





















## APPENDIX B: PERFORMANCE INFORMATION 2009/10





Icon key	
	On target (within 0.01%) or exceeded
	Off target (within 5%)
	Off target (by 5% or more)
	Contextual data only. No target.
	Performance improved on previous year
	Performance declined on previous year
	No change

PI Code & Short Name	2008/09 Result	2008/09 Benchmarks			2009/10 Result & Target		Targets 2010 to 2013			Traffic Light Icon	Long Term Trend Arrow	Latest Notes
	2008/09 Result	All DCs - BQ 2008/09	All DCs - TQ 2008/09	All DCs - Median 2008/09	2009/10 Result	Annual 2009/10	Annual 2010/11	Annual 2011/12	Annual 2012/13			
BV3 % satisfaction with overall LA service	51.4%	N/A	N/A	45.4 ‡	*	*	51.4%	*	51.4%	N/A	N/A	Place Survey indicator. Next Place Survey autumn 2010.
BV8 % invoices paid on time	96.86%	N/A	N/A	N/A	97.15%	98.00%	98.00%	98.00%	98.00%			West Lancs local indicator.
BV9 % of Council Tax collected	98.39%	N/A	N/A	N/A	98.02%	98.30%	98.1%	98.1%	98.1%			West Lancs local indicator.
BV12 Working Days Lost Due to Sickness Absence	11.16	N/A	N/A	N/A	10.70	8.08	8.08 †	8.08 †	8.08 †			West Lancs local indicator.
BV66a % Rent collection & arrears recovery (Cumulative)	98.15%	N/A	N/A	N/A	98.72%	98.20%	98.5%	98.75%	98.85%			West Lancs local indicator.
BV89 Satisfaction with cleanliness of streets	59.2%	N/A	N/A	56.9 ‡	*	*	59.2%	*	59.2%	N/A	N/A	Place Survey indicator. Next Place Survey autumn 2010.
BV119a % satisfied with sports/leisure facilities	41.6%	N/A	N/A	46.2 ‡	*	*	41.6%	*	41.6%	N/A	N/A	Place Survey indicator. Next Place Survey autumn 2010.
BV119e % satisfied with parks and open spaces	57.1%	N/A	N/A	68.5 ‡	*	*	57.1%	*	57.1%	N/A	N/A	Place survey indicator. Next Place Survey autumn 2010.
BV212 Average time taken to re-let local authority housing.	32.50	N/A	N/A	N/A	37.00	30.00	30	28	26			West Lancs local indicator.





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LAA Loc01 No. of new homes granted planning permission per year (Local LAA Indicator)	Ns	N/A	N/A	N/A	41	300 (600)	300 (900)	#	#		Ns	Local LAA indicator. 900 cumulative over 3 years to 2010/11: 300 per year.
LAA Loc02 No. of new homes constructed (Local LAA Indicator)	130 (185)	N/A	N/A	N/A	109 (239)	58 (243)	57 (300)	#	#			Local LAA indicator. 300 cumulative over 3 years to 2010/11: 185 / 243 / 300. (cumulative result/target)
NI 1 % of people who believe people from different backgrounds get on well together in their local area	83.6%	75.0%	82.4%	79.7%	*	*	85.0%	*	#	N/A	N/A	Next Place Survey autumn 2010. LAA indicator.
NI 2 % of people who feel that they belong to their neighbourhood	67.3%	57.7%	66.1%	61.8%	*	*	67.3%	*	67.3%	N/A	N/A	This NI will be discontinued nationally for 2010/11. Formerly Place Survey indicator. Proposed removal from WLBC suite for 2010/11 <sup>A</sup>
NI 3 Civic participation in the local area	11.8%	12%	15.9%	13.8%	*	*	11.8%	*	11.8%	N/A	N/A	This NI will be discontinued nationally for 2010/11. Formerly Place Survey indicator. Proposed removal from WLBC suite for 2010/11 <sup>A</sup>
NI 4 % of people who feel they can influence decisions in their locality (Was QoL 23)	27.3%	26.0%	30.8%	28.1%	*	*	29.4%	*	#	N/A	N/A	Next Place Survey autumn 2010. LAA indicator.
NI 5 Overall/general satisfaction with local area	82.5%	79.2%	87.4%	83.9%	*	*	82.5%	*	82.5%	N/A	N/A	Next Place Survey autumn 2010.
NI 6 Participation in regular volunteering	23.7%	21.8%	28.1%	24.2%	*	*	24.5%	*	#	N/A	N/A	Next Place Survey autumn 2010. LAA indicator.
NI 12 Refused & deferred Houses in Multiple Occupation licence applications leading to immigration enforcement activity.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	This PI was deleted at National Level and never introduced. Proposed removal from WLBC suite for 2010/11.

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NI 14 Avoidable contact: the proportion of customer contact that is of low or no value to the customer	21.75%	27.38%	11.70%	20.20%	25.92%	25.00%	23.00%	23.00%	23.00%			This NI will be discontinued nationally for 2010/11. Proposed removal from WLBC suite for 2010/11 <sup>B</sup> .
NI 17 Perceptions of anti-social behaviour	17.2%	18.2%	11.4%	14.9%	*	*	17.2%	*	17.2%	N/A	N/A	Next Place Survey autumn 2010.
NI 21 Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	30.3%	24.0%	29.2%	26.6%	*	*	30.3%	*	30.3%	N/A	N/A	Next Place Survey autumn 2010.
NI 22 Perceptions of parents taking responsibility for the behaviour of their children in the area	37.3%	26.8%	35.35%	31.2%	*	*	37.3%	*	37.3%	N/A	N/A	Next Place Survey autumn 2010.
NI 23 Perceptions that people in the area do not treat one another with respect and consideration	23.8%	33%	21.9%	26.3%	*	*	23.8%	*	23.8%	N/A	N/A	This NI will be discontinued nationally for 2010/11. Formerly Place Survey indicator. Proposed removal from WLBC suite for 2010/11 <sup>A</sup>
NI 27 Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	28.9%	22.4%	26.55%	24.4%	*	*	28.9%	*	28.9%	N/A	N/A	Next Place Survey autumn 2010.
NI 35 Building resilience to violent extremism	1	N/A	N/A	N/A	2	2	4	#	#			
NI 37 Awareness of civil protection arrangements in the local area	13.2%	13.3%	18.3%	15.0%	*	*	13.2%	*	13.2%	N/A	N/A	This NI will be discontinued nationally for 2010/11. Formerly Place Survey indicator. Proposed removal from WLBC suite for 2010/11 <sup>A</sup>

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NI 41 Perceptions of drunk or rowdy behaviour as a problem	21.5%	30.8%	21.25%	25.6%	*	*	21.5%	*	21.5%	N/A	N/A	Next Place Survey autumn 2010.
NI 42 Perceptions of drug use or drug dealing as a problem	26.8%	20.3%	30.9%	25.5%	*	*	26.8%	*	26.8%	N/A	N/A	Next Place Survey autumn 2010.
NI 119 Self-reported measure of people's overall health and wellbeing	75.7%	74.7%	80.1%	77.6%	*	*	77.5%	*	#	N/A	N/A	Next Place Survey autumn 2010. LAA indicator.
NI 137 Healthy life expectancy at age 65	N/A	N/A	N/A	14.16	N/A	N/A	14.46	N/A	N/A	N/A	N/A	Next Census 2011. LAA indicator. Baseline 12.6 from Census 2001.
NI 138 Satisfaction of people over 65 with both home and neighbourhood	86.2%	84.2%	89.4%	86.9%	*	*	86.2%	*	86.2%	N/A	N/A	Next Place Survey autumn 2010.
NI 139 The extent to which older people receive the support they need to live independently at home	27.5%	28.0%	33.9%	30.6%	*	*	33.6%	*	#	N/A	N/A	Next Place Survey autumn 2010. LAA indicator.
NI 140 Fair treatment by local services	74.1%	71.8%	78.5%	75.4%	*	*	74.1%	*	74.1%	N/A	N/A	This NI will be discontinued nationally for 2010/11. Formerly Place Survey indicator. Proposed removal from WLBC suite for 2010/11 <sup>A</sup>
NI 151 Overall Employment rate (working-age)	78.4%	N/A	N/A	N/A	73.3%	78.4%	tbc	tbc	tbc			Lag in information released on NOMIS means 2009/10 figure relates to performance as at September 2009
NI 152 Working age people on out of work benefits	12.3%	N/A	N/A	N/A	14.2%	12.2%	12.2%	#	#			LAA local indicator. Lag in information means 2009/10 result is the average figure during the twelve month period ending August 2009 which is the most recent information available.







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	2008/09	All DCs - BQ 2008/09	All DCs - TQ 2008/09	All DCs - Median 2008/09	2009/10 Result	Annual 2009/10	Annual 2010/11	Annual 2011/12	Annual 2012/13			
NI 153 Working age people claiming out of work benefits in the worst performing	28.3%	N/A	N/A	N/A	28.1%	28.1%	28.1%	#	#			LAA indicator. 2009/10 result taken from August 2009 which is the most recent information available. Target above LAA target of 24.5 for 2010/11.
NI 154 Net additional homes provided	130	N/A	N/A	N/A	109	300	tbc	tbc	tbc			
NI 155 Number of affordable homes delivered (gross)	13	N/A	N/A	N/A	32	16	22	#	#			LAA indicator
NI 156 Number of households living in temporary accommodation	4	N/A	N/A	N/A	4	1	1	#	#			Local LAA indicator.
NI 157a Processing of planning applications: Major applications	52.27%	60.00%	90.45%	75.00%	47.83%	70.00%	70.00%	70.00%	70.00%			
NI 157b Processing of planning applications: Minor applications	75.68%	71.15%	86.15%	78.48%	73.73%	80.00%	80.00%	80.00%	80.00%			
NI 157c Processing of planning applications: Other applications	90.89%	82.97%	93.68%	88.82%	91.15%	90.00%	90.00%	90.00%	90.00%			
NI 158 % non-decent council homes	2.8%	N/A	N/A	N/A	tbc	5.0%	0%	0%	0%	N/A	N/A	An external company calculate the performance of non-decent homes. This figure is expected in June 2010.
NI 159 Supply of ready to develop housing sites	105.3%	N/A	N/A	N/A	100.8%	100.0%	100.0%	100.0%	100.0%			
NI 160 Local authority tenants' satisfaction with landlord services	71.00%	N/A	N/A	N/A	N/A	N/A	80.00%	N/A	85%	N/A	N/A	Bi-ennial STATUS survey. Next survey due 2010/11.

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NI 163 Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 2 or higher	69.3%	N/A	N/A	N/A	tbc	76.2%	78.1%	#	#	N/A	N/A	Single tier and county level reporting. Latest county figure available from 2008 only. LAA indicator.
NI 170 Previously developed land that has been vacant or derelict for more than 5 years	3.39%	N/A	N/A	N/A	3.39%	5.00%	5.00%	5.00%	5.00%			This NI will be discontinued nationally for 2010/11. Proposed removal from WLBC suite for 2010/11 <sup>B</sup> .
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	682.0	484.0	1155.8	730.0	Figure available July	1416 (Oct 2009 forecast)	N/A	N/A	N/A	N/A	N/A	NI reported in two stages. October (half year) figure is a forecast for financial year end and used as target. July figure is the actual outturn. Target for 10/11 to be set October 2010.
NI 180 The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	1046.6	N/A	N/A	N/A	1160	823	N/A	N/A	N/A			Figure reported is last figure available from website and supplied by DWP. There have been problems with data management at a national level and the data is no longer available to report. This NI will be discontinued nationally for 2010/11. Proposed removal from WLBC suite for 2010/11 <sup>B</sup> .
NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)	7.40	N/A	N/A	N/A	10.22	15.00	12.00	12.00	12.00			Changes resulting in bulk processing favourably impacted on 08/09 and 09/10 results.
NI 182 Satisfaction of business with local authority regulation services	83.51%	N/A	N/A	N/A	tbc	84.00%	tbc	tbc	tbc	N/A	N/A	Survey completed. Result due end June.
NI 184 Food establishments in the area which are broadly compliant with food hygiene law	82%	N/A	N/A	N/A	84%	83%	tbc	tbc	tbc			This NI will be discontinued nationally for 2010/11. Proposed removal from WLBC suite for 2010/11 <sup>B</sup> .

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NI 185 % annual CO2 reduction from local authority operations	Baseline 4655305 kg	N/A	N/A	N/A	tbc	2.5%	2.5%	2.5%	2.5%	N/A	N/A	Targets reflect reduction on baseline figure and follow WLBC climate change strategy - a 25% reduction by 2020. Result published by DEFRA and not yet available. Figure expected June 2010.
NI 186 % Per capita reduction in CO2 emissions in the LA area	Baseline 2005 7.97t	N/A	N/A	N/A	tbc	9.75%	12.50%	#	#	N/A	N/A	Targets are % reduction on 2005 baseline. LAA indicator. Result published by DEFRA. 2008/9 figure due September 2010, and 2009/10 figure September 2012.
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	7.99%	14.31%	7.47%	10.71%	7.52%	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	37.63%	22.23%	34.74%	29.31%	39.67%	38.69%	39.75%	#	#			LAA indicator.
NI 188 Planning to Adapt to Climate Change	1	0	1	0	2	2	3	#	#			LAA indicator.
NI 189 Flood and coastal erosion risk management	100%	100%	100%	100%	tbc	99%	100%	100%	100%	N/A	N/A	Result published by DEFRA. 2009/10 figure due July 2010.
NI 190 Achievement in meeting standards for the control system for animal health.	Ns	N/A	N/A	N/A	Ns	Ns	N/A	N/A	N/A	Ns	Ns	Single tier and county level reporting. Not relevant to WLBC. <sup>C</sup>

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NI 191 Residual household waste per household	503.62	579.75	485.25	529.5	501.24	505.79	500	499	497			
NI 192 Percentage of household waste sent for reuse, recycling and composting	45.19%	32.22%	45.12%	38.32%	44.74%	50.00%	50%	52%	54%			LAA indicator. No district target set by LAA. Overall Lancashire target of 44% for 2010/11.
NI 194 Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations	Baseline NOx: 13,229 kg PM10: 414 kg	N/A	N/A	N/A	tbc	2.5%	2.5%	2.5%	2.5%	N/A	N/A	Targets reflect reduction on baseline figure and follow WLBC climate change strategy - a 25% reduction by 2020. Result published by DEFRA and not yet available. Figure expected June 2010.
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	4.17%	6.00%	2.00%	4.00%	4.00%	15.00%	4.00%	3.00%	3.00%			LAA indicator. WLBC target above LAA target of 13% for 2010/11.
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	8.47%	14.25%	5.00%	10.00%	9.00%	24.00%	7.00%	7.00%	6.00%			LAA indicator. WLBC target above LAA target of 20% for 2010/11.
NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	.22%	2.00%	.00%	1.00%	.95%	4.00%	1.00%	1.00%	1.00%			LAA indicator. WLBC target above LAA target of 4% for 2010/11.
NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	0.17%	0.25%	0.00%	0.00%	0.11%	2.00%	1.00%	1.00%	1.00%			LAA indicator. WLBC target above LAA target of 2% for 2010/11.
NI 196 Improved street and environmental cleanliness – fly tipping	1	3	2	2	tbc	1	1	1	1	N/A	N/A	DEFRA provide figure. Results expected August 2010.

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	2008/09	All DCs - BQ 2008/09	All DCs - TQ 2008/09	All DCs - Median 2008/09	2009/10 Result	Annual 2009/10	Annual 2010/11	Annual 2011/12	Annual 2012/13			
NI 197 Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented	16%	N/A	N/A	N/A	21%	21%	24%	#	#			LAA indicator. County level data only.
II 199 Children and young people's satisfaction with parks and play areas	44.6%	N/A	N/A	54.1 <sup>†</sup>	51.5%	Ns	N/A	N/A	N/A	Ns		Single tier and county level reporting. County figure reported. Tellus4 survey <sup>C</sup> .
VL01 No. bins missed per 100,000 collections	57.92	N/A	N/A	N/A	61.54	60.00	60	55	50			
VL06 Average time taken to remove fly tips (days)	1.08	N/A	N/A	N/A	1.15	1.00	1	1	1			
VL07a No. complaints fouling/strays	298	N/A	N/A	N/A	277	250	260	260	260			
VL07b Dog fouling per km	1.56	N/A	N/A	N/A	0.64	2.38	2.1	1.9	1.7			
WL08 Number of Crime Incidents per 1,000 population	59.89	N/A	N/A	N/A	60.45	65.00	65.00	65.00	65.00			
VL18 Use of leisure and cultural facilities (swims and visits)	1,221,854	N/A	N/A	N/A	1,261,214	1,300,000	1,300,00	1,320,000	1,340,000			
WL19b(ii) % Direct Dial calls answered within 10 seconds	76.35	N/A	N/A	N/A	69.77	80.00	80.00	80.00	80.00			Result affected by office moves and staff changes.
VL24 % Building regulations applications determined within 5 weeks	58.45%	N/A	N/A	N/A	64.24%	62.00%	62.00%	62.00%	62.00%			
WL84(iii) % feel safe & secure in West Lancs	81.7%	N/A	N/A	N/A	N/A	81.7%						Deleted for 2010/11 suite. No People's Panel survey carried out in 2009/10.

Notes: # LAA target not set beyond 2010/11 ; \* Bi-ennial Place Survey PIs have baseline result of 2008/09 set as the target for 2010/11 to reflect 'doing the same with less' following reduction in resources due to downsizing throughout the Council. No survey in 2009/10 or 2011/12 ; † The target is aspirational and subject to comprehensive implementation of procedures ; ‡ England average ; N/A data not available ; Ns new to 10/11 Suite of indicators and/or not previously recorded/reported ; <sup>A</sup> The future and/or content of the 2010/11 Place Survey is still unknown. It is proposed that those Place Survey indicators discontinued at a national level be dropped from WLBC suite as there will be no practical method of collection unless they are included under local agreement in any Place Survey undertaken in partnership with other local authorities ; <sup>B</sup> No longer statutory to report. PI discontinued at national level. Proposed deletion from WLBC Suite ; <sup>C</sup> Not a district level indicator. Proposed deletion from WLBC Suite.

	2008/09 Result	2008/09 Benchmarks			2009/10 Result & Target		Targets 2010 to 2013					
PI Code & Short Name	2008/09	All DCs - BQ 2008/09	All DCs - TQ 2008/09	All DCs - Median 2008/09	2009/10 Result	Annual 2009/10	Annual 2010/11	Annual 2011/12	Annual 2012/13	Traffic Light Icon	Long Term Trend Arrow	Latest Notes
WL85a Website: no. visits	1,022,208	N/A	N/A	N/A	1,229,632							Deleted for 2010/11 suite. No target. Contextual information only.
WL85aa Website: number of unique visitors	348,668	N/A	N/A	N/A	465,279	375,000	500,000	500,000	500,000			
WL85b Website: use of online forms	8,164	N/A	N/A	N/A	6,500	10,000	7,000	7,000	7,000			Target reduced to reflect that the previous year's increase resulted from prize draw campaign, but taking into account increased number of forms available for public use.
WL85c Website: no. online payments	12,588	N/A	N/A	N/A	14,486	15,000	15,000	15,000	15,000			
VL88 % Planning decisions delegated to officers	90.98%	N/A	N/A	N/A	93.01%	90.00%	90.00%	90.00%	90.00%			
WL90 % of Contact Centre calls answered	87.1%	N/A	N/A	N/A	92.4%	85.0%	89.0%	89.0%	89.0%			
WL92 % of cases (telephone calls) to the Contact Centre solved at first point of contact	61.8	N/A	N/A	N/A	64.3	65.0	65.0	65.0	65.0			
WL96 % of playgrounds meeting WLBC policy	29.41%	N/A	N/A	N/A	29.41%	38.78%	38.78%	39.5%	40.0%			
WL101b Average time taken to carry out standard searches	6.61	N/A	N/A	N/A	6.18	7.50	7.50	7.25	7.00			
WL108 Average waiting time for callers to the contact centre (seconds)	51.75	N/A	N/A	N/A	44.00	50.00	44.00	44.00	44.00			
WL111 % Housing Repairs Completed in Timescale	92.31%	N/A	N/A	N/A	88.01%	94.50%	94.50%	94.50%	95.00%			

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PI Code & Short Name	2008/09 Result	2008/09 Benchmarks			2009/10 Result & Target		Targets 2010 to 2013			Traffic Light Icon	Long Term Trend Arrow	Latest Notes
	2008/09	All DCs - BQ 2008/09	All DCs - TQ 2008/09	All DCs - Median 2008/09	2009/10 Result	Annual 2009/10	Annual 2010/11	Annual 2011/12	Annual 2012/13			
WL112 % actions complete from Health and Wellbeing Thematic Group Action Plan where WLBC is lead body	Ns	N/A	N/A	N/A	Ns	Ns	tbc	tbc	tbc	Ns	Ns	Targets will be determined following agreement of the 2010/11 action plan by the thematic group.
WL113 Businesses assisted by partnership for start up/thrive	Ns	N/A	N/A	N/A	Ns	Ns	500	550	605	Ns	Ns	
WL114 % LA properties with CP12 outstanding	Ns	N/A	N/A	N/A	Ns	Ns	0.8	0.6	0.4	Ns	Ns	

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This table has been compiled based on the NI set as at 01.04.2010.