 - Bank or Cashpoint: Stonehenge	--	81.520%	--	Unknown
PI 565 - Chemist or Pharmacy: Stonehenge	--	86.810%	--	Unknown
PI 565 - Council and Neighbourhood Offices: Stonehenge	--	54.440%	--	Unknown
PI 565 - Cultural/Recreational Facilities: Stonehenge	--	52.750%	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: Stonehenge	--	76.920%	--	Unknown
PI 565 - GP Surgeries: Stonehenge	--	91.210%	--	Unknown
PI 565 - Hospitals: Stonehenge	--	58.700%	--	Unknown
PI 565 - Library: Stonehenge	--	91.210%	--	Unknown
PI 565 - Local Shop: Stonehenge	--	88.760%	--	Unknown
PI 565 - Police Stations: Stonehenge	--	50.550%	--	Unknown
PI 565 - Post Office: Stonehenge	--	92.310%	--	Unknown
PI 565 - Public Parks and Open Spaces: Stonehenge	--	81.320%	--	Unknown
PI 565 - Public Transport: Stonehenge	--	73.910%	--	Unknown
PI 565 - Shopping Centre or Supermarket: Stonehenge	--	83.150%	--	Unknown
PI 565 - Sports and Leisure Centres: Stonehenge	--	70.330%	--	Unknown
BVPIs - Community Initiatives	--	--	--	Unknown
BVPI 002 b - Promoting Race Equality	--	89.000%	--	Unknown
BVPI 126 a - Domestic Burglaries	1.870	5.025	3.155	Areas to Note
BVPI 127 b - Robberies	0.070	0.230	0.160	Areas to Note
BVPI 128 - Vehicle Crimes	1.880	6.610	4.730	Areas to Note
BVPI 174 - Racial Incidents	0.000	0.000	0.000	On Target
BVPI 175 - Action on Racial Incidents	100.000%	100.000%	0.000%	On Target
BVPI 225 - Domestic Violence	73.000%	72.000%	1.000%	On Target
BVPI 226 a - Advice and Guidance Funding	£241,373.350	£242,546.000	(£1,172.650)	Near Target
BVPI 226 b - CLS Quality Mark Funding	46.966%	35.000%	11.966%	Areas to Note
BVPI 226 c - Direct Advice and Guidance Provision	£381,630.000	£389,826.000	(£8,196.000)	Near Target
SSBVI 119a - Satisfaction with sports/leisure facilities	56.000%	--	--	On Target
SSBVI 119b - Satisfaction with libraries	78.000%	--	--	Unknown
SSBVI 119c - Satisfaction with museums/galleries	55.000%	--	--	Areas to Note
SSBVI 119d - Satisfaction with theatres/concert halls	61.000%	--	--	On Target
SSBVI 119e - Satisfaction with parks/open spaces	78.000%	--	--	On Target
Local Indicators - Community Initiatives	--	--	--	Unknown
PI 508 - Cultural Services	£27.080	£25.000	(£2.080)	Near Target
PI 511 - Leisure Facilities Cost Recovery	66.100%	76.500%	(10.400%)	Area of Concern
PI 512 - Crime Reduction	--	4.500%	--	Unknown
PI 513 - External Funding Applications	31.000	15.000	16.000	Areas to Note
PI 514 - Recurring Revenue: Crematorium	£129,910.000	£149,409.000	(£19,499.000)	Area of Concern
PI 515 a - Recurring Revenue: Five Rivers	£324,696.000	£316,665.000	£8,031.000	On Target
PI 515 b - Recurring Revenue: Tisbury SC	£19,281.000	£21,441.000	(£2,160.000)	Area of Concern
PI 515 c - Recurring Revenue: Durrington	£65,078.000	£53,790.000	£11,288.000	Areas to Note
PI 520 - City Hall net cost of service	--	--	--	Unknown
PI 521 - City Hall operational cost of service	--	--	--	Unknown
PI 522 - City Hall subsidy per head of population of borough	--	--	--	Unknown
PI 523 - City Hall % return ag artistes fees excl panto & cinema	--	--	--	Unknown
PI 524 - City Hall % staff costs as a % of total gross expenditure	--	--	--	Unknown
PI 525 - City Hall avg % of tickets sold for productions promoted in main auditorium	--	--	--	Unknown
PI 526 - City Hall total income as a % of total exp	--	--	--	Unknown
PI 530 - % of projects on the corporate project list (24 in 07/08) are supported by external funding	16.000%	--	--	Unknown
PI 531 - No of 3rd sector groups subscribing to funding alerts	183.000	--	--	Unknown
PI 532 - (formula) % take up of opportunities available for external funding by SDC officers	0.893%	--	--	Unknown
PI 532 (ii) - Number of registered interests	183.000	--	--	Unknown
PI 532 (i) - Number of funding alerts issued	205.000	--	--	Unknown
PI 533 - No of 3rd sector groups attending funding surgeries	46.000	--	--	Unknown
SE 001 - % of Population Volunteering in sport and active recreation	--	--	--	Unknown
SE 002 - % of Population With Access to 3 Types of Leisure Facility	--	--	--	Unknown
SE 003 - % of Population participating in 30 minutes of sport and active recreation	--	--	--	Unknown
SSPI 001a - % in the local area who suffer from noisy neighbours/loud parties	11.000%	--	--	Unknown
SSPI 001b - % in the local area who are concerned about teenagers hanging around on the streets	45.000%	--	--	Unknown
SSPI 001c - % in the local area who feel there is excessive rubbish and litter lying around	29.000%	--	--	Unknown
SSPI 001d - % in the local area who suffer from or are concerned about people being drunk or rowdy in public spaces	27.000%	--	--	Unknown
SSPI 001e - % in the local area who suffer from abandoned or burnt out cars	6.000%	--	--	Unknown
SSPI 001f - % in the local area who suffer from vandalism, graffiti and other deliberate damage to property or vehicles	31.000%	--	--	Unknown
SSPI 001g - % in the local area who suffer who are concerned about people using or dealing drugs	31.000%	--	--	Unknown
SSPI 002 - % of parents perceived as not taking responsibility for their children	51.000%	--	--	Unknown

All measures against SDC Target

Measure	Actual		SDC Target	
	Data	Data	Variance	Index Range
SSPI 003 - % concerned with perceived lack of respect and consideration	35.000%	--	--	Unknown
SSPI 004 - % who feel informed about how SDC is tackling anti-social behaviour	22.000%	--	--	Unknown
Economic Development	--	--	--	Unknown
Strategic Suite - Economic Development	--	--	--	Unknown
BVPIs - Economic Development	--	--	--	Area of Concern
BVPI 106 - Brown Field Building	61.000%	40.000%	21.000%	Areas to Note
BVPI 200 a - LDS Submission	1.000	1.000	0.000	On Target
BVPI 200 b - LDS Milestones	1.000	1.000	0.000	On Target
BVPI 200 c - Plan-making: Monitoring Report	1.000	1.000	0.000	On Target
BVPI 219 a - Conservation Areas	70.000	70.000	0.000	On Target
BVPI 219 b - Conservation Areas: Character Appraisal	7.143%	18.570%	(11.427%)	Area of Concern
BVPI 219 c - Conservation Areas: Management Proposals	0.000%	17.140%	(17.140%)	Area of Concern
Local Indicators - Economic Development	--	--	--	On Target
PI 549 - SSTP Membership	323.000	350.000	(27.000)	On Target
PI 550 - SSTP Member Satisfaction	91.300%	92.500%	(1.200%)	On Target
PI 569 - Tourism Website	112,784.000	90,000.000	22,784.000	Areas to Note
PI 570 - TIC usage	--	--	--	Unknown
PI 571 - TIC enquiries (email & letter)	--	--	--	Unknown
PI 572 - Accomodation bookings taken by the TIC	--	--	--	Unknown
PI 573 - Satisfaction with TIC (speed of service)	--	--	--	Unknown
PI 574 - Satisfaction with TIC (quality of service)	--	--	--	Unknown
PI 575 - Satisfaction with TIC (range of info available)	--	--	--	Unknown
PI 576 - Satisfaction with range of visitor attractions and places to visit/ things to do	--	--	--	Unknown
PI 577 - Satisfaction with quality of visitor attractions and places to visit/things to do	--	--	--	Unknown
PI 578 - Satisfaction with VfM of visitor attractions and places to visit/ things to do	--	--	--	Unknown
Environment	--	--	--	Unknown
Strategic Suite - Environment	--	--	--	Area of Concern
BVPI 082 ai - Recycling Rate: %age	19.830%	25.000%	(5.170%)	Area of Concern
BVPI 082 bi - Composting Rate: %age	4.100%	6.000%	(1.900%)	Area of Concern
PI 088 - Missed Bins	14.190	15.000	0.810	On Target
BVPIs - Environment	--	--	--	Unknown
BVPI 082 aii - Recycling Rate: Tonnage	2,171.590tonnes	2,979.000tonnes	(807.410tonnes)	Area of Concern
BVPI 082 bii - Composting Rate: Tonnage	448.920tonnes	725.000tonnes	(276.080tonnes)	Area of Concern
BVPI 084 a - Waste Collection	376.990kgs	384.000kgs	7.010kgs	On Target
BVPI 084 b - Reduction in Waste Arisings	0.800%	-3.000%	(3.800%)	Area of Concern
BVPI 086 - Cost of Waste Collection: Total	£50.185	£57.000	£6.815	Near Target
BVPI 086 - Cost of Waste Collection	£2,505,572.360	--	--	Unknown
# Households	49,927.000	--	--	Unknown
BVPI 091 a - Coverage of Kerbside Recycling (one recyclable)	98.000%	98.000%	0.000%	On Target
BVPI 091 b - Coverage of Kerbside Recycling (2 recyclables)	98.000%	98.000%	0.000%	On Target
BVPI 166a - Environmental Health Best Practice Checklist	93.000%	91.000%	2.000%	On Target
BVPI 199 a - Litter & Detritus	--	13.000%	--	Unknown
BVPI 199 b - Graffiti	--	2.500%	--	Unknown
BVPI 199 c - Fly-Posting	--	2.500%	--	Unknown
BVPI 199 d - Fly-Tipping	--	3.000	--	Unknown
BVPI 216 a - Contaminated Land	1,859.000	1,700.000	(159.000)	Areas to Note
BVPI 216 b - Contaminated Land: Remediation Plans	49.000%	87.000%	(38.000%)	Areas to Note
BVPI 217 - Pollution Control	100.000%	100.000%	0.000%	On Target
BVPI 218 a - Abandoned Vehicles: Investigation	97.900%	90.000%	7.900%	On Target
BVPI 218 b - Abandoned Vehicles: Removal	90.000%	75.000%	15.000%	Areas to Note
SSBVPI 089 - Public Satisfaction with Cleanliness	81.000%	--	--	Areas to Note
SSBVPI 090a - Public Satisfaction With Waste Collection	85.000%	--	--	Below Target
SSBVPI 090b - Public Satisfaction With Recycling	73.000%	--	--	Near Target
Local Indicators - Environment	--	--	--	Unknown
Finance	--	--	--	Unknown
Strategic Suite - Finance	--	--	--	Unknown
BVPI 066 a - Rent Collection	93.030%	92.650%	0.380%	On Target
PI 442 - Efficiencies Achieved	£1,559,100.000	£432,000.000	£1,127,100.000	Areas to Note
PI 554 - Corporate Revenue Outturn	--	0.500%	--	Unknown
PI 555 - Corporate Capital Spend	7.600%	9.000%	1.400%	Areas to Note
PI 566 - Level of District Council Tax	1.000	1.000	0.000	On Target
BVPIs - Finance	--	--	--	Areas to Note
BVPI 008 - Invoice Payment	97.067%	93.000%	4.067%	On Target
BVPI 009 / EI 007 - Council Tax Collection	30.780%	24.560%	6.220%	Areas to Note
BVPI 010 - Non-Domestic Rates Collection	44.590%	24.760%	19.830%	Areas to Note
BVPI 066 b - Rent Arrears	4.780%	5.500%	0.720%	Areas to Note
BVPI 079 a - HB: Correct Calculation	100.000%	99.000%	1.000%	On Target
BVPI 079 bi - Overpayments Recovered	93.550%	73.000%	20.550%	Areas to Note
BVPI 079 bii - Overpayments Recovered (%age of Total Debt)	20.660%	62.000%	(41.340%)	Area of Concern
BVPI 079 biii - Overpayments Written Off	1.010%	9.000%	7.990%	Areas to Note
Local Indicators - Finance	--	--	--	Unknown
PI 448 - Reductions in benefit entitlement against individually-set targets for each LA.	841.000	1,200.000	(359.000)	Area of Concern
PI 548 % General Fund Aged Debt	--	--	--	Unknown
PI 552 - Audit Plan	92.100%	91.000%	1.100%	On Target
PI 553 - Treasury Management	1.000	1.000	0.000	On Target
PI 601 a / EI 020 - CTAX Payments By Direct Debit	67.800%	70.000%	(2.200%)	Near Target
PI 601 b / EI 021 - NNDR Payments By Direct Debit	54.370%	65.000%	(10.630%)	Area of Concern
PI 602 / EI 022 - Migration To BACS	82.470%	85.000%	(2.530%)	Near Target
Housing	--	--	--	Unknown
Strategic Suite - Housing	--	--	--	On Target
BVPI 078 a - New Claim Processing	18.680Days	25.000Days	6.320Days	Areas to Note

All measures against SDC Target

Measure	Actual	SDC Target		
	Data	Data	Variance	Index Range
BVPI 184 a - Non-Decent Homes	18.250%	10.000%	(8.250%)	Below Target
BVPI 212 - HRA Re-Let Times	29.500Days	30.000Days	0.500Days	On Target
BVPIs - Housing	--	--	--	On Target
BVPI 063 - Energy Efficiency	66.530	72.500	(5.970)	Below Target
BVPI 064 - Vacant Dwellings	21.000	25.000	(4.000)	Area of Concern
BVPI 066 c - Notices Seeking Possession	3.730%	18.000%	14.270%	Areas to Note
BVPI 066 d - Evictions	0.110%	0.200%	0.090%	Areas to Note
BVPI 067 - Homelessness Applications	81.130%	97.000%	(15.870%)	Area of Concern
BVPI 076 a - HB Claimants Visited	32.220	200.000	(167.780)	Area of Concern
BVPI 076 b - Fraud Investigators	0.440	0.530	(0.090)	Near Target
BVPI 076 c - Fraud Investigations	5.300	50.000	(44.700)	Area of Concern
BVPI 076 d - Prosecutions and Sanctions	2.210	5.000	(2.790)	Area of Concern
BVPI 078 b - Change of Circumstances Processing	2.540Days	6.000Days	3.460Days	Areas to Note
BVPI 183 a - B&B Accommodation	0.000weeks	6.000weeks	6.000weeks	Areas to Note
BVPI 183 b - Hostel Accommodation	0.000Days	0.000Days	0.000Days	On Target
BVPI 184 b - Change in Non-Decent Homes	-48.440%	30.000%	78.440%	Areas to Note
BVPI 202 - Rough Sleepers	10.000	10.000	0.000	On Target
BVPI 203 - Change in Homelessness Level	-22.500%	12.000%	34.500%	Areas to Note
BVPI 213 - Homelessness Prevention	2.000	50.000	(48.000)	Area of Concern
BVPI 214 - Repeat Homelessness	5.330	5.000	(0.330)	Below Target
SSBVPI 074 a - Tenant Satisfaction: Overall Service	82.000%	85.000%	(3.000%)	Near Target
SSBVPI 074 b - Ethnic Minority Tenant Satisfaction: Overall Service	75.000%	86.000%	(11.000%)	Area of Concern
SSBVPI 074 c - Non-Ethnic Minority Tenant Satisfaction: Overall Service	82.000%	85.000%	(3.000%)	Near Target
SSBVPI 075 a - Tenant Satisfaction: Participation	57.000%	60.000%	(3.000%)	Area of Concern
SSBVPI 075 b - Ethnic Minority Tenant Satisfaction: Participation	100.000%	79.000%	21.000%	Areas to Note
SSBVPI 075 c - Non-Ethnic Minority Tenant Satisfaction: Participation	56.000%	60.000%	(4.000%)	Area of Concern
SSBVPI 080a - Benefits Office - Contact	77.000%	--	--	Below Target
SSBVPI 080b - Benefits Office - Service	75.000%	--	--	Area of Concern
SSBVPI 080c - Benefits Office - Telephone Service	73.000%	--	--	Below Target
SSBVPI 080d - Benefits Office - Staff	83.000%	--	--	Near Target
SSBVPI 080e - Benefits Office - Forms	58.000%	--	--	Area of Concern
SSBVPI 080f - Benefits Office - Speed of Service	70.000%	--	--	Below Target
SSBVPI 080g - Benefits Office - Overall	79.000%	--	--	Below Target
Local Indicators - Housing	--	--	--	Unknown
PI 211 a - HRA Dwellings: Planned/Responsive Repairs Spend	10.080%	60.000%	(49.920%)	Area of Concern
PI 211 b - HRA Dwellings: Urgent/Non-Urgent Repairs Spend	23.580%	23.000%	(0.580%)	Near Target
PI 449 - HB/CTB Claims Information	40.330%	54.000%	13.670%	Areas to Note
PI 450 - HB Claims Determination	96.420%	90.000%	6.420%	On Target
PI 451 - Rent Allowance Determination	97.780%	90.000%	7.780%	On Target
PI 504 a - New AH sites considered	5.000	--	--	Unknown
PI 504 b - AH units granted PP	220.000	--	--	Unknown
PI 504 c - AH Units refused PP	0.000	--	--	Unknown
PI 504 d - AH Units started on site	8.000	--	--	Unknown
PI 504 e - AH Units completed	0.000	--	--	Unknown
PI 504 f - DIYSO properties sold	1.000	--	--	Unknown
PI 507 - Tenant Satisfaction: Repairs	96.000%	95.000%	1.000%	On Target
Planning	--	--	--	Below Target
Strategic Suite - Planning	--	--	--	On Target
BVPI 109 a - Major Planning Applications	66.667%	65.000%	1.667%	On Target
BVPI 109 a - # Decision <= Limit	8.000	--	--	Unknown
BVPI 109 a - # Decisions	12.000	--	--	Unknown
BVPI 109 b / EI 005 - Minor Planning Applications	81.690%	75.400%	6.290%	On Target
BVPI 109 b - # Decision <= Limit	116.000	--	--	Unknown
BVPI 109 b - # Decisions	142.000	--	--	Unknown
BVPI 109 c - Other Planning Applications	89.544%	88.000%	1.544%	On Target
BVPI 109 c - # Decision <= Limit	334.000	--	--	Unknown
BVPI 109 c - # Decisions	373.000	--	--	Unknown
BVPIs - Planning	--	--	--	Area of Concern
BVPI 179 - Land Searches	10.680%	100.000%	(89.320%)	Area of Concern
BVPI 204 - Planning Appeals Allowed	27.270%	25.000%	(2.270%)	Below Target
BVPI 205 - Quality of Service Checklist	100.000%	100.000%	0.000%	On Target
SSBVPI 111 - Satisfaction with the Planning Service	70.000%	--	--	Below Target
Local Indicators - Planning	--	--	--	Near Target
PI 452 - Delegation Percentage	94.000%	90.000%	4.000%	On Target
PI 453 - % Applications registered within 3 days	95.110%	90.000%	5.110%	On Target
PI 454 - % Decisions sent within 3 days of delegated decision	91.390%	95.000%	(3.610%)	Near Target
PI 456 - % Enforcement Complaints registered within 1 day	90.900%	100.000%	(9.100%)	Below Target
PI 457 - % Enforcement Site Visits within 3 days	89.200%	100.000%	(10.800%)	Area of Concern
PI 458 - % Complainants of Enforcement matters contacted within 10 days	100.000%	100.000%	0.000%	On Target
Resources 07/08 onwards	--	--	--	Unknown
Strategic Suite - Resources 07/08 onwards	--	--	--	On Target
BVPI 012 / EI 006 - Sickness Absence	5.850Days	7.000Days	1.150Days	Areas to Note
BVPI 012 a i - Sickness Absence: Community Initiatives	31.000Days	--	--	Unknown
BVPI 012 b i - Sickness Absence: Customer Services	8.000Days	--	--	Unknown
BVPI 012 c i - Sickness Absence: Democratic Services	0.000Days	--	--	Unknown
BVPI 012 d i - Sickness Absence: Development Services	50.500Days	--	--	Unknown
BVPI 012 e i - Sickness Absence: Environmental Services	599.000Days	--	--	Unknown
BVPI 012 f i - Sickness Absence - Financial Services	5.000Days	--	--	Unknown
BVPI 012 g i - Sickness Absence: Forward Planning and Transportation	27.000Days	--	--	Unknown
BVPI 012 h i - Sickness Absence: Housing Management	54.000Days	--	--	Unknown
BVPI 012 i i - Sickness Absence: IT Services	34.000Days	--	--	Unknown

All measures against SDC Target

Measure	Actual	SDC Target		
	Data	Data	Variance	Index Range
BVPI 012 j i - Sickness Absence: Legal and Property Services	1.000Days	--	--	Unknown
BVPI 012 k i - Sickness Absence: Management Team	0.000Days	--	--	Unknown
BVPI 012 l i - Sickness Absence: Marketing, Economic Development and Tourism	4.000Days	--	--	Unknown
BVPI 012 m i - Sickness Absence: Personnel and Training	0.000Days	--	--	Unknown
BVPI 012 n i - Sickness Absence: Revenues & Benefits	52.500Days	--	--	Unknown
BVPI 012 o i - Sickness Absence: Strategic Housing Services	110.000Days	--	--	Unknown
PI 518 a - Actual v Authorised FTEs: Community Initiatives	97.340	108.890	11.550	Areas to Note
PI 518 b - Actual v Authorised FTEs: Customer Services	28.710	31.000	2.290	On Target
PI 518 c - Actual v Authorised FTEs: Democratic Services	16.540	27.040	10.500	Areas to Note
PI 518 d - Actual v Authorised FTEs: Development Services	46.910	48.890	1.980	On Target
PI 518 e - Actual v Authorised FTEs: Environmental Services	165.160	172.290	7.130	On Target
PI 518 f - Actual v Authorised FTEs: Financial Services	20.780	23.040	2.260	On Target
PI 518 g - Actual v Authorised FTEs: Forward Planning and Transportation	53.160	59.160	6.000	Areas to Note
PI 518 h - Actual v Authorised FTEs: Housing Management	61.920	74.000	12.080	Areas to Note
PI 518 i - Actual v Authorised FTEs: ICT Services	17.380	22.000	4.620	Areas to Note
PI 518 j - Actual v Authorised FTEs: Legal and Property Services	10.420	12.540	2.120	Areas to Note
PI 518 k - Actual v Authorised FTEs: Management Team	6.810	9.500	2.690	Areas to Note
PI 518 l - Actual v Authorised FTEs: Marketing, Economic Development and Tourism	19.050	20.440	1.390	On Target
PI 518 m - Actual v Authorised FTEs: People and Organisational Development	11.810	11.310	(0.500)	Near Target
PI 518 n - Actual v Authorised FTEs: Revenues and Benefits Services	36.780	40.950	4.170	Areas to Note
PI 518 o - Actual v Authorised FTEs: Strategic Housing Services	45.780	53.780	8.000	Areas to Note
PI 440 - Strategic Suite in Upper Quartile	40.000%	50.000%	(10.000%)	Below Target
PI 441 - Indicators Improving	38.740%	50.000%	(11.260%)	Area of Concern
PI 563 - Service Enquiry Resolution	78.850%	80.000%	(1.150%)	Near Target
PI 564 - Customer Complaints	43.000	110.000	67.000	Areas to Note
PI 567 - Pls On Target	49.550%	60.000%	(10.450%)	Below Target
BVPIs - Resources 07/08 onwards	--	--	--	Unknown
BVPI 011 a - Women in Top 5% Earners	38.460%	31.250%	7.210%	Areas to Note
BVPI 011 b - Ethnic Minorities in Top 5% Earners	0.000%	0.700%	(0.700%)	Area of Concern
BVPI 011 c - Top 5% Earners With Disability	0.000%	2.500%	(2.500%)	Area of Concern
BVPI 014 - Early Retirements	0.000%	2.000%	2.000%	Areas to Note
BVPI 015 - Ill Health Retirements	0.000%	0.150%	0.150%	Areas to Note
BVPI 016 a - LA Employees With Disability	1.060%	2.130%	(1.070%)	Area of Concern
BVPI 016 b - Economically Active With Disability	11.570%	--	--	Unknown
BVPI 017 a - Ethnic Minority Employees	1.202%	1.800%	(0.598%)	Area of Concern
BVPI 156 - Disabled Accessibility	17.000%	25.000%	(8.000%)	On Target
SSBVPI 003 - Overall Satisfaction with the Council	67.000%	--	--	On Target
SSBVPI 004 - Satisfaction with Complaints Handling	37.000%	38.000%	(1.000%)	On Target
Local Indicators - Resources 07/08 onwards	--	--	--	Unknown
PI 404 - On-Contract Spend	40.000%	70.000%	(30.000%)	Area of Concern
PI 409 - Spend With SMEs	11.000%	38.000%	(27.000%)	Area of Concern
PI 422 - Spend Per Invoice	£1,004.340	£1,250.000	(£245.660)	Area of Concern
PI 424 - Spend Per Supplier	£6,299.000	£7,500.000	(£1,201.000)	Area of Concern
PI 436 - Invoices Per Supplier	6.270	4.800	(1.470)	Area of Concern
PI 439 a - Invoices By Amount: <£100	3,707.000	625.000	(3,082.000)	Area of Concern
PI 439 b - Invoices By Amount: £100 - £499	2,104.000	5,375.000	3,271.000	Areas to Note
PI 439 c - Invoices By Amount: £500 - £999	729.000	875.000	(146.000)	Area of Concern
PI 439 d - Invoices By Amount: £1000 - £4999	581.000	1,000.000	(419.000)	Area of Concern
PI 439 e - Invoices By Amount: £5000+	236.000	375.000	(139.000)	Area of Concern
PI 518 - Actual v Authorised FTEs	638.550%	714.830%	76.280%	Areas to Note
PI 518 a - Actual v Authorised FTEs: Community Initiatives	97.340	108.890	11.550	Areas to Note
PI 518 b - Actual v Authorised FTEs: Customer Services	28.710	31.000	2.290	On Target
PI 518 c - Actual v Authorised FTEs: Democratic Services	16.540	27.040	10.500	Areas to Note
PI 518 d - Actual v Authorised FTEs: Development Services	46.910	48.890	1.980	On Target
PI 518 e - Actual v Authorised FTEs: Environmental Services	165.160	172.290	7.130	On Target
PI 518 f - Actual v Authorised FTEs: Financial Services	20.780	23.040	2.260	On Target
PI 518 g - Actual v Authorised FTEs: Forward Planning and Transportation	53.160	59.160	6.000	Areas to Note
PI 518 h - Actual v Authorised FTEs: Housing Management	61.920	74.000	12.080	Areas to Note
PI 518 i - Actual v Authorised FTEs: ICT Services	17.380	22.000	4.620	Areas to Note
PI 518 j - Actual v Authorised FTEs: Legal and Property Services	10.420	12.540	2.120	Areas to Note
PI 518 k - Actual v Authorised FTEs: Management Team	6.810	9.500	2.690	Areas to Note
PI 518 l - Actual v Authorised FTEs: Marketing, Economic Development and Tourism	19.050	20.440	1.390	On Target
PI 518 m - Actual v Authorised FTEs: People and Organisational Development	11.810	11.310	(0.500)	Near Target
PI 518 n - Actual v Authorised FTEs: Revenues and Benefits Services	36.780	40.950	4.170	Areas to Note
PI 518 o - Actual v Authorised FTEs: Strategic Housing Services	45.780	53.780	8.000	Areas to Note
PI 551 - Legal Expenditure/Budget	4.920%	--	--	Below Target
PI 556 - Property Average IRR	9.250%	--	--	On Target
PI 557 a - General Fund Property Costs	£11.540	--	--	Below Target
PI 557 b - HRA Property Costs	£14.370	--	--	Near Target
PI 558 - Property Running Costs	£91.730	--	--	Near Target
PI 559 - Legal Services: Cost Per Head	£5.820	--	--	Area of Concern
PI 560 - Electoral Register	1,172.000	--	--	Unknown
PI 561 - Parish Vacancies	10.000	8.000	(2.000)	Area of Concern

All measures against SDC Target

Measure	Actual	SDC Target		
	Data	Data	Variance	Index Range
PI 562 a - Public Questions	0.346	0.520	(0.174)	Area of Concern
PI 562 b - Public Meeting Attendance	11.860	10.000	1.860	Areas to Note
PI 568 - Coverage of Press Releases	94.000%	90.000%	4.000%	On Target
PI 600 - Print Unit Recharge Revenue	£-6,752,000	--	--	Area of Concern
PI 603 - Subscription Savings	£4,098,500	£4,000,000	£98,500	On Target
Transport	--	--	--	Unknown
Strategic Suite - Transport	--	--	--	Area of Concern
PI 501 - Car Parking Income	£1,206,107,000	£1,272,675,000	(£66,568,000)	Below Target
PI 502 - Use of Park and Ride	63,324,000	79,082,000	(15,758,000)	Area of Concern
BVPIs - Transport	--	--	--	Unknown
Local Indicators - Transport	--	--	--	Unknown

All measures against Upper Quartile - Districts

Salisbury District Council

This Year to Date

2007/Q1

Measure	Actual		UQ - Districts	
	Data	Data	Variance	Index Range
Overall Council Performance by Portfolio 07/08 onwards	--	--	--	Unknown
Community Initiatives	--	--	--	Unknown
Strategic Suite - Community Initiatives	--	--	--	Unknown
BVPI 002 a - Equality Standard	--	--	--	Unknown
BVPI 127 a - Violent Crime	3.850	11.100	7.250	Areas to Note
PI 565 - District Summary	--	--	--	Unknown
PI 565 - City Area	--	--	--	Unknown
PI 565 - Bank or Cashpoint: City Area	--	--	--	Unknown
PI 565 - Chemist or Pharmacy: City Area	--	--	--	Unknown
PI 565 - Council and Neighbourhood Offices: City Area	--	--	--	Unknown
PI 565 - Cultural/Recreational Facilities: City Area	--	--	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: City Area	--	--	--	Unknown
PI 565 - GP Surgeries: City Area	--	--	--	Unknown
PI 565 - Hospitals: City Area	--	--	--	Unknown
PI 565 - Library: City Area	--	--	--	Unknown
PI 565 - Local Shop: City Area	--	--	--	Unknown
PI 565 - Police Stations: City Area	--	--	--	Unknown
PI 565 - Post Office: City Area	--	--	--	Unknown
PI 565 - Public Parks and Open Spaces: City Area	--	--	--	Unknown
PI 565 - Public Transport: City Area	--	--	--	Unknown
PI 565 - Shopping Centre or Supermarket: City Area	--	--	--	Unknown
PI 565 - Sports and Leisure Centres: City Area	--	--	--	Unknown
PI 565 - Four Rivers Area	--	--	--	Unknown
PI 565 - Bank or Cashpoint: Four Rivers	--	--	--	Unknown
PI 565 - Chemist or Pharmacy: Four Rivers	--	--	--	Unknown
PI 565 - Council and Neighbourhood Offices: Four Rivers	--	--	--	Unknown
PI 565 - Cultural/Recreational Facilities: Four Rivers	--	--	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: Four Rivers	--	--	--	Unknown
PI 565 - GP Surgeries: Four Rivers	--	--	--	Unknown
PI 565 - Hospitals: Four Rivers	--	--	--	Unknown
PI 565 - Library: Four Rivers	--	--	--	Unknown
PI 565 - Local Shop: Four Rivers	--	--	--	Unknown
PI 565 - Police Stations: Four Rivers	--	--	--	Unknown
PI 565 - Post Office: Four Rivers	--	--	--	Unknown
PI 565 - Public Parks and Open Spaces: Four Rivers	--	--	--	Unknown
PI 565 - Public Transport: Four Rivers	--	--	--	Unknown
PI 565 - Shopping Centre or Supermarket: Four Rivers	--	--	--	Unknown
PI 565 - Sports and Leisure Centres: City Area	--	--	--	Unknown
PI 565 - Mere Area	--	--	--	Unknown
PI 565 - Bank or Cashpoint: Mere Area	--	--	--	Unknown
PI 565 - Chemist or Pharmacy: Mere Area	--	--	--	Unknown
PI 565 - Council and Neighbourhood Offices: Mere Area	--	--	--	Unknown
PI 565 - Cultural/Recreational Facilities: Mere Area	--	--	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: Mere Area	--	--	--	Unknown
PI 565 - GP Surgeries: Mere Area	--	--	--	Unknown
PI 565 - Hospitals: Mere Area	--	--	--	Unknown
PI 565 - Library: Mere Area	--	--	--	Unknown
PI 565 - Local Shop: Mere Area	--	--	--	Unknown
PI 565 - Police Stations: Mere Area	--	--	--	Unknown
PI 565 - Post Office: Mere Area	--	--	--	Unknown
PI 565 - Public Parks and Open Spaces: Mere Area	--	--	--	Unknown
PI 565 - Public Transport: Mere Area	--	--	--	Unknown
PI 565 - Shopping Centre or Supermarket: Mere Area	--	--	--	Unknown
PI 565 - Sports and Leisure Centres: Mere Area	--	--	--	Unknown
PI 565 - Nadder Area	--	--	--	Unknown
PI 565 - Bank or Cashpoint: Nadder Valley	--	--	--	Unknown
PI 565 - Chemist or Pharmacy: Nadder Valley	--	--	--	Unknown
PI 565 - Council and Neighbourhood Offices: Nadder Valley	--	--	--	Unknown
PI 565 - Cultural/Recreational Facilities: Nadder Valley	--	--	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: Nadder Valley	--	--	--	Unknown
PI 565 - GP Surgeries: Nadder Valley	--	--	--	Unknown
PI 565 - Hospitals: Nadder Valley	--	--	--	Unknown
PI 565 - Library: Nadder Valley	--	--	--	Unknown
PI 565 - Local Shop: Nadder Valley	--	--	--	Unknown
PI 565 - Police Stations: Nadder Valley	--	--	--	Unknown
PI 565 - Post Office: Nadder Valley	--	--	--	Unknown
PI 565 - Public Parks and Open Spaces: Nadder Valley	--	--	--	Unknown
PI 565 - Public Transport: Nadder Valley	--	--	--	Unknown
PI 565 - Shopping Centre or Supermarket: Nadder Valley	--	--	--	Unknown
PI 565 - Sports and Leisure Centres: Nadder Valley	--	--	--	Unknown
PI 565 - Southern Area	--	--	--	Unknown
PI 565 - Bank or Cashpoint: Southern Area	--	--	--	Unknown
PI 565 - Chemist or Pharmacy: Southern Area	--	--	--	Unknown
PI 565 - Council and Neighbourhood Offices: Southern Area	--	--	--	Unknown
PI 565 - Cultural/Recreational Facilities: Southern Area	--	--	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: Southern Area	--	--	--	Unknown
PI 565 - GP Surgeries: Southern Area	--	--	--	Unknown
PI 565 - Hospitals: Southern Area	--	--	--	Unknown
PI 565 - Library: Southern Area	--	--	--	Unknown

All measures against Upper Quartile - Districts

Measure	Actual		UQ - Districts	
	Data	Data	Variance	Index Range
PI 565 - Local Shop: Southern Area	--	--	--	Unknown
PI 565 - Police Stations: Southern Area	--	--	--	Unknown
PI 565 - Post Office: Southern Area	--	--	--	Unknown
PI 565 - Public Parks and Open Spaces: Southern Area	--	--	--	Unknown
PI 565 - Public Transport: Southern Area	--	--	--	Unknown
PI 565 - Shopping Centre or Supermarket: Southern Area	--	--	--	Unknown
PI 565 - Sports and Leisure Centres: Southern Area	--	--	--	Unknown
PI 565 - Stonehenge Area	--	--	--	Unknown
PI 565 - Bank or Cashpoint: Stonehenge	--	--	--	Unknown
PI 565 - Chemist or Pharmacy: Stonehenge	--	--	--	Unknown
PI 565 - Council and Neighbourhood Offices: Stonehenge	--	--	--	Unknown
PI 565 - Cultural/Recreational Facilities: Stonehenge	--	--	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: Stonehenge	--	--	--	Unknown
PI 565 - GP Surgeries: Stonehenge	--	--	--	Unknown
PI 565 - Hospitals: Stonehenge	--	--	--	Unknown
PI 565 - Library: Stonehenge	--	--	--	Unknown
PI 565 - Local Shop: Stonehenge	--	--	--	Unknown
PI 565 - Police Stations: Stonehenge	--	--	--	Unknown
PI 565 - Post Office: Stonehenge	--	--	--	Unknown
PI 565 - Public Parks and Open Spaces: Stonehenge	--	--	--	Unknown
PI 565 - Public Transport: Stonehenge	--	--	--	Unknown
PI 565 - Shopping Centre or Supermarket: Stonehenge	--	--	--	Unknown
PI 565 - Sports and Leisure Centres: Stonehenge	--	--	--	Unknown
BVPIs - Community Initiatives	--	--	--	Unknown
BVPI 002 b - Promoting Race Equality	--	73.000%	--	Unknown
BVPI 126 a - Domestic Burglaries	1.870	5.700	3.830	Areas to Note
BVPI 127 b - Robberies	0.070	0.200	0.130	Areas to Note
BVPI 128 - Vehicle Crimes	1.880	6.400	4.520	Areas to Note
BVPI 174 - Racial Incidents	0.000	--	--	Unknown
BVPI 175 - Action on Racial Incidents	100.000%	100.000%	0.000%	On Target
BVPI 225 - Domestic Violence	73.000%	--	--	Unknown
BVPI 226 a - Advice and Guidance Funding	£241,373.350	--	--	Unknown
BVPI 226 b - CLS Quality Mark Funding	46.966%	--	--	Unknown
BVPI 226 c - Direct Advice and Guidance Provision	£381.630.000	--	--	Unknown
SSBVPI 119a - Satisfaction with sports/leisure facilities	56.000%	65.000%	(9.000%)	Area of Concern
SSBVPI 119b - Satisfaction with libraries	78.000%	78.000%	0.000%	On Target
SSBVPI 119c - Satisfaction with museums/galleries	55.000%	50.000%	5.000%	Areas to Note
SSBVPI 119d - Satisfaction with theatres/concert halls	61.000%	52.000%	9.000%	Areas to Note
SSBVPI 119e - Satisfaction with parks/open spaces	78.000%	78.000%	0.000%	On Target
Local Indicators - Community Initiatives	--	--	--	Unknown
PI 508 - Cultural Services	£27.080	--	--	Unknown
PI 511 - Leisure Facilities Cost Recovery	66.100%	--	--	Unknown
PI 512 - Crime Reduction	--	--	--	Unknown
PI 513 - External Funding Applications	31.000	--	--	Unknown
PI 514 - Recurring Revenue: Crematorium	£129,910.000	--	--	Unknown
PI 515 a - Recurring Revenue: Five Rivers	£324,696.000	--	--	Unknown
PI 515 b - Recurring Revenue: Tisbury SC	£19,281.000	--	--	Unknown
PI 515 c - Recurring Revenue: Durrington	£65,078.000	--	--	Unknown
PI 520 - City Hall net cost of service	--	--	--	Unknown
PI 521 - City Hall operational cost of service	--	--	--	Unknown
PI 522 - City Hall subsidy per head of population of borough	--	--	--	Unknown
PI 523 - City Hall % return ag artistes fees excl panto & cinema	--	--	--	Unknown
PI 524 - City Hall % staff costs as a % of total gross expenditure	--	--	--	Unknown
PI 525 - City Hall avg % of tickets sold for productions promoted in main auditorium	--	--	--	Unknown
PI 526 - City Hall total income as a % of total exp	--	--	--	Unknown
PI 530 - % of projects on the corporate project list (24 in 07/08) are supported by external funding	16.000%	--	--	Unknown
PI 531 - No of 3rd sector groups subscribing to funding alerts	183.000	--	--	Unknown
PI 532 - (formula) % take up of opportunities available for external funding by SDC officers	0.893%	--	--	Unknown
PI 532 (ii) - Number of registered interests	183.000	--	--	Unknown
PI 532 (i) - Number of funding alerts issued	205.000	--	--	Unknown
PI 533 - No of 3rd sector groups attending funding surgeries	46.000	--	--	Unknown
SE 001 - % of Population Volunteering in sport and active recreation	--	--	--	Unknown
SE 002 - % of Population With Access to 3 Types of Leisure Facility	--	--	--	Unknown
SE 003 - % of Population participating in 30 minutes of sport and active recreation	--	--	--	Unknown
SSPI 001a - % in the local area who suffer from noisy neighbours/loud parties	11.000%	--	--	Unknown
SSPI 001b - % in the local area who are concerned about teenagers hanging around on the streets	45.000%	--	--	Unknown
SSPI 001c - % in the local area who feel there is excessive rubbish and litter lying around	29.000%	--	--	Unknown
SSPI 001d - % in the local area who suffer from or are concerned about people being drunk or rowdy in public spaces	27.000%	--	--	Unknown
SSPI 001e - % in the local area who suffer from abandoned or burnt out cars	6.000%	--	--	Unknown
SSPI 001f - % in the local area who suffer from vandalism, graffiti and other deliberate damage to property or vehicles	31.000%	--	--	Unknown
SSPI 001g - % in the local area who suffer who are concerned about people using or dealing drugs	31.000%	--	--	Unknown
SSPI 002 - % of parents perceived as not taking responsibility for their children	51.000%	--	--	Unknown

All measures against Upper Quartile - Districts

Measure	Actual	UQ - Districts		
	Data	Data	Variance	Index Range
SSPI 003 - % concerned with perceived lack of respect and consideration	35.000%	--	--	Unknown
SSPI 004 - % who feel informed about how SDC is tackling anti-social behaviour	22.000%	--	--	Unknown
Economic Development	--	--	--	Unknown
Strategic Suite - Economic Development	--	--	--	Unknown
BVPIs - Economic Development	--	--	--	Unknown
BVPI 106 - Brown Field Building	61.000%	89.670%	(28.670%)	Area of Concern
BVPI 200 a - LDS Submission	1.000	--	--	Unknown
BVPI 200 b - LDS Milestones	1.000	--	--	Unknown
BVPI 200 c - Plan-making: Monitoring Report	1.000	--	--	Unknown
BVPI 219 a - Conservation Areas	70.000	--	--	Unknown
BVPI 219 b - Conservation Areas: Character Appraisal	7.143%	26.000%	(18.857%)	Area of Concern
BVPI 219 c - Conservation Areas: Management Proposals	0.000%	5.500%	(5.500%)	Area of Concern
Local Indicators - Economic Development	--	--	--	Unknown
PI 549 - SSTP Membership	323.000	--	--	Unknown
PI 550 - SSTP Member Satisfaction	91.300%	--	--	Unknown
PI 569 - Tourism Website	112.784.000	--	--	Unknown
PI 570 - TIC usage	--	--	--	Unknown
PI 571 - TIC enquiries (email & letter)	--	--	--	Unknown
PI 572 - Accomodation bookings taken by the TIC	--	--	--	Unknown
PI 573 - Satisfaction with TIC (speed of service)	--	--	--	Unknown
PI 574 - Satisfaction with TIC (quality of service)	--	--	--	Unknown
PI 575 - Satisfaction with TIC (range of info available)	--	--	--	Unknown
PI 576 - Satisfaction with range of visitor attractions and places to visit/ things to do	--	--	--	Unknown
PI 577 - Satisfaction with quality of visitor attractions and places to visit/things to do	--	--	--	Unknown
PI 578 - Satisfaction with VfM of visitor attractions and places to visit/ things to do	--	--	--	Unknown
Environment	--	--	--	Unknown
Strategic Suite - Environment	--	--	--	Unknown
BVPI 082 ai - Recycling Rate: %age	19.830%	21.720%	(1.890%)	Near Target
BVPI 082 bi - Composting Rate: %age	4.100%	14.670%	(10.570%)	Area of Concern
PI 088 - Missed Bins	14.190	--	--	Unknown
BVPIs - Environment	--	--	--	Unknown
BVPI 082 aii - Recycling Rate: Tonnage	2,171.590tonnes	9,082.980tonnes	(6,911.390tonnes)	Area of Concern
BVPI 082 bii - Composting Rate: Tonnage	448.920tonnes	6,048.830tonnes	(5,599.910tonnes)	Area of Concern
BVPI 084 a - Waste Collection	376.990kas	381.000kas	4.010kas	On Target
BVPI 084 b - Reduction in Waste Arisings	0.800%	-3.290%	(4.090%)	Area of Concern
BVPI 086 - Cost of Waste Collection: Total	£50.185	£40.280	(£9.905)	Area of Concern
BVPI 086 - Cost of Waste Collection	£2,505,572.360	--	--	Unknown
# Households	49,927.000	--	--	Unknown
BVPI 091 a - Coverage of Kerbside Recycling (one recyclable)	98.000%	100.000%	(2.000%)	Near Target
BVPI 091 b - Coverage of Kerbside Recycling (2 recyclables)	98.000%	100.000%	(2.000%)	Near Target
BVPI 166a - Environmental Health Best Practice Checklist	93.000%	98.700%	(5.700%)	Below Target
BVPI 199 a - Litter & Detritus	--	8.000%	--	Unknown
BVPI 199 b - Graffiti	--	0.000%	--	Unknown
BVPI 199 c - Fly-Posting	--	0.000%	--	Unknown
BVPI 199 d - Fly-Tipping	--	--	--	Unknown
BVPI 216 a - Contaminated Land	1,859.000	--	--	Unknown
BVPI 216 b - Contaminated Land: Remediation Plans	49.000%	8.000%	41.000%	Areas to Note
BVPI 217 - Pollution Control	100.000%	100.000%	0.000%	On Target
BVPI 218 a - Abandoned Vehicles: Investigation	97.900%	96.120%	1.780%	On Target
BVPI 218 b - Abandoned Vehicles: Removal	90.000%	93.950%	(3.950%)	Near Target
SSBVPI 089 - Public Satisfaction with Cleanliness	81.000%	74.000%	7.000%	On Target
SSBVPI 090a - Public Satisfaction With Waste Collection	85.000%	86.000%	(1.000%)	Near Target
SSBVPI 090b - Public Satisfaction With Recycling	73.000%	76.000%	(3.000%)	Near Target
Local Indicators - Environment	--	--	--	Unknown
Finance	--	--	--	Unknown
Strategic Suite - Finance	--	--	--	Unknown
BVPI 066 a - Rent Collection	93.030%	98.840%	(5.810%)	Below Target
PI 442 - Efficiencies Achieved	£1,559,100.000	--	--	Unknown
PI 554 - Corporate Revenue Outturn	--	--	--	Unknown
PI 555 - Corporate Capital Spend	7.600%	--	--	Unknown
PI 566 - Level of District Council Tax	1.000	--	--	Unknown
BVPIs - Finance	--	--	--	Unknown
BVPI 008 - Invoice Payment	97.067%	97.300%	(0.233%)	Near Target
BVPI 009 / EI 007 - Council Tax Collection	30.780%	98.530%	(67.750%)	Area of Concern
BVPI 010 - Non-Domestic Rates Collection	44.590%	99.300%	(54.710%)	Area of Concern
BVPI 066 b - Rent Arrears	4.780%	3.390%	(1.390%)	Area of Concern
BVPI 079 a - HB: Correct Calculation	100.000%	99.000%	1.000%	On Target
BVPI 079 bi - Overpayments Recovered	93.550%	79.460%	14.090%	Areas to Note
BVPI 079 bii - Overpayments Recovered (%age of Total Debt)	20.660%	41.220%	(20.560%)	Area of Concern
BVPI 079 biii - Overpayments Written Off	1.010%	--	--	Unknown
Local Indicators - Finance	--	--	--	Unknown
PI 448 - Reductions in benefit entitlement against individually-set targets for each LA.	841.000	--	--	Unknown
PI 548 % General Fund Aged Debt	--	--	--	Unknown
PI 552 - Audit Plan	92.100%	--	--	Unknown
PI 553 - Treasury Management	1.000	--	--	Unknown
PI 601 a / EI 020 - CTAX Payments By Direct Debit	67.800%	--	--	Unknown
PI 601 b / EI 021 - NNDR Payments By Direct Debit	54.370%	--	--	Unknown
PI 602 / EI 022 - Migration To BACS	82.470%	--	--	Unknown
Housing	--	--	--	Unknown
Strategic Suite - Housing	--	--	--	Area of Concern
BVPI 078 a - New Claim Processing	18.680Days	25.500Days	6.820Days	Areas to Note

All measures against Upper Quartile - Districts

Measure	Actual		UQ - Districts	
	Data	Data	Variance	Index Range
BVPI 184 a - Non-Decent Homes	18.250%	12.000%	(6.250%)	Area of Concern
BVPI 212 - HRA Re-Let Times	29.500Days	27.000Days	(2.500Days)	Below Target
BVPIs - Housing	--	--	--	Unknown
BVPI 063 - Energy Efficiency	66.530	69.000	(2.470)	Near Target
BVPI 064 - Vacant Dwellings	21.000	38.000	(17.000)	Area of Concern
BVPI 066 c - Notices Seeking Possession	3.730%	13.550%	9.820%	Areas to Note
BVPI 066 d - Evictions	0.110%	0.150%	0.040%	Areas to Note
BVPI 067 - Homelessness Applications	81.130%	--	--	Unknown
BVPI 076 a - HB Claimants Visited	32.220	--	--	Unknown
BVPI 076 b - Fraud Investigators	0.440	--	--	Unknown
BVPI 076 c - Fraud Investigations	5.300	--	--	Area of Concern
BVPI 076 d - Prosecutions and Sanctions	2.210	--	--	Area of Concern
BVPI 078 b - Change of Circumstances Processing	2.540Days	8.500Days	5.960Days	Areas to Note
BVPI 183 a - B&B Accommodation	0.000weeks	1.120weeks	1.120weeks	Areas to Note
BVPI 183 b - Hostel Accommodation	0.000Days	0.000Days	0.000Days	On Target
BVPI 184 b - Change in Non-Decent Homes	-48.440%	28.900%	77.340%	Areas to Note
BVPI 202 - Rough Sleepers	10.000	0.000	(10.000)	Area of Concern
BVPI 203 - Change in Homelessness Level	-22.500%	-17.870%	4.630%	Areas to Note
BVPI 213 - Homelessness Prevention	2.000	5.000	(3.000)	Area of Concern
BVPI 214 - Repeat Homelessness	5.330	0.000	(5.330)	Area of Concern
SSBVPI 074 a - Tenant Satisfaction: Overall Service	82.000%	85.000%	(3.000%)	Near Target
SSBVPI 074 b - Ethnic Minority Tenant Satisfaction: Overall Service	75.000%	85.750%	(10.750%)	Area of Concern
SSBVPI 074 c - Non-Ethnic Minority Tenant Satisfaction: Overall Service	82.000%	85.000%	(3.000%)	Near Target
SSBVPI 075 a - Tenant Satisfaction: Participation	57.000%	70.000%	(13.000%)	Area of Concern
SSBVPI 075 b - Ethnic Minority Tenant Satisfaction: Participation	100.000%	75.000%	25.000%	Areas to Note
SSBVPI 075 c - Non-Ethnic Minority Tenant Satisfaction: Participation	56.000%	70.000%	(14.000%)	Area of Concern
SSBVPI 080a - Benefits Office - Contact	77.000%	--	--	Below Target
SSBVPI 080b - Benefits Office - Service	75.000%	--	--	Area of Concern
SSBVPI 080c - Benefits Office - Telephone Service	73.000%	--	--	Below Target
SSBVPI 080d - Benefits Office - Staff	83.000%	--	--	Near Target
SSBVPI 080e - Benefits Office - Forms	58.000%	--	--	Area of Concern
SSBVPI 080f - Benefits Office - Speed of Service	70.000%	--	--	Below Target
SSBVPI 080g - Benefits Office - Overall	79.000%	--	--	Below Target
Local Indicators - Housing	--	--	--	Unknown
PI 211 a - HRA Dwellings: Planned/Responsive Repairs Spend	10.080%	--	--	Unknown
PI 211 b - HRA Dwellings: Urgent/Non-Urgent Repairs Spend	23.580%	--	--	Unknown
PI 449 - HB/CTB Claims Information	40.330%	--	--	Unknown
PI 450 - HB Claims Determination	96.420%	--	--	Unknown
PI 451 - Rent Allowance Determination	97.780%	--	--	Unknown
PI 504 a - New AH sites considered	5.000	--	--	Unknown
PI 504 b - AH units granted PP	220.000	--	--	Unknown
PI 504 c - AH Units refused PP	0.000	--	--	Unknown
PI 504 d - AH Units started on site	8.000	--	--	Unknown
PI 504 e - AH Units completed	0.000	--	--	Unknown
PI 504 f - DIYSO properties sold	1.000	--	--	Unknown
PI 507 - Tenant Satisfaction: Repairs	96.000%	--	--	Unknown
Planning	--	--	--	Unknown
Strategic Suite - Planning	--	--	--	Near Target
BVPI 109 a - Major Planning Applications	66.667%	74.750%	(8.083%)	Area of Concern
BVPI 109 a - # Decision <= Limit	8.000	--	--	Unknown
BVPI 109 a - # Decisions	12.000	--	--	Unknown
BVPI 109 b / EI 005 - Minor Planning Applications	81.690%	80.390%	1.300%	On Target
BVPI 109 b - # Decision <= Limit	116.000	--	--	Unknown
BVPI 109 b - # Decisions	142.000	--	--	Unknown
BVPI 109 c - Other Planning Applications	89.544%	91.610%	(2.066%)	Near Target
BVPI 109 c - # Decision <= Limit	334.000	--	--	Unknown
BVPI 109 c - # Decisions	373.000	--	--	Unknown
BVPIs - Planning	--	--	--	Area of Concern
BVPI 179 - Land Searches	10.680%	100.000%	(89.320%)	Area of Concern
BVPI 204 - Planning Appeals Allowed	27.270%	25.000%	(2.270%)	Below Target
BVPI 205 - Quality of Service Checklist	100.000%	94.400%	5.600%	On Target
SSBVPI 111 - Satisfaction with the Planning Service	70.000%	--	--	Area of Concern
Local Indicators - Planning	--	--	--	Unknown
PI 452 - Delegation Percentage	94.000%	--	--	Unknown
PI 453 - % Applications registered within 3 days	95.110%	--	--	Unknown
PI 454 - % Decisions sent within 3 days of delegated decision	91.390%	--	--	Unknown
PI 456 - % Enforcement Complaints registered within 1 day	90.900%	--	--	Unknown
PI 457 - % Enforcement Site Visits within 3 days	89.200%	--	--	Unknown
PI 458 - % Complainants of Enforcement matters contacted within 10 days	100.000%	--	--	Unknown
Resources 07/08 onwards	--	--	--	Unknown
Strategic Suite - Resources 07/08 onwards	--	--	--	Unknown
BVPI 012 / EI 006 - Sickness Absence	5.850Days	8.290Days	2.440Days	Areas to Note
BVPI 012 a i - Sickness Absence: Community Initiatives	31.000Days	--	--	Unknown
BVPI 012 b i - Sickness Absence: Customer Services	8.000Days	--	--	Unknown
BVPI 012 c i - Sickness Absence: Democratic Services	0.000Days	--	--	Unknown
BVPI 012 d i - Sickness Absence: Development Services	50.500Days	--	--	Unknown
BVPI 012 e i - Sickness Absence: Environmental Services	599.000Days	--	--	Unknown
BVPI 012 f i - Sickness Absence - Financial Services	5.000Days	--	--	Unknown
BVPI 012 g i - Sickness Absence: Forward Planning and Transportation	27.000Days	--	--	Unknown
BVPI 012 h i - Sickness Absence: Housing Management	54.000Days	--	--	Unknown
BVPI 012 i i - Sickness Absence: IT Services	34.000Days	--	--	Unknown

All measures against Upper Quartile - Districts

Measure	Actual	UQ - Districts		
	Data	Data	Variance	Index Range
BVPI 012 j i - Sickness Absence: Legal and Property Services	1.000Days	--	--	Unknown
BVPI 012 k i - Sickness Absence: Management Team	0.000Days	--	--	Unknown
BVPI 012 l i - Sickness Absence: Marketing, Economic Development and Tourism	4.000Days	--	--	Unknown
BVPI 012 m i - Sickness Absence: Personnel and Training	0.000Days	--	--	Unknown
BVPI 012 n i - Sickness Absence: Revenues & Benefits	52.500Days	--	--	Unknown
BVPI 012 o i - Sickness Absence: Strategic Housing Services	110.000Days	--	--	Unknown
PI 518 a - Actual v Authorised FTEs: Community Initiatives	97.340	--	--	Unknown
PI 518 b - Actual v Authorised FTEs: Customer Services	28.710	--	--	Unknown
PI 518 c - Actual v Authorised FTEs: Democratic Services	16.540	--	--	Unknown
PI 518 d - Actual v Authorised FTEs: Development Services	46.910	--	--	Unknown
PI 518 e - Actual v Authorised FTEs: Environmental Services	165.160	--	--	Unknown
PI 518 f - Actual v Authorised FTEs: Financial Services	20.780	--	--	Unknown
PI 518 g - Actual v Authorised FTEs: Forward Planning and Transportation	53.160	--	--	Unknown
PI 518 h - Actual v Authorised FTEs: Housing Management	61.920	--	--	Unknown
PI 518 i - Actual v Authorised FTEs: ICT Services	17.380	--	--	Unknown
PI 518 j - Actual v Authorised FTEs: Legal and Property Services	10.420	--	--	Unknown
PI 518 k - Actual v Authorised FTEs: Management Team	6.810	--	--	Unknown
PI 518 l - Actual v Authorised FTEs: Marketing, Economic Development and Tourism	19.050	--	--	Unknown
PI 518 m - Actual v Authorised FTEs: People and Organisational Development	11.810	--	--	Unknown
PI 518 n - Actual v Authorised FTEs: Revenues and Benefits Services	36.780	--	--	Unknown
PI 518 o - Actual v Authorised FTEs: Strategic Housing Services	45.780	--	--	Unknown
PI 440 - Strategic Suite in Upper Quartile	40.000%	--	--	Unknown
PI 441 - Indicators Improving	38.740%	--	--	Unknown
PI 563 - Service Enquiry Resolution	78.850%	--	--	Unknown
PI 564 - Customer Complaints	43.000	--	--	Unknown
PI 567 - Pls On Target	49.550%	--	--	Unknown
BVPIs - Resources 07/08 onwards	--	--	--	Unknown
BVPI 011 a - Women in Top 5% Earners	38.460%	31.250%	7.210%	Areas to Note
BVPI 011 b - Ethnic Minorities in Top 5% Earners	0.000%	3.370%	(3.370%)	Area of Concern
BVPI 011 c - Top 5% Earners With Disability	0.000%	5.910%	(5.910%)	Area of Concern
BVPI 014 - Early Retirements	0.000%	0.000%	0.000%	On Target
BVPI 015 - Ill Health Retirements	0.000%	0.000%	0.000%	On Target
BVPI 016 a - LA Employees With Disability	1.060%	4.370%	(3.310%)	Area of Concern
BVPI 016 b - Economically Active With Disability	11.570%	--	--	Unknown
BVPI 017 a - Ethnic Minority Employees	1.202%	2.700%	(1.498%)	Area of Concern
BVPI 156 - Disabled Accessibility	17.000%	--	--	Unknown
SSBVPI 003 - Overall Satisfaction with the Council	67.000%	60.000%	7.000%	Areas to Note
SSBVPI 004 - Satisfaction with Complaints Handling	37.000%	38.000%	(1.000%)	Near Target
Local Indicators - Resources 07/08 onwards	--	--	--	Unknown
PI 404 - On-Contract Spend	40.000%	--	--	Unknown
PI 409 - Spend With SMEs	11.000%	--	--	Unknown
PI 422 - Spend Per Invoice	£1,004.340	--	--	Unknown
PI 424 - Spend Per Supplier	£6,299.000	--	--	Unknown
PI 436 - Invoices Per Supplier	6.270	--	--	Unknown
PI 439 a - Invoices By Amount: <£100	3,707.000	--	--	Unknown
PI 439 b - Invoices By Amount: £100 - £499	2,104.000	--	--	Unknown
PI 439 c - Invoices By Amount: £500 - £999	729.000	--	--	Unknown
PI 439 d - Invoices By Amount: £1000 - £4999	581.000	--	--	Unknown
PI 439 e - Invoices By Amount: £5000+	236.000	--	--	Unknown
PI 518 - Actual v Authorised FTEs	638.550%	--	--	Unknown
PI 518 a - Actual v Authorised FTEs: Community Initiatives	97.340	--	--	Unknown
PI 518 b - Actual v Authorised FTEs: Customer Services	28.710	--	--	Unknown
PI 518 c - Actual v Authorised FTEs: Democratic Services	16.540	--	--	Unknown
PI 518 d - Actual v Authorised FTEs: Development Services	46.910	--	--	Unknown
PI 518 e - Actual v Authorised FTEs: Environmental Services	165.160	--	--	Unknown
PI 518 f - Actual v Authorised FTEs: Financial Services	20.780	--	--	Unknown
PI 518 g - Actual v Authorised FTEs: Forward Planning and Transportation	53.160	--	--	Unknown
PI 518 h - Actual v Authorised FTEs: Housing Management	61.920	--	--	Unknown
PI 518 i - Actual v Authorised FTEs: ICT Services	17.380	--	--	Unknown
PI 518 j - Actual v Authorised FTEs: Legal and Property Services	10.420	--	--	Unknown
PI 518 k - Actual v Authorised FTEs: Management Team	6.810	--	--	Unknown
PI 518 l - Actual v Authorised FTEs: Marketing, Economic Development and Tourism	19.050	--	--	Unknown
PI 518 m - Actual v Authorised FTEs: People and Organisational Development	11.810	--	--	Unknown
PI 518 n - Actual v Authorised FTEs: Revenues and Benefits Services	36.780	--	--	Unknown
PI 518 o - Actual v Authorised FTEs: Strategic Housing Services	45.780	--	--	Unknown
PI 551 - Legal Expenditure/Budget	4.920%	--	--	Unknown
PI 556 - Property Average IRR	9.250%	--	--	Unknown
PI 557 a - General Fund Property Costs	£11.540	--	--	Unknown
PI 557 b - HRA Property Costs	£14.370	--	--	Unknown
PI 558 - Property Running Costs	£91.730	--	--	Unknown
PI 559 - Legal Services: Cost Per Head	£5.820	--	--	Unknown
PI 560 - Electoral Register	1,172.000	--	--	Unknown
PI 561 - Parish Vacancies	10.000	--	--	Unknown

All measures against Upper Quartile - Districts

Measure	Actual	UQ - Districts		
	Data	Data	Variance	Index Range
PI 562 a - Public Questions	0.346	--	--	Unknown
PI 562 b - Public Meeting Attendance	11.860	--	--	Unknown
PI 568 - Coverage of Press Releases	94.000%	--	--	Unknown
PI 600 - Print Unit Recharge Revenue	£-6,752,000	--	--	Unknown
PI 603 - Subscription Savings	£4,098,500	--	--	Unknown
Transport	--	--	--	Unknown
Strategic Suite - Transport	--	--	--	Unknown
PI 501 - Car Parking Income	£1,206,107,000	--	--	Unknown
PI 502 - Use of Park and Ride	63,324,000	--	--	Unknown
BVPs - Transport	--	--	--	Unknown
Local Indicators - Transport	--	--	--	Unknown

All measures against Previous Year

Salisbury District Council This Year to Date 2007/Q1

Measure	Actual	Previous Year		
	Data	Data	Variance	Index Range
Overall Council Performance by Portfolio 07/08 onwards	--	--	--	Unknown
Community Initiatives	--	--	--	Unknown
Strategic Suite - Community Initiatives	--	--	--	Unknown
BVPI 002 a - Equality Standard	--	2,000	--	Unknown
BVPI 127 a - Violent Crime	3,850	3,750	(0.100)	Near Target
PI 565 - District Summary	--	--	--	Unknown
PI 565 - City Area	--	--	--	Unknown
PI 565 - Bank or Cashpoint: City Area	--	--	--	Unknown
PI 565 - Chemist or Pharmacy: City Area	--	--	--	Unknown
PI 565 - Council and Neighbourhood Offices: City Area	--	--	--	Unknown
PI 565 - Cultural/Recreational Facilities: City Area	--	--	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: City Area	--	--	--	Unknown
PI 565 - GP Surgeries: City Area	--	--	--	Unknown
PI 565 - Hospitals: City Area	--	--	--	Unknown
PI 565 - Library: City Area	--	--	--	Unknown
PI 565 - Local Shop: City Area	--	--	--	Unknown
PI 565 - Police Stations: City Area	--	--	--	Unknown
PI 565 - Post Office: City Area	--	--	--	Unknown
PI 565 - Public Parks and Open Spaces: City Area	--	--	--	Unknown
PI 565 - Public Transport: City Area	--	--	--	Unknown
PI 565 - Shopping Centre or Supermarket: City Area	--	--	--	Unknown
PI 565 - Sports and Leisure Centres: City Area	--	--	--	Unknown
PI 565 - Four Rivers Area	--	--	--	Unknown
PI 565 - Bank or Cashpoint: Four Rivers	--	--	--	Unknown
PI 565 - Chemist or Pharmacy: Four Rivers	--	--	--	Unknown
PI 565 - Council and Neighbourhood Offices: Four Rivers	--	--	--	Unknown
PI 565 - Cultural/Recreational Facilities: Four Rivers	--	--	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: Four Rivers	--	--	--	Unknown
PI 565 - GP Surgeries: Four Rivers	--	--	--	Unknown
PI 565 - Hospitals: Four Rivers	--	--	--	Unknown
PI 565 - Library: Four Rivers	--	--	--	Unknown
PI 565 - Local Shop: Four Rivers	--	--	--	Unknown
PI 565 - Police Stations: Four Rivers	--	--	--	Unknown
PI 565 - Post Office: Four Rivers	--	--	--	Unknown
PI 565 - Public Parks and Open Spaces: Four Rivers	--	--	--	Unknown
PI 565 - Public Transport: Four Rivers	--	--	--	Unknown
PI 565 - Shopping Centre or Supermarket: Four Rivers	--	--	--	Unknown
PI 565 - Sports and Leisure Centres: City Area	--	--	--	Unknown
PI 565 - Mere Area	--	--	--	Unknown
PI 565 - Bank or Cashpoint: Mere Area	--	--	--	Unknown
PI 565 - Chemist or Pharmacy: Mere Area	--	--	--	Unknown
PI 565 - Council and Neighbourhood Offices: Mere Area	--	--	--	Unknown
PI 565 - Cultural/Recreational Facilities: Mere Area	--	--	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: Mere Area	--	--	--	Unknown
PI 565 - GP Surgeries: Mere Area	--	--	--	Unknown
PI 565 - Hospitals: Mere Area	--	--	--	Unknown
PI 565 - Library: Mere Area	--	--	--	Unknown
PI 565 - Local Shop: Mere Area	--	--	--	Unknown
PI 565 - Police Stations: Mere Area	--	--	--	Unknown
PI 565 - Post Office: Mere Area	--	--	--	Unknown
PI 565 - Public Parks and Open Spaces: Mere Area	--	--	--	Unknown
PI 565 - Public Transport: Mere Area	--	--	--	Unknown
PI 565 - Shopping Centre or Supermarket: Mere Area	--	--	--	Unknown
PI 565 - Sports and Leisure Centres: Mere Area	--	--	--	Unknown
PI 565 - Nadder Area	--	--	--	Unknown
PI 565 - Bank or Cashpoint: Nadder Valley	--	--	--	Unknown
PI 565 - Chemist or Pharmacy: Nadder Valley	--	--	--	Unknown
PI 565 - Council and Neighbourhood Offices: Nadder Valley	--	--	--	Unknown
PI 565 - Cultural/Recreational Facilities: Nadder Valley	--	--	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: Nadder Valley	--	--	--	Unknown
PI 565 - GP Surgeries: Nadder Valley	--	--	--	Unknown
PI 565 - Hospitals: Nadder Valley	--	--	--	Unknown
PI 565 - Library: Nadder Valley	--	--	--	Unknown
PI 565 - Local Shop: Nadder Valley	--	--	--	Unknown
PI 565 - Police Stations: Nadder Valley	--	--	--	Unknown
PI 565 - Post Office: Nadder Valley	--	--	--	Unknown
PI 565 - Public Parks and Open Spaces: Nadder Valley	--	--	--	Unknown
PI 565 - Public Transport: Nadder Valley	--	--	--	Unknown
PI 565 - Shopping Centre or Supermarket: Nadder Valley	--	--	--	Unknown
PI 565 - Sports and Leisure Centres: Nadder Valley	--	--	--	Unknown
PI 565 - Southern Area	--	--	--	Unknown
PI 565 - Bank or Cashpoint: Southern Area	--	--	--	Unknown
PI 565 - Chemist or Pharmacy: Southern Area	--	--	--	Unknown
PI 565 - Council and Neighbourhood Offices: Southern Area	--	--	--	Unknown
PI 565 - Cultural/Recreational Facilities: Southern Area	--	--	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: Southern Area	--	--	--	Unknown
PI 565 - GP Surgeries: Southern Area	--	--	--	Unknown
PI 565 - Hospitals: Southern Area	--	--	--	Unknown
PI 565 - Library: Southern Area	--	--	--	Unknown

All measures against Previous Year

Measure	Actual	Previous Year		
	Data	Data	Variance	Index Range
PI 565 - Local Shop: Southern Area	--	--	--	Unknown
PI 565 - Police Stations: Southern Area	--	--	--	Unknown
PI 565 - Post Office: Southern Area	--	--	--	Unknown
PI 565 - Public Parks and Open Spaces: Southern Area	--	--	--	Unknown
PI 565 - Public Transport: Southern Area	--	--	--	Unknown
PI 565 - Shopping Centre or Supermarket: Southern Area	--	--	--	Unknown
PI 565 - Sports and Leisure Centres: Southern Area	--	--	--	Unknown
PI 565 - Stonehenge Area	--	--	--	Unknown
PI 565 - Bank or Cashpoint: Stonehenge	--	--	--	Unknown
PI 565 - Chemist or Pharmacy: Stonehenge	--	--	--	Unknown
PI 565 - Council and Neighbourhood Offices: Stonehenge	--	--	--	Unknown
PI 565 - Cultural/Recreational Facilities: Stonehenge	--	--	--	Unknown
PI 565 - Fresh Fruit and Vegetable Shops: Stonehenge	--	--	--	Unknown
PI 565 - GP Surgeries: Stonehenge	--	--	--	Unknown
PI 565 - Hospitals: Stonehenge	--	--	--	Unknown
PI 565 - Library: Stonehenge	--	--	--	Unknown
PI 565 - Local Shop: Stonehenge	--	--	--	Unknown
PI 565 - Police Stations: Stonehenge	--	--	--	Unknown
PI 565 - Post Office: Stonehenge	--	--	--	Unknown
PI 565 - Public Parks and Open Spaces: Stonehenge	--	--	--	Unknown
PI 565 - Public Transport: Stonehenge	--	--	--	Unknown
PI 565 - Shopping Centre or Supermarket: Stonehenge	--	--	--	Unknown
PI 565 - Sports and Leisure Centres: Stonehenge	--	--	--	Unknown
BVPIs - Community Initiatives	--	--	--	Unknown
BVPI 002 b - Promoting Race Equality	--	84.210%	--	Unknown
BVPI 126 a - Domestic Burglaries	1.870	1.609	(0.261)	Area of Concern
BVPI 127 b - Robberies	0.070	0.040	(0.030)	Area of Concern
BVPI 128 - Vehicle Crimes	1.880	1.460	(0.420)	Area of Concern
BVPI 174 - Racial Incidents	0.000	1.000	1.000	Areas to Note
BVPI 175 - Action on Racial Incidents	100.000%	100.000%	0.000%	On Target
BVPI 225 - Domestic Violence	73.000%	63.000%	10.000%	Areas to Note
BVPI 226 a - Advice and Guidance Funding	£241,373.350	£241,373.350	£0.000	Near Target
BVPI 226 b - CLS Quality Mark Funding	46.966%	46.966%	0.000%	Areas to Note
BVPI 226 c - Direct Advice and Guidance Provision	£381,630.000	£381,630.000	£0.000	Near Target
SSBVPI 119a - Satisfaction with sports/leisure facilities	56.000%	56.000%	0.000%	Areas to Note
SSBVPI 119b - Satisfaction with libraries	78.000%	78.000%	0.000%	Unknown
SSBVPI 119c - Satisfaction with museums/galleries	55.000%	55.000%	0.000%	Areas to Note
SSBVPI 119d - Satisfaction with theatres/concert halls	61.000%	61.000%	0.000%	Near Target
SSBVPI 119e - Satisfaction with parks/open spaces	78.000%	78.000%	0.000%	On Target
Local Indicators - Community Initiatives	--	--	--	Unknown
PI 508 - Cultural Services	£27.080	£27.080	£0.000	Unknown
PI 511 - Leisure Facilities Cost Recovery	66.100%	66.100%	0.000%	Unknown
PI 512 - Crime Reduction	--	--	--	Unknown
PI 513 - External Funding Applications	31.000	31.000	0.000	Unknown
PI 514 - Recurring Revenue: Crematorium	£129,910.000	£163,007.160	(£33,097.160)	Area of Concern
PI 515 a - Recurring Revenue: Five Rivers	£324,696.000	£306,860.460	£17,835.540	On Target
PI 515 b - Recurring Revenue: Tisbury SC	£19,281.000	£21,948.000	(£2,667.000)	Area of Concern
PI 515 c - Recurring Revenue: Durrington	£65,078.000	£48,950.610	£16,127.390	Areas to Note
PI 520 - City Hall net cost of service	--	--	--	Unknown
PI 521 - City Hall operational cost of service	--	--	--	Unknown
PI 522 - City Hall subsidy per head of population of borough	--	--	--	Unknown
PI 523 - City Hall % return ag artistes fees excl panto & cinema	--	--	--	Unknown
PI 524 - City Hall % staff costs as a % of total gross expenditure	--	--	--	Unknown
PI 525 - City Hall avg % of tickets sold for productions promoted in main auditorium	--	--	--	Unknown
PI 526 - City Hall total income as a % of total exp	--	--	--	Unknown
PI 530 - % of projects on the corporate project list (24 in 07/08) are supported by external funding	16.000%	--	--	Unknown
PI 531 - No of 3rd sector groups subscribing to funding alerts	183.000	--	--	Unknown
PI 532 - (formula) % take up of opportunities available for external funding by SDC officers	0.893%	--	--	Unknown
PI 532 (ii) - Number of registered interests	183.000	--	--	Unknown
PI 532 (i) - Number of funding alerts issued	205.000	--	--	Unknown
PI 533 - No of 3rd sector groups attending funding surgeries	46.000	--	--	Unknown
SE 001 - % of Population Volunteering in sport and active recreation	--	--	--	Unknown
SE 002 - % of Population With Access to 3 Types of Leisure Facility	--	--	--	Unknown
SE 003 - % of Population participating in 30 minutes of sport and active recreation	--	--	--	Unknown
SSPI 001a - % in the local area who suffer from noisy neighbours/loud parties	11.000%	11.000%	0.000%	Areas to Note
SSPI 001b - % in the local area who are concerned about teenagers hanging around on the streets	45.000%	45.000%	0.000%	On Target
SSPI 001c - % in the local area who feel there is excessive rubbish and litter lying around	29.000%	29.000%	0.000%	Areas to Note
SSPI 001d - % in the local area who suffer from or are concerned about people being drunk or rowdy in public spaces	27.000%	27.000%	0.000%	Areas to Note
SSPI 001e - % in the local area who suffer from abandoned or burnt out cars	6.000%	6.000%	0.000%	Areas to Note
SSPI 001f - % in the local area who suffer from vandalism, graffiti and other deliberate damage to property or vehicles	31.000%	31.000%	0.000%	Areas to Note
SSPI 001g - % in the local area who suffer who are concerned about people using or dealing drugs	31.000%	31.000%	0.000%	Areas to Note
SSPI 002 - % of parents perceived as not taking responsibility for their children	51.000%	51.000%	0.000%	Unknown

All measures against Previous Year

Measure	Actual		Previous Year	
	Data	Data	Variance	Index Range
SSPI 003 - % concerned with perceived lack of respect and consideration	35.000%	35.000%	0.000%	Unknown
SSPI 004 - % who feel informed about how SDC is tackling anti-social behaviour	22.000%	22.000%	0.000%	Unknown
Economic Development	--	--	--	Unknown
Strategic Suite - Economic Development	--	--	--	Unknown
BVPIs - Economic Development	--	--	--	On Target
BVPI 106 - Brown Field Building	61.000%	61.000%	0.000%	Area of Concern
BVPI 200 a - LDS Submission	1.000	1.000	0.000	On Target
BVPI 200 b - LDS Milestones	1.000	1.000	0.000	On Target
BVPI 200 c - Plan-making: Monitoring Report	1.000	1.000	0.000	On Target
BVPI 219 a - Conservation Areas	70.000	69.000	1.000	On Target
BVPI 219 b - Conservation Areas: Character Appraisal	7.143%	0.000%	7.143%	Areas to Note
BVPI 219 c - Conservation Areas: Management Proposals	0.000%	0.000%	0.000%	On Target
Local Indicators - Economic Development	--	--	--	On Target
PI 549 - SSTP Membership	323.000	323.000	0.000	On Target
PI 550 - SSTP Member Satisfaction	91.300%	91.300%	0.000%	Near Target
PI 569 - Tourism Website	112,784.000	109,024.000	3,760.000	On Target
PI 570 - TIC usage	--	--	--	Unknown
PI 571 - TIC enquiries (email & letter)	--	--	--	Unknown
PI 572 - Accommodation bookings taken by the TIC	--	--	--	Unknown
PI 573 - Satisfaction with TIC (speed of service)	--	--	--	Unknown
PI 574 - Satisfaction with TIC (quality of service)	--	--	--	Unknown
PI 575 - Satisfaction with TIC (range of info available)	--	--	--	Unknown
PI 576 - Satisfaction with range of visitor attractions and places to visit/ things to do	--	--	--	Unknown
PI 577 - Satisfaction with quality of visitor attractions and places to visit/things to do	--	--	--	Unknown
PI 578 - Satisfaction with VfM of visitor attractions and places to visit/ things to do	--	--	--	Unknown
Environment	--	--	--	Unknown
Strategic Suite - Environment	--	--	--	Area of Concern
BVPI 082 ai - Recycling Rate: %age	19.830%	16.840%	2.990%	Areas to Note
BVPI 082 bi - Composting Rate: %age	4.100%	4.760%	(0.660%)	Below Target
PI 088 - Missed Bins	14.190	6.660	(7.530)	Area of Concern
BVPIs - Environment	--	--	--	Unknown
BVPI 082 aii - Recycling Rate: Tonnage	2,171.590tonnes	1,907.720tonnes	263.870tonnes	Areas to Note
BVPI 082 bii - Composting Rate: Tonnage	448.920tonnes	538.830tonnes	(89.910tonnes)	Below Target
BVPI 084 a - Waste Collection	376.990kgs	392.800kgs	15.810kgs	On Target
BVPI 084 b - Reduction in Waste Arisings	0.800%	0.525%	(0.275%)	Area of Concern
BVPI 086 - Cost of Waste Collection: Total	£50.185	£50.185	£0.000	Below Target
BVPI 086 - Cost of Waste Collection	£2,505,572.360	£2,505,572.360	£0.000	Below Target
# Households	49,927.000	49,927.000	0.000	Near Target
BVPI 091 a - Coverage of Kerbside Recycling (one recyclable)	98.000%	98.000%	0.000%	On Target
BVPI 091 b - Coverage of Kerbside Recycling (2 recyclables)	98.000%	98.000%	0.000%	On Target
BVPI 166a - Environmental Health Best Practice Checklist	93.000%	90.000%	3.000%	On Target
BVPI 199 a - Litter & Detritus	--	--	--	Unknown
BVPI 199 b - Graffiti	--	--	--	Unknown
BVPI 199 c - Fly-Posting	--	--	--	Unknown
BVPI 199 d - Fly-Tipping	--	--	--	Unknown
BVPI 216 a - Contaminated Land	1,859.000	1,859.000	0.000	Areas to Note
BVPI 216 b - Contaminated Land: Remediation Plans	49.000%	49.000%	0.000%	Areas to Note
BVPI 217 - Pollution Control	100.000%	100.000%	0.000%	On Target
BVPI 218 a - Abandoned Vehicles: Investigation	97.900%	98.400%	(0.500%)	Near Target
BVPI 218 b - Abandoned Vehicles: Removal	90.000%	80.560%	9.440%	Areas to Note
SSBVPI 089 - Public Satisfaction with Cleanliness	81.000%	81.000%	0.000%	Areas to Note
SSBVPI 090a - Public Satisfaction With Waste Collection	85.000%	85.000%	0.000%	Below Target
SSBVPI 090b - Public Satisfaction With Recycling	73.000%	73.000%	0.000%	Areas to Note
Local Indicators - Environment	--	--	--	Unknown
Finance	--	--	--	Unknown
Strategic Suite - Finance	--	--	--	Unknown
BVPI 066 a - Rent Collection	93.030%	91.970%	1.060%	On Target
PI 442 - Efficiencies Achieved	£1,559,100.000	£1,559,100.000	£0.000	Areas to Note
PI 554 - Corporate Revenue Outturn	--	-1.800%	--	Unknown
PI 555 - Corporate Capital Spend	7.600%	7.600%	0.000%	Areas to Note
PI 566 - Level of District Council Tax	1.000	1.000	0.000	On Target
BVPIs - Finance	--	--	--	Areas to Note
BVPI 008 - Invoice Payment	97.067%	96.782%	0.285%	On Target
BVPI 009 / EI 007 - Council Tax Collection	30.780%	31.050%	(0.270%)	Near Target
BVPI 010 - Non-Domestic Rates Collection	44.590%	44.480%	0.110%	On Target
BVPI 066 b - Rent Arrears	4.780%	6.340%	1.560%	Areas to Note
BVPI 079 a - HB: Correct Calculation	100.000%	100.000%	0.000%	On Target
BVPI 079 bi - Overpayments Recovered	93.550%	61.460%	32.090%	Areas to Note
BVPI 079 bii - Overpayments Recovered (%age of Total Debt)	20.660%	20.350%	0.310%	On Target
BVPI 079 biii - Overpayments Written Off	1.010%	3.430%	2.420%	Areas to Note
Local Indicators - Finance	--	--	--	Unknown
PI 448 - Reductions in benefit entitlement against individually-set targets for each LA.	841.000	--	--	Unknown
PI 548 % General Fund Aged Debt	--	--	--	Unknown
PI 552 - Audit Plan	92.100%	92.100%	0.000%	On Target
PI 553 - Treasury Management	1.000	1.000	0.000	On Target
PI 601 a / EI 020 - CTAX Payments By Direct Debit	67.800%	66.460%	1.340%	On Target
PI 601 b / EI 021 - NNDR Payments By Direct Debit	54.370%	56.900%	(2.530%)	Near Target
PI 602 / EI 022 - Migration To BACS	82.470%	78.000%	4.470%	On Target
Housing	--	--	--	Unknown
Strategic Suite - Housing	--	--	--	Area of Concern
BVPI 078 a - New Claim Processing	18.680Days	23.820Days	5.140Days	Areas to Note

All measures against Previous Year

Measure	Actual	Previous Year		
	Data	Data	Variance	Index Range
BVPI 184 a - Non-Decent Homes	18.250%	18.250%	0.000%	Area of Concern
BVPI 212 - HRA Re-Let Times	29.500Days	32.000Days	2.500Days	On Target
BVPIs - Housing	--	--	--	Below Target
BVPI 063 - Energy Efficiency	66.530	74.000	(7.470)	Area of Concern
BVPI 064 - Vacant Dwellings	21.000	35.000	(14.000)	Area of Concern
BVPI 066 c - Notices Seeking Possession	3.730%	4.610%	0.880%	Areas to Note
BVPI 066 d - Evictions	0.110%	0.090%	(0.020%)	Area of Concern
BVPI 067 - Homelessness Applications	81.130%	95.400%	(14.270%)	Area of Concern
BVPI 076 a - HB Claimants Visited	32.220	32.220	0.000	Area of Concern
BVPI 076 b - Fraud Investigators	0.440	0.440	0.000	Near Target
BVPI 076 c - Fraud Investigations	5.300	5.300	0.000	Area of Concern
BVPI 076 d - Prosecutions and Sanctions	2.210	2.210	0.000	Area of Concern
BVPI 078 b - Change of Circumstances Processing	2.540Days	5.030Days	2.490Days	Areas to Note
BVPI 183 a - B&B Accommodation	0.000weeks	5.400weeks	5.400weeks	Areas to Note
BVPI 183 b - Hostel Accommodation	0.000Days	0.000Days	0.000Days	On Target
BVPI 184 b - Change in Non-Decent Homes	-48.440%	-48.440%	0.000%	Areas to Note
BVPI 202 - Rough Sleepers	10.000	5.000	(5.000)	Area of Concern
BVPI 203 - Change in Homelessness Level	-22.500%	0.000%	22.500%	Areas to Note
BVPI 213 - Homelessness Prevention	2.000	89.000	(87.000)	Area of Concern
BVPI 214 - Repeat Homelessness	5.330	21.000	15.670	Areas to Note
SSBVPI 074 a - Tenant Satisfaction: Overall Service	82.000%	82.000%	0.000%	On Target
SSBVPI 074 b - Ethnic Minority Tenant Satisfaction: Overall Service	75.000%	75.000%	0.000%	Area of Concern
SSBVPI 074 c - Non-Ethnic Minority Tenant Satisfaction: Overall Service	82.000%	82.000%	0.000%	Near Target
SSBVPI 075 a - Tenant Satisfaction: Participation	57.000%	57.000%	0.000%	Area of Concern
SSBVPI 075 b - Ethnic Minority Tenant Satisfaction: Participation	100.000%	100.000%	0.000%	Areas to Note
SSBVPI 075 c - Non-Ethnic Minority Tenant Satisfaction: Participation	56.000%	56.000%	0.000%	Area of Concern
SSBVPI 080a - Benefits Office - Contact	77.000%	77.000%	0.000%	Below Target
SSBVPI 080b - Benefits Office - Service	75.000%	75.000%	0.000%	Area of Concern
SSBVPI 080c - Benefits Office - Telephone Service	73.000%	73.000%	0.000%	Below Target
SSBVPI 080d - Benefits Office - Staff	83.000%	83.000%	0.000%	Near Target
SSBVPI 080e - Benefits Office - Forms	58.000%	58.000%	0.000%	Area of Concern
SSBVPI 080f - Benefits Office - Speed of Service	70.000%	70.000%	0.000%	Below Target
SSBVPI 080g - Benefits Office - Overall	79.000%	79.000%	0.000%	Below Target
Local Indicators - Housing	--	--	--	Unknown
PI 211 a - HRA Dwellings: Planned/Responsive Repairs Spend	10.080%	23.490%	(13.410%)	Area of Concern
PI 211 b - HRA Dwellings: Urgent/Non-Urgent Repairs Spend	23.580%	16.920%	(6.660%)	Area of Concern
PI 449 - HB/CTB Claims Information	40.330%	--	--	Unknown
PI 450 - HB Claims Determination	96.420%	87.550%	8.870%	Areas to Note
PI 451 - Rent Allowance Determination	97.780%	76.490%	21.290%	Areas to Note
PI 504 a - New AH sites considered	5.000	--	--	Unknown
PI 504 b - AH units granted PP	220.000	--	--	Unknown
PI 504 c - AH Units refused PP	0.000	--	--	Unknown
PI 504 d - AH Units started on site	8.000	--	--	Unknown
PI 504 e - AH Units completed	0.000	--	--	Unknown
PI 504 f - DIYSO properties sold	1.000	--	--	Unknown
PI 507 - Tenant Satisfaction: Repairs	96.000%	95.000%	1.000%	On Target
Planning	--	--	--	Below Target
Strategic Suite - Planning	--	--	--	Near Target
BVPI 109 a - Major Planning Applications	66.667%	70.000%	(3.333%)	Near Target
BVPI 109 a - # Decision <= Limit	8.000	14.000	(6.000)	Area of Concern
BVPI 109 a - # Decisions	12.000	20.000	(8.000)	Area of Concern
BVPI 109 b / EI 005 - Minor Planning Applications	81.690%	84.615%	(2.925%)	Near Target
BVPI 109 b - # Decision <= Limit	116.000	110.000	6.000	On Target
BVPI 109 b - # Decisions	142.000	130.000	12.000	On Target
BVPI 109 c - Other Planning Applications	89.544%	92.051%	(2.507%)	Near Target
BVPI 109 c - # Decision <= Limit	334.000	359.000	(25.000)	Below Target
BVPI 109 c - # Decisions	373.000	390.000	(17.000)	Near Target
BVPIs - Planning	--	--	--	Area of Concern
BVPI 179 - Land Searches	10.680%	19.440%	(8.760%)	Area of Concern
BVPI 204 - Planning Appeals Allowed	27.270%	23.000%	(4.270%)	Area of Concern
BVPI 205 - Quality of Service Checklist	100.000%	100.000%	0.000%	On Target
SSBVPI 111 - Satisfaction with the Planning Service	70.000%	70.000%	0.000%	Below Target
Local Indicators - Planning	--	--	--	On Target
PI 452 - Delegation Percentage	94.000%	92.590%	1.410%	On Target
PI 453 - % Applications registered within 3 days	95.110%	83.530%	11.580%	Areas to Note
PI 454 - % Decisions sent within 3 days of delegated decision	91.390%	94.200%	(2.810%)	Near Target
PI 456 - % Enforcement Complaints registered within 1 day	90.900%	99.000%	(8.100%)	Below Target
PI 457 - % Enforcement Site Visits within 3 days	89.200%	74.000%	15.200%	Areas to Note
PI 458 - % Complainants of Enforcement matters contacted within 10 days	100.000%	100.000%	0.000%	On Target
Resources 07/08 onwards	--	--	--	Below Target
Strategic Suite - Resources 07/08 onwards	--	--	--	Area of Concern
BVPI 012 / EI 006 - Sickness Absence	5.850Days	5.370Days	(0.480Days)	Below Target
BVPI 012 a i - Sickness Absence: Community Initiatives	31.000Days	25.970Days	(5.030Days)	Area of Concern
BVPI 012 b i - Sickness Absence: Customer Services	8.000Days	24.420Days	16.420Days	Areas to Note
BVPI 012 c i - Sickness Absence: Democratic Services	0.000Days	5.500Days	5.500Days	Areas to Note
BVPI 012 d i - Sickness Absence: Development Services	50.500Days	22.880Days	(27.620Days)	Area of Concern
BVPI 012 e i - Sickness Absence: Environmental Services	599.000Days	475.160Days	(123.840Days)	Area of Concern
BVPI 012 f i - Sickness Absence - Financial Services	5.000Days	6.320Days	1.320Days	Areas to Note
BVPI 012 g i - Sickness Absence: Forward Planning and Transportation	27.000Days	32.420Days	5.420Days	Areas to Note
BVPI 012 h i - Sickness Absence: Housing Management	54.000Days	50.000Days	(4.000Days)	Below Target
BVPI 012 i i - Sickness Absence: IT Services	34.000Days	4.000Days	(30.000Days)	Area of Concern

All measures against Previous Year

Measure	Actual		Previous Year	
	Data	Data	Variance	Index Range
BVPI 012 j i - Sickness Absence: Legal and Property Services	1.000Days	9.500Days	8.500Days	Areas to Note
BVPI 012 k i - Sickness Absence: Management Team	0.000Days	3.000Days	3.000Days	Areas to Note
BVPI 012 l i - Sickness Absence: Marketing, Economic Development and Tourism	4.000Days	11.130Days	7.130Days	Areas to Note
BVPI 012 m i - Sickness Absence: Personnel and Training	0.000Days	1.500Days	1.500Days	Areas to Note
BVPI 012 n i - Sickness Absence: Revenues & Benefits	52.500Days	28.280Days	(24.220Days)	Area of Concern
BVPI 012 o i - Sickness Absence: Strategic Housing Services	110.000Days	168.920Days	58.920Days	Areas to Note
PI 518 a - Actual v Authorised FTEs: Community Initiatives	97.340	93.900	(3.440)	Near Target
PI 518 b - Actual v Authorised FTEs: Customer Services	28.710	21.550	(7.160)	Area of Concern
PI 518 c - Actual v Authorised FTEs: Democratic Services	16.540	22.150	5.610	Areas to Note
PI 518 d - Actual v Authorised FTEs: Development Services	46.910	45.900	(1.010)	Near Target
PI 518 e - Actual v Authorised FTEs: Environmental Services	165.160	168.620	3.460	On Target
PI 518 f - Actual v Authorised FTEs: Financial Services	20.780	20.720	(0.060)	Near Target
PI 518 g - Actual v Authorised FTEs: Forward Planning and Transportation	53.160	56.300	3.140	On Target
PI 518 h - Actual v Authorised FTEs: Housing Management	61.920	66.130	4.210	On Target
PI 518 i - Actual v Authorised FTEs: ICT Services	17.380	16.910	(0.470)	Near Target
PI 518 j - Actual v Authorised FTEs: Legal and Property Services	10.420	12.870	2.450	Areas to Note
PI 518 k - Actual v Authorised FTEs: Management Team	6.810	8.210	1.400	Areas to Note
PI 518 l - Actual v Authorised FTEs: Marketing, Economic Development and Tourism	19.050	18.760	(0.290)	Near Target
PI 518 m - Actual v Authorised FTEs: People and Organisational Development	11.810	8.310	(3.500)	Area of Concern
PI 518 n - Actual v Authorised FTEs: Revenues and Benefits Services	36.780	37.910	1.130	On Target
PI 518 o - Actual v Authorised FTEs: Strategic Housing Services	45.780	46.910	1.130	On Target
PI 440 - Strategic Suite in Upper Quartile	40.000%	44.440%	(4.440%)	Near Target
PI 441 - Indicators Improving	38.740%	42.105%	(3.365%)	Near Target
PI 563 - Service Enquiry Resolution	78.850%	99.760%	(20.910%)	Area of Concern
PI 564 - Customer Complaints	43.000	26.000	(17.000)	Area of Concern
PI 567 - Pls On Target	49.550%	55.147%	(5.597%)	Below Target
BVPIs - Resources 07/08 onwards	--	--	--	On Target
BVPI 011 a - Women in Top 5% Earners	38.460%	38.100%	0.360%	On Target
BVPI 011 b - Ethnic Minorities in Top 5% Earners	0.000%	0.000%	0.000%	On Target
BVPI 011 c - Top 5% Earners With Disability	0.000%	0.000%	0.000%	On Target
BVPI 014 - Early Retirements	0.000%	0.000%	0.000%	On Target
BVPI 015 - Ill Health Retirements	0.000%	0.000%	0.000%	On Target
BVPI 016 a - LA Employees With Disability	1.060%	0.904%	0.156%	Areas to Note
BVPI 016 b - Economically Active With Disability	11.570%	11.570%	0.000%	On Target
BVPI 017 a - Ethnic Minority Employees	1.202%	0.775%	0.427%	Areas to Note
BVPI 156 - Disabled Accessibility	17.000%	17.000%	0.000%	On Target
SSBVPI 003 - Overall Satisfaction with the Council	67.000%	67.000%	0.000%	On Target
SSBVPI 004 - Satisfaction with Complaints Handling	37.000%	37.000%	0.000%	Areas to Note
Local Indicators - Resources 07/08 onwards	--	--	--	Below Target
PI 404 - On-Contract Spend	40.000%	30.050%	9.950%	Areas to Note
PI 409 - Spend With SMEs	11.000%	16.010%	(5.010%)	Area of Concern
PI 422 - Spend Per Invoice	£1,004.340	£902.260	£102.080	Areas to Note
PI 424 - Spend Per Supplier	£6,299.000	£5,426.940	£872.060	Areas to Note
PI 436 - Invoices Per Supplier	6.270	6.010	(0.260)	Below Target
PI 439 a - Invoices By Amount: <£100	3,707.000	3,333.000	(374.000)	Area of Concern
PI 439 b - Invoices By Amount: £100 - £499	2,104.000	2,151.000	47.000	On Target
PI 439 c - Invoices By Amount: £500 - £999	729.000	804.000	(75.000)	Below Target
PI 439 d - Invoices By Amount: £1000 - £4999	581.000	613.000	(32.000)	Below Target
PI 439 e - Invoices By Amount: £5000+	236.000	189.000	47.000	Areas to Note
PI 518 - Actual v Authorised FTEs	638.550%	645.150%	6.600%	On Target
PI 518 a - Actual v Authorised FTEs: Community Initiatives	97.340	93.900	(3.440)	Near Target
PI 518 b - Actual v Authorised FTEs: Customer Services	28.710	21.550	(7.160)	Area of Concern
PI 518 c - Actual v Authorised FTEs: Democratic Services	16.540	22.150	5.610	Areas to Note
PI 518 d - Actual v Authorised FTEs: Development Services	46.910	45.900	(1.010)	Near Target
PI 518 e - Actual v Authorised FTEs: Environmental Services	165.160	168.620	3.460	On Target
PI 518 f - Actual v Authorised FTEs: Financial Services	20.780	20.720	(0.060)	Near Target
PI 518 g - Actual v Authorised FTEs: Forward Planning and Transportation	53.160	56.300	3.140	On Target
PI 518 h - Actual v Authorised FTEs: Housing Management	61.920	66.130	4.210	On Target
PI 518 i - Actual v Authorised FTEs: ICT Services	17.380	16.910	(0.470)	Near Target
PI 518 j - Actual v Authorised FTEs: Legal and Property Services	10.420	12.870	2.450	Areas to Note
PI 518 k - Actual v Authorised FTEs: Management Team	6.810	8.210	1.400	Areas to Note
PI 518 l - Actual v Authorised FTEs: Marketing, Economic Development and Tourism	19.050	18.760	(0.290)	Near Target
PI 518 m - Actual v Authorised FTEs: People and Organisational Development	11.810	8.310	(3.500)	Area of Concern
PI 518 n - Actual v Authorised FTEs: Revenues and Benefits Services	36.780	37.910	1.130	On Target
PI 518 o - Actual v Authorised FTEs: Strategic Housing Services	45.780	46.910	1.130	On Target
PI 551 - Legal Expenditure/Budget	4.920%	4.920%	0.000%	Below Target
PI 556 - Property Average IRR	9.250%	9.250%	0.000%	On Target
PI 557 a - General Fund Property Costs	£11.540	£11.540	£0.000	Below Target
PI 557 b - HRA Property Costs	£14.370	£14.370	£0.000	Near Target
PI 558 - Property Running Costs	£91.730	£91.730	£0.000	Below Target
PI 559 - Legal Services: Cost Per Head	£5.820	£5.820	£0.000	Area of Concern
PI 560 - Electoral Register	1,172.000	1,779.000	(607.000)	Area of Concern
PI 561 - Parish Vacancies	10.000	8.000	(2.000)	Area of Concern

All measures against Previous Year

Measure	Actual	Previous Year		
	Data	Data	Variance	Index Range
PI 562 a - Public Questions	0.346	0.580	(0.234)	Area of Concern
PI 562 b - Public Meeting Attendance	11,860	10,840	1,020	On Target
PI 568 - Coverage of Press Releases	94.000%	88.235%	5.765%	On Target
PI 600 - Print Unit Recharge Revenue	£-6,752,000	£-6,752,000	£0.000	Area of Concern
PI 603 - Subscription Savings	£4,098,500	£4,098,500	£0.000	On Target
Transport	--	--	--	Unknown
Strategic Suite - Transport	--	--	--	Areas to Note
PI 501 - Car Parking Income	£1,206,107,000	£1,163,889,000	£42,218,000	On Target
PI 502 - Use of Park and Ride	63,324,000	51,989,000	11,335,000	Areas to Note
BVPIs - Transport	--	--	--	Unknown
Local Indicators - Transport	--	--	--	Unknown