

Revised 'Appendix A' Draft PI Suite 2010/11 @ 20/1/2010 (Post Cabinet)

		LAA	Comments	Quarterly
BVPI 3	% of citizens satisfied with the overall service provided		Place Survey (Every 2yrs) Linked to Key Objective	
BVPI 8	% of invoices paid on time			✓
BVPI 9	% of Council Tax Collected		Linked to Key Objective	✓
BVPI 12	Days sick per member of staff		Linked to Key Objective	✓
BVPI 66a	Proportion of Rent Collected		Linked to Key Objective	✓
BVPI 89	% of people satisfied with the cleanliness standard in their area		Place Survey (Every 2yrs) Linked to Key Objective	
BVPI 119a	% of residents satisfied with Local Authority Cultural Services - Sports & Leisure		Place Survey (Every 2yrs) Linked to Key Objective.	
BVPI 119e	% of residents satisfied with Local Authority Cultural Services - Parks & Open Spaces		Place Survey (Every 2yrs) Linked to Key Objective.	
BVPI 212	Average time taken to re-let local authority housing.			✓
NEW LAA Loc1	No. of new homes granted planning permission per year ("Local" LAA Indicator) – Source RSS Monitoring Report	Yes		New ✓
NEW LAA Loc2	No. of new homes constructed ("Local" LAA Indicator) - Source RSS Monitoring Report	Yes		New ✓
NI 1	% of people who believe people from different backgrounds get on well together in their local area	Yes	Place Survey (Every 2yrs)	
NI 2	% of people who feel that they belong to their neighbourhood		Place Survey (Every 2yrs)	
NI 3	Civic participation in the local area		Place Survey (Every 2yrs)	

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NI 4	% of people who feel they can influence decisions in their locality	Yes	Place Survey (Every 2yrs)	
NI 5	NI 5 Overall/general satisfaction with local area		Place Survey (Every 2yrs)	
NI 6	NI 6 Participation in regular volunteering		Place Survey (Every 2yrs)	
NI 12	Refused and deferred houses in multiple occupation (HMO) licence applications leading to immigration enforcement activity		Will continue to be reported annually	
NI 14	NI 14 Avoidable contact: The average number, of customer contacts per received customer request		Will continue to be reported annually	
NI 17	NI 17 Perceptions of anti-social behaviour		Place Survey (Every 2yrs) Linked to Key Objective	
NI 21	NI 21 Dealing with local concerns about anti-social behaviour and crime by the local council and police		Place Survey (Every 2yrs) Linked to Key Objective	
NI 22	NI 22 Perceptions of parents taking responsibility for the behaviour of their children in the area		Place Survey (Every 2yrs) Linked to Key Objective	
NI 23	NI 23 Perceptions that people in the area treat one another with respect and dignity		Place Survey (Every 2yrs)	
NI 27	NI 27 Understanding of local concerns about anti-social behaviour and crime by the local council and police		Place Survey (Every 2yrs)	
NI 37	NI 37 Awareness of civil protection arrangements in the local area		Place Survey (Every 2yrs)	
NI 41	NI 41 Perceptions of drunk or rowdy behaviour as a problem		Place Survey (Every 2yrs)	
NI 42	NI 42 Perceptions of drug use or drug dealing as a problem		Place Survey (Every 2yrs)	
NI 119	NI 119 Self-reported measure of people's overall health and wellbeing		Place Survey (Every 2yrs)	
NI 137	NI 137 Healthy life expectancy at age 65		Place Survey (Every 2yrs)	

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NI 138	NI 138 Satisfaction of people over 65 with both home and neighbourhood		Place Survey (Every 2yrs)	
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 (Every 2yrs)	
NI 140	NI 140 Fair treatment by local services		Place Survey (Every 2yrs)	
NI 151	Overall Employment Rate – Working Age Population		Linked to Key Objective. Not “managed” by WLBC. Figures available through NOMIS website but there will be a 6 month lag.	New ✓
NI 152	Working Age People claiming out of work benefits		Will continue to be reported annually	
NI 153	Working Age People claiming out of work benefits in the worst performing neighbourhoods.	Yes	Not “managed” by WLBC. Figures available through NOMIS website but there will be a 6 month lag.	New ✓
NI 154	NI 154 Net additional homes provided		Will continue to be reported annually	
NI 155	NI 155 Number of affordable homes delivered (gross)	Yes	Linked to Key Objective	✓
NI 156	NI 156 Number of households living in Temporary Accommodation	Yes		New ✓
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		Linked to Key Objective. Figure is only produced annually	
NI 159	NI 159 Supply of ready to develop housing sites		Will continue to be reported annually	

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NI 160	NI 160 Local Authority tenants' satisfaction with landlord services		STATUS survey (Every 2yrs).	
NI 163	Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 2 or higher		Linked to Key Objective. Annual Lancashire wide figure from LSC Need to explore possibility of disaggregating data to WLBC footprint.	
NI 170	NI 170 Previously developed land that has been vacant or derelict for more than 5 years		Will continue to be reported annually	
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		Linked to Key Objective Figure is only produced annually	
NI 180	NI 180 Changes in Housing Benefit/ Council Tax Benefit entitlements within the year		Will continue to be reported annually	
NI 181	NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events			✓
NI 182	NI 182 Satisfaction of businesses with local authority regulation services		Will continue to be reported annually	
NI 184	NI 184 Food establishments in the area which are broadly compliant with food hygiene law		Will continue to be reported annually	
NI 185	NI 185 CO2 reduction from Local Authority operations		Will continue to be reported annually	
NI 186	NI 186 per capita CO2 emissions	Yes	Figure is only produced annually	
NI 187	NI 187 Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating	Yes	Figure is only produced annually	
NI 188	NI 188 Adapting to climate change	Yes	Figure is only produced annually	
NI 191	NI 191 Residual household waste per head		Linked to Key Objective	New ✓
NI 190	Achievement in meeting standards for the control system for Animal Health		Will continue to be reported annually	

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NI 192	NI 192 Household waste recycled and composted	Yes	Linked to Key Objective	✓
NI 194	NI 194 Level of air quality – reduction in NOx and primary PM10 emissions through local authority's estate and operations.		Will continue to be reported annually	
NI 195a	NI 195 Improved street and environmental cleanliness litter,	Yes	Linked to Key Objective	✓
NI 195b	NI 195 Improved street and environmental cleanliness detritus	Yes	Linked to Key Objective	✓
NI 195c	NI 195 Improved street and environmental cleanliness graffiti	Yes		✓
NI 195d	NI 195 Improved street and environmental cleanliness , fly posting	Yes		✓
NI 196	NI 196 Improved street and environmental cleanliness – fly tipping		Will continue to be reported annually	
NI 197	NI 197 Improved local biodiversity – active management of local sites PSA 28		Will continue to be reported annually	
NI 199	Children and young people's satisfaction with parks and play areas		Will continue to be reported annually	
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		Linked to Key Objective	✓
WL 18	Use of leisure and cultural facilities			✓

		LAA	Comments	Quarterly
WL 19b(ii)	% Telephone calls answered within 10 seconds (Direct Dial)			✓
WL 24	Percentage of applications for building regulations decided within 5 weeks			✓
WL 85aa	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			✓
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 WLBC local policy			New ✓
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			✓
NEW WL 112	% of actions in the LSP Health & Wellbeing Thematic Group's Action Plan that are the responsibility of WLBC which have been completed.		Linked to Key Objective	New ✓
NEW WL 113	Number of businesses assisted through Partnership activities (Business Link, Elect & others) to start up and/or thrive.		Linked to Key Objective	New ✓
NEW WL 114	% of LA properties with a CP12 (gas service certificate) outstanding		Included for quarterly monitoring in response to Audit Commission recommendation.	New ✓