

Community and Customer Services 09/10: March 2010

Measure Name	Frequency	Responsible Officer	Unit of Measure	Current Performance		End of Year Performance			Comments
				Target	Actual	YTD Actual	End of Year Target	Estimate	
Aim : Communications									
Approach : Internal communication systems									
C4 - Monthly Corporate Brief	QUARTERLY	Georgina Hayward	Percentage	100	100		100	100	The new monthly briefing methodology is working very well.
SX056 - Staff who feel well informed	YEARLY	Georgina Hayward	Percentage	65	49		65	49	Results from the 2009, 2-yearly, survey.
Approach : Plain English Guidance									
C1 - Plain English guidance	QUARTERLY	Georgina Hayward	Percentage	100	100		100	100	
Approach : Traditionally less heard residents									
C2 - Equalities best practice in South Cambs magazine	QUARTERLY	Georgina Hayward	Percentage	100	100		100	100	
C3 - Corporate publications meet corporate equality guidelines	QUARTERLY	Georgina Hayward	Percentage	100	100		100	100	
Approach : Valued Council services									
C5 - Residents who value South Cambs Magazine	YEARLY	Georgina Hayward	Percentage	75			75		
Aim : Elections									
Approach : Electoral performance standards									
SX001 - % election turnout in May	YEARLY	Laura Lock	Percentage	45	44.69		45	44.69	The turnout in May 2009 was 44.69%.

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SX002 - % annual canvass forms returned	YEARLY	Laura Lock	Percentage	98	98		98	98	
SX069 - % Uncontested May ward elections	YEARLY	Laura Lock	Percentage	100	100		100	100	There were 14 elections in May 2009 and all were contested.
Aim : Partnerships									
Approach : Anti-social behaviour									
NI017 - Perceptions of anti-social behaviour	YEARLY	Gemma Barron	Percentage	9.8	12.7		9.8	12.7	LAA NI.
NI021 - Dealing anti-social behaviour concerns	YEARLY	Gemma Barron	Percentage	26.6	26.7		26.6	26.7	
NI027 - Concerns about anti-social behaviour	YEARLY	Gemma Barron	Percentage	25.3	27.5		25.3	27.5	2-yearly Place survey question, which will next be asked in 2010.
Approach : Community Engagement Strategy									
NI004 - Peoples influence over decisions	YEARLY	Gemma Barron	Percentage	31	33.6		31	33.6	LAA NI.
PA1 - Community Engagement Strategy adoption	QUARTERLY	Gemma Barron	Percentage	100	100		100	100	Adopted by Cabinet in July 2009.
Approach : Council 2009/10 Action									
ACTION 03 - Hard-to-reach and vulnerable residents	QUARTERLY	Gemma Barron	Percentage	100	90		100	90	Research carried out by Cambridge DC for Voluntary Services on behalf of SCDC and other Local Strategic Partnership Org's. Awaiting final report due to delay in project start. Project required sight of Place Survey results at the planning stage but these were delayed by the government.
ACTION 04 - Advice at events in 20 villages	QUARTERLY	Gemma Barron	Percentage	20	20		20	20	Advice given at 20 village 09/10 events. SCDC advice plus advice

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								from public and voluntary sector partners provided. Melbourn, Sawston, Cambourne, Papworth Everard, Orwell, Fulbourn, Longstanton, Dry Drayton, Over, Whittlesford, Great Shelford, Comberton, Waterbeach, Orchard Park, Bar Hill, Eltisley, Bassingbourn, Swavesey, Ickleton, Histon & Impington.	
ACTION 07 - Anti Social Behaviour Working Group	QUARTERLY	Gemma Barron	Percentage	100	100		100	100	
ACTION 08 - CCTV in the District	QUARTERLY	Gemma Barron	Percentage	100	100		100	100	
ACTION 09 - Fear of Crime 09/10 Survey	QUARTERLY	Gemma Barron	Percentage	100	100		100	100	The survey was completed on schedule and the results are now being analysed.
ACTION 29 - Three Parish Plans produced	QUARTERLY	Gemma Barron	Percentage	100	100		100	100	
ACTION 30 - Meetings with Parish Councils	QUARTERLY	Gemma Barron	Percentage	100	100		100	100	A meeting between Cabinet and Parish Councils was held on 23 March 2010. Approx: 28 parish councillors/clerks attended.
ACTION 31 - % PFH attendance at other PC meetings	QUARTERLY	Gemma Barron	Percentage	100	42		100	42	Councillor Manning (2) - Wimpole, Hardwick Councillor Ellington (1) - Wimpole Councillor Bard (1) - Orchard Park Councillor Wright (3+) - Duxford, Steeple Morden, Heydon, Orwell, Willingham Councillor Edwards (3) - Fulbourn, Orchard Park, Orwell

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								Calculation - 42% = 10 meetings attended (max 3 per Councillor included) divided by 24 (target of 3 parish council meetings x 8 Cabinet members) multiplied by 100.	
ACTION 33 - Community Transport Plan by March 2010	QUARTERLY	Gemma Barron	Percentage	100	100		100	100	Community Transport Strategy 10/12 & Action Plan adopted by Cabinet on 11 February 2010.
Approach : Creating sustainable communities									
SX057 - % SCS PIs on target (i.e. GREEN)	QUARTERLY	Gemma Barron	Percentage	80	62		80	62	The SCS has a large number of NIs for which we have not yet received the data from our partners (e.g. the County Council). Of the 21 measures that have been updated, 13 are on target i.e. 62%. This figure will be recalculated once we receive more data.
Approach : Crime and the fear of crime									
NI016 - SCDC - Serious acquisitive crime rate - South Cambs	QUARTERLY	Gemma Barron	Percentage	10.31	2.148		10.31		This data is obtained from the government IQuanta website. There is a significant delay in that data being made available. The ONS mid 2008 population figure, of 139.3 thousands, will be used to calculate this figure.
SX008 - Feelings of safety during the night	YEARLY	Gemma Barron	Percentage	65	68		65	68	
Approach : Parish Councils									
SX016 - Villages with Parish plans	QUARTERLY	Gemma Barron	Number	25	26		25	26	

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Approach : The Third Sector									
NI007 - CC - Environment for a thriving third sector - All Cambs	YEARLY	Jo Mills	Percentage	15.3	15.3		15.3	15.3	The data is from the 08/09 survey, as the next survey is not due until the Autumn of 2010.
Aim : Policy and Performance Team									
Approach : Capacity & structures for equalities									
PP32 - Equalities communication strategy	QUARTERLY	Paul Williams	Percentage	100	100		100	100	
Approach : Community Cohesion									
NI001 - % of people from different backgrounds get on well	YEARLY	Paul Williams	Percentage	81	82.4		81	82.4	LAA NI.
Approach : Comprehensive Equalities Policy									
PP31 - Level 2 of Equality Standard	QUARTERLY	Paul Williams	Percentage	100	100		100	100	
Approach : Consultation & customer satisfaction surveys									
PP16 - Annual Place Survey	QUARTERLY	Richard May	Percentage	100	0		100	0	The LAA have decided not to carry out an additional Place Survey this year. The surveys are only required to be carried out 2-yearly and the next one is not due until 2010.
PP17 - Consultation on the 10/11 budget	QUARTERLY	Richard May	Percentage	100	100		100	100	Consultation took place using the South Cambs magazine.
Approach : Corporate Aims and values									
PP1 - Values Project Plan	QUARTERLY	Richard May	Percentage	100	100		100	100	The project plan with targets was

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					100			approved by the Values Project Group.
PP2 - Review of 3 As	QUARTERLY	Richard May	Percentage	100	100		100	100
PP28 - Values project plan	QUARTERLY	Richard May	Percentage	100	100		100	100
SX059 - % of Service Plans agreed by March 31st	YEARLY	Richard May	Percentage	100	100		100	100
Approach : CorVu performance management system								
PP18 - Performance Management system (CorVu)	QUARTERLY	Ian Salter	Percentage	100	100		100	100
Approach : Council 2009/10 Action								
ACTION 01 - Resident user groups	QUARTERLY	Paul Knight	Percentage	100	100		100	100
ACTION 05 - Satisfaction surveys	QUARTERLY	Paul Knight	Percentage	100	100		100	100
								The Community Engagement Strategy and it's Action Plan identified planned and ongoing customer satisfaction work across services. The P&P team will develop its role as a central hub for consultation and customer satisfaction information and take forward specific initiatives during 10/11 as part of the Customer Service Excellence accreditation project.
ACTION 15 - Revised Gypsy & Travellers policy	QUARTERLY	Paul Williams	Percentage	100	100		100	100

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Approach : Council Aims, Approaches and Actions									
PP13 - Cabinet development of Council Actions for 10/11	QUARTERLY	Richard May	Percentage	100	100		100	100	
PP14 - 3 As reflected in 10/11 Service Plans	QUARTERLY	Richard May	Percentage	100	100		100	100	
Approach : Equalities and diversity									
PP10 - Equalities actions in 10/11 service Plans	QUARTERLY	Paul Williams	Percentage	100	100		100	100	
PP11 - Assessment of Level 2 Equalities and Diversity achievement	QUARTERLY	Paul Williams	Percentage	100	100		100	100	
PP12 - Up to date equality schemes.	QUARTERLY	Paul Williams	Percentage	100	100		100	100	
PP8 - Equality Standard achieved	QUARTERLY	Paul Williams	Number	2	2		2	2	
PP9 - Equalities impact assessments	QUARTERLY	Paul Williams	Number	40	57		40	57	
Approach : Equalities issues									
NI140 - SCDC - Fair treatment by local services - South Cambs	YEARLY	Paul Swift	Percentage	78.9	77.5		78.9	77.5	This NI will be removed from the NIS from April 2010. This is in line with commitments made in the Putting the Frontline First: Smarter Government to remove indicators that are no longer wanted/needed.
Approach : Improve customer service									
NI014 - SCDC - Avoidable customer contact - South Cambs	QUARTERLY	Paul Swift	Percentage	35	33.8		35	33.8	This NI will be removed from the NIS from April 2010. This is in line with commitments made in the Putting the Frontline First: Smarter Government to remove indicators that were no longer relevant or

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NI014a - SCDC- Unnecessary clarification category - South Cambs	QUARTERLY	Paul Swift	Percentage	20	36		20	36	This NI will be removed from the NIS from April 2010. This is in line with commitments made in the Putting the Frontline First: Smarter Government to remove indicators that were no longer relevant or
NI014b - SCDC - Poor signposting, or poor call transfer category - South Cambs	QUARTERLY	Paul Swift	Percentage	20	24		20	24	This NI will be removed from the NIS from April 2010. This is in line with commitments made in the Putting the Frontline First: Smarter Government to remove indicators that were no longer relevant or
NI014c - SCDC - Repeat notification category - South Cambs	QUARTERLY	Paul Swift	Percentage	20	3		20	3	This NI will be removed from the NIS from April 2010. This is in line with commitments made in the Putting the Frontline First: Smarter Government to remove indicators that were no longer relevant or
NI014d - SCDC - Progress chasing category - South Cambs	QUARTERLY	Paul Swift	Percentage	20	33		20	33	This NI will be removed from the NIS from April 2010. This is in line with commitments made in the Putting the Frontline First: Smarter Government to remove indicators that were no longer relevant or
NI014e -SCDC - Repeat contact category - South Cambs	QUARTERLY	Paul Swift	Percentage	20	4		20	4	This NI will be removed from the NIS from April 2010. This is in line with commitments made in the Putting the Frontline First: Smarter Government to remove indicators that were no longer relevant or
PP23 - Recording scheme for NI014	QUARTERLY	Paul Knight	Percentage	100	100		100	100	

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SX006 - Customer satisfaction - Cambourne reception	QUARTERLY	Paul Swift	Percentage	90	98		90	98	
SX046 - Cambourne reception - Satisfaction with welcome	QUARTERLY	Paul Swift	Percentage	90	95		90	95	
SX047 - Cambourne reception - Satisfaction with room availability	QUARTERLY	Paul Swift	Percentage	90	100		90	100	
SX048 - Cambourne HQ - % customers seen within 5 mins	QUARTERLY	Paul Swift	Percentage	90	91		90	91	
Approach : Improve the scrutiny function									
PP29 - Scrutiny topics and task & finish groups	QUARTERLY	Jackie Sayers	Percentage	100	100		100	100	Programme agreed 25 June 09.
Approach : LAA targets									
PP19 - LAA targets inclusion in 10/11 Service Plans	QUARTERLY	Gemma Barron	Percentage	100	100		100	100	
Approach : Performance Improvement Group (PIG)									
PP22 - Visible performance management and rewards	QUARTERLY	Richard May	Percentage	100	100		100	100	A board has been established in the Street. Service areas have identified appropriate means of bringing examples of good practice etc to the attention of their staff.
Approach : Performance management framework									
PP5 - CAA performance management	QUARTERLY	Richard May	Percentage	100	100		100	100	The 2010/11 Service Plan includes an aim to improve the score from 2 to 3. Appropriate actions are included in the operational plan, which is the P&P teams action

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Approach : Performance Management strategy									
PP21 - Performance management strategy	QUARTERLY	Richard May	Percentage	100	100		100	100	plan, to enable us to achieve this.
Approach : Service First									
PP24 - Customer Service Excellence Standard	QUARTERLY	Richard May	Percentage	100	100		100	100	Self assessment successfully completed in the first quarter.
PP25 - Customer Service Strategy	QUARTERLY	Richard May	Percentage	100	100		100	100	PFH agreed to review the Customer Service Strategy in April 2010 - Sep 2010 as part of the Customer Service Excellence Project. This will allow a much wider review and ensure the strategy fits with our corporate
PP26 - Improved complaints system	QUARTERLY	Richard May	Percentage	100	100		100	100	
PP27 - Customer Service Training	QUARTERLY	Richard May	Percentage	100	100		100	100	
Approach : Service reviews									
PP30 - Service reviews programme	QUARTERLY	Paul Howes	Percentage	100	60		100	60	The ICT review was completed and the recommendations have been implemented. The HR review did not take place as planned because the way that service reviews are going to be carried out in the future is under review.
Approach : The Corporate Plan									
PP15 - Publish the annual Corporate Plan	YEARLY	Richard May	Percentage	100	100		100	100	The Corporate Plan was formally agreed on schedule by Full Council

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Approach : The Health Card									
PP20 - Health Card development	QUARTERLY	Ian Salter	Percentage	100	100		100	100	in April 2010 and will now be
Approach : The Scrutiny Committee									
SX052 - % Scrutiny recs accepted by Cabinet	QUARTERLY	Jackie Sayers	Percentage	90	90		90	90	
SX053 - Public participation in Scrutiny Committee work	QUARTERLY	Jackie Sayers	Number	45	62		45	62	
SX062 - Scrutiny Members in training & development	QUARTERLY	Jackie Sayers	Number	45	41		45	40	
SX064 - Members involved in scrutiny	QUARTERLY	Jackie Sayers	Number	29	23		29	23	