

Scorecard Performance Detail Report

Measure Name	Frequency	Responsible Officer	Council Source	Unit of Measure	Current Performance		End of Year Performance		
					Target	Actual	YTD Actual	End of Year Target	Estimate

Scorecard : Community and Customer Services 09/10

Aim : Communications									
Approach : Internal communication systems									
C4 - Monthly Corporate Brief	QUARTERLY	Georgina Hayward	Georgina Hayward	Percentage	75	75		100	100
SX056 - Staff who feel well informed	YEARLY	Georgina Hayward	Georgina Hayward	Percentage	75	63		75	63
Approach : Plain English Guidance									
C1 - Plain English guidance	QUARTERLY	Georgina Hayward	Georgina Hayward	Percentage	100	100		100	100
Approach : Traditionally less heard residents									
C2 - Equalities best practice in South Cambs magazine	QUARTERLY	Georgina Hayward	Georgina Hayward	Percentage	100	80		100	100
C3 - Corporate publications meet corporate equality guidelines	QUARTERLY	Georgina Hayward	Georgina Hayward	Percentage	50	100		100	100
Approach : Valued Council services									
C5 - Residents who value South Cambs Magazine	YEARLY	Georgina Hayward	Georgina Hayward	Percentage	100	75		100	75
Aim : Elections									
Approach : Electoral performance standards									
E1 - % Uncontested May ward elections	YEARLY	Laura Lock	Laura Lock	Percentage	100	95		100	95

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SX001 - % election turnout in May	YEARLY	Laura Lock	Laura Lock	Percentage	43	41.35		43	41.35
SX002 - % annual canvass forms returned	YEARLY	Laura Lock	Laura Lock	Percentage	99	98		99	98
Aim : Partnerships									
Approach : Anti-social behaviour									
NI017 - Perceptions of anti-social behaviour	YEARLY	Gemma Barron	Neil Weston	Percentage	9.8	12.2		9.8	12.2
NI021 - Dealing anti-social behaviour concerns	YEARLY	Gemma Barron	Neil Weston	Percentage	28.8	26.7		28.8	26.7
NI027 - Concerns about anti-social behaviour	YEARLY	Gemma Barron	Phil Aldis	Percentage	25.3	27.5		25.3	27.5
Approach : Community Engagement Strategy									
NI004 - Peoples influence over decisions	YEARLY	Gemma Barron	Gemma Barron	Percentage	34	33.6		34	33.6
PA1 - Community Engagement Strategy adoption	QUARTERLY	Gemma Barron	Neil Weston	Percentage	100	100		100	100
Approach : Council 2009/10 Action									
ACTION 03 - Hard-to-reach and vulnerable residents	QUARTERLY	Gemma Barron	Gemma Barron	Percentage	80	75		100	95
ACTION 04 - Advice at events in 20 villages	QUARTERLY	Gemma Barron	Gemma Barron	Percentage	16	14		20	20
ACTION 07 - Anti Social Behaviour Working Group	QUARTERLY	Gemma Barron	Philip Aldis	Percentage	75	100		100	100
ACTION 08 - CCTV in the District	QUARTERLY	Gemma Barron	Philip Aldis	Percentage	70	80		100	100
ACTION 09 - Fear of Crime 09/10 Survey	QUARTERLY	Gemma Barron	Philip Aldis	Percentage	50	50		100	100
ACTION 29 - Three Parish Plans produced	QUARTERLY	Gemma Barron	Gemma Barron	Percentage	75	100		100	100
ACTION 30 - Meetings with Parish Councils	QUARTERLY	Gemma Barron	Gemma	Percentage	66	66		100	100

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ACTION 31 - PFH attendance at other Parish Council meetings	QUARTERLY	Gemma Barron	Barron Gemma Barron	Percentage	66	29		100	50
ACTION 33 - Community Transport Plan by March 2010	QUARTERLY	Gemma Barron	Kathryn Hawkes	Percentage	80	85		100	100
Approach : Creating sustainable communities									
SX057 - % SCS PIs on target (i.e. GREEN)	QUARTERLY	Gemma Barron	Gemma Barron	Percentage	80			80	
Approach : Crime and the fear of crime									
NI016 - SCDC - Serious acquisitive crime rate - South Cambs	QUARTERLY	Gemma Barron	Neil Weston	Percentage	3.03			12.11	
SX008 - Feelings of safety during the night	YEARLY	Gemma Barron	Philip Aldis	Percentage	65	68		65	68
Approach : Parish Councils									
SX016 - Villages with Parish plans	QUARTERLY	Gemma Barron	Gemma Barron	Number	24	26		25	26
Approach : The Third Sector									
NI007 - CC - Environment for a thriving third sector - All Cambs	YEARLY	Jo Mills	Ian Salter	Percentage	19.2	15.3		19.2	15.3
Aim : Policy and Performance Team									
Approach : Capacity & structures for equalities									
PP32 - Equalities communication strategy	QUARTERLY	Paul Williams	Paul Williams	Percentage	75	75		100	100

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Approach : Community Cohesion									
NI001 - % of people from different backgrounds get on well	YEARLY	Paul Williams	Ian Salter	Percentage	81	82.4		81	82.4
Approach : Comprehensive Equalities Policy									
PP31 - Level 2 of Equality Standard	QUARTERLY	Paul Williams	Paul Williams	Percentage	100	100		100	100
Approach : Consultation & customer satisfaction surveys									
PP16 - Annual Place Survey	QUARTERLY	Richard May	Richard May	Percentage	50	0		100	0
PP17 - Consultation on the 10/11 budget	QUARTERLY	Richard May	Richard May	Percentage	100	0		100	0
Approach : Corporate Aims and values									
PP1 - Values Project Plan	QUARTERLY	Richard May	Richard May	Percentage	100	100		100	100
PP2 - Review of 3 As	QUARTERLY	Richard May	Richard May	Percentage	100	100		100	100
PP28 - Values project plan	QUARTERLY	Richard May	Richard May	Percentage	100	100		100	100
PP4 - % of Service Plans agreed by March 31st	YEARLY	Richard May	Richard May	Percentage	100	83		100	83
Approach : CorVu performance management system									
PP18 - Performance Management system (CorVu)	QUARTERLY	Ian Salter	Ian Salter	Percentage	75	75		100	100
Approach : Council 2009/10 Action									
ACTION 01 - Resident user groups	QUARTERLY	Paul Knight	Paul Knight	Percentage	75	75		100	100
ACTION 05 - Satisfaction surveys	QUARTERLY	Paul Knight	Paul Knight	Percentage	70	70		100	100
ACTION 15 - Revised Gypsy & Travellers policy	QUARTERLY	Paul Williams	Paul Williams	Percentage	100	90		100	100

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Approach : Council Aims, Approaches and Actions									
PP13 - Cabinet development of Council Actions for 10/11	QUARTERLY	Richard May	Richard May	Percentage	100	100		100	100
PP14 - 3 As reflected in 10/11 Service Plans	QUARTERLY	Richard May	Richard May	Percentage	75	75		100	100
Approach : Equalities and diversity									
PP10 - Equalities actions in 10/11 service Plans	QUARTERLY	Paul Williams	Paul Williams	Percentage	100	85		100	100
PP11 - Assessment of Level 2 Equalities and Diversity achievement	QUARTERLY	Paul Williams	Paul Williams	Percentage	100	100		100	100
PP12 - Up to date equality schemes.	QUARTERLY	Paul Williams	Paul Williams	Percentage	100	100		100	100
PP8 - Equality Standard achieved	QUARTERLY	Paul Williams	Paul Williams	Number	2	2		2	2
PP9 - Equalities impact assessments	QUARTERLY	Paul Williams	Paul Williams	Number	35	43		40	60
Approach : Equalities issues									
NI140 - SCDC - Fair treatment by local services - South Cambs	YEARLY	Paul Swift	Paul Knight	Percentage	78.9	77.5		78.9	77.5
Approach : Improve customer service									
NI014 - SCDC - Avoidable customer contact - South Cambs	QUARTERLY	Paul Swift	Paul Knight	Percentage	35	29		35	30
NI014a - SCDC- Unnecessary clarification category - South Cambs	QUARTERLY	Paul Swift	Paul Knight	Percentage	20	25		20	25
NI014b - SCDC - Poor signposting, or poor call transfer category - South Cambs	QUARTERLY	Paul Swift	Paul Knight	Percentage	20	32		20	30
NI014c - SCDC - Repeat notification	QUARTERLY	Paul Swift	Paul Knight	Percentage	20	6		20	10

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category - South Cambs									
NI014d - SCDC - Progress chasing category - South Cambs	QUARTERLY	Paul Swift	Paul Knight	Percentage	20	36		20	30
NI014e -SCDC - Repeat contact category - South Cambs	QUARTERLY	Paul Swift	Paul Knight	Percentage	20	4		20	5
PP23 - Recording scheme for NI014	QUARTERLY	Paul Knight	Paul Knight	Percentage	100	100		100	100
SX006 - Customer satisfaction - Cambourne reception	QUARTERLY	Paul Swift	Paul Knight	Percentage	90	100		90	90
SX046 - Cambourne reception - Satisfaction with welcome	QUARTERLY	Paul Swift	Paul Knight	Percentage	90	93		90	100
SX047 - Cambourne reception - Satisfaction with room availability	QUARTERLY	Paul Swift	Paul Knight	Percentage	90	100		90	100
SX048 - Cambourne HQ - % customers seen within 10 mins	QUARTERLY	Paul Swift	Paul Knight	Percentage	90	80		90	90
SX058 - % Complainants receiving apology	QUARTERLY	Paul Swift	Paul Knight	Percentage	100	100		100	100
Approach : Improve the scrutiny function									
PP29 - Scrutiny topics and task & finish groups	QUARTERLY	Jackie Sayers	Jackie Sayers	Percentage	100	100		100	100
Approach : LAA targets									
PP19 - LAA targets inclusion in 10/11 Service Plans	QUARTERLY	Gemma Barron	Ian Salter	Percentage	75	75		100	100
Approach : Performance Improvement Group (PIG)									
PP22 - Visible performance management and rewards	QUARTERLY	Paul Swift	Ian Salter	Percentage	50	75		100	100
Approach : Performance management framework									
PP5 - CAA performance management	QUARTERLY	Paul Swift	Ian Salter	Percentage	50	50		100	100

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Approach : Performance Management strategy									
PP21 - Performance management strategy	QUARTERLY	Paul Swift	Ian Salter	Percentage	50	100		100	100
Approach : Service First									
PP24 - Customer Service Excellence Standard	QUARTERLY	Paul Swift	Paul Knight	Percentage	100	100		100	100
PP25 - Customer Service Strategy	QUARTERLY	Paul Swift	Paul Knight	Percentage	100	0		100	0
PP26 - Improved complaints system	QUARTERLY	Paul Swift	Paul Knight	Percentage	75	90		100	100
PP27 - Customer Service Training	QUARTERLY	Paul Swift	Paul Knight	Percentage	60	80		100	100
Approach : Service reviews									
PP30 - Service reviews programme	QUARTERLY	Paul Howes	Paul Howes	Percentage	100	60		100	60
Approach : The Corporate Plan									
PP15 - Publish the annual Corporate Plan	YEARLY	Paul Swift	Paul Swift	Percentage	100	80		100	80
Approach : The Health Card									
PP20 - Health Card development	QUARTERLY	Ian Salter	Ian Salter	Percentage	75	75		100	100
Approach : The Scrutiny Committee									
PP6 - Scrutiny Members in training & development	QUARTERLY	Jackie Sayers	Jackie Sayers	Number	25	29		45	34
PP7 - Members involved in scrutiny	QUARTERLY	Jackie Sayers	Jackie Sayers	Number	18	22		29	22
SX052 - % Scrutiny recs accepted by Cabinet	QUARTERLY	Jackie Sayers	Jackie Sayers	Percentage	90	90		90	90
SX053 - Public participation in Scrutiny Committee work	QUARTERLY	Jackie Sayers	Jackie Sayers	Number	30	20		45	20