

**B&C Area Scorecard DRAFT MAY'11**

Approved by

B&C Outcome 1 - Health & Wellbeing 0 % R →

B&C Outcome 2 - Civic Pride

B&C Outcome 3 - People feel safe

B&C Outcome 4 - Effective use of transport

B&C Outcome 5 - Communities are involved

Customer Feedback B&C	
No. of Surveys in period	
No. with Satisfaction above target	

Service KPIs B&C		Target		Actual		Status	Trend
AWAIT DATA - Condition of roads B&C							
Older People - B&C				Green		<span style="color: green; font-weight: bold;">G</span>	<span style="color: blue;">→</span>
Adult Protection - B&C				Green		<span style="color: green; font-weight: bold;">G</span>	<span style="color: blue;">↑</span>
Learning Disability - B&C				Red		<span style="color: red; font-weight: bold;">R</span>	<span style="color: blue;">↑</span>
Mental Health - B&C				Green		<span style="color: green; font-weight: bold;">G</span>	<span style="color: blue;">→</span>
Children in Care - B&C				Red		<span style="color: red; font-weight: bold;">R</span>	<span style="color: blue;">↓</span>
Adult Literacy - B&C							
Business start ups supported B&C	26	35		Green		<span style="color: green; font-weight: bold;">G</span>	<span style="color: blue;">↑</span>
B&C Grants to LEADER projects in rural areas		£ 914,975					<span style="color: blue;">↓</span>
% of ALL Planning Apps Processed within timescale in B&C	65.0 %	64.1 %		Red		<span style="color: red; font-weight: bold;">R</span>	<span style="color: blue;">↓</span>
% of Building Warrants Apps responded to within 20 days - B&C	80.0 %	92.4 %		Green		<span style="color: green; font-weight: bold;">G</span>	<span style="color: blue;">↓</span>
HMIE positive School Evaluations - B&C	75 %	100 %		Green		<span style="color: green; font-weight: bold;">G</span>	<span style="color: blue;">→</span>
HMIE overall average score per inspection - B&C	75.0 %	0.0 %		Red		<span style="color: red; font-weight: bold;">R</span>	<span style="color: blue;">→</span>

(Area & LACPG Scorecards)

(B&C LACPG Scorecard UNDER DEVELOPMENT)

(Navigate Scorecards)