

APPENDIX B: PERFORMANCE INFORMATION 2008/9

PI Code & Short Name	2007/08 Result	All DCs - Median 2007/08	All DCs - TQ 2007/08	All DCs - BQ 2007/08	2008/09 Result	2008/09 Target	On Target	Better than previous or 100%	2009/10 Target	2010/11 Target	2011/12 Target	Latest Notes
BV3 % satisfaction with overall LA service	No survey was undertaken in 2007/08. The 2006/07 result was 54% *				51.4% *	60% *	-	-	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.
BV8 % invoices paid on time	96.16%	96.16%	97.58%	94.22%	96.86%	98.00%	-	☺	98.00%	#	#	
BV9 % of Council Tax collected	98.15%	98.28%	98.60%	97.58%	98.4%	98.3%	✓	☺	98.3%	#	#	There remains uncertainty about how the impact of the current economic downturn will affect 09/10 collection levels, but in light of 08/09 excellent performance the target has been set at the same rate as previous year
BV12 Working Days Lost Due to Sickness Absence	11.92	9.34	8.42	10.65	11.16	8.08	-	☺	10.00	#	#	
BV66a % Rent collection & arrears recovery (Cumulative)	98.66%	98.40%	98.99%	97.46%	98.15%	98.80%	-	-	98.20%	#	#	The current economic downturn has impacted on collection levels and is expected to continue to in 09/10
BV78a Speed of processing - new HB/CTB claims	23.74	23.10	20.50	26.60	21.13	23.00	✓	☺				Will not be reported in 2010 now using NI 181
BV78b Speed of processing - changes of circumstances for HB/CTB claims	14.54	8.40	6.65	10.40	5.36	9.00	✓	☺				Will not be reported in 2010 now using NI 181
BV79a Accuracy of processing - HB/CTB claims	97.60%	98.60%	99.20%	97.54%	99.00%	99.00%	✓	☺				Will not be reported in 2010. NI 180 has been introduced as a better method of identifying errors and preventing fraud.
BV86 Cost of household waste collection	£68.47	£50.98	£44.50	£57.65	£74.78	£70.73	-	-				Will not be reported in future years not a BVPI no comparator information will exist
BV89 Satisfaction with cleanliness of streets	No survey was undertaken in 2007/08. The 2006/07 result was 67% *				59.2% *	74% *	-	-	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.

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BV119a % satisfied with sports/leisure facilities	No survey was undertaken in 2007/08. The 2006/07 result was 55% *				41.6% *	65% *	-	-	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.
BV119e % satisfied with parks and open spaces	No survey was undertaken in 2007/08. The 2006/07 result was 62% *				57.1% *	78% *	-	-	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.
BV199a Local street/environmental cleanliness - Litter and Detritus	7.31	9.00	6.00	12.00	9.99	11.5	✓	-				Will not be reported in 2010 now using NI 195
NI 196 BV199d Improved street and environmental cleanliness – fly tipping	1	2	1	3	1	1	✓	☺	1	#	#	Scores range from 1 “Very Effective” to 4 “Poor”. Our score of 1 reflects a lower number of incidents of fly-tipping and a higher number of enforcement actions.
BV212 Average time (days) taken to re-let local authority housing.	39.64	29.00	24.00	39.00	32.50	35.00	✓	☺	30.00	#	#	
NI 1 % of people who believe people from different backgrounds get on well together in their local area	New National Indicator. No historical information.				83.6%	New NI no target	N/A	N/A	84.7%	84.7%	#	LAA Target/Indicator
NI 2 % of people who feel that they belong to their neighbourhood	New National Indicator. No historical information.				67.3%	New NI no target	N/A	N/A	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.
NI 3 Civic participation in the local area	New National Indicator. No historical information.				11.8%	New NI no target	N/A	N/A	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.
NI 4 QoL 23 % of people who feel they can influence decisions in their locality	New National Indicator. No historical information.				27.3%	New NI no target	N/A	N/A	29.4%	29.4%	#	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.
NI 5 Overall/general satisfaction with local area	New National Indicator. No historical information.				82.5%	New NI no target	N/A	N/A	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.
NI 6 Participation in regular volunteering	New National Indicator. No historical information.				23.7%	New NI no target	N/A	N/A	24.6%	24.6%	#	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.

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NI 14 Avoidable contact: the proportion of customer contact that is of low or no value to the customer	New National Indicator. No historical information.				21.75%	New NI no target	N/A	N/A	25.00%	#	#	We are still in the process of establishing reliable benchmarks hence 25% target (the indicator was only introduced from October 2008).
NI 17 Perceptions of anti-social behaviour	New National Indicator. No historical information				17.2%	New NI no target	N/A	N/A	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.
NI 21 Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	New National Indicator. No historical information				30.3%	New NI no target	N/A	N/A	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.
NI 22 Perceptions of parents taking responsibility for the behaviour of their children in the area	New National Indicator. No historical information				37.43%	New NI no target	N/A	N/A	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.
NI 23 Perceptions that people in the area treat one another with respect and consideration	New National Indicator. No historical information				23.8%	New NI no target	N/A	N/A	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.
NI 27 Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	New National Indicator. No historical information				28.9%	New NI no target	N/A	N/A	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.
NI 35 Building resilience to violent extremism	New National Indicator. No historical information				1	New NI no target	N/A	N/A	2	#	#	1 = low 5 = Highest. Definition relates to Muslim Extremism. Level of activity required is expected to be proportionate to area.
NI 37 Awareness of civil protection arrangements in the local area	New National Indicator. No historical information				13.2%	New NI no target	N/A	N/A	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.
NI 41 Perceptions of drunk or rowdy behaviour as a problem	New National Indicator. No historical information				21.5%	New NI no target	N/A	N/A	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.
NI 42 Perceptions of drug use or drug dealing as a problem	New National Indicator. No historical information				26.8%	New NI no target	N/A	N/A	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.

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NI 119 Self-reported measure of people's overall health and wellbeing	New National Indicator. No historical information				75.7%	New NI no target	N/A	N/A	76.8%	77.8%	#	LAA Target/Indicator
NI 137 Healthy life expectancy at age 65 Male Female	New National Indicator. No historical information				11.7 13.2	New NI no target	N/A	N/A	-	13.5 15.1	#	Target for improvement is 1.5 yr. increase over a 10 year period using the 2001 census information. LAA Target is 14.5.
NI 138 Satisfaction of people over 65 with both home and neighbourhood	New National Indicator. No historical information				86.2%	New NI no target	N/A	N/A	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.
NI 139 The extent to which older people receive the support they need to live independently at home	New National Indicator. No historical information				27.5%	New NI no target	N/A	N/A	30.4	33.4	#	LAA Target/Indicator
NI 140 Fair treatment by local services	New National Indicator. No historical information				74.1%	New NI no target	N/A	N/A	*	*	*	No Survey in 2009/10. Target for 2010/11 will be set once 2008/09 National Comparators are evaluated.
NI 151 Overall Employment rate (working-age)	New National Indicator. No historical information				78.4%	New NI no target	N/A	N/A	78.4%	#	#	Result is 12 month average for period ending September 08 which is the most recent information available. Given the recession 09/10 target is to maintain employment at current level.
NI 152 Working age people on out of work benefits	New National Indicator. No historical information				12.3%	New NI no target	N/A	N/A	LAA NI but no target due to recession	12.2%	#	Result is the average figure during the twelve month period ending August 2008 which is the most recent information available
NI 153 Working age people claiming out of work benefits in the worst performing neighbourhoods	New National Indicator. No historical information				29.03% to 31/12/08	New NI no target	N/A	N/A	LAA NI but no target due to recession	28.1% (For the County)	#	
NI 154 Net additional homes provided	New National Indicator. No historical information				130	New NI no target	N/A	N/A	300	#	#	
NI 155 Number of affordable homes delivered (gross)	New National Indicator. No historical information				13	12	✓	N/A	16	22	#	LAA Target/Indicator
NI 156 Number of households living in temporary accommodation	New National Indicator. No historical information				4	2	-	N/A	2	2	#	Nationally required target

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NI 157a BV109a Processing of Major planning applications	58.00%	71.88%	81.64%	62.94%	52.27%	70.00%	-	-	70.00%	#	#	
NI157b BV109b Processing of Minor planning applications	66.78%	77.34%	84.04%	70.79%	75.68%	80.00%	-	☺	80.00%	#	#	
NI157c BV109c Processing of Other planning applications	86.64%	88.76%	92.12%	84.32%	90.88%	90.00%	✓	☺	90.00%	#	#	
NI158 BV184a % non-decent council homes	7.16%	15%	7%	30%	2.82%	7.37%	✓	☺	5%	#	#	NB The 12% figure recorded for 07/08 in last year's Plan related to April 07; the 7.16 shown here for 2007/08 relates to March 2008 and the 2.82% result this year to March 09
NI 159 Supply of ready to develop housing sites	New National Indicator. No historical information				105.3%	100.0%	✓	N/A	100.0%	#	#	100% is seen as the benchmark, over 100% result is good performance.
NI 160 BV74a Local authority tenants' satisfaction with landlord services	79.00%	81.00%	84.85%	78.00%	80.00%	81.00%	-	☺	-	84.00%	-	This is a bi-annual figure. The status survey was carried out in Oct 08 - Jan 09. So figure applied to 2010 also.
NI 170 Previously developed land that has been vacant or derelict for more than 5 years	New National Indicator. No historical information				3.39%	New NI no target	N/A	N/A	5.00%	#	#	
NI 179 Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	New National Indicator. No historical information				^	^294500	N/A	N/A	^	#	#	^ This indicator is submitted at two stages; a "forecast" (shown as Target) due each October and an "actual" (shown as result) which is due at the end of July. The 2009/10 target/ forecast will not be available until October 2009.
NI 180 The number of changes of circumstances which affect customers' HB/ CTB entitlement within year.	New National Indicator. No historical information				1046.6	New NI no target	N/A	N/A	823	#	#	
NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	17.33	New National Indicator. No historical benchmarks. Used existing data to calculate WLDC result for 2007/08			7.40	New NI no target	N/A	☺	15	#	#	The economic downturn is resulting in a significant increase in Benefit claims and changes; the target reflects this increased level of workload.

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NI 182 Satisfaction of business with local authority regulation services	New National Indicator. No historical information				83.51%	New NI no target	N/A	N/A	84.0%	#	#	
NI 184 Food establishments in the area which are broadly compliant with food hygiene law	New National Indicator. No historical information				82%	New NI no target	N/A	N/A	82.5%	#	#	
NI 185 Percentage annual CO2 reduction from local authority operations	New National Indicator. No historical information				Baseline Figure 4,432,601 kg	New NI no target	N/A	N/A	4,321,786 (2.5% reduction)	#	#	Good performance will be assessed as year on year improvement. WLDC Climate Change Strategy target specifies at least a 25% greenhouse gas reduction by 2020.
NI 186 Per capita reduction in CO2 emissions in the LA area	New National Indicator. No historical information				-	6.96	-	N/A	9.75	12.50	#	LAA indicator. It is not possible to report progress against the 2008/09 target until DEFRA release 2008 CO2 carbon emissions data, which is not expected until September 2010.
NI 187(i) Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (i) Low energy efficiency	New National Indicator. No historical information				7.99%	New NI no target	N/A	N/A	7.66%	7.33%	#	LAA indicator.
NI 187(ii) Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (ii) High energy efficiency	New National Indicator. No historical information				37.63%	New NI no target	N/A	N/A	38.69%	39.75%	#	LAA indicator.
NI 188 Planning to Adapt to Climate Change	New National Indicator. No historical information				1	1	✓	N/A	2	3	#	LAA indicator. 0 = Low; 4 = High
NI 189 Flood and coastal erosion risk management	New National Indicator. No historical information				100%	New NI no target	N/A	😊	99%	#	#	
NI 191 Residual household waste per household	New National Indicator. No historical information				505.79	New NI no target	N/A	N/A	505.79	#	#	Target is to prevent any increase
NI 192 Percentage of household waste sent for reuse, recycling and composting	New National Indicator. No historical information				45.01%	45.00%	✓	N/A	50.00%	#	#	

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NI 194 Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations	New National Indicator. No historical information				Baseline Figure 1,135,065 kg	New NI no target	N/A	N/A	1,106,688 (2.5% reduction)	#	#	
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	New National Indicator. No historical information				4.17%	17.00%	✓	N/A	15.00%	13.00%	#	LAA indicator.
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	New National Indicator. No historical information				8.47%	27.00%	✓	N/A	24.00%	20.00%	#	LAA indicator.
NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	New National Indicator. No historical information				.22%	5.00%	✓	N/A	4.00%	4.00%	#	LAA indicator.
NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	New National Indicator. No historical information				0.17%	2.00%	✓	N/A	2.00%	2.00%	#	LAA indicator.
NI 197 Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented	New National Indicator. No historical information				N/A	18%	N/A	N/A	21%	24%	#	LAA indicator – Results are reported at County level – no district level information
WL01 No. bins missed per 100,000 collections	68.64	Local Indicator no benchmark information.			57.92	65.00	✓	😊	Maximum 60.00	#	#	
WL06 Average time taken to remove fly tips (days)	1.37	Local Indicator no benchmark information.			1.08	1.30	✓	😊	1.00	#	#	
WL07a No. complaints fouling/strays	331	Local Indicator no benchmark information.			298	260	-	😊	250	#	#	
WL07b Dog fouling per km	1.85	Local Indicator no benchmark information.			1.56	2.52	✓	😊	Maximum 2.38	#	#	
WL08 No. crime incidents / 1,000	60.2	Local Indicator no benchmark information.			59.9	65	✓	😊	Maximum 65	#	#	

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WL18 Use of leisure and cultural facilities (swims and visits)	1,143,065	Local Indicator no benchmark information.			1,221,854	1,200,000	✓	☺	1,300,000	#	#	
WL19b(ii) % Direct Dial calls answered within 10 seconds	74.42	Local Indicator no benchmark information.			76.35	80.00	-	☺	80.00	#	#	
WL24 % building regulations applications determined within 5 weeks	53.54%	Local Indicator no benchmark information.			58.45%	62.00%	-	☺	62.00%	#	#	
WL47 Average re-let times for "normal" re-lets (days)	16.24	Local Indicator no benchmark information.			13.15	16.10	✓	☺				"Normal" relets will no longer be reported as a separate figure – overall relet figure to be reported BV 212
WL78 % right to buy issued in time (S125 notices)	100%	Local Indicator no benchmark information.			88.89%	100%	-	-				Deleted from CPP, performance on this indicator has been consistently good and the Council has decided to target other priorities for improvement.
WL84(iii) % feel safe & secure in West Lancs	76.6%	Local Indicator no benchmark information.			81.7%	78%	✓	☺	81.7%	#	#	Data via panel survey 14 carried out Autumn 2008
WL85a Website: no. visits	1,312,919	Local Indicator no benchmark information			1,022,208	1,050,000	-	-				Will be reported in 09/10 but have set a target for the number of unique visitors (WL85aa) as it is more meaningful
WL85aa No. of Unique Visitors to Website	300,877	Local Indicator no benchmark information.			348,668	None	N/A	☺	375,000	#	#	
WL85b Website: use of online forms	5,803	Local Indicator no benchmark information.			8,164	6,250	✓	☺	10,000	#	#	
WL85c Website: no. online payments	6,974	Local Indicator no benchmark information.			12,588	6,000	✓	☺	15,000	#	#	
WL86 % affordable housing development - Ormskirk, Aughton & Burscough	22.73%	Local Indicator no benchmark information.			3.45%	30%	-	-				Will not be reporting separate figures for the three settlements in the CPP any longer. Replaced by NI155.
WL88 % planning decisions delegated to officers	92.7%	Local Indicator no benchmark information.			90.98%	90%	✓	-	90%	#	#	

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WL90 % of Contact Centre calls answered	92.2%	Local Indicator no benchmark information.			87.1%	85.0%	✓	-	Minimum 85.0%	#	#	
WL92 % cases solved at first point of contact (Contact Centre)	65.1	Local Indicator no benchmark information.			61.8	65.0	-	-	65.0	#	#	
WL96 % of playgrounds meeting WLDC policy	28%	Local Indicator no benchmark information.			29.41%	38.78%	-	☺	38.78%	38.78%	#	
WL101 % of standard searches carried out in 10 working days	100.00	Local Indicator no benchmark information.			100.00	100.00	✓	☺				Deleted from CPP, performance on this indicator has been consistently excellent and the Council is now using WL 101b to monitor the average turnaround time instead.
WL101b Average time taken to carry out standard searches	7.41	Local Indicator no benchmark information.			6.60	7.50	✓	☺	Maximum 7.50	#	#	
WL107 Percentage of customers who normally contact the Council via the website (measured through Citizen's Panel Survey).	24.10%	Local Indicator no benchmark information.			32.50%	30.00%	✓	☺				Will no longer be reported, priority is on WL85aa, WL85b and WL85c
WL108 Average waiting time for callers to the contact centre	New PI 08/09 no history	Local Indicator no benchmark information.			51.75	50.00	-	N/A	50.00	#	#	
WL111 % Housing Repairs Completed in Timescale	Reintroduced as Local Indicator for 2009/10. Previously WL42.				92.31%	New NI for 2009/10 no target	N/A	N/A	94.50%	#	#	

* Direct comparisons can not be made between "Place Survey" and previous "User Satisfaction Survey" results due to changes in survey methodology. There is no Place Survey in 2009/10, targets for future years will be set once we are able to evaluate our 2008/09 results against that of other English District Councils and have decided where we want action to improve.

As the authority is in the midst of an organisational downsizing initiative, and therefore future resources are unclear, it was not considered appropriate to set targets past 2009/10. The only exceptions are the indicators which are included in the Lancashire Local Area Agreement (LAA) where we have used any targets agreed through the annual LAA refresh process. It is intended to return to the convention of setting targets for the following three years in next year's Plan.