

**Council of the Isles of Scilly National and Local Best Value Performance Indicator Final Figure for 2006/2007
by Community Strategy Headings**

PROVIDING EXCELLENT SERVICES FOR CHILDREN AND YOUNG PEOPLE

Key

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|---|
| Best Value Performance Indicator |
| Local Performance Indicator |
| New Local Performance Indicator for 2007/08 |
| 2007/08 to act as baseline for future target setting |

| BV NUMBER | DESCRIPTION OF INDICATOR | OFFICER | ACTUAL 05/06 | Actual 06/07 | TARGET 07/08 | ACTUAL 2007/08 |
|-----------|--|---------|-----------------|-----------------|-----------------|-------------------|
| BV 38 | % of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A* - C or equivalent. | PD | 83% | 85.20% | 91% inc | 88.20% |
| BV 39 | % of 15 year old pupils in schools maintained by the local education authority achieving 5 or more GCSEs or equivalent at grades A*-G including English and Maths. | PD | 100% | 100.00% | 100% | 94.10% |
| BV 40 | % of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test. | PD | 96% | 75% | 92% | 83% |
| BV 41 | % of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 English test. | PD | 77% | 41% | 92% | 74% |
| BV 45 | % of half days missed due to total absence in secondary schools maintained by the local education authority | PD | 7.30% | 5.00% | 4.50% | 4.30% |
| BV 46 | % of half days missed due to total absence in primary schools maintained by the local education authority. | PD | 5% | 7.25% | 7% | 4.75% |
| BV 159 | Alternative tutoring hours - 21hours or more | PD | 100% | 100% | 100% | 100% |
| BV 181a | % of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in English. | PD | 94% | 96% | 90% | 80% |
| BV 181b | % of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in Mathematics. | PD | 88% | 91% | 90% | 73% |
| BV 181c | % of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in Science. | PD | 94% | 96% | 90% | 67% |
| BV 181d | % of 14 year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 teacher assessments in ICT. | PD | 75% | 91% | 90% | 80% |
| BV 194a | % of 11 year old pupils achieving Level 5 in Key Stage 2. | PD | 36% | 30% | 49% | 43% |
| BV 194b | % of 11 year old pupils achieving Level 5 in Key Stage 2. | PD | 36% | 35% | 48% | 39% |
| BV 222a | % of integrated early education and childcare settings funded or part-funded by the local authority where leaders have a qualification at Level 4 or above | PD | 33% | 100% | 100% | 100% |
| BV 222b | % of integrated early education and childcare settings provided by the local authority that have input from staff with graduate or postgraduate qualifications in teaching or child development. | PD | 100% | 100% | 100% | 100% |
| LPI 1 A | % of childcare providers attending development training per year | EYO | 100% | 80% | 100% | 100% |
| LPI 1 B | % of positive feedback from training session that was rated satisfactory or above | EYO | | | | 100% |
| LPI 2 | Number of new child minders recruited per financial year (April - March) | EYO | | | | 6 |
| LPI 3 | % of Early years settings receiving support from a qualified Early Years Practitioner | FSO | | | | 100% |

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|-----------|--|---------|-----------------|-----------------|-------------------|------------------|
| LPI 4 A | Number of child care staff gaining NVQ 2 | EYO | | | | 1 |
| LPI 4 B | Number of child care leaders in provisions gaining NVQ 3 | EYO | | | | 6 |
| LPI 4 C | Number of child care staff qualified to NVQ 4 | EYO | | | | 1 |
| LPI 5 | Number of Family Support out reach sessions being provided throughout the year (April - March) | EYO | | | | 51 |
| LPI 6 | Number of individual families attending Family Support activities per year | FSO | | | | 60 |
| LPI 7 | Visits to local children enrolled in full time education or training (post 16) carried out | YSO | | | | 28/29 |
| LPI 7 A | Year 1 | YSO | | | | 10/10 |
| LPI 7 B | Year 2 | YSO | | | | 15/15 |
| LPI 7 C | Year 3 | YSO | | | | 3/4 |
| LPI 8 | Number of local children not in education or training (post 16) | YSO | | | | 0 |
| LPI 9 | Number of local resident children entering full time higher education | YSO | | | | 0 |
| LPI 10 | Number of referrals to Children's Social Care | CCS | | | | 28 |
| LPI 11 | Number of re-referrals to Children's Social Care | CCS | | | | 0 |
| LPI 12 | % of initial Assessments completed within the timescales | CSS | | | | 100% |
| LPI 13 | %of core assessments completed within the time scales | CSS | | | | 71.40% |
| LPI 14 | Number of children subject to Child Protection plans | CSS | | | | 2 |
| LPI 15 | Number of looked after children | CSS | | | | 0 |
| LPI 16 | Number of s 47 enquiries | CSS | | | | 2 |
| LPI 17 | Number of section 121A referrals per financial year | CSS | | | | 25 |

See split below

**Council of the Isles of Scilly National and Local Best Value Performance Indicator Final Figure for 2006/2007
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To promote economic vitality

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| BV Number | LAA Local | Description of Indicator | Officer | Actual 05/06 | Actual 06/07 | Target 07/08 | Actual 07/08 |
|-----------|-----------|---|---------|--------------|--------------|--------------|--------------|
| BV 109A | | % of major planning applications determined within 13 weeks | CPO | 100% | 100% | 95% | 100% |
| BV 109B | | % of minor applications determined in 8 weeks | CPO | 78.13% | 77% | 80% | 71% |
| BV 109C | | % of other applications determined in 8 weeks | CPO | 89.60% | 95% | 95% | 90% |
| BV 179 | | % of standard searches carried out in 10 working days | CPO | 91% | 86% | 90% | 80.76% |
| BV 200A | | Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling plan | CPO | YES | YES | YES | YES |
| BV 200B | | If "no", are there proposals on deposit for an alteration or replacement, with a published table? | CPO | N/A | N/A | N/A | N/A |
| BV 205 | | Local authorities score against 'quality of planning service' checklist | CPO | Under review | 85.71% | | 85.71% |
| LPI 47 A | | Overall passenger numbers to the islands April - October | TDMO | | | | 52,494 |
| LPI 47 B | | Overall passenger numbers from the islands April - October | TDMO | | | | 52,494 |
| LPI 48 | | TIC website hits per month | TDMO | | | | 22,000 |
| LPI 49 A | | % of people who rated the Isles of Scilly tourism accommodation brochure "useful and above" | TDMO | | | | 63% |
| LPI 49 B | | % of people who rated their TIC information experience good or above | TDMO | | | | 84% |
| LPI 50 | | The number of small-medium enterprises receiving guidance on added value from Economic Development Department | EDO | | | | 12 |

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To promote a healthier and more inclusive community, including endeavouring to work towards meeting the housing needs of our community

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|-----------|-----------|--|---------|--------------|--------------|--------------|----------------|
| BV 62 | | The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the Local Authority | HO | N/A | N/A | N/A | N/a |
| BV 64 | | Vacant dwellings returned to occupation or demolished | HO | N/A | N/A | N/A | N/A |
| BV 183b | | Length of stay in temporary accommodation | HO | 0% | 0% | 0% | 0% |
| BV 184a | | Non-decent local authority dwellings | HO | 86% | 86% | 65% | 50% |
| BV 202 | | Number of rough sleepers | HO | 0 | 0 | 0 | 0 |
| LPI 18 | | Average re-let times for local authority dwellings let in the financial year (excluding those undergoing major work) | HO | 7 days | 5 Days | 7 Days | 0 Days |
| LPI 19 | | Average time taken to accept someone as homeless | HO | 10 days | 10 Days | 10 Days | 10 Days |
| LPI 20 | | The average time taken to complete non-urgent responsive repairs | HO | 28 days | 7 Days | 7 Days | 7 days |
| LPI 21 | | Local authority rent collection as a proportion of the authorities rent roll | HO | 98% | 97% | 98% | 98% |
| LPI 22 | | Proportion of homelessness decisions on which the authority makes a decision and issues written notification to the applicant within 33 working days | HO | 100% | 100% | 100% | 100% |
| LPI 23 | | The % of all current tenants owing over 13 weeks rent (net of housing benefit) at 31st March, excluding those owing less than £250 | HO | 5% | 4% | 4% | 3.70% |
| LPI 24 | | Average time taken to process new council housing applications | HO | 10 days | 7 Days | 7 Days | 7 Days |
| LPI 25 | | % of new dwellings which meet the recommended SAP (Standard Assessment Procedure) levels for new housing | HO | 100% | 100% | 100% | 100% |
| BV 150 | | Expenditure per head of population on the provision of fire and rescue services | CFO | £154.25 | £151.77 | £162.00 | £162.00 |
| BV 201 | | Adults and older people receiving direct payments at 31st March per 100,000 population aged 18 or over (age standardised) | DFR | 57/100,000 | 0 | 57/100,000 | 122/100,000 |

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|-----------|-----------|---|---------|--------------|--------------|--------------|----------------|
| BV 153 | | Households receiving intensive homecare per 1'000 population aged 65 and over | DCS | 2.5/1,000 | 9.55/1,000 | 10/1,000 | 6.71/1,000 |
| BV 54 | | Older people helped to live at home per 1'000 population aged 65 and over | DCS | | 62/1,000 | 63/1,000 | 64.88/1,000 |
| BV 56 | | Equipment and adaptations delivered | DCS | 96.80% | 93% | 93% | 87% |
| BV 195 | | % of equipment and adaptations being made within 7 days | DCS | 93.18% | 96% | 96% | 92.90% |
| BV 196 | | Acceptable waiting time for care packages | DCS | 100% | 100% | 96% | 92.90% |
| LPI 26 | | Participation in drug treatment programme; Number of people being supported with drug problems | DCS | | | | 0 |
| LPI 27 | | Alcohol problems; Number of people being supported with an alcohol problem | DCS | | | | 0 |
| LPI 31 | | Admissions of supported residents aged 65 or over to residential/nursing care | DCS | | | | 1 |
| LPI 32 | | Admissions of supported residents aged 18 - 64 to residential/nursing homes | DCS | | | | 0 |
| LPI 33 | | Intensive home care | | | | | |
| LPI 33 A | | Intensive care packages as % of total care packages provided in HH1 return | DCS | | | | 25% |
| LPI 33 B | | Number of recipients of intensive home care packages delivered during the year that can't be counted as intensive in PAF if delivered by multi-agency | DCS | | | | 0 |
| LPI 33 C | | Total hours of multi-agency intensive home care packages | DCS | | | | 0 |
| LPI 34 | | Adults with physical disabilities helped to live at home; number of PD service users supported at home throughout the year | DCS | | | | 1 |
| LPI 35 | | Adults with learning disabilities helped to live at home | DCS | | | | 1 |
| LPI 36 | | Older people helped to live at home | DCS | | | | 29 |
| LPI 37 | | Direct payments; | | | | | |
| LPI 37 A | | Number of recipients of Direct Payment throughout the year | DCS | | | | 2 |
| LPI 37 B | | Number of service users informed of their right to Direct Payments | DCS | | | | 44 |
| LPI 38 | | Services for carers; | | | | | |
| LPI 38 A | | Number of carers receiving an assessment as % of total number of carers known to the department | DCS | | | | 42% |
| LPI 38 B | | Number of carers offered an assessment but they refused | DCS | | | | 14 |
| LPI 38 C | | Number of carers receiving a service in the year | DCS | | | | 9 |
| LPI 38 D | | Number of carers in receipt of advice/information | DCS | | | | 24 |

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|-----------|-----------|--|---------|---------------|--------------|--------------|----------------|---|
| LPI 39 | | Assessment of older people leading to service; Number of older people referred to department who are ineligible for service but given advice/support/signposting to other services | DCS | | | | 0 | |
| LPI 40 | | % of personnel with key responsibilities attending training | ACTO | 80% | 100% | 100% | 50% | |
| LPI 41 | | % of partners attending CSDARG quarterly meetings | CSO | 36% | 42% | 48% | 45.80% | Spread sheet as evidence |
| LPI 42 A | | Road safety, number of serious injuries or death | ACTO | 0 | 0 | 0 | 0 | |
| LPI 42 B | | Water safety, number of serious injuries or death | ACTO | | | | 5 | |
| LPI 43 A | | Number of staff receiving Equality and Diversity training | CRO/MA | | | | 24 | Spread sheet as evidence |
| LPI 43 B | | Number of people attending consultation | CRO/MA | | | | 418 | |
| LPI 44 | | Number of people using the Authority's Library services | DCS | New for 06/07 | 9179 | 9200 | 9350 | See evidence for adult/child split |
| LPI 45 | | Number of participation on courses offered through Lifelong Learning | LLO | New for 06/07 | 445 | 420 | | LLL year end is 31st July figures to follow |
| LPI 46 | | The total number of NVQ's achieved by the community per academic year | VC | | | | 26 | |
| LPI 46 A | | The number of NVQ 2's achieved by community | VC | | | | 13 | |
| LPI 46 B | | The number of NVQ 3's achieved by the community | VC | | | | 9 | |
| LPI 46 C | | The number of NVQ 4's achieved by the community | VC | | | | 4 | |
| LPI 46 D | | The number of NVQ 5's achieved by the community | VC | | | | 0 | |

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To protect our outstanding natural environment, to meet the local transport and local infrastructure needs of our community

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| BV | LAA | DESCRIPTION | OFFICER | Actual | Actual | Target | Actual |
|----------|-------|---|---------|--------|--------|--------|---------|
| Number | Local | OF INDICATOR | | 05/06 | 06/07 | 07/08 | 2007/08 |
| BV 219A | | Preserving the special character of conservation | CPO | 1 | 1 | 1 | 1 |
| BV 219B | | % of conservation areas in the local authority area with an up-to date character appraisal. | CPO | | 10% | 10% | 10% |
| BV 219C | | Preserving the special character of conservation;Management proposals | CPO | 10% | 10% | 10% | 10% |
| LPI 52 | | % of notifications with regard to litter on the highways being dealt with within 5 hours | CTO | 100% | 100% | 90% | 100% |
| LPI 53 | | % notifications of road repair dealt with, within 24 hrs | CTO | 100% | 100% | 100% | 100% |
| LPI 54 A | | Number of notifications of missed bin collections within the year (DOMESTIC) | CTO | 3 | 4 | 3 | 1 |
| LPI 54 B | | Number of notifications of missed bin collections within the year (commercial) | CTO | | | | 0 |
| LPI 55 | | % of notifications with regards to blocked drains being dealt with within 5 hours | CTO | 80% | 90% | 91% | 9=100% |
| LPI 56 | | Number of notifications to Western Power within 5 hrs of street light failure. | CTO | | | | 100% |
| LPI57 | | % of responces being made to water leaks within 4 hours | CTO | N/A | 100 | 90 | 100 |
| LPI 58 | | Desalination Plant Percentage of time available for use | CTO | N/A | | 90% | 97% |
| LPI 59 | | Number of customers disconnected from water supply for more than 12 hours | CTO | 0 | 0 | 0 | 0 |
| LPI 60 | | The number of businesses actively involved in recycling schemes | EDO | | | | 4 |
| LPI 61 | | Community Lead regeneration bid's secured | EDO | | | | yes |
| LPI 62 | | The number of complaints to the dog warden with regards to dog foul per month | CSO | | | | 1 |

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Corporate

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|--------|-----------|---|---------|---|---|-----------------------------|
| BV 2 | | The level of the Equality Standard for Local Government to which the Authority conforms in respect of gender, race and disability | DFR | Level 1 | level 2 | |
| BV 8 | | % of invoices for commercial goods & services paid by the Authority within 30 days of receipt or within the agreed payment terms | DFR | 95.24% | 97% | 88.91% |
| BV 9 | | The percentage of council tax collected by the Authority in the year. | DFR | 99% | 98% | 98% |
| BV 10 | | The percentage of national non-domestic rates collected in-year | DFR | 99.3 | 98% | 98% |
| BV 12 | | The number of working days/shifts lost per full time position due to sickness absence | PO | 4.45 | 4 | 5.27 |
| BV 14 | | % of employees retiring early (excluding ill-health retirements) as a percentage of the total work force. | PO | 0% | N/A | 1.74% |
| BV 15 | | % of local authority employees retiring on grounds of ill health as a percentage of the total workforce | PO | 0 | N/A | 0 |
| BV 16A | | % of local authority employees with a disability | PO | 1.89 | | 3.23 |
| BV 156 | | % of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people | CPO | 50% | 55% | 0% |
| BV 78A | | Council Tax Benefit (HB/CTB) claims submitted to the Local Authority, for which the date of decision is within the financial year being reported. | DFR | 38.9 days | 25 | 6.66 days |
| BV 78B | | The average processing time taken for all written notifications to the Local Authority of changes to a claimant's circumstance that require a new decision on behalf of the Authority | DFR | 9.2 days | 10 | 6.1 days |
| LPI 64 | | % of corporate complaints receiving a full response with within the legislative 28 days | CRO/MA | 100% | 100% | 100% |
| LPI 65 | | % of information for Full Council and P&R being distributed to Members 5 days before the meeting | AO | 44% | 60% | 69% |
| LPI 66 | | % of Freedom of Information requests being dealt with within the legislative time frame (excluding those requests above the cost of £450) | AO | 90% | 92% | 90% |
| LPI 67 | | % of elected Members attending Development Programme | AO | 38% | 50% | 40% |
| LPI 69 | | Completion of the corporate Asset Management Strategy | MO/ACE | Achieved and updated | Achieved and updated | Achieved and being reviewed |
| LPI 70 | | Completion of agreed rolling Asset Management Programme | MO/ACE | All urgent items addressed and achieved | To have a planned programme of maintainance | All urgent items addressed |
| LPI 71 | | The Authority having SORP complaint accounts | DFR | | YES | YES |
| LPI 72 | | The Authority successfully introducing a Performance Management System | DFR | | All departments | |

Due to Party issue affecting construction in that financial year, but now under construction

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| LPI 73 | Strategy Implementation -Percentage of milestone activities completed in the National Procurement Strategy for Local Government | CGL | | | 60% |
| LPI 73 | Skills Development -officers undergoing structured training in procurement related skills | CGL | | | 60% |
| LPI 74 | Supplier Satisfaction -Suppliers views on the Authority as a business partner | CGL | | | 88.98% |
| LPI 75 | Energy Price Comparison -Monitoring and comparison of Electricity and Oil prices | CGL | | | 0.681p 0.607p |
| LPI 76 | Commodity Goods Price Comparison -A "shopping basket of commodity goods: A4 80g white paper, paper towels, A4 laminating pouches, A4 reinforced transparent pockets, toilet rolls | CGL | | | £6.18 |
| LPI 77 | Equal Opportunities -Percentage of procurement documents taking full consideration for Equality and Diversity | CGL | | | 88% |
| LPI 78 | Small & medium sized enterprises (SME's) satisfaction with the council - In terms of: a) accessibility of contracts b) support from the Authority in relation to business opportunities To be incorporated in LIB/P13 above | CGL | | | 66.67% |
| LPI 79 | % of services completing risk logs | CGL | | | 61.90% |
| LPI 80 | % of staff, Members and Officers having receiving structured training on Risk Management Framework | CGL | | | 22.50% |
| LPI 81 | Risk Management Strategy and Guide to Risk management published on website and intranet | CGL | | | Yes |
| LPI 82 | % of staff rating Risk Management training to be good | CGL | | | 82.20% |