

**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

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%	73%
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%	4.10%
BV 46	% of half days missed due to total absence in primary schools maintained by the local education authority.	PD	5%	7.25%	7%	4.80%
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%	79%
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%	74%
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

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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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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%
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
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
LPI 45		Number of participation on courses offered through Lifelong Learning	LLO	New for 06/07	445	420	
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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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%	50%
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	14.5days
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	

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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 competing 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%