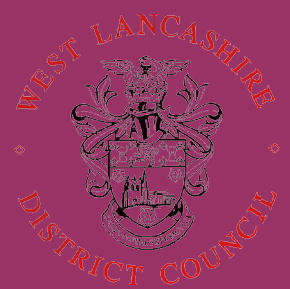


West Lancashire District Council Best Value Performance Indicators, Local Indicators & Workforce Matters.

Performance in 2007/08



Foreword



What is in this document?

The Government has radically altered the list of indicators which Councils must report on each year from 2008/09.

Councils have been told they no longer need to produce Best Value Performance Plans, but as a transitional arrangement we do need to publish performance figures for the 2007/08 Best Value Performance Indicators and any other indicators we said we would report in 2008. There is also some other information around contract arrangements where staff have been transferred from one employer to another.

We will still be producing our Annual Corporate Performance Plan in July and you will find further detail of our performance against many of these indicators together with other performance highlights and our plans for 2008/09 in that document.

What are National Indicators?

The new National Indicator Set is set to reflect the work of Council's and their partners in an environment where Local

Strategic Partnerships and Local Area Agreements play an increasingly important role in the delivery of local priorities and local services.

West Lancashire District Council will be responsible for a number of the indicators in the new NI Set but other local partners such as the County Council Police, Fire Service and NHS will have responsibility for many of these "new" indicators.

Details of all the new *National Indicators* can be found at:-

<http://www.communities.gov.uk/publications/localgovernment/finalnationalindicators>

Details of the *National Indicators* relevant to West Lancashire DC can be found on the Performance Management Section of our website: -

http://www.westlancsdc.gov.uk/council_democracy/performance_and_priorities/performance_management.aspx

Performance Overview

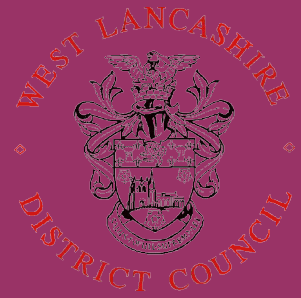
We are required to report our performance against a suite of Best Value Performance Indicators. We also monitor our progress in relation to a number of indicators that we have identified as being particularly important to West Lancashire. This information is used to manage the Council's performance as it helps to identify areas in which we are doing really well, or in which standards are slipping.

The tables below contain information about how we performed in the past, and whether we have met our targets for this year.

This information has also been used to inform the priorities that have been set for 2008/09, and the actions that have been identified to ensure that these priorities and targets are achieved. From July you will be able find more detail of our corporate priorities and plans for 2008/09 in the 2008/09 Corporate Performance Plan.



Performance Information



Workforce Matters

During 2007/08, the only contracts the Council tendered were for Housing Maintenance Repairs and Heating Maintenance. The new contracts began on 1 April 2008.

Both these contracts were already held by private companies. As a result of the Housing Maintenance Repairs tender exercise the contract was awarded to the same company, employees stayed with the same employer. The Heating Maintenance contract was awarded to a different private company than previously and there was a transfer of employees between the two private companies.



Performance Information

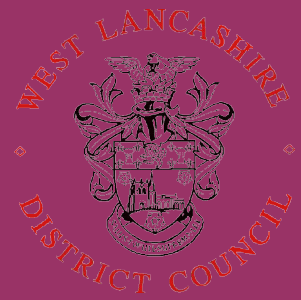


BEST VALUE PERFORMANCE INDICATORS

PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 2a	Level 2	N/A	The level (if any) of the Equality Standards for Local Government to which the authority conforms.	Level 2	Level 2	✓				In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.
BVPI 2b	78.95%	64.00%	The duty to promote race equality	78.95%	94.74%	✓😊				In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.
BVPI 8	96.59%	95.92%	% of invoices paid on time	97.50%	96.16%	-				Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.
BVPI 9	97.10%	98.20%	% of Council Tax Collected	98.50%	98.20%	😊				Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 10	99.04%	99.02%	% of NNDR Received	99.10%	99.10%	✓😊		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
BVPI 11a	17.50%	26.92%	% of top 5% earners that are women	22.86%	17.50%	-	Little turnover in top 5% figures mean performance is lower this year	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
BVPI 11b	2.50%	0.00%	% of top 5% earners from ethnic minorities	2.50%	0.00%	-	No change to previous years - No turnover at this level	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
BVPI 11c	12.50%	3.13%	% of top 5% earners that have a disability	17.95%	10.00%	-	Little turnover in top 5% figures mean performance is lower this year	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
BVPI 12	10.76	9.35	Days sick per member of staff	8.00	11.89	-	High levels of long term absence particularly in the early part of the year skewed absence levels	Top Quartile. Currently 8.29	Top Quartile. Currently 8.29	



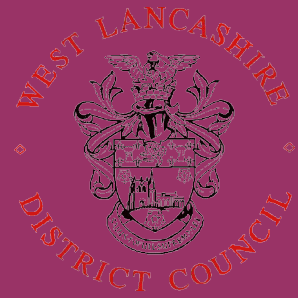
Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 14	0.30%	50.00%	Employees retiring early (excluding ill health) as % of total workforce.	0.30%	0.14%	✓😊				In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.
BVPI 15	0.15%	0.18%	Employees retiring early (ill health) as % of total workforce.	0.30%	0.58%	-				In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.
BVPI 16a	8.44%	3.60%	Employees with disabilities as % of total workforce	8.50%	6.89%	-				In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.
BVPI 17a	2.41%	1.60%	Ethnic minority employees as % of total workforce	2.50%	1.46%	-				In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.



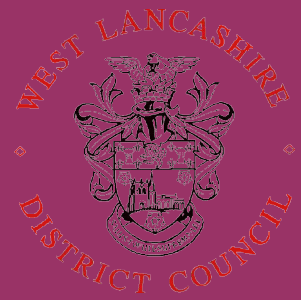
Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 63	64.9	68.0	Energy Efficiency - Average SAP rating of Local Authority Dwellings	66	71.3	✓😊	Information on target was based on projected figure based on historical data - provision of database provided actual improvement measures carried out		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.	
BVPI 64	18	18	Number of private sector vacant dwellings returned into occupation or demolished during 2007/08 as a direct result of action by the Local Authority	19	12	-	Due to staff reductions in the private sector housing services tasks have been re-prioritised. Empty private houses do not represent a serious issue requiring high priority		Will no longer be reported. A more meaningful indicator is being included in Divisional Service Action Plan	
BVPI 66a	98.63%	98.24%	Proportion of Rent Collected	98.70%	98.60%	-			Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.	



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 66b	3.49%	4.90%	%of tenants owing over 7 weeks (gross) rent	3.45%	3.71%	-		Will no longer be reported.		
BVPI 66c	70.33%	24.58%	% of tenants issued with NSP	68.00%	77.28%	-		Will no longer be reported.		
BVPI 66d	0.52%	0.28%	% of tenants evicted for rent arrears	0.50%	0.41%	✓😊		Will no longer be reported.		
BVPI 76b	0.29	N/A	Housing Benefit Security - Number of Fraud Investigators Employed (per 1,000 caseload)	0.30	0.25	N/A		Will no longer be reported.		
BVPI 76c	32.94	N/A	Housing Benefit Security - Number of Fraud Investigations (per 1,000 caseload)	31.00	25.40	N/A		Will no longer be reported. More meaningful indicators are being used within the Divisional Service Action Plan		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 76d	7.45	N/A	Housing Benefit Security - Number of Prosecutions and Sanctions (per 1,000 caseload)	10.00	7.70	☺		Will no longer be reported.		
BVPI 78a	28.90 days	28.0	Speed of Processing - Average Time to Process New Claims	25.00 days	23.6 days	✓☺		Will no longer be reported. NI 181 to be reported		
BVPI 78b	17.35 days	9.8	Speed of Processing - Average Time to Process Change of Circumstances	9.00 days	14.4 days	☺		Will no longer be reported. NI 181 to be reported		
BVPI 79a	98.20%	98.40%	Accuracy of Processing - % of claims processed correctly	99.00%	98.20%	-		Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.		
BVPI 79b (i)	59.70%	N/A	% of recoverable overpayments recovered in the year	65.00%	54.70%	-		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		



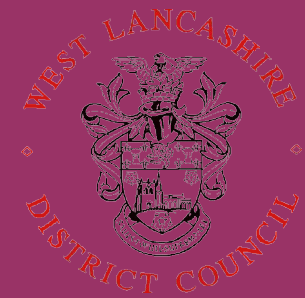
Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 79b (ii)	26.70%	33.22%	HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period.	35.00%	24.20%	-		Will no longer be reported.		
BVPI 79b (iii)	31.40%	N/A	Housing Benefit t (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period.	17.00%	10.80%	✓😊		Will no longer be reported.		
BVPI 82a (i)	18.11%	19.98%	% of household waste recycled	19.00%	20.91%	✓😊	2007/08 was the first year to benefit from the alternate weekly collection scheme and the implementation of cardboard recycling	Will no longer be reported. NI 192 to be reported		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 82a (ii)	7903.94	7870.1	Total tonnage of household waste arising which have been sent by the Authority for recycling.	8300	8980.00	✓😊		Will no longer be reported. NI 192 to be reported		
BVPI 82b (i)	19.89%	11.20%	% of household waste sent for composting	22.00%	22.10%	✓😊		Will no longer be reported. NI 192 to be reported		
BVPI 82b (ii)	8681.28	3890.32	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	9600	9473.74	😊		Will no longer be reported. NI 192 to be reported		
BVPI 84a	398.63	410.95	No. of Kilos of household waste collected per head	397.00	391.09	✓😊		Will no longer be reported.		
BVPI 84b	0.28%	0.46%	Description Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population.	0.00%	-1.89%	✓😊		Will no longer be reported.		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 86	£57.88	£49.52	Cost of Waste Collection per household	Target = Average Forecast = £63.57	£68.47	-	The world price of fuel has continued to increase also extra resources had to be deployed as a result of increased participation levels in the Summer months.	Target = Average Forecast = £66.15	Target = Average Forecast = £68.83	
BVPI 91a	98.19%	99.15%	% of population served by kerbside collection of recyclables	100.0%	100.00%	✓ 😊		Will no longer be reported.		
BVPI 91b	98.19%	99.00%	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables.	100.0%	100.00%	✓ 😊		Will no longer be reported.		
BVPI 106	74.90%	78.88%	% of new homes built on previously developed land	65.00%	71.00%	✓		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
BVPI 109a	63.00%	74.19%	% of major planning applications determined within 13 weeks	65.00%	58.00%	-	Included on new national indicator set as NI 157	Will no longer be reported., NI 157 to be reported		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 109b	82.00%	77.33%	% of minor planning applications determined within 8 weeks	75.00%	66.78%	-	Included on new national indicator set as NI 157	Will no longer be reported., NI 157 to be reported		
BVPI 109c	92.00%	89.13%	% of other planning applications determined within 8 weeks	90.00%	86.64%	-	Included on new national indicator set as NI 157	Will no longer be reported., NI 157 to be reported		
BVPI 126a	6.85	7.05	Domestic Burglaries per 1,000 households	7.02	7.3	-	There was a 3% Increase in this crime category for 07/08 however this was set against an historically low baseline figure	Will no longer be reported., Related to NI 16		
BVPI 127a	12.90	15.05	Violent Crimes per 1,000 population (Target for this year reflects a 10% reduction on the 2005 baseline)	12.50	11.90	✓😊		Will no longer be reported.. See NI 15		
BVPI 127b	0.35	0.4	Robberies per year, per 1,000 population in the Local Authority area.	0.30	0.30	✓😊		Will no longer be reported., Related to NI 16		
BVPI 128	8.60	8.05	Vehicle Crimes per 1,000 population	9.01	7.00	✓😊		Will no longer be reported., Related to NI 16		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 156	71.42%	N/A	Buildings With Facilities For People With Disabilities	75.00%	89.29%	✓😊		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
BVPI 166a	100.00%	96.70%	Score against a checklist of enforcement best practice for environmental health/trading standards	100.0%	100.00%	✓😊		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
BVPI 170a	Nil	453	Visitors to museums	Nil	Nil	N/A	No Premises	Will no longer be reported.		
BVPI 170b	Nil	244	Museum visits in person	Nil	Nil	N/A	No Premises	Will no longer be reported.		
BVPI 170c	Nil	1489	Museum visits - No of pupils on school trips	Nil	Nil	N/A	No Premises	Will no longer be reported.		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 174	0.00	N/A	Number of racial incidents recorded by the authority per 100,000 population	2.74	0.00	✓😊	This is a demand driven indicator	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
BVPI 175	100%	100.00%	% of racial incidents resulting in further action	100.0%	100%	✓😊	No incidents recorded/No Action Required	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
BVPI 183b	0	0.14	Average Length of Stay in Hostel Accommodation - Homeless Households.....	0	0	✓😊		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		



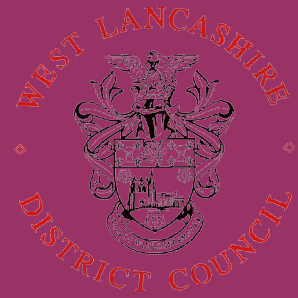
Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 184a	14.97%	21.00%	Proportion of LA Homes Which Were Non-Decent at beginning of year	11.64%	Not Available till June	■	Not Available till June	Will no longer be reported. NI 158 to be reported.		
BVPI 184b	22.24%	16.8%	% change in non-decent homes between 1/4/05 and 1/4/06	18.06%	Not Available till June	■	Not Available till June	Will no longer be reported.		
BVPI 199a	14.00%	10.70%	Proportion of relevant land and highways with significant deposits of litter/detritus	12.00%	7.33%	✓😊		Will no longer be reported. NI 195 to be reported		
BVPI 199b	1.22%	1.00%	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible.	1.10%	0.60%	✓😊		Will no longer be reported. NI 195 to be reported		



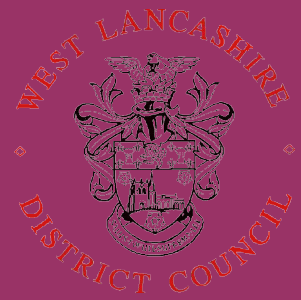
Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 199c	0.11%	0.00%	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible.	0.00%	0.00%	✓😊		Will no longer be reported. NI 195 to be reported		
BVPI 199d	3	N/A	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'.	1	1	✓		Will no longer be reported. NI 196 to be reported		
BVPI 200	Yes	N/A	Does the authority have a development plan which has been adopted in the past 5 years and the end date not expired OR are there proposals on deposit for a replacement?	Yes	Yes	✓😊		Will no longer be reported.		
BVPI 200b	Yes	N/A	Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	Yes	Yes	✓😊		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 202	0	1	The number of people sleeping rough on a single night within the area of the local authority.	0	0	✓😊		Will no longer be reported.		
BVPI 204	20.60%	30.40%	Percentage of appeals allowed against the authority's decision to refuse planning applications.	30.00%	24.32%	✓		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
BVPI 205	94.4%	94.4%	Quality of service checklist.	94.40%	94.40%	✓		Will no longer be reported.		
BVPI 212	49.9	33.0	Average time to relet dwellings	50.0	40.6	✓😊		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 213	24	2	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service, and for whom housing advice casework intervention resolved their situation.	27	11	-	Prevention is becoming increasingly difficult in the current housing market	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
BVPI 216a	1232	N/A	Number of 'sites of potential concern' [within the local authority area], with respect to land contamination.	1280	1334	✓😊	It is our wish to identify as many sites of "potential" concern as we are able in order to investigate.	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
BVPI 216b	0.49%	4.00%	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'.	0.55%	0.98%	✓😊	The figure achieved was well above target due to larger amounts of information being received re sites however when balanced against the number of sites the overall % is still low - This target will not be used in future	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		



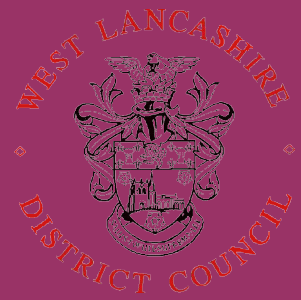
Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 217	100.0%	100.00%	Percentage of pollution control improvements to existing installations completed on time.	100.0%	94.0%	-	Of 34 improvements 32 were completed. 1 Company has missed a target and after advice from DEFRA we will take enforcement action. 1 company applied late for permit and were therefore not permitted on due date - but are now.	Will no longer be reported.		
BVPI 218a	82.22%	92.00%	Abandoned Vehicles - % of reported AV's investigated within 24 hours.	85.00%	93.15%	✓😊		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
BVPI 218b	100.00%	88.00%	Abandoned Vehicles - % of AV's removed within 24 hours from the point at which the authority was entitled to remove the vehicle.	92.00%	100.00%	✓😊		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		



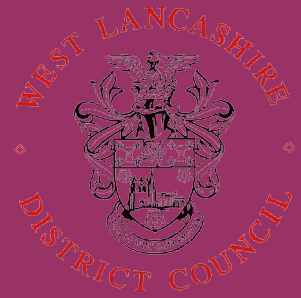
Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 219b	53.57%	15.00%	Percentage of conservation areas in the local authority area with an up-to date character appraisal.	64.3%	57.10%	☺	Last year we completed our programme of character appraisals which was started in 1997. Those CAAs undertaken before 2003 are now out of date. The figure 57.1% represents 16/28 CCA's		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.	
BVPI 225	27.27%	N/A	The purpose of this BVPI is to assess the overall provision and effectiveness of local authority services designed to help victims of domestic violence and prevent further domestic violence.	45.45%	45.45%	✓☺			In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.	
BVPI 226a	£74,722	N/A	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations.	£60,938	£63,314	☺			Will no longer be reported.	



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 226b	100.00%	N/A	Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above.	100.00%	100.00%	✓😊		Will no longer be reported.		
BVPI 226c	£186,340	N/A	Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public.	£192,000				Will no longer be reported.		



Performance Information



BEST VALUE USER SATISFACTION INDICATORS

PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 3	54.0%	55.0%	% of citizens satisfied with the overall service provided	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey. We will conduct a survey of our own in 2008/09	60%		
BVPI 89	67.0%	71.0%	% of people satisfied with the cleanliness standard in their area	N/A	N/A	N/A		74%		
BVPI 119a	55.0%	60.0%	% of residents satisfied with Local Authority Cultural Services - Sports & Leisure	N/A	N/A	N/A		65.0%		
BVPI 119e	62.0%	74.0%	% of residents satisfied with Local Authority Cultural Services - Parks & Open Spaces	N/A	N/A	N/A		78.0%		



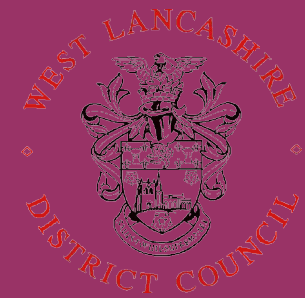
Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 74	79.0%	81.0%	Satisfaction of tenants of Council Housing with overall service provided by their landlord - ALL	N/A	N/A	N/A	Replaced by NI 160	81.0%		84.0%
BVPI 74 (i)	100.0%	75.0%	Satisfaction of tenants of Council Housing with overall service provided by their landlord - black & minority ethnic	N/A	N/A	N/A	Replaced by NI 160	75.0%		86.0%
BVPI 74 (ii)	79.0%	81.0%	Satisfaction of tenants of Council Housing with overall service provided by their landlord - Non black & minority ethnic	N/A	N/A	N/A	Replaced by NI 160	81.0%		84.0%
BVPI 4	30.0%	34.0%	% of complainants satisfied with the handling of their complaint	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey	Will not be reported		



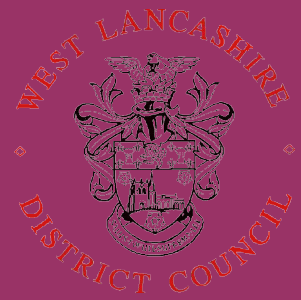
Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 75	61.0%	66.0%	Satisfaction of tenants of Council Housing with opportunities for participation in management and decision making - ALL	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report		
BVPI 75 (i)	-	62.0%	Satisfaction of tenants of Council Housing with opportunities for - Black & Minority Ethnic	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report		
BVPI 75 (ii)	61.0%	66.0%	Satisfaction of tenants of Council Housing with opportunities for - Non Black & Minority Ethnic	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report		
BVPI 80a	78.0%	80.0%	Satisfaction With Benefits Service - Contact With Office	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey	Will not be reported		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 80b	79.0%	81.0%	Satisfaction With Benefits Service - Service in Office	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey	Will not be reported		
BVPI 80c	66.0%	74.0%	Satisfaction With Benefits Service - Telephone Service	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey	Will not be reported		
BVPI 80d	78.0%	82.0%	Satisfaction With Benefits Service - Staff in Office	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey	Will not be reported		
BVPI 80e	58.0%	62.0%	Satisfaction With Benefits Service - Forms	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey	Will not be reported		
BVPI 80f	68.0%	72.0%	Satisfaction With Benefits Service - Speed of Service	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey	Will not be reported		
BVPI 80g	76.0%	79.0%	Overall Satisfaction With Benefits Service	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
BVPI 90a	68.0%	81.0%	% of people satisfied with household waste collection	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey	Will not be reported		
BVPI 90b	80.0%	72.0%	% of people satisfied with waste recycling	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey	Will not be reported		
BVPI 111	74.0%	74.0%	% of applicants satisfied with the planning service received	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey	Will not be reported		
BVPI 119c	17.0%	38.0%	% of residents satisfied with Local Authority Cultural Services - museums/galleries	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey	Will not be reported		
BVPI 119d	16.0%	37.0%	% of residents satisfied with Local Authority Cultural Services - Theatres/concert halls	N/A	N/A	N/A	Triennial Survey done to produce this figure will be replaced by place survey	Will not be reported		



Performance Information



LOCAL PERFORMANCE INDICATORS

PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
WL 01	102.5	N/A	Number of collections missed per 100,000 collections	Below 70	68.7	✓😊		Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.		
WL 02	54.49%	N/A	Percentage of missed bins put right by the end of the next working day	90.00%	65.72%	😊		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 03	58.31%	N/A	Proportion of bulky items of household waste collected within 21 days	50.00%	92.21%	✓😊	The introduction of the payment scheme in October 2007 reduced the number of requests to a level in line with services available	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 06	1.62 days	N/A	Average time taken to remove fly tips (days)	1.4 day	1.37	✓😊		Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.		
WL 07a	281	N/A	Number of complaints regarding dog fouling and stray dogs	260	85	✓😊		Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
WL 07b	3.26 per kilometre	N/A	Incidents of dog fouling	2.66 per kilometre	1.42	✓😊		Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.		
WL 08	66.00	N/A	Number of crime incidents per 1,000 population	65.00	59.80	✓😊		65.00	65.00	65.00
WL 12a	32,318	N/A	Number of customers taking part in health improvement activities (sport, art, countryside)	31,500	42,461	✓😊		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 12b	2,910	N/A	Number of participants in WLDC health promotion activities	1,125	1,879	✓		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 14	21,492	N/A	Number of visitors to Chapel Gallery	21,000	21,453	✓		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 16	£9.22	N/A	Grounds maintenance: net expenditure per head	£10.04			Figures Not Yet Available (22/5/08)	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 17	16,226	N/A	Number of people attending countryside events and activities	Minimum 11,000	15,099	✓		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 18	1.09 million	N/A	Use of leisure and cultural facilities	1.15 million	1,150,681	✓😊		Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.		
WL 19	71.8%	N/A	Telephone calls answered within 10 seconds (All)	Minimum 80.0%	71.9%	😊		Will no longer be reported. Continuing to report Direct Dial performance quarterly but not in annual report.		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
WL 19a(i)	214,000	N/A	No of calls received - Contact Centre	n/a	195,849	N/A	Contextual Information Only			
WL 19a(ii)	66.1%	N/A	% Telephone calls answered within 10 seconds (Contact Centre)	Minimum 80.0%	62.4%	-	Target not met in 4th Quarter due to exceptionally high level of calls during this period.	Replacing with "Average Waiting Time to be no more than 50 seconds " which will be reported quarterly and in Divisional Service Action Plan but not in annual report.		
WL 19b(i)	569,500	N/A	No of calls received - Direct Dial	540,000	748,586	N/A	Contextual Information Only			
WL 19b(ii)	74.2%	N/A	% Telephone calls answered within 10 seconds (Direct Dial)	Minimum 80.0%	74.4%	☺		Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.		
WL 20	92.1%	N/A	Letters answered within 10 working days	Minimum 98.0%	99.10%	✓☺	Provisional Result	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 21	12	N/A	Number of complaints determined by an Ombudsman	12	10	✓☺		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 22	0	N/A	Number of findings of maladministration by the Ombudsman against the Council	0	0	✓☺		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
WL 24	55%	N/A	Percentage of applications for building regulations decided within 5 weeks	60%	54%	-	Slight reduction since last year but numerically more (9% increase) Applications decided within 5 weeks.Asst Building Cntrl. Mgr Post Vacant for 5 Months	Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.		
WL 25	100.0%	N/A	Percentage of applications for building regulations approved within 2 months	100.0%	100.0%	✓😊		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 26	95.0%	N/A	Percentage of building regulations cases dealt with by the Council	93.0%	91.3%	-	Building control function available from private sector 'approved inspectors' - users have a free choice between providers	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 28	£363.00	N/A	Building control: cost per application	£370.00	£380.00	-	Actual expenditure less than 2006/7 but slight decrease in numbers of applications submitted results in increase in average cost per application	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 29	- 24% deficit	N/A	Building control: net income (as a percentage)	Break-even	-20 % Deficit	✓		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
WL 30	100%	N/A	Percentage of food premises inspections that should have been carried out and were carried out for high risk premises	100%						In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.
WL 39	98.03	N/A	Percentage of cases where insect infestation successfully treated in one visit	98.00%						In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.
WL 4	£14.42	N/A	Net spending per head on street cleaning	-	£14.74	N/A				In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.
WL 40	96.5%	N/A	Percentage of complaints and requests for service to environmental health responded to within 3 days	97.7%	100.0%	✓😊				In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.
WL 41	1.46%	N/A	Local authority rent collection and arrears: rent arrears as a proportion of the rent roll	1.40%	1.35%	✓😊				In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.
WL 42	92.9%	N/A	Day to day maintenance contractor performance: percentage of "non urgent" jobs completed in time	93.0%	92.4%	-	This target has been deleted for 2008/9 to allow more meaningful definitions for the new contract arrangements			Will no longer be reported. More meaningful indicators are being used within contract and the Divisional Service Action Plan



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
WL 43	99.2%	N/A	Percentage of tenants satisfied with repairs	99.0%	99.2%	✓😊	This target has been deleted for 2008/9 to allow more meaningful definitions for the new contract arrangements	Will no longer be reported. More meaningful indicators are being used within contract and the Divisional Service Action Plan		
WL 47	18.0	N/A	Average re-let times for "normal" re-lets	18.0	16.2	✓😊		Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.		
WL 49	98.6%	N/A	Percentage of requests for information on housing grants responded to within 3 working days	98.6%	100.0%	✓😊		Will no longer be reported. More meaningful indicators are being used within the Divisional Service Action Plan. This indicator will be replaced by WL 109		
WL 50	100.0%	N/A	Percentage of houses in multiple occupation due for inspection actually inspected	100.0%	100.0%	✓😊		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 51	98.2%	N/A	Percentage of private sector housing enforcement requests responded to within 3 working days	98.5%	100.0%	✓😊		Will no longer be reported. More meaningful indicators are being used within the Divisional Service Action Plan. This indicator will be replaced by WL 110		
WL 52	383	N/A	No. of jobs created through inward investment in West Lancs (source - Econ. Devt. Telephone survey of major employers)	400	509.5	✓😊		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
WL 53	31	N/A	No. of jobs created through European funding in West Lancs (<i>source - Gary Jones, External Funding</i>)	11.5	34	✓😊		Will no longer be reported.		
WL 54		N/A	Number of business start ups in West Lancs (<i>source - Nomis report for West Lancs Business Registrations</i>)	250	600	✓😊	To be reported as sub level of NI 171 Lancashire wide performance in future years	Continuing to report performance in Divisional Service Action Plan and through LSP but not in annual report.		
WL 55	663	N/A	Number of employees		682		Contextual Information Only			
WL 56	630	N/A	Number of employees (full time equivalents)		634		Contextual Information Only			
WL 57 (i)	54	N/A	Health and Safety Incidents (i) No. of accident incident reports	60	47	✓😊		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 57 (ii)	6	N/A	Health and Safety Incidents (ii) Reportable accidents and incidents	4	9	-		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 57 (iii)	48	N/A	Health and Safety Incidents (iii) Non reportable accidents and incidents	56	38	✓😊		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
WL 58	Yes	N/A	Does the Council follow CRE, EOC and Disability Discrimination Act 1995 codes of practice on employment	Yes	Yes	✓		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 59	Yes	N/A	Does the Council carry out formal monitoring of its employees with respect to equal opportunities	Yes	Yes	✓		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 60	89.00%	N/A	Percentage of rental income received in respect of commercial and industrial property	95.0%	89.00%	☺		In future years this indicator (excluding Delf House) will be reported within Divisional Service Action Plans but not the annual report.		
WL 61	49%	N/A	Percentage of properties in good condition performing as intended and operation efficiently - (A)	50%	52%	✓☺		Will no longer be reported.		
WL 62	39%	N/A	Percentage of properties in satisfactory condition performing as intended but showing minor deterioration (B)	40%	45%	✓☺		Will no longer be reported.		
WL 63	12%	N/A	Percentage of properties in poor condition showing major defects and/or not operating as intended (C)	10%	3%	✓☺		Will no longer be reported.		
WL 64	0%	N/A	Percentage of properties in bad condition - life expired and/or serious risk of imminent failure (D)	0%	0%	✓☺		Will no longer be reported.		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
WL 65	0%	N/A	Maintenance backlog - Level 1: proportion requiring urgent work to prevent immediate closure and/or high risk to health and safety etc.	0%	0%	✓ 😊		Will no longer be reported.		
WL 66	62%	N/A	Maintenance backlog - Level 2: essential work required within 2 years to prevent serious deterioration or to address medium risk to health and safety etc.	50%	61%	✓ 😊		Will no longer be reported.		
WL 67	38%	N/A	Maintenance backlog - Level 3: desirable work required within 3-5 years to prevent deterioration of fabric/service or to address a low risk to health and safety of the occupants.	50%	40%	😊		Will no longer be reported.		
WL 69	15.54%	N/A	Average rate of return for industrial premises	14.50%	14.50%	✓		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 70	11.20%	N/A	Average rate of return for retail/commercial premises	14.20%	13.40%	-	CIPFA no longer collate this information therefore figures absolute and based on a representative sample of properties	In future years comparative information will be reported within Divisional Service Action Plans but not the annual report.		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
WL 71	£103k	N/A	Former tenant arrears - amount collected	£125k	113k	☺				In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.
WL 72	30.00%	N/A	Council tax arrears – percentage collected	31.00%	24.30%	-				In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.
WL 73	£1.579 million	N/A	Cost of street cleaning	-	1,618,550	N/A				In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.
WL 74	£39.62	N/A	Cost of refuse collection per household	-	£68.47	N/A	World fuel price increases have affected forecast costs and extra resources have had to be deployed as a result of increased participation levels			In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.
WL 75	£10.90	N/A	Weekly cost of management per dwelling	2% increase	£14.46	-				In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.
WL 76	£10.21	N/A	Weekly cost of repairs per dwelling	2% increase	£10.07	✓☺				In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.
WL 78	99.0%	N/A	Right to Buy offers issued in time	99.0%	100.0%	✓☺				Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.



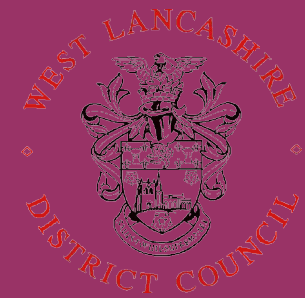
Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
WL 81	1,468	N/A	Planning applications - applicants		1,404		No Target, Contextual Information Only	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 82	79%	N/A	% of residents satisfied with the local area as a place to live		N/A	N/A		Will no longer be reported as local indicator. (See new national indicators NI 5)		
WL 83	64.8%	N/A	% of residents satisfied with the way the Council keeps them informed	65.0%	N/A	N/A		Will no longer be reported as a local indicator		
WL 84 (i)	88%	N/A	% of residents who feel safe when walking in their neighbourhood		TRIANNUAL	N/A		Will no longer be reported as local indicator. (See new national indicators NI 127)		
WL 84 (ii)	98%	N/A	% of residents who feel safe in their home		TRIANNUAL	N/A		Will no longer be reported as local indicator. (See new national indicators NI 127)		
WL 84 (iii)	78.90%	N/A	% of people feeling that West Lancashire is a safe and secure place to live	Minimum 78%	76.6%	-		Minimum 78%	Minimum 78%	Minimum 78%
WL 85a	983,900	N/A	Use of Councils website - No. of Visits	1,000,000	1,312,900	✓😊		Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.		
WL 85b	5,767	N/A	Use of Councils website - Usage of Online Forms	6,000	5,803	-	The set target was aspirational and performance has mirrored 06/07. The new website, launched in March 2008 should improve uptake of online	Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
							forms.			
WL 85c	4,317	N/A	Use of Councils website - No. of Online Payments	5,000	7,004	✓😊		Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.		
WL 86	3.9% (NB Revised from 0%)	N/A	Affordable Housing Development - (Targets relate to the proportion of homes completed in Ormskirk, Aughton and Burscough which are subsidised low cost; shared ownership; other RSL homes or homes to meet special needs)	Minimum 30.0%	22.7%	-	A new national indicator (Ni 155) is being introduced which monitors performance across the district. 2008/09 will be the last year this indicator is reported	Minimum 30.0%	Minimum 30.0%	Minimum 30.0%
WL 87 (a)	2.70%	N/A	Unemployment - District Average (<i>source - ONS Claimant Count</i>)	Below 2.5%	2.40%	✓😊	Being reported as sub level of NI 151 Lancashire wide performance in future years	Will no longer be reported as local indicator. (See new national indicators NI 151)		
WL 87 (b)	5.39%	N/A	Unemployment - Skelmersdale (<i>source - ONS claimant count</i>)	5.0%	5.40%	-		Continuing to report performance in Divisional Service Action Plan and through LSP but not in annual report.		
WL 88	94.00%	N/A	Number of planning decisions delegated to officers as a % of all decisions	90.00%	92.70%	✓😊		Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
WL 89	10.9 days	N/A	Average time to complete non-urgent repairs	11 days	13.02	-	Performance for the first quarter of the year was 13.76 days. This was due mainly to problems as a result of contracts coming to an end. This was addressed and we managed to improve in the final quarter to just 11.1 days average	Will no longer be reported. More meaningful indicators are being used within contract and the Divisional Service Action Plan		
WL 90	94.80%	N/A	% of calls to call centre (577177 number) which were answered	Minimum 96.0%	90.9%	-	Target not met in 4th Quarter due to exceptionally high level of calls during this period. This target has been reduced to 85% due to a reduction in resources	Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.		
WL 91	75	N/A	Number of services being handled in 'front office'	100	107	✓😊		107	107	107



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
WL 92	62%	N/A	Proportion of cases being dealt with at first point of contact (Contact Centre)	65%	61.8%	-	Target not met in 4th Quarter due to exceptionally high level of calls during this period resulting in more calls being transferred to 'back office' so as to maximise the number answered by the authority	Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.		
WL 93	37.9	N/A	Hampshire Matrix Score - Pollution	38.8	37.4	-	07/08 achievement is marginally below the expected performance. Some expected improvements were not undertaken due to delays in implementing a new computer system however other improvements were undertaken in lieu of this	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 94	31.7	N/A	Hampshire Matrix Score - Health & safety	32.3	31.8	☺		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 95	36.9	N/A	Hampshire Matrix Score - Food Safety	37.3	37.3	✓☺		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 96	18.64%	N/A	% of playgrounds meeting WLDC local policy	38.78%	28.00%	-		38.78%	38.78%	38.78%



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
WL 98a	4744	N/A	Reduction in crime towards achievement of PSA1 (Number of "BCS" Comparator Crimes)	4457	4202	✓😊		Will no longer be reported. PSA1 Target was achieved. New indicators will be monitored by Crime & Disorder Reduction Partnership.		
WL 98b	5.5% increase in year - 13.7% decrease on baseline.	N/A	Reduction in crime towards achievement of PSA1 (% reduction in number of "BCS" Comparator Crimes)	18.50%	23.00%	✓😊	PSA1 Acheieved	Will no longer be reported. PSA1 Target was achieved. New indicators will be monitored by Crime & Disorder Reduction Partnership.		
WL 99	99.1%	N/A	Proportion of urgent repairs to council housing completed within Government time limits (Previously BVPI 72)	99.2%	96.8%	-	Performance affected by termination of day to day repairs & maintenance contract	Will no longer be reported. More meaningful indicators are being used within contract and the Divisional Service Action Plan		
WL 101	100.00%	N/A	% of standard searches carried out in 10 working days	100.00%	100.00%	✓😊		Continuing to report performance quarterly and in Divisional Service Action Plan but not in annual report.		
WL 102	100%	N/A	% of responsive but not emergency repairs during 2004/05 for which the authority both made and kept an appointment	Minimum 99%	100%	✓😊		Will no longer be reported. More meaningful indicators are being used within contract and the Divisional Service Action Plan		
WL 103	£421.40	NW Average £421.90	Median gross weekly earnings - employees living in the West Lancashire area	Above NW Average (£432.70)	£443.90	✓😊		Continuing to report performance in Divisional Service Action Plan and through LSP but not in annual report. Countywide figure will be reported as NI 166.		



Performance Information



PI	WLDC 2006/07	District Council Median 2006/07	Description of the Indicator	Target 2007/08	Actual 2007/08	Hit?	Commentary	Target 2008/09	Target 2009/10	Target 2010/11
WL 104	N/A	N/A	Number of educational presentations on Street Scene issues to schools and other groups	-	15	N/A	Contextual Information Only	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 105	N/A	N/A	% of private sector homes vacant for six months or more	N/A	1.73%	N/A	Contextual Information Only	In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 106	N/A	N/A	% of time WLDC website is available	99.6%	97.3%	✓		In future years this indicator will be reported within Divisional Service Action Plans but not the annual report.		
WL 107	20%	WLDC was 6.1% in 2004/05	% of customers whose normal method of contacting the council is via the website/email	25%	24.10%	☺	Survey Question	30%	30%	30%