

Key to Performance Traffic Light Icons

PI Status	
	This PI is significantly below target.
	This PI is on target.

		PI Status	
	This PI is slightly below target.		This PI is a data-only PI as it has no target set for 2008/09 (measures are new for this year)

Customer First

Traffic Light Icon	PI Code & Short Name	2008/09		Annual Target 2008/09	2007/08		All England - TQ 2007/08	All England - BQ 2007/08	Note
		Result	LAA Target 2008/09		Result				
	SK139/08b % of customers who are seen within 10 minutes - Grantham CSC only (YTD)	64%		80%					During the year we improved our performance from seeing 53% of all customers in 10 minutes (April 2008) to seeing 72% within 10 minutes (Nov – March). Customer waiting times have also been affected by the redesigned benefits service following the lean review, with benefit claimants now being seen directly by a benefits assessor. The claimants are prepared to wait longer to see an assessor if it means that their claim is dealt with more quickly in the long run. If benefit claimants are excluded from the measure the CSC is managing to see all other customers within 10 minutes.
	SK136b % of calls answered within 28 seconds (YTD)	74%		85%					Call answering performance improved throughout the year from 51 % calls being answered in 28 seconds (April 08) to 83% in March 09. The centre dealt with a number of council wide service initiatives including travel passes and green waste last year. Work to improve demand forecasting and getting the right balance of staff dealing with customers on the phone and face to face continues.
	SK135b % of contacts offered that were abandoned (YTD)	8%		5%					We were not quite able to achieve our abandoned call target for 2008/9 of 5%. Call volumes were higher than anticipated with the centre dealing with a number of new council services such as travel and green waste in the Summer.
	SK26b % calls answered (lines in the CSC only) (YTD)	92%		95%	79%				As above

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		Value				Value					
	NI 14 Avoidable contact: the proportion of customer contact that is of low or no value to the customer	30.0%									This was a new national indicator for 2008/9 and we used 4 data sets to determine the 'score'. The result is calculated by taking the total number of avoidable contacts as a percentage of those contacts used within this snapshot. A more comprehensive system of capturing this indicator will be implemented in 2009/10.
	SK138b Average transaction time (seconds) (YTD)	223									This was a new local PI in 2008/9 which we trialed to determine its effectiveness. Transaction times remained very constant throughout the year and as such the measure has not really helped us in terms of improving the service. PI to be deleted in 09/10.
	SK137b Average call waiting time (seconds) (YTD)	38									This was a new local PI in 2008/9 which we trialed to determine its effectiveness. The measure has helped us in terms of improving the service. The volume of calls answered and in what service level gives us a better picture of the customer 'experience'. To be deleted in 2009/10 with phone answering measured by SK26 and SK136.

Traffic Light Icon	PI Code & Short Name	2008/09		Annual Target 2008/09	2007/08		All England - TQ 2007/08	All England - BQ 2007/08	Note
		Result	LAA Target 2008/09		Result				
	SK209 % of Non-domestic Rates Collected	97.50%		99.60%	98.60%		99.36%	98.50%	The drop in the collection rate of 1% on the previous year was due to the economic downturn. A number of larger businesses in the district have carried forward significant arrears due to their inability to pay within the billing year.
	NI 172 Percentage of small businesses in an area showing employment growth	27.0%		2.0%					This was a new national indicator for 2008/9 and the method for calculating it was changed by the Office of National Statistics once we had set our target. It shows that just over 1 in 4 small businesses showed employment growth in the year. We now have a baseline of 27% to measure any changes in future years.
	NI 171 New business registration rate	45.0		41.0					This is the number of new businesses for every 10,000 people in the district. A new NI for 2008/9 and it sets a baseline to measure changes in future years.
	NI 151 Overall Employment rate (working-age)	79.1%							A new NI for 2008/9. It sets a baseline to measure changes in the future. We anticipate that because of the wider economic situation employment rates are likely to fall in 2009/10.

Place Survey

Traffic Light Icon	PI Code & Short Name	2008/09		Annual Target 2008/09	2007/08		All England - TQ 2007/08	All England - BQ 2007/08	Note
		Result	LAA Target 2008/09		Result				
	NI 5 Overall/general satisfaction with local area	82.7%		81%					This measure has increased from 78.7% when it was last reported in 2006/07 as "overall satisfaction with local area as a place to live" from Government BVPI Residents Survey.
	NI 1 % of people who believe people from different backgrounds get on well together in their local area	81%	78%	78%					This measure has increased from 77% in 2006/7 when it was last asked in the national BVPI residents' survey. We met the LAA target.
	NI 4 QoL23 % of people who feel they can influence decisions in their locality	28.2%							These NIs are new for 2008/9 and have been obtained through the new national Place Survey. The results were finally published by the government at the end of June 2009 and a detailed report is being produced for cabinet shortly.
	NI 2 % of people who feel that they belong to their neighborhood	63.6%							As above
	NI 3 Civic participation in the local area	14.7%							As above
	NI 6 Participation in regular volunteering	26.1%							As above
	NI 27 Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	21.3%							As above
	NI 37 Awareness of civil protection arrangements in the local area	16							As above
	NI 139 The extent to which older people receive the support they need to live independently at home	29							As above
	NI 140 Fair treatment by local services	75							As above

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		Value	Value			Value	Value				
	NI 17 Perceptions of anti-social behaviour	12.3%									As above
	NI 21 Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	22.3%									As above
	NI 22 Perceptions of parents taking responsibility for the behaviour of their children in the area	36.9%									As above
	NI 23 Perceptions that people in the area treat one another with respect and consideration	24.1%									As above
	NI 41 Perceptions of drunk or rowdy behaviour as a problem	23.9%									As above
	NI 42 Perceptions of drug use or drug dealing as a problem	24.4%									As above
	NI 119 Self-reported measure of people's overall health and wellbeing	75.9%									As above
	NI 138 Satisfaction of people over 65 with both home and neighbourhood	87.7%									As above

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		Result	LAA Target 2008/09		Result	Result			
🔴	SK179 Plan-making: Milestones Met?	Not met		Met	Met				A delay by the Government Office in publishing their Regional Spatial Strategy led to our 'submission' version of the Core Strategy being delayed by two months. By agreement with government, we are now revising our timetable for producing the Local Development Framework which will take account of elections next year, and the need for additional evidence studies.
🔴	SK43 Average length of stay (days) in designated homeless units within SKDC stock (for completed occupancies)	64.6		58	93				We succeeded in reducing the time spent in homeless units by nearly 30 days though were not able to meet our target. This was largely due to two specific cases where extended stays were necessary because 1) an applicant was committed to prison and we were not able in law to end the license agreement and 2) a homeless person with high risk issues could not be found suitable permanent accommodation for some 8 months.
🔴	NI 16 Serious acquisitive crime rate	9.61		9.41					These figures represent an increase of 27 offences (2.19%) on 07-08. This crime category includes domestic burglary, theft from shops and theft from vehicles. It has been identified as a priority for the South Lincolnshire community safety partnership which has agreed to tackle this type of crime by: <ul style="list-style-type: none"> • Using Lincolnshire Police's fortnightly tasking process to engage partners • Commit resources, where required crime • Working with public and private sector partners to effectively address acquisitive crime The police are not intending to set a % or numerical reduction target for 09-10; the measure will be to reduce serious acquisitive crime.
🟡	SK208 % of Council Tax collected	98.20%		98.60%	98.50%	98.50%	96.55%		The shortfall on the target collection rate was mainly due to the economic downturn, which we expect to be reflected in national collection rates. The Lincolnshire re-billing in September 2008 also had a detrimental impact on performance.
🟡	SK194 Abandoned vehicles - % investigated within 24 hrs	85.30%		100.00%	96.70%	99.71%	87.94%		Of 128 vehicles (in comparison with 218 in 2007/08) reported as abandoned 19 were not inspected within the very tight 24hrs target but 100% were investigated within 25hrs of notification.

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		Value	LAA Target 2008/09		Value					
	SK195 Abandoned Vehicles - % removed within 24 hours of required time	100.00%		100.00%	100.00%	100.00%	80.00%	11 vehicles were removed within the target time.		
	SK184 % of total tenants with more than 7 weeks of rent arrears	4.62%		4.50%	5.98%	3.54%	6.95%	The rent arrears PIs are very closely linked and measure different elements of overall arrears performance. The actions which have improved performance against SK323 below have also improved performance against this indicator from 5.98% in 2007/08 to 4.62%		
	SK323 % Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	97.91%		98.90%	96.31%	98.63%	97.34%	Whilst we missed our target by 1% we did improve our performance on 2007/08 by 1.6%. Actions taken to help improve performance include:	<ul style="list-style-type: none"> • New procedures in place between lettings and payments teams to ensure better communication on termination of tenancies and granting of new ones • Officers now have the facilities to take payments over the phone using the MOTO system. • Improved monitoring of both rent accounts and performance of the team which enables appropriate action to be taken swiftly • Entered into a service level agreement with the CAB to take specific referrals from the neighbourhood team for issues involving debt and/or rent arrears • Officers trained on money advice issues. 	
	NI 193 Percentage of municipal waste land filled	45.80%		45.00%				This result is very close to the target set and demonstrates continued support by the public for the twin bin system and green waste collection.		
	NI 192 Percentage of household waste sent for reuse, recycling and composting	54.20%		55.00%				This result is very close to the target set for 08/09 and demonstrates continued support by the public for the twin bin system and green waste collection. Resources are being focused on increasing public awareness of the wide range of materials that can be recycled to divert even more waste from landfill.		
	NI 158 (BV184a) % non-decent council homes	2.0%		2.0%	2.2%	9.0%	39.0%	This measures the proportion of the council's housing stock that is classed as 'non decent' and which needs to be improved to the 'decent' homes standard by 2010. During the year a further 7 properties were improved to this standard and works carried out to 201 homes to prevent them from becoming non decent after 2010.		

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		Value	LAA Target 2008/09		Value					
	NI 196 (BV199d) Improved street and environmental cleanliness – fly tipping	1		3	1		1	3		In 08/09 we carried out 21 investigations, sent 101 warning letters, gave out 4 Fixed penalty notices for misrepresentation of waste, carried out 159 inspections on businesses regarding their trade waste, 1 stop and search exercise, issued one formal caution and completed 1 successful prosecution (which resulted in 80 hours of community service). The collective effect of this activity resulted in the Council achieving the highest level of achievement under this performance indicator.
	NI 170 Previously developed land that has been vacant or derelict for more than 5 years	0.00%		5.00%						There is currently no previously developed land that has been vacant or derelict for more than 5 years as recorded on the National Land Use Database.
	NI 191 Residual household waste per household (kgs)	418		426						This information shows a welcome reduction in the overall amount of waste sent to landfill per household in comparison with the 2007/8 figure of 452kg. This local data is in line with national trends on waste. Levels of residual waste/household sent to landfill from South Kesteven are amongst the lowest in the country and are making a significant contribution to the achievement of national and county-wide objectives designed to minimise the environmental impact of waste disposal.
	NI 154 Net additional homes provided	653		400						Whilst the outturn figure comfortably exceeded the target of 400 net additional units, performance against this indicator is dependant on activity in the housing market. The downturn in the housing market nationally began to impact during 08/09: which can be seen in a comparison with the previous year's performance of over 900 net additional units.
	NI 155 Number of affordable homes delivered (gross)	289		150						Our performance significantly exceeded our target this year which was primarily as a result of completions on LA owned sites, and also off-the-shelf acquisitions from developers. Maintaining this level of performance in 2009/10 will be challenging as our current land bank is used up. The

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		Value	LAA Target 2008/09		Value					
Green	NI 156 Number of households living in temporary accommodation	54	10	75						financial climate means that investment partners (i.e. Housing Associations) are constrained in what they are able to deliver without public subsidy. Proposals are being considered on how to maximize housing delivery in the current climate.
Green	NI 159 Supply of ready to develop housing sites	153.0%		90.0%						Positive action has resulted in this indicator returning at significantly lower than the target figure There has been a proactive approach taken to transferring tenants onto permanent from insecure tenancies Further work is required to meet LAA benchmark figures during the next financial year.
Green	NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	2%		5%						Good performance is measured where the percentage is 100% or greater with 100% equaling 5 years housing land supply. The deliverable housing land supply in the District currently stands at over 7.5 years, equivalent to 153%. This will be updated following completion of the housing land supply statement for 2009 - 2014.
Green	NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	3%		8%						This indicator was new for 2008/09 and is not a direct comparison with the previous BVPI199 results; however our performance for this year compares favorably to other high performing authorities and forms a baseline for assessment of subsequent performance.
Green	NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	0%		0%						This indicator was new for 2008/09 and is not a direct comparison with the previous BVPI199 results however the result achieved for this year compares favorably to other high performing authorities and forms a baseline for assessment of subsequent performance.
Green	NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	0%		0%						This result is based on the inspection of selected areas of land throughout the year. Whilst a 0% result has been obtained from this assessment process the service is aware that low levels of graffiti incidents do exist. Street Scene staff are now equipped to deal with fly-posting/graffiti on council owned land and encouraged to address problems as they find them.
Green										This result is based on the inspection of selected areas of land throughout the year. Whilst a 0% result has been obtained from this assessment process the service is aware that a low level of incidents of fly-posting does exist. Street Scene staff are now equipped to deal with

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		Value	LAA Target 2008/09		Value					
	NI 187(i) Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating:	11%	12%	12%						fly-posting/graffiti on council owned land and encouraged to address problems as they find them.
	NI 187(ii) Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (ii) High energy efficiency	29%		15%						Performance is just above target (aim is to reduce). Funding for the works comes mainly from the regional allocation so there is little impact on SKDC budgets and we have been successful in increasing the regional allocation.
	NI 186 Per capita reduction in CO2 emissions in the LA area	+ 3.27%								Performance has exceeded target; the target was set based on information from a County wide survey of private sector housing condition – this is about to be updated with new information; additional grants will be made on the basis of needs as assessed; funding for the works comes mainly from the regional allocation so there is little impact on SKDC budgets and we have been successful in increasing the regional allocation.
	NI 197 Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented	88%								Data is collected direct from DEFRA website and is based on estimates for 2006/07 (their data is 2 years in arrears). In comparison with 2005/06 there has been a <i>decrease</i> in carbon dioxide emissions of 3.27%. We are working with Lincolnshire partners to develop a range of actions aimed at raising awareness in the community of the opportunities and benefits of reducing energy consumption, switching to more fuel efficient travel options and making more sustainable purchasing choices as part of a wider strategy to deal with climate change.
										While a full resurvey of sites identified as nature conservation interest has not been completed, 16 sites (10% of the sites to be surveyed) were selected by the Local Wildlife Sites (LWS) Panel to be surveyed. Of these 14 were considered to be in positive conservation management (88%). However, this percentage is likely to fall as the other sites are surveyed and assessed over the next couple of years.

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		Value	LAA Target 2008/09		Value					
	NI 15 Serious violent crime rate	.30								A new NI for 2008/9 and a baseline achieved, to assess changes in future years. The community safety partnership have formed a theme group to address violent crime and substance misuse, an action plan will be developed and will include a range of measure to deal with serious violent crime.
	NI 20 Assault with injury crime rate	4.97								A new NI for 2008/9 and a baseline achieved, to assess changes in future years. The community safety partnership have formed a theme group to address this issue, an action plan will be developed and will include a range of measure to deal with assault with injury.

Quality Organisation

Traffic Light Icon	PI Code & Short Name	2008/09		Annual Target 2008/09	2007/08		All England - TQ 2007/08	All England - BQ 2007/08	Note
		Result	LAA Target 2008/09		Result				
●	SK144 Working Days Lost Due to Sickness Absence	10.26		8.00	9.98	8.32	10.60		Sickness levels especially of long term ill health (esp. acute illnesses like cancer, surgery) were high last year, and we have worked with our Occupational health service to monitor and plan employees return to work programmes. Short term sickness absence was also high in certain sections like street scene, repairs and improvements and supported housing. HR support has been focused on these sections with attendance interviews, team briefings, referrals and formal action taken including employment termination. We are planning on piloting a nurse referral scheme in the Street scene service.
⚠	NI 188 Planning to Adapt to Climate Change	0	1	1					The authority has completed level 0 of this process based indicator together with a number of aspects of Level 1. <ul style="list-style-type: none"> • Resources have been put in place to lead on carbon Management and climate change adaptation • Relevant document/policies have been identified and subject to a high level review • Plans are in place to complete Level 1 of the self assessment process • The Council signed the Nottingham Declaration • A Carbon Management Plan was adopted in 2008 High level analysis has been carried out of local vulnerabilities and opportunities to the changing climate as part of a county-wide approach to addressing this challenging agenda. Level 1 will be completed by September 2009 and plans are in place to complete level 2 by March 2010.
●	SK170 % capital profile programme delivered on time	85%		95%					Variations to contracts produced legitimate extension of time on a small number of schemes.
✓	SK171 % capital profile programme delivered within budget	100%		95%					This covers significant capital projects (over £100k) and careful monitoring by the Capital and Asset Management Group resulted in the successful delivery of this programme.
●	SK163 % of customers that think the council offers value for money	49%		80%					This question was asked as an extra question in the Place Survey. 49% of the sample size thought that the Council to a great deal or some extent provides good value for

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		Value	Value			Value	Value				
	SK165a % of customers that have used the website and were satisfied	27.93%			50%					money. The place survey also asked a similar question on the extent the district council provided value for money. 32% strongly or tended to agree. There were replies from 1308 residents.	
	SK165b % of customers that have used the website and were unsatisfied	57.16%			10%					These results were based on Govmetric survey completed by 2327 visitors to website. They relate to the users satisfaction with the particular page they were looking at rather than the site as a whole. 27.93% thought information was good, 14.91% average and 57.16% poor. We recognise that the website needs improving and a redesigned website which is easier to maintain and update is due to be launched in the autumn 2009.	
	SK165c % of customers that have used the website and were indifferent	14.91%			40%					As above	
	SK174 % of invoices paid on time	97.76%		99.50%	98.44%	97.01%	91.42%			This drop in performance has been caused by delays in some invoices being passed through for payment from service areas. Exchequer service staff are reinforcing the importance that invoices for local suppliers are processed in a prompt manner.	
	SK119 % of FOI Enquiries responded to within statutory 20 days	94.4%		99%	100%					198 FOIs were received in the year and all bar 11 were dealt with in the statutory 20 day period (4 extensions of time agreed, 6 over statutory time and 1 exemption considered). Due to the lack of resources, one service found it difficult to collate information in the time required but we are not aware of any complaint to the Information Commissioner being made following these delays.	

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		Value				Value					
⚠	SK94 % of non operational assets occupied	93.75%			95%	100%				Constant monitoring of lease term and reviewing issues with tenants as they arise has enabled relatively high occupancy to be maintained on an ongoing basis	
✓	NI 157a BV109a Processing of planning applications: Major applications	66.67%			60.00%	38.64%	79.07%	62.96%		Performance at 66.67% for year end was 6.67% above the national target, a significant increase on performance the previous year. There has been sustained challenge to planning performance through the Improvement Board over this period. Continued monitoring of performance is necessary to maintain this and to progress to upper quartile levels. The Improvement Board will again meet monthly to give this renewed emphasis	
✓	NI 157b BV109b Processing of planning applications: Minor applications	75.45%			65.00%	61.09%	83.66%	71.62%		Performance at 75.45% for year end was 10.45% above the national target, a significant increase on performance the previous year. There has been sustained challenge to planning performance through the Improvement Board over this period. Continued monitoring of performance is necessary to maintain this and to progress to upper quartile levels. The Improvement Board will again meet monthly to give this renewed emphasis	
✓	NI 157c BV109c Processing of planning applications: Other applications	91.47%			80.00%	79.04%	91.82%	84.00%		Performance at 91.47% for year end was 11.47% above the national target, a significant increase on performance the previous year. There has been sustained challenge to planning performance through the Improvement Board over this period. Continued monitoring of performance is necessary to maintain this and to progress to upper quartile levels. The Improvement Board will again meet monthly to give this renewed emphasis	
✓	SK182 % Planning appeals allowed	27.6%			30.0%	28.6%	26.7%	39.5%		This performance indicator is set nationally at 30%. Consistent high performance has seen SKDC in the upper quartile of authorities. This indicates that in the majority of appeals the planning inspector has agreed with the decision of the planning authority.	
✓	SK207 Cost of household waste collection	£47.80			£49.58	£49.48	£44.48	£58.18		The provisional outturn shows a reduction in the cost of the service in comparison with 2007/8 and 2006/7. This is due to a combination of factors including : <ul style="list-style-type: none">• the provision of collection services to an increased number of households with limited increase in operational resources• increase in recycling income as a result of substantial increases in performance• a reduction in the number of vehicles leased	

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		Value	LAA Target 2008/09		Value					
										• staff reductions through restructure
	NI 185 CO2 reduction from local authority operations	.0%		.0%						The 08/09 baseline figure for SKDC is 8,660 tonnes (CO2).The recorded figure covers all buildings and transport emissions (Gas, electricity, Diesel, petrol) from SKDC operations and building stock. This baseline forms part of the three year cycle, in which 20010/11 & 2011/12 reduction targets will be measured.
	NI 194a Air quality – % reduction in NOx through local authority's estate and operations	.0%		.0%						The 08/09 baseline figure for SKDC is 12,690 kg (NOx is made up of Nitrogen Di-Oxide and Nitrous Oxide). The recorded figure covers all buildings and transport emissions (Gas, electricity, Diesel, petrol) from SKDC operations and building stock. This baseline forms part of the three year cycle, in which 20010/11 & 2011/12 reduction targets will be measured.
	NI 179 Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	826000		826000						This target is one of the Local Area Agreement (LAA) targets and is 'non-designated' to the Council. As part of the LAA, a County wide target has been set and each Lincolnshire authority has agreed to contribute towards this. Local targets have been agreed over the three year period. For 2008-09 the target contribution for South Kesteven was £826k of which the Council has successfully achieved this.
	SK173 % of assets reviewed for utilization purposes	49%		39%						The target was achieved by mixing and matching large and small buildings in the review process.
	SK164 % of SKDC PR interpretation of negative media coverage	24%		25%						Results are based on analysis of articles in the local press and how they reflect on the organisation's reputation. Outturn is better than target.
	NI 194b Air quality – % reduction in primary PM10 emissions through local authority's estate and operations - Emissions of PM10	.0%		.0%						The 08/09 baseline figure for SKDC is as follows; PM10 emissions = 409 kg The recorded figure covers all buildings and transport emissions (Gas, electricity, Diesel, petrol) from SKDC operations and building stock. This baseline forms part of the three year cycle, in which 20010/11 & 2011/12 reduction targets will be measured.

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	SK215 % of SKDC PR interpretation of positive/neutral media coverage	76%		75%						Results are based on analysis of articles in the local press and how they reflect on the organisations reputation. Outturn is better than target.
	SK216 % of PR articles that provide a FAIR representation on the facts relating to SKDC	100%		90%						Results are based on analysis of articles in the local press and how the press has fairly and accurately reflected the information that we have provided in those articles.
	SK159 % of staff that feel they are well informed about changes that directly effect their work	58.5%								This result is taken from the last set of staff briefings held in January 2008 and we will be reviewing how we capture this information for 2009/10.
	SK160 % of staff that feel they are informed about changes that affect the whole council	51%								This result is taken from the last set of staff briefings held in January 2008 and we will be reviewing how we capture this information for 2009/10.