

**Best Value Performance Indicators
Performance Monitoring 2005 - 2006**

PI	SKDC Priority Area and PI Description	2004/05 Target	2005/06 Target	2006/07 Target	2007/08 Target
ANTI SOCIAL BEHAVIOUR Priority A					
127	Violent offences per 1,000 population	-	10	8	7
Local	No. of Anti-Social Behaviour Orders issued in year	-	8	6	5
Local	No. of Acceptable Behaviour Contracts	-	10	12	15
Local	No. of reports to Council of anti-social behaviour	-	100	120	150
Local	% of those reports successfully resolved	-	60%	65%	70%
Local	No. of SKDC projects engaging young people in year	-	10	15	20
RECYCLING Priority A					
82a	Recycling - % of household waste recycled	13%	14%	15%	15%
82b	Composting - % of household waste composted	0%	8%	10%	10%
STREET SCENE Priority A					
199	Cleanliness of relevant land and highways	20%	17%	15%	12%
Local	Street Cleaning pass rate for town centres	-	95%	96%	97%
Local	No. of fixed penalty fines issued	-	10	20	20
Local	Average time taken to remove flytips	-	2 days	2 days	2 days
Local	Satisfaction with street scene by TCMPs	-	90%	92%	94%
ACCESS Priority A					
157	Types of interactions delivered electronically	71%	100%	100%	100%
Local	No. of hits on SKDC website	-	180,000	200,000	220,000
Local	No. of complaints regarding DDA	-	6	4	2
Local	% of customer calls dealt with at first point of contact through CRM	-	20%	40%	80%
Local	% increase in self service transactions from 04/05 base	-	10%	15%	20%
TOWN CENTRE DEVELOPMENT Priority A					
Local	Score against checklist to make Grantham a performing SRC	-	60%	65%	70%
Local	No. of new retail units in town centres	-	1.30%	1.50%	1.50%
Local	No. of vacant retail units as a % on NDR list	-	9%	8.50%	8%
AFFORDABLE HOUSING Priority B					
Local	No. of affordable units negotiated by S106 agreements in year	-	30	35	40
Local	New units provided in year managed by a RSL	60	70	80	90
BUSINESS DEVELOPMENT Priority B					
Local	No. of VAT registered businesses in district	-	4,150	4,175	4,200
Local	No. of commercial properties on NDR list	-	4,150	4,175	4,200

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VULNERABLE PERSONS Priority B					
Local	No. of families in temporary accommodation (max in month)	-	25	23	21
Local	No. of single people in temporary accommodation (max in month)	-	6	5	4
183a	Average length of stay in bed & breakfast	1 week	0	0	0
Local	No. of people in receipt of support services from the Council	-	5,850	6,050	6,250
Local	No. of housing applications from people fleeing domestic violence	-	32	32	32
78a	Average time to process new benefit claims	43 days	42 days	40 days	38 days
78b	Average time change of circumstances	8 days	8 days	8 days	8 days
COMMUNICATIONS					
Local	No. of editions of Districtline issued	-	3	4	4
Local	% of press releases actually published	-	60%	70%	80%
DIVERSITY Priority B					
Local	No. of racial incidents reported to SKDC	-	8	12	20
Local	Working days from OT referral to grant approval on Disabled Facilities	-	50 days	48 days	45 days
Local	% of new applicants for housing from ethnic backgrounds	-	3%	5%	7%
PLANNING & CONSERVATION Priority B					
109a	Planning major applications determined within 13 weeks	55%	65%	70%	70%
109b	Planning minor applications determined within 8 weeks	60%	75%	78%	80%
109c	Planning other applications determined within 8 weeks	80%	85%	86%	87%
COUNCIL TAX COLLECTION Priority B					
9	Council Tax collected	97.8%	98%	98.2%	98.3%
Local	% of CT payers paying by direct debit/self serve	54%	56%	58%	60%
HOUSING MANAGEMENT Priority B					
Local	Average time to relet council houses	-	37 days	36 days	35 days
Local	% of stock that is void	-	2%	1.90%	1.80%
66a	Rent collection	98.3%	98.4%	98.5%	98.5%
Local	No. of complaints regarding tenancy contraventions received	-	850	820	800
Local	% of those complaints successfully resolved	-	60%	65%	70%
Local	% in priority need as a % of total housing waiting list	-	5%	7%	10%
Local	No. of Council homes made decent in year	-	255	255	206
OTHER BVPIS - CORPORATE HEALTH BASED					
8	Invoices paid on time	99.6%	99.7%	99.8%	99.9%
10	NDR collected	98.8%	98.9%	99.5%	99.5%
12	Days sick per member of staff	8.5	8.3	8.3	8.3
15	Ill health retirements / staff	1.30%	0.64%	0.44%	0.44%
Local	Number of FTE staff employed by SKDC	-	560	560	560
Local	Number of leavers from SKDC in year	-	60	60	60