7 HOW WE MEASURE UP

USING THE PERFORMANCE TABLES

To help you to judge how well Ribble Valley Council provides services we constantly measure our performance using Performance Indicators (PIs). These show whether or not we are getting better at doing things and also how we compare with other councils.

On the following pages we list Performance Indicators for all services for which we currently have information. This includes a number of local indicators developed by the Council to give you the fullest possible picture of our performance across all services.

The tables show how we performed in the past, how we're doing at the moment – our actual performance for the financial year that has just ended (2006/07), as well as including targets showing how we plan to improve in the future.

Tables providing a full listing of all our Performance Indicators are provided in the next Section beginning on page 50.

Overleaf we provide two overviews of our performance:

- a summary of how our performance compares against other councils and (table 1)
- a summary of how we are improving year on year (table 2).

The new performance framework for local government, outlined in the White Paper *Strong and Prosperous Communities,* is about improving the quality of life in places and better public services. It brings together national standards and priorities set by Government with local priorities informed by the vision developed by the local authority and its partners. A clear set of national outcomes and a single set of national indicators by which to measure progress against them are a key building block for the new framework.

With changes to Best Value legislation, all Best Value Performance Indicators, apart from those for Police Authorities, will be discontinued in England from 31 March 2008. As a result, the Best Value Performance Indicator User Satisfaction Surveys will also cease. A new National Indicator set has been introduced. The new single set of national indicators covers the Government's priorities for delivery by local government working on its own or in partnership with other bodies.

There are many services and activities undertaken by local government, alone or in partnership, which are not directly reflected in the national indicator set but which will continue to be important to local areas and the people they serve as well as to business. We think it is more appropriate that these are performance managed locally – with the Council and its partners setting priorities, determining performance indicators and monitoring and reviewing performance and being accountable for all delivery to our citizens.

HOW DO WE COMPARE WITH OTHERS?

The following is a summary of Ribble Valley's performance against all district authorities for Best Value Performance Indicators in 2006/07. Of the 95 national indicators collected in 2006/07, data was available to rank 63 of these indicators into 4 quartiles according to their performance.

- 24 Indicators ranked Top Quartile (38%)
- 11 Indicators ranked Above Average (17%)
- 11 Indicators ranked Below Average (17%)
- 17 Indicators ranked Bottom Quartile (27%)

BOTTOM QUARTILE	BELOW AVERAGE	ABOVE AVERAGE	TOP QUARTILE
			BV9: Council Tax Collected
			BV11c: the top 5% earners disability
			BV14: employees retiring early
			BV66a: rent collected
			BV66b: rent collection and arrears recovery: arrears
			BV66d: rent collection and arrears recovery: evictions
			BV78a: benefits: time for processing new claims
			BV78b: benefits: time for processing changes
BV2b: duty to promote race equality			BV79a: correct calculation of benefit due
BV11b: the top 5% of earners black and minority ethnic communities			BV79b ii): hb overpayments recovered as % of the total outstanding
BV17a: % of staff from ethnic minorities			BV109a: planning applications determined: 60% of major applications in 13 weeks
BV66c: rent collection and arrears recovery - notices seeking possession			BV127a: violent crime per 1000 population
BV82a i): % housesehold waste which has been recycled			BV127b: robberies per 1000 population
BV82a ii): tonnes of household waste recycled			BV128: vehicle crimes per 1000 population and % detected
BV91a: residents served by kerbside collection	BV11a: the top 5% earners women	BV8: invoices paid within 30 days	BV183a: stay in bed and breakfast accommodation
BV91b: kerbside collection of recyclables (two recyclables)	BV15: employees retiring on grounds of ill health	BV10: non-domestic rate received	BV184a: LA homes which were non-decent
BV166: checklist of enforcement best practice for environmental health	BV16a: staff with disabilities	BV12: working days lost to sickness absence	BV202: number of people sleeping rough
BV199a: land and highways having litter and detritus	BV64: private sector vacant dwellings returned into occupation or demolished	BV79b i): recoverable overpayments that were recovered in the year	BV212: average time taken to re-let local authority housing
BV199b: local street and environmental cleanliness - graffiti	BV82b i): % of the total tonnage of household waste arising which have been sent for composting	BV84a: kilograms of household waste collected	BV213: preventing homelessness - number of households where homelessness prevented
BV199c: local street and environmental cleanliness - fly-posting levels	BV82b ii): tonnes of household waste composted	BV86: cost of waste collection per household	BV214: housing advice service - % of repeat homelessness within 2 years
BV199d: local street and environmental cleanliness - fly-tipping	BV84b: household waste collection (% change in kilograms per head)	BV106: new homes built on previously developed land	BV218a: abandoned vehicels% investigated in 24hrs
BV203: change in number of families in temporary accommodation	BV170a: visits to/usages of museums	BV109b: planning applications determined: 65% of minor applications in 8 weeks	BV218b: abandoned vehicles % removed in 24hrs
BV204: planning appeals allowed	BV170b: visits to museums in person	BV109c: planning applications determined: 80% of other applications in 8 weeks	BV219b: conservation areas – character appraisals
BV205: quality of planning service checklist	BV170c: the number of pupils visiting museums and galleries	BV126: domestic burglaries per 1000 households	BV219c: conservation areas – management plans
BV217: pollution control improvements on time	BV184b: LA homes which were non-decent proportion changed	BV183b: average length of stay in hostel accommodation	

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ARE WE IMPROVING?

The following is a summary of our performance for 2007/08 where we are able to track changes. This is not possible for all indicators, as some have been discontinued, some are new; whilst changes to the way some indicators are calculated prevents year on year comparison.

We have used a traffic light system to identify which indicators have improved, not changed or got worse in comparison with 2006/07. We have been able to track improvements for 64 national indicators. Of these 30 (47%) of the indicators have improved, 19 (30%) have not changed and 15 (23%) have got worse.

IMPROVED	STAYED SAME	WORSENED
BV82a i): % housesehold waste which has been recycled		
BV127b: robberies per 1000 population		
BV82b ii): tonnes of household waste composted		
BV219a: preserving conservation areas: number		
BV199c: local street and env. Cleanliness - fly-posting		
BV204: planning appeals allowed		
BV79b ii): HB overpayments recovered as % of the total outstanding		
BV199b: local street and environmental cleanliness - graffiti		
BV9: council tax collected		
BV16a: staff with disabilities		
BV127a: violent crime per 1000 population		
BV79b iii): % of recoverable over payments recovered (hb)	BV 200a: plan making: local development scheme submitted?	
BV217: pollution control improvements on time	BV16b: percentage of economically active people who have a disability	
BV128: vehicle crimes per 1000 population and % detected	BV219b: preserving conservation areas: character appraisals	
BV126: domestic burglaries per 1000 households	BV11c: the top 5% earners disability	
BV15: employees retiring on grounds of ill health	BV76b: fraud investigators employed	BV 204: planning appeals allowed
BV91b: kerbside collection of recyclables (two recyclables)	BV79a: correct calculation of benefit due	BV79b i): recoverable overpayments that were recovered in the year
BV12: working days lost due to sickness absence	BV213: number of households where homelessness prevented	BV109a: planning applications determined: 60% of minor applications in 13 weeks
BV82b i): percentage of household waste sent for composting	BV218a: abandoned vehicles % investigated in 24hrs	BV76c: benefits: number of fraud investigations
BV199a: land and highways having litter and detritus	BV11a: top 5% of earners that are women	BV106: new homes built on previously developed land
BV84b: household waste collection (% change in kg's per head)	BV200b: plan-making: milestones met?	BV170a: visits to/usage of museums
BV91a: residents served by kerbside collection	BV11b: top 5% of earners from black and minority communities	BV170b: visits to museums in person
BV2a: equality standard for local government	BV14: employees retiring early	BV170c: the number of pupils visiting museums and galleries
BV10: non domestic rates received	BV166: checklist of enforcement best practice for environmental health	BV183b: average length of stay in hostel accomodation
BV156: LA buildings suitable for and accessible to disabled people	BV225: actions against domestic violence	BV2b: duty to promote Race equality
BV78a: time for processing new claims	BV218b: abandoned vehicles % removed in 24hrs	BV109b: planning applications determined: 65% of minor applications in 8 weeks
BV82a i): percentage of household waste collected	BV174 racial incidents per 100,000 population	BV17a: % of staff from ethnic minorities
BV84a: kilograms of household waste collected	BV175: racial incidents resulting in further action	BV109c: planning applications determined: 80% of other applications in 8 weeks
BV76d: benefits: prosecutions and sanctions	BV63: sap ratings of la dwellings	BV64 private sector dwellings
BV78b: benefits: time for processing change of circs	BV205 quality of planning service	BV8: invoices paid within 30 days

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KEY TO THE PERFORMANCE INDICATORS

The Best Value Performance Indicators (BVPIs) are set by the Department for Communities & Local Government – the Government department responsible for Best Value and local government. BVPIs fall into the following categories:

- **Corporate Health Indicators** - These are designed to provide a snapshot of how well the Council is performing overall including its performance in areas such as the management of resources (including staff), community engagement and local democracy.
- **Service Delivery Indicators -** These cover the majority of services and are designed to enable comparisons to be made between the performance of different authorities and within the same authority over time.
- **User Satisfaction Performance Indicators** - These are specified by the Government to assess the levels of user satisfaction with services. Surveys are carried out every three years. The results of the latest surveys (undertaken in 2006) are included.

Commentary on Performance

PI Status		Long Term Trends	
🔴	This PI is significantly below target.	⬆	The value of this PI has improved in the long term.
🔺	This PI is slightly below target.	⬇	The value of this PI has worsened in the long term.
✅	This PI is on target.	🔲	The value of this PI has not changed in the long term.
❓	This PI cannot be calculated.		
🖼	This PI is a data-only PI.		

In addition, because the Performance Indicators are recorded in the same way for all councils across the country, we are also able to show how our performance compares with others. Here we have used the average performance of all English District Councils and the average of all Lancashire District Councils All figures relate to 2006/07 - the last full year for which information is available.

Abbreviations

N/A = not applicable

INR = indicator not required

NC = indicator not collected

NYA = not yet available

Notes

Financial information – 2007/08 data may be subject to final closure of accounts. All 2008/09 data is derived from the Original Budget agreed by Council in February 2008.

Full Listing of BV Performance Indicators

BV Category: Community Safety & Well Being

PI Code	Short Name	2006/07 Value	All DCs - Average 2006/07	Lancashire Group - Average 2006/07	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
BV225	Actions Against Domestic Violence	54.5%	N/A	54.5%	54.5%	54.5%	54.5%	54.5%	54.5%	🔺	🟦
BV226a	Advice & Guidance Services - total	£60828	N/A	£128082	NYA	£0	INR			❓	❓
BV226b	Advice & Guidance Services - CLS Quality Mark	86.40%	N/A	83.58%	NYA	.00%	INR			❓	❓
BV226c	Advice & Guidance Services: direct provision	£38402	N/A	£266511	NYA	£0	INR			❓	❓
BV127a	Violent Crime per 1,000 Population	7.9	16.1	17.0	NYA	5.4	INR			❓	❓
BV127b	Robberies per 1,000 Population	.1	.5	.6	NYA	.2	INR			❓	❓
BV126	Domestic burglaries per 1,000 households	6.2	8.0	8.2	5.9	6.4	INR			✅	🔼
BV128	Vehicle crimes per 1,000 population	3.8	8.8	9.0	NYA	4.6	INR			❓	❓
BV174	Racial Incidents Recorded	.00		3.33	.00	.00	INR			✅	🟦
BV175	Racial incidents resulting in further action	.00%	95.14%	100.00%	.00%	.00%	INR			✅	🟦

BV Category: Corporate Health

PI Code	Short Name	2006/07 Value	All DCs - Average 2006/07	Lancashire Group - Average 2006/07	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
BV17a	Ethnic Minority representation in the workforce - employees	.6%	2.4%	2.9%	.4%	.6%	.74%	.74%	1.11%	🔴	🔽
BV2b	Duty to Promote Race Equality	42.1%	64.69%	65.83%	37%	47.36%	42.10%	42.10%	42.10%	🔺	🔽
BV8	% of invoices paid on time	95.91%	94.70%	92.67%	95.49%	97.00%	97.00%	97.00%	97.00%	🔺	🔽
BV11a	Top 5% of Earners: Women	25.00%	26.92%	28.54%	25.00%	25.00%	25.00%	25.00%	25.00%	✅	🟦

PI Code	Short Name	2006/07 Value	All DCs - Average 2006/07	Lancashire Group - Average 2006/07	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
BV10	Percentage of Non-domestic Rates Collected	98.97%	98.86%	98.66%	99.35%	98.50%	98.50%	98.50%	98.50%	✓	⬆
BV2a	Equality Standard for Local Government	0	N/A	1.58	1	1	2	2	2	✓	⬆
BV9	% of Council Tax collected	98.91%	97.90%	97.12%	99.18%	98.50%	98.50%	98.50%	98.50%	✓	⬇
BV11c	Top 5% of Earners: with a disability	6.25%	4.06%	5.41%	6.25%	6.25%	6.25%	6.25%	6.25%	✓	⬆
BV11b	Top 5% of Earners: Ethnic Minorities	.00%	1.96%	.91%	.00%	.00%	.00%	.00%	.00%	✓	⬛
BV12	Working Days Lost Due to Sickness Absence	8.38	9.42	9.69	5.00	7.50	6.00	5.75%	5.5%	✓	⬆
BV14	Percentage of Early Retirements	.00%	.78%	.97%	.00%	.00%	.37%	.37%	.37%	✓	⬛
BV15	Percentage of Ill-health Retirements	.38%	.24%	.29%	.37%	.00%	.37%	.37%	.37%	⬤	⬇
BV156	Buildings Accessible to People with a Disability	66.67%	N/A	74.84%	85.71%	77.80%	100%	100%	100%	✓	⬆
BV16a	Percentage of Employees with a Disability	3.61%	4.20%	4.36%	3.77%	3.94%	3.77%	4.15%	4.15%	⚠	⬆
BV16b	Percentage of Economically Active People who have a Disability	12.62%	N/A	15.61%	12.62%	12.62%	12.62%	12.62%	12.62%	✓	⬛

BV Category: **Cultural & Related Services**

PI Code	Short Name	2006/07 Value	All DCs - Average 2006/07	Lancashire Group - Average 2006/07	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
BV170a	Visits to and Use of museums & galleries - All Visits	181	871	490	75	190	INR			⬤	⬇
BV170b	Visits to and use of Museums & galleries - Visits in Person	150	410	293	61	180	INR			⬤	⬇
BV170c	Visits to and Use of Museums - School Groups	781	3246	989	434	700	INR			⬤	⬇

BV Category: **Environment & Environmental Health**

PI Code	Short Name	2006/07 Value	All DCs - Average 2006/07	Lancashire Group - Average 2006/07	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
BV217	Pollution Control Improvements Completed On-time	70%	92%	86%	91%	100%	100%	100%	100%	🔺	⬆
BV218a	Abandoned vehicles - % investigated within 24 hrs	100.00%	86.62%	88.11%	100.00%	100.00%	100.00%	100.00%	100.00%	✅	⬜
BV218b	Abandoned Vehicles - % removed within 24 hours of required time	100.00%	81.01%	93.87%	100.00%	100.00%	100.00%	100.00%	100.00%	✅	⬜
BV216a	Identifying Contaminated Land	N/A	N/A	1018	NYA	2	NYA	NYA	NYA	❓	❓
BV216b	Information on contaminated land	N/A	11%	3%	NYA	1%	NYA	NYA	NYA	❓	❓

BV Category: **Environmental Health**

PI Code	Short Name	2006/07 Value	All DCs - Average 2006/07	Lancashire Group - Average 2006/07	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
BV166	Checklist of enforcement best practice for environmental health/trading standards	90%	N/A	N/A	90%	90%	90%	90%	90%	✅	⬜

BV Category: **Housing**

PI Code	Short Name	2006/07 Value	All DCs - Average 2006/07	Lancashire Group - Average 2006/07	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
BV64	No of private sector vacant dwellings that are returned into occupation or demolished	20	35	40	14	20	20	20	20	🛑	⬇
BV213	Preventing Homelessness - number of households where homelessness prevented	1[1]	5	3	1	15	17	20	22	🛑	⬜
BV66d	Rent Collection and Arrears Recovery: evictions	.08%	.47%	.44%	NYA	.00%	INR			❓	❓

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[1] Previous years figures corrected following Internal Audit checks – calculated incorrectly (figure not divided by population) – target was therefore set incorrectly

PI Code	Short Name	2006/07 Value	All DCs - Average 2006/07	Lancashire Group - Average 2006/07	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
BV183b	Length of stay in temporary accommodation (Hostel)	8.86	10.21	2.80	11.50	7.00	7.00	6.00	6.00	● (red)	⬇
BV184b	Non-decent local authority dwellings (change)	7.6%	17.0%	-19.0%	NYA	.0%	.0%	.0%	.0%	?	?
BV66c	Rent Collection and Arrears Recovery: Notices Seeking Possession.	42.78%	25.96%	26.80%	NYA	40.00%	INR			?	?
BV212	Average time taken to re-let local authority housing.	16	39	40	NYA	15	INR			?	?
BV66a	Rent Collection and Arrears Recovery: % collected	98.92%	98.02%	87.21%	NYA	99.00%	INR			?	?
BV202	Number of people sleeping rough	0	2	1	NYA	0	0	0	0	?	?
BV66b	Rent collection and arrears recovery: arrears	2.80%	5.56%	4.18%	NYA	2.70%	INR			?	?
BV63	Energy Efficiency of Housing Stock	68	68	67	NYA	68	INR			?	?
BV185	Percentage of responsive repairs where the appointment was both made and kept	0%	N/A	N/A	N/A	N/A	INR			?	?

BV Category: **Housing Benefit and Council Tax Benefit**

PI Code	Short Name	2006/07 Value	All DCs - Average 2006/07	Lancashire Group - Average 2006/07	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
BV79b(iii)	Percentage of Recoverable Over payments Recovered (HB)	9.23%	N/A	9.79%	NYA	3.00%	3.00%	3.00%	3.00%	?	?
BV76c	Housing Benefits Security number of fraud investigations	68.22	N/A	51.56	54.96	60.00	35.00	54.00	60.00	▲ (yellow)	⬇
BV76b	Housing Benefits Security number of fraud investigators employed	.20	N/A	.31	.20	.20	INR			✓ (green)	■
BV76d	Housing Benefits Security number of prosecutions & sanctions	4.87	N/A	7.62	5.66	3.00	3.00	4.00	4.87	✓ (green)	⬆
BV78a	Speed of processing - new HB/CTB claims	22.9	30.0	28.6	22.5	25.0	25.0	22.0	21.0	✓ (green)	⬆
BV78b	Speed of processing - changes of circumstances for HB/CTB claims	6.0	11.2	10.5	5.5	9.0	6.0	5.5	5.0	✓ (green)	⬆

PI Code	Short Name	2006/07 Value	All DCs - Average 2006/07	Lancashire Group - Average 2006/07	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
BV79a	Accuracy of processing - HB/CTB claims	99.73%	97.76%	97.74%	99.73%	98.00%	98.00%	98.00%	98.00%	✅	🔷
BV79b(ii)	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	41.83%	34.57%	28.21%	NYA	40.00%	40.00%	41.00%	42.00%	❓	❓
BV79b(i)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	81.68%	74.16%	79.57%	NYA	75.00%	75.00%	76.00%	77.00%	❓	❓

BV Category: **Local Economy and Environmental Sustainability**

PI Code	Short Name	2006/07 Value	All DCs - Average 2006/07	Lancashire Group - Average 2006/07	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
BV199d NI 196	Improved street and environmental cleanliness – fly tipping	4	N/A	N/A	NYA	4	4	4	4	❓	❓
BV184a NI 158	% non-decent council homes	2%	24%	24%	NYA	0%	0%	0%	0%	❓	❓
BV199b NI 195c	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	5.0%	2.8%	1.5%	4.0%	4.0%	4.0%	4.0%	4.0%	✅	⬆️
BV199c NI 195d	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	8.0%	1.0%	1.6%	5.0%	8.0%	8.0%	8.0%	8.0%	✅	⬆️
BV109a NI 157a	Processing of planning applications: Major applications	100.00%	72.51%	72.83%	88.33%	60.00%	NYA	NYA	NYA	✅	⬇️
BV109b NI 157b	Processing of planning applications: Minor applications	79.74%	76.48%	77.27%	73.36%	65.00%	NYA	NYA	NYA	✅	⬇️
BV109c NI 157c	Processing of planning applications: Other applications	89.10%	88.09%	87.84%	84.96%	80.00%	NYA	NYA	NYA	✅	⬇️

BV Category: **Planning**

PI Code	Short Name	2006/07 Value	All DCs - Average 2006/07	Lancashire Group - Average 2006/07	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
BV200b	Plan-making: Milestones Met?	No	N/A	No	No	Yes	INR			🔴	🔷

PI Code	Short Name	2006/07 Value	All DCs - Average 2006/07	Lancashire Group - Average 2006/07	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
BV204	Planning appeals allowed	41.0%	31.0%	31.2%	38.8%	40.0%	NYA	NYA	NYA	🔴	⬇
BV106	New homes built on previously developed land	78.00%	74.51%	76.10%	73.00%	60.00%	60.00%	NYA	NYA	✅	⬇
BV200a	Plan-making: Local Development Scheme submitted?	Yes	N/A	No	Yes	Yes	INR			✅	⬛
BV205	Quality of Planning Service checklist	55.5%	92.4%	87.9%	55.5%	55.5%	55.5%	55.5%	55.5%	✅	⬛
BV219a	Preserving the Special Character of Conservation Areas: Number	16	N/A	14.92	21	21	INR			✅	⬆
BV219b	Preserving the Special Character of Conservation Areas: Character Appraisals	100.00%	25.01%	23.14%	100.00%	100.00%	INR			✅	⬛

BV Category: **Waste Management & Cleanliness**

PI Code	Short Name	2006/07 Value	All DCs - Average 2006/07	Lancashire Group - Average 2006/07	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
BV82b(i)	% of Household Waste Composted	8.94%	11.66%	14.34%	10.29%	10.53%	INR			🔺	⬆
BV82b(ii)	Tonnes of household waste composted	2036.80	4900.17	5624.71	2247.82	2400.00	INR			🔺	⬆
BV91b	Kerbside collection of recyclables (two recyclables)	69.1%	94.6%	94.4%	82.3%	83.0%	INR			🔺	⬆
BV199a	Local street and environmental cleanliness - Litter and Detritus	19.0%	11.1%	12.8%	14.0%	18.0%	INR			✅	⬆
BV82a(i)	% of Household Waste Recycled	12.60%	20.54%	19.60%	16.04%	14.38%	INR			✅	⬆
BV84a	Household waste collected per head, in kilos	400.4	411.4	386.6	378.0	396.0	INR			✅	⬆
BV86	Cost of household waste collection	£44.81	£49.54	£44.00	NYA	£54.50	NYA	NYA	NYA	❓	❓
BV82a(ii)	Tonnes of Household Waste Recycled	2872.30	8218.61	7267.70	3505.56	3275.80	INR			✅	⬆
BV84b	Household Waste Collection (% change in kilograms per head)	.60%	.33%	-.93%	-5.59%	-1.00%	INR			✅	⬆
BV91a	Kerbside Collection of Recyclables (one recyclable)	96.0%	96.5%	96.8%	97.0%	96.0%	96.0%	98.0%	NYA	✅	⬆
NI 191	Residual household waste per household	N/A	N/A	N/A	N/A	N/A	582kg	551kg	414kg	❓	❓

PI Code	Short Name	2006/07 Value	All DCs - Average 2006/07	Lancashire Group - Average 2006/07	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
NI 192	Household waste recycled and composted	N/A	N/A	N/A	N/A	N/A	34.5%	38.2%	53.71%	?	?

Full Listing of Local Performance Indicators

LG Service Area: **Community Development**

PI Code	Description	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
LPI CH2	Number of corporate complaints received	22	16	N/A	20	20	20	📈	⬇
LPI CRL1	Total number of visitors and users of the Tourist Information Centre (personal visits, telephone calls, and e-mail)	112,830	171,538	N/A				📈	⬆

LG Service Area: **Corporate Objective**

PI Code	Description	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
LPI EQ3	Number of 'Out of Hours' surveillance patrols undertaken	134	6	50	50	50	50	🔴	⬇
LPI EQ4	Number of school presentation runs in order to raise awareness of dog fouling	2	9	5	5	5	5	🔺	⬆
LPI HN1	Number of affordable homes provided for people in need	62	40	50	46	50	55	🔺	⬇
LPI SH6	Number of people joining physical activity programmes	390	449	405	500	NYA	NYA	✅	⬆
LPI SH7	Retention rate of people completing physical activity programmes	64%	62%	69%	65%	NYA	NYA	🔴	⬇
LPI SH8	Percentage of people completing physical activity programmes who maintain healthy lifestyle changes after 6 months	74%	76%	79%	78%	NYA	NYA	🔺	⬆
LPI EQ1	Number of high profile dog fouling patrols undertaken	229	94	150	150	150	150	🔴	⬇
LPI EQ5	Percentage of households receiving a three-stream collection service	20.39	50.4	N/A	96%	NYA	NYA	?	⬆

LG Service Area: **Development and Building Control**

PI Code	Description	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
LPI P1	The number of applications refused by committee but recommended for approval	6	11	INR				📈	⬇

PI Code	Description	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
LPI P2	The number of applications approved by committee but officers recommended for refusal	1	0	N/A				📊	⬆️
LPI P4 (BV188)	The number of decisions delegated to officers as a percentage of all decisions	79.87%	79%	N/A				📊	⬇️

LG Service Area: **Environmental Health**

PI Code	Description	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
LPI EH2	The percentage of Health and Safety initial inspections that should have been carried out that were carried out	24%	65%	100%	100%	100%	100%	🔴	⬆️
LPI EH6	The percentage of air pollution complaints responded to within 2 days	92%	89%	90%	90%	90%	90%	🔺	⬇️
LPI EH7	The percentage of noise complaints responded to within 2 days	92%	78%	90%	90%	90%	90%	🔺	⬇️
LPI EH9	The percentage of requests for dog warden services responded to within 2 days	85%	82%	90%	90%	90%	90%	🔺	⬇️
LPI EH10	The percentage of infectious diseases reported that were responded to immediately	100%	99%	100%	100%	100%	100%	🔺	⬇️
LPI EH3	The percentage of food complaints responded to within 2 days	94%	99%	100%	100%	100%	100%	🔺	⬆️
LPI EH4	The percentage of health and safety complaints responded to within 2 days	91%	94%	90%	90%	90%	90%	✅	⬆️
LPI EH5	The percentage of abandoned vehicles removed within 2 days	97%	100%	100%	100%	100%	100%	✅	⬆️
LPI EH8	The percentage of pest control complaints responded to within 2 days	98%	99%	90%	100%	100%	100%	✅	⬆️
LPI EH1	The percentage of food premises' inspections that should have been carried out that were carried out	100%	100%	100%	100%	100%	100%	✅	⬆️

LG Service Area: **Financial Services**

PI Code	Description	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
LPI A1	Percentage of draft audit reports issued in less than 10 days from completion of audit	92%	93%	95%	94%	95%	96%	🔺	⬆️
LPI CH3	Number of voluntary organisations supported	7	14	15				🔺	⬆️
LPI CH4	Amount of grant given	£81,080.00	£86,910.00	£88,440.00				🔺	⬆️
LPI A11	Accrued interest to date from lending	£335,449.85	£334,298.64	£334,299.00				✅	⬇️
LPI A2	Percentage of final audit reports issued within 25 days of completion of audit	100%	100%	100%	100%	100%	100%	✅	⬛

PI Code	Description	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
LPI A3	Percentage of Audit Plan covered	73%	95%	85%	95%	95%	95%	✅	⬆
LPI A4i	Percentage of recommendations accepted and implemented: high priority	100%	100%	100%	100%	100%	100%	✅	◼
LPI A4ii	Percentage of audit recommendations accepted and implemented: medium priority	100%	100%	100%	100%	100%	100%	✅	◼
LPI A4iii	Percentage of audit recommendations accepted and implemented: low priority	100%	100%	100%	100%	100%	100%	✅	◼
LPI A5	Number of Audit reports to Overview and Scrutiny Committee per annum	3	4	4	4	4	4	✅	⬆
LPI CH6	Total value of council house sales made	£410,266.00	£377,994.10	N/A					⬇
LPI CH7	Total value of 'other' sales made	£194,681.00	£165,000.00	N/A					⬇
LPI CH8	Total value of surplus land sales made	£.00	£47,000.00	N/A					⬆

LG Service Area: **Forward Planning**

PI Code	Description	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
LPI P3	The Amount of external funding claimed for economic development initiatives	£35,000.00	NYA	£40,000.00				❓	❓

LG Service Area: **Housing**

PI Code	Description	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
LPI H1 (BV 69)	Rent loss from vacant dwellings as a percentage of the authority's rent roll	1.98%	1.5%	1.65%	1.6%	1.55%	1.50%	✅	⬆
LPI H8	Percentage of homeless applications decided within 33 days	100%	100%	100%	100%	100%	100%	✅	◼
LPI H6	Homeless: Number of applications for assistance	135	228	N/A					⬇
LPI H7	Homeless: Number of applications accepted	20	14	N/A					⬇

LG Service Area: **Human Resources**

PI Code	Description	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
LPI PE1	Staff turnover	15.73%	22.61%	15.23%	14%	15%	15%	⚠	⬇

PI Code	Description	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
LPI PE7	Number of training days provided	162	176	N/A	N/A				⬆

LG Service Area: **Legal**

PI Code	Description	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
LPI L1 (BV179)	The percentage of standard searches carried out in 10 working days	99.53%	100.00%	98.00%	98.00%	98.5%	98.75%	✅	⬆
LPI D5	Percentage turnout for local elections	N/A	41.88%	N/A				❓	⬇

LG Service Area: **Revenues and Benefits**

PI Code	Description	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
LPI C1	% Council Tax Direct Debit for chargeable accounts	69%	70.7%	70%	71%	71%	71%	✅	⬆
LPI C2	Council Tax Direct Debit take-up as a percentage of total receipts	72.7%	74%	73%	75%	75%	75%	✅	⬆
LPI C3	NNDR Direct Debit take-up as a percentage of total properties	51.7%	55.9%	52%	56%	56%	56%	✅	⬆
LPI C4	NNDR Direct Debit take-up as a percentage of total receipts	51%	51.6%	50%	50%	50%	50%	✅	⬆

LG Service Area: **Street Scene - Waste**

PI Code	Description	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	Target met?	Trend
LPI W1	Number of recycling sites	23	22	24	24	24	24	⚠	⬇
LPI W3	The number of reported missed collections per 100,000 population	25	26	25	24	23	22	⚠	⬇
LPI W4	The percentage of missed collections put right in 24 hours	82%	90%	83%	91%	92%	93%	✅	⬆
LPI W2	Number of additional material banks, ie cans, paper etc	0	0	N/A					⬛