

Report Scorecards > H and E PI Report
Selected Month: December 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	
H and E PI Report									
Aim : EH Report 1									
Approach : Community safety, Climate Change and Equalities									
BV082ai - Recycling	QUARTERLY	Stuart Harwood-Clark	Percentage	20	20.7	18.8	20	20	Provisional figures - to be confirmed by CCC
BV082aaii - Tonnage household waste recycled	QUARTERLY	Stuart Harwood-Clark	Number	8.8	9.19		11.7	11.7	provisional figures - to be confirmed by CCC.
BV082bi - Composting	QUARTERLY	Stuart Harwood-Clark	Percentage	35	36.03	37.8	35	35	Provisional figures - to be confirmed by CCC
BV082bii - Tonnage of household waste composted	QUARTERLY	Stuart Harwood-Clark	Number	15.39	16.01		20.53	20.53	Provisional figures - to be confirmed by CCC.
BV216a - No: of contaminated land sites as at 1st April	YEARLY	Susan Walford	Number	610	601		610	601	There were 601 sites on the list as at 1st April 2010.
BV216b - % Information on contaminated land	QUARTERLY	Susan Walford	Percentage	10	14	13.5	10	14	Site investigations are being undertaken through the development control process.
NI012 - SCDC - Refused and deferred HMO - South Cambs	YEARLY	Brian Heffernan	Number	0	0		0	0	
NI119 - SCDC - Overall health & wellbeing	YEARLY	Iain Green	Number	84.9	81.6		84.9	81.6	The Government has postponed the 2010/11 Place Survey. We will shortly be joining cross-county talks about holding a service and budget consultation of our own.
NI123 - SCDC - 16+ current smoking rate prevalence - Scams Only	YEARLY	Susan Walford	Number	533	545		533	545	The LAA has set this end-of-year SCDC target. Data confirmed by Inger O'Meara (Health Improvement Specialist) from the NHS in June 2010.

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NI187a - SCDC - % Tackling fuel poverty - SAP <35 - South Cambs	YEARLY	Iain Green	Percentage	16	13.82		16	13.82	This data was reported to the HUB during the appropriate data input window.
NI187b - SCDC - % Tackling fuel poverty - SAP >70 - South Cambs	YEARLY	Iain Green	Percentage	22	27.25		22	27.25	This data was reported to the HUB during the appropriate data input window.
NI191 - SCDC - Kgms Residual waste per household - SCDC	QUARTERLY	Stuart Harwood-Clark	Kilograms	345	314.28	611.8	461	461	provisional figures - to be confirmed by CCC
NI192 - SCDC - % Waste - reuse, recycling & composting	QUARTERLY	Stuart Harwood-Clark	Percentage	55	56.73	56.6	55	55	Provisional figures - to be confirmed by CCC
NI195a - SCDC - Levels of litter score	QUARTERLY	Paul Quigley	Number	1			1		
NI195b - SCDC - Levels of detritus score	QUARTERLY	Stuart Harwood-Clark	Number	28			28		
NI195c - SCDC - Levels of grafitti score	QUARTERLY	Paul Quigley	Number	3			3		
NI195d - SCDC - Levels of fly-posting score	QUARTERLY	Stuart Harwood-Clark	Number	2			2		
NI196 - SCDC - Levels of Fly Tipping score	YEARLY	Stuart Harwood-Clark	Number	1	3		1	3	A draft Defra report indicates that we were NOT EFFECTIVE with a score of 3. However as at November 2010, this has not been
SE254 - % Risk assessments reviewed	YEARLY	Paul Quigley	Percentage	100	100		100	100	All risk assessments that were in place on 1st January 2009 where reviewed during the same calendar year (i.e. by the 31st December 2009).
SE261 - % of Pollution Control inspections undertaken	QUARTERLY	Paul Quigley	Percentage	75	43	25.9	90	100	Due to adverse weather conditions inspections unable to be completed. However all inspections will be completed by the end of the financial year.
SE264 - % Trade waste recycled	QUARTERLY	Stuart	Percentage	9	7.93	7.8	9	9	Provisional figures - to be

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		Harwood-Clark							confirmed by CCC
Approach : Customer Service									
BV089 - % Satisfaction street cleanliness	YEARLY	Stuart Harwood-Clark	Percentage	74	69		74	69	This end of year data will not be available until late May/Early June.
BV090a - % Satisfaction with household waste collection	YEARLY	Stuart Harwood-Clark	Percentage	84	87		84	87	This end of year data will not be available until late May/Early June.
SE203 - % EH complaints in 3 days	QUARTERLY	Susan Walford	Percentage	96	90	93.2	96	94	This indicator was affected by high workloads and the holiday period but steps have been taken to challenge this over the next three
SE222 - Satisfaction with action taken	YEARLY	Iain Green	Percentage	70	49		70	49	The customer satisfaction results will not be available until the middle of May.
SE223 - Satisfaction with Pest control	YEARLY	Paul Quigley	Percentage	92	88		92	88	The year-end customer satisfaction results will not be available until the end of May.
SE226 - Satisfaction with EH	YEARLY	Iain Green	Percentage	82	71		82	71	The customer satisfaction results will not be available until the middle of May.
SE235 - % EH telephone calls in 20 seconds	MONTHLY	Paul Quigley	Percentage	99	99	98.2	99	99	
SE236 - % EH telephone calls abandoned	MONTHLY	Paul Quigley	Percentage	3	1	1.1	3	3	
SE237 - % EH letter responses in 10 days	MONTHLY	Paul Quigley	Percentage	96	100	95.6	96	96	
SE238 - % EH complaints to level 2 or above	QUARTERLY	Paul Quigley	Percentage	5	0		5	0	
SE246 - Satisfaction - kerbside recycling facilities	YEARLY	Susan Walford	Percentage	85	86		85	86	This end of year data will not be available until late May/Early June.
SE247 - Satisfaction - recycling bank facilities	YEARLY	Stuart Harwood-Clark	Percentage	75	63		75	63	
SE248 - Satisfaction - kerbside collection	YEARLY	Susan Walford	Percentage	80	83		80	83	This end of year data will not be

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cleanliness									available until late May/Early June.
SE249 - Satisfaction - cleanliness of recycling banks	YEARLY	Susan Walford	Percentage	75	59		75	59	This end of year data will not be available until late May/Early June.
SE262 - Cleanliness of street after waste collection	YEARLY	Stuart Harwood-Clark	Percentage	75	85		75	85	This end of year data will not be available until late May/Early June.
SE263 - Satisfaction - range of recyclables	YEARLY	Stuart Harwood-Clark	Percentage	82	73		82	73	This end of year data will not be available until late May/Early June.
SE265 - % electronic applications in time	QUARTERLY	Susan Walford	Percentage	95	100	100	95	100	uptake of online applications is poor across the country, only 1 application made to SCDC so far
Approach : Finance, Efficiency and VFM									
BV086 - Cost of waste collection per household	QUARTERLY	Susan Walford	Number	55	34.45		55.52		
SE213 - EH non contested invoices	MONTHLY	Paul Quigley	Percentage	98	99	96.9	98	97	
SE214 - Net spend per head on EH	QUARTERLY	Susan Walford	Number	7.74	6.64		9.5		
SE229 - EH budget variance from plan	QUARTERLY	Susan Walford	Percentage	3	4.2		4.2		Because of additional savings following blue bin contract procurements, additional savings have been identified. Indicator measures against original budget which will be revised and presented to the January meeting.
SE256 - Number of minor accidents	MONTHLY	Paul Quigley	Number	20	27		20	27	
SE257 - Number of Accidents with over 3 days absence	MONTHLY	Paul Quigley	Number	3	3		3	3	
SE258 - Number of major accidents	MONTHLY	Paul Quigley	Number	0	2		0	2	Due to H.S.E. reporting requirements this PI is measured over calendar years i.e. January to

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Approach : LAA Targets									
NI182 - SCDC MONTHLY- % Business satisfaction with regulation service	YEARLY	Susan Walford	Percentage	80			80	82	
Approach : Service Quality / Provision									
BV217 - Pollution control improvements	QUARTERLY	Paul Quigley	Percentage	100	100		100	100	
BV218a - % Abandoned vehicles investigated in 24 hours	MONTHLY	Paul Quigley	Percentage	97	100	99.3	97	98	
BV218b - % abandoned vehicles moved in 24 hours	MONTHLY	Paul Quigley	Percentage	95	100	100	95	98	
SE201 - Number of missed bins	MONTHLY	Stuart Harwood-Clark	Number	55	84.1		55	55	This PI is not suitable for the calculation of a year-to-date figure.
SE204 - High risk premises - H & S inspections	QUARTERLY	Carol Archibald	Percentage	75	75		98	98	
SE206 - High risk premises - Food inspections	QUARTERLY	Carol Archibald	Percentage	75	75		100	100	
SE225 - % of Pest control first treatments in 4 days	MONTHLY	Paul Quigley	Percentage	95	98	98.2	95	98	
SE233 - % taxi licensing applicants - in 10 days	QUARTERLY	Susan Walford	Percentage	96	100	100	96	99	91 applications during Quarter, all dealt with in target time period.
Approach : Workforce and Learning									
SE209 - EH Sickness absence	QUARTERLY	Susan Walford	Percentage	2	0.5	1.1	2	1.1	Sickness absence remains low within the portfolio.
SE211 - % completed PDR	QUARTERLY	Susan Walford	Percentage	100	100		100	100	
SE227 - % EH lost time (excl: DSO staff)	QUARTERLY	Susan Walford	Percentage	4	6	3.4	4	4.5	This reflects the Corporate Manager and Principal EHO posts which are currently vacant.
SE228 - % EH budget spent on training	QUARTERLY	Paul Quigley	Percentage	1.5	0.31		0.45		
SE232 - % DSO staff sickness	QUARTERLY	Susan Walford	Percentage	7	4.7	5	7	5.6	Sickness absence continues to be well managed within the DSO.