

		LAA	Survey?	Quarterly
BVPI 3	% of citizens satisfied with the overall service provided		Place Survey	
BVPI 8	% of invoices paid on time			✓
BVPI 9	% of Council Tax Collected			✓
BVPI 12	Days sick per member of staff			✓
BVPI 66a	Proportion of Rent Collected			✓
BVPI 89	% of people satisfied with the cleanliness standard in their area		Place Survey	
BVPI 119a	% of residents satisfied with Local Authority Cultural Services - Sports & Leisure		Place Survey	
BVPI 119e	% of residents satisfied with Local Authority Cultural Services - Parks & Open Spaces		Place Survey	
BVPI 212	Average time taken to re-let local authority housing.			✓
NI 1	% of people who believe people from different backgrounds get on well together in their local area	Yes	Place Survey	
NI 2	% of people who feel that they belong to their neighbourhood		Place Survey	
NI 3	Civic participation in the local area		Place Survey	
NI 4	% of people who feel they can influence decisions in their locality	Yes	Place Survey	
NI 5	NI 5 Overall/general satisfaction with local area		Place Survey	
NI 6	NI 6 Participation in regular volunteering		Place Survey	

		LAA	Survey?		Quarterly
NI 12	Refused and deferred houses in multiple occupation (HMO) licence applications leading to immigration enforcement activity				
NI 14	NI 14 Avoidable contact: The average number, of customer contacts per received customer request				
NI 17	NI 17 Perceptions of anti-social behaviour		Place Survey		
NI 21	NI 21 Dealing with local concerns about anti-social behaviour and crime by the local council and police		Place Survey		
NI 22	NI 22 Perceptions of parents taking responsibility for the behaviour of their children in the area		Place Survey		
NI 23	NI 23 Perceptions that people in the area treat one another with respect and dignity		Place Survey		
NI 27	NI 27 Understanding of local concerns about anti-social behaviour and crime by the local council and police		Place Survey		
NI 37	NI 37 Awareness of civil protection arrangements in the local area		Place Survey		
NI 41	NI 41 Perceptions of drunk or rowdy behaviour as a problem		Place Survey		
NI 42	NI 42 Perceptions of drug use or drug dealing as a problem		Place Survey		
NI 119	NI 119 Self-reported measure of people's overall health and wellbeing		Place Survey		
NI 137	NI 137 Healthy life expectancy at age 65		Place Survey		
NI 138	NI 138 Satisfaction of people over 65 with both home and neighbourhood		Place Survey		
NI 139	NI 139 People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently		Place Survey		

		LAA	Survey?		Quarterly
NI 140	NI 140 Fair treatment by local services		Place Survey		
NI 151	Overall Employment Rate – Working Age Population				
NI 152	Working Age People claiming out of work benefits				
NI 153	Working Age People claiming out of work benefits in the worst performing neighbourhoods.				
NI 154	NI 154 Net additional homes provided				
NI 155	NI 155 Number of affordable homes delivered (gross)	Yes			Recommended for 2009/10
NI 156	NI 156 Number of households living in Temporary Accommodation	Yes as “Local Indicator”			
NI 157a	NI 157 Processing of planning applications as measured against targets for ‘major’ applications				✓
NI 157b	NI 157 Processing of planning applications as measured against targets for ‘minor’ applications				✓
NI 157c	NI 157 Processing of planning applications as measured against targets for ‘other’ applications				✓
NI 158	NI 158 % decent council homes				
NI 159	NI 159 Supply of ready to develop housing sites				
NI 160	NI 160 Local Authority tenants’ satisfaction with landlord services				
NI 170	NI 170 Previously developed land that has been vacant or derelict for more than 5 years				
NI 179	NI 179 Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the financial year				

		LAA	Survey?	Quarterly
NI 180	NI 180 Changes in Housing Benefit/ Council Tax Benefit entitlements within the year			
NI 181	NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events			Recommended for 2009/10
NI 182	NI 182 Satisfaction of businesses with local authority regulation services			
NI 184	NI 184 Food establishments in the area which are broadly compliant with food hygiene law			
NI 185	NI 185 CO2 reduction from Local Authority operations			
NI 186	NI 186 per capita CO2 emissions	Yes		
NI 187	NI 187 Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating	Yes		
NI 188	NI 188 Adapting to climate change	Yes		
NI 191	NI 191 Residual household waste per head			
NI 190	Achievement in meeting standards for the control system for Animal Health			
NI 192	NI 192 Household waste recycled and composted	Yes		✓
NI 194	NI 194 Level of air quality – reduction in NOx and primary PM10 emissions through local authority's estate and operations.			
NI 195a	NI 195 Improved street and environmental cleanliness litter,	Yes		Recommended for 2009/10 Replacing BV199a
NI 195b	NI 195 Improved street and environmental cleanliness detritus	Yes		Recommended for 2009/10 Replacing BV199a
NI 195c	NI 195 Improved street and environmental cleanliness graffiti	Yes		Recommended for 2009/10

		LAA	Survey?	Quarterly
NI 195d	NI 195 Improved street and environmental cleanliness , fly posting	Yes		Recommended for 2009/10
NI 196	NI 196 Improved street and environmental cleanliness – fly tipping			
NI 197	NI 197 Improved local biodiversity – active management of local sites PSA 28			
NI 199	Children and young people's satisfaction with parks and play areas	Collated by OfSted		
WL 01	Number of bin collections missed per 100,000 collections			✓
WL 06	Average time taken to remove fly tips (days)			✓
WL 07a	Number of complaints regarding dog fouling and stray dogs			✓
WL 07b	Incidents of dog fouling			✓
WL 08	Number of crime incidents per 1,000 population			Recommended for 2009/10
WL 18	Use of leisure and cultural facilities			✓
WL 19b(ii)	% Telephone calls answered within 10 seconds (Direct Dial)			✓
WL 24	Percentage of applications for building regulations decided within 5 weeks			✓
WL 84 (iii)	% of people feeling that West Lancashire is a safe and secure place to live			
WL 85a	Use of Councils website - No. of Visits			✓
WL 85b	Use of Councils website - Usage of Online Forms			✓
WL 85c	Use of Councils website - No. of Online Payments			✓

		LAA	Survey?		Quarterly
WL 88	Number of planning decisions delegated to officers as a % of all decisions				✓
WL 90	% of calls to call centre (577177 number) which were answered				✓
WL 92	Proportion of cases being dealt with at first point of contact (Contact Centre)				✓
WL 96	% of playgrounds meeting WLDC local policy				
WL 101b	Average time taken to carry out a standard search (days).				✓
WL 108	Average waiting time for callers to the contact centre				✓
WL 111	% of Housing Repairs completed within timescale				✓

PI's Recommended For Deletion

Appendix B

BVPI 78a	Speed of Processing - Average Time to Process New Claims	Was Quarterly – BVPI's 78a & 78b have been replaced by NI 180 which is an average of New Claims and Changes of Circumstances aggregated together.
BVPI 78b	Speed of Processing - Average Time to Process Change of Circumstances	Was Quarterly – BVPI's 78a & 78b have been replaced by NI 180 which is an average of New Claims and Changes of Circumstances aggregated together.
BVPI 79a	Accuracy of Processing - % of claims processed correctly	Was Quarterly – We are no longer required to report this to DWP. It was a time consuming exercise for a figure which has little management value given the sample size.
BVPI 86	Cost of Waste Collection per household	We can continue to monitor this figure but there will be no benchmark figures from other authorities against which to monitor ourselves; also given the different levels of commitment to recycling by different authorities and the different distances their vehicles are required to travel direct comparisons are not possible.
BVPI 184a	Proportion of LA Homes Which Were Non-Decent at beginning of year	NI 158 has replaced this indicator and will provide the future benchmark
BVPI 199a	Proportion of relevant land and highways with significant deposits of litter/detritus	Was CPPA & Quarterly – The figures are now disaggregated to report litter and detritus separately. NI 195 (A & B) will be a more appropriate benchmark in the future
NI 24	NI 24 Satisfaction with the way the police and local council dealt with anti-social behaviour	WAS DEFERRED WILL NOT NOW BE INTRODUCED
NI 25	NI 25 Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour	WAS DEFERRED WILL NOT NOW BE INTRODUCED
WL 47	Average re-let times for "normal" re-lets	The authority has made good progress in reducing the number of long term void dwellings. As a consequence it is believed that it is no longer necessary to monitor "normal" relets as a separate entity. The suggestion is that this should be deleted and that the overall average should be monitored. See Appendix A BVPI 212.
WL 78	Right to Buy offers issued in time	It has previously been suggested by members that given the ongoing 100% success rate for this indicator that it should be replaced with a housing maintenance indicator instead (See Appendix A WL 111 for detail).
WL 86	Affordable Housing Development (Ormskirk, Aughton & Burscough which are subsidised low cost; shared ownership; other RSL homes or homes to meet special needs)	This target would continue to be monitored for the local plan but to avoid confusion it is suggested that just one Affordable Homes outturn should be reported in the CPP each year – NI 155.
WL 87 (a)	Unemployment - District Average (<i>source - ONS Claimant Count</i>)	Replaced by NI 152 & NI 153 which although not indicators managed by the District Council are National Indicators and will be available at West Lancashire DC level. NI 153 has been included in the LAA (See Appendix A)
WL 101a	% of standard searches carried out in 10 working days	Introduced "Average Time to Carry Out Searches" last year (see Appendix A WL 101b). Suggested that given total 100% success rate for this indicator it is unnecessary - providing we retain 101(b)

WL 107	% of customers whose normal method of contacting the council is via the website/email	This indicator has been collated through the annual survey. The nature of the question does not reflect actual usage so is not the most effective method of providing accurate results. It is proposed that the number of visitors to the website and the number of business transactions (WL85 a, b & c) more accurately measure the growth of website use and the preferences of customers
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