

# Local Government and Public Services Committee

## LGPS(2)-05-06(p.3)

**Date:** Wednesday, 15 March 2006

**Venue:** Committee Rooms 3&4, Assembly Offices, National Assembly for Wales, Cardiff Bay

**Title:** Local Government Performance Measurement Framework – Outcomes of Consultation

### Purpose

1. The Committee should note the final local government performance measurement framework for 2006/7, which I have issued to local authorities following extensive consultation and discussion.

### Summary / Recommendations

2. The Committee has discussed the framework on several occasions, most recently on 12 January. Members will recall our aim to create a comprehensive, comparable and balanced performance measurement framework for all local authority services, in partnership with authorities, the WLGA, regulators and others. That in turn would support a more effective and outcome-focused relationship between local authorities, their regulators and the Assembly Government.

3. I reported to the Committee in January that the consultation on the 2006/7 framework had ended, and that we and partners were analysing and reflecting on responses. That work is now complete, and I am pleased to note a high degree of consensus over the content and usefulness of the framework. I sent full details of the framework to local authorities and others earlier this month; a copy is attached to this paper.

### Background

4. Agreeing a single way of accurately measuring everything that local government does is a radical and unprecedented objective. Getting this far has entailed a very high degree of commitment over the past two years from local authorities, the WLGA, the Wales Audit Office and other regulators, and not least the Local Government Data Unit, which has managed the project on our behalf. I should like to place on record my thanks to all involved. It is a tribute to their efforts that the Office of the Deputy Prime Minister has now signalled its interest in undertaking a broadly similar approach in England.

5. There are five components to the framework, as follows:

- national strategic indicators, capturing local authorities' delivery of our highest-level policy and service priorities. These indicators have statutory force and all local authorities are legally obliged to report publicly on them. There are 22 such indicators (compared with over 80 in Scotland and nearly 200 in England), and they are unchanged from 2004/5;

- core data sets, measuring service performance and delivery in more depth, and allowing local authorities to compare their performance with each other and over time. While some core set indicators were introduced in 2004/5, their further development has been the main task for this phase. There will be 113 core set indicators in 2006/7: we would expect all local authorities to collect them, although they have full freedom to decide how they will use and report the data that they generate;
- standard survey questions, for use by authorities in assessing citizens' views of service quality and availability. They are a resource for local use as appropriate: there is no compulsion here. Some standard questions have been introduced for 2006/7 and others will be developed in due course;
- shared outcome measures, which will capture local partnership working towards shared local and national objectives. Developing these measures will be the main task for 2006/7;
- local measures, which individual authorities devise themselves to measure progress with particular local policies or programmes.

## Consideration

6. The main addition to the framework for 2006/7 is the introduction of a much wider range of core data sets covering the main statutory service areas as well as measures of overall corporate health. Some work remains to be done to fill gaps in the coverage of the core sets (for instance around special educational needs and measures of financial efficiency); and developing shared outcome measures is essential to give the framework overall balance and coherence. However, the 2006/7 framework represents substantial progress towards our overall aim.

7. At our meeting in January, I reported that the responses to our consultation had supported the principles of the framework but that there had been some difference of view as to how detailed the core sets in particular should be – for instance, how far they should measure inputs and operational issues as distinct from higher-level outcomes and levels of quality. The unique value of the core sets lies in their comprehensiveness and flexibility of use, and we should not compromise that. However, nor should we overburden the framework with indicators which could only be used or understood by practitioners and professionals: the framework must support public accountability as well as internal management. Following extensive discussion, I believe that the final framework for 2006/7 meets both of these objectives and reflects the views of all of our partners.

8. It is now for local authorities to make best use of this resource. The advantages to them should be clear: fuller, more balanced and more comparable performance data which in turn supports more effective performance management; more transparent public accountability; greater freedom to reflect local needs and priorities; and a more focused and productive relationship with central government and with regulators. I recognise, though, that this also represents a challenge in terms of changes to working practices and cultures, and we and our partners will provide appropriate support and advice to them.

9. The framework also presents major opportunities to central government. The ability more comprehensively to monitor trends in performance is fundamental to developing a more outcome-focused strategic relationship with local government, and allows us to remove almost all of the requirements to prepare plans which we currently impose on local authorities. It also allows us to establish a fuller picture of national performance, and to account for that. I am absolutely clear that that level of accountability should not include crude league tables, which present raw data out of context and invite simplistic conclusions about complex matters. But the general public, interest groups and policy-makers – including this Committee – have a legitimate need to know how Welsh local government is performing overall, and we cannot neglect the opportunities that the framework presents for meeting that need. I and my officials will be giving this further thought, in the context of the Beecham review,

over the next few months.

## **Financial Implications**

10. There are no additional financial implications for the Assembly. The cost of developing the framework has been, and will continue to be, met from existing budgets for Assembly Government staffing and for grants to the Local Government Data Unit.

## **Cross Cutting Themes**

11. The framework has been developed in close co-operation with local government and fully reflects the obligations of the local government partnership scheme.

12. We have also sought to include in the framework appropriate means for quantifying the equalities impact of local authority services. There are thus indicators which capture this directly (eg on the proportion of local authority staff from a BME background) as well as recommendations for disaggregating performance data by equalities category to show any differential provision or quality of outcome (eg school exclusion rates disaggregated by gender and ethnicity). It will be for each local authority to collect and use this information as appropriate, but doing so will provide them with a valuable resource for mainstreaming equality and ensuring equity of provision.

13. Officials have also worked with the Welsh Language Board to develop indicators on the delivery of services through the medium of Welsh. It will include separate indicators on Welsh-medium education, early years provision and library services, with the potential for disaggregating other indicators by language medium. We recognise, though, that there is further work to be done in this area, both in the core sets (for instance on language skills of local authority officers) and shared outcome measures of wider language use / ability and the sustainability of Welsh-speaking communities.

## **Action for Subject Committee**

14. The Committee should note the performance measurement framework for 2006/7 as described above.

Sue Essex AM

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## **Annex**

### **Performance indicators for 2006/7**

**NB national strategic (statutory) indicators are shown in bold.**

## I. Corporate Health

### Human resources

Reference	Indicator
CHR/001	The percentage of employees who leave the employment of the local authority on (a) a voluntary basis; and (b) an involuntary basis.
CHR/002	The number of working days/ shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.
CHR/003	The number of ill-health retirements as a percentage of the local authority's workforce.
CHR/004	The percentage of local authority employees from minority ethnic communities.
CHR/005	The percentage of local authority employees declaring that they are disabled under the terms of the Disability Discrimination Act 1995.

### Financial health

Reference	Indicator
CFH/002	Level of general fund reserves a) earmarked, b) unallocated and c) both earmarked and unallocated as a percentage of the annual budget requirement
CFH/003	The average level of band D council tax.
CFH/006	The percentage of undisputed invoices which were paid within 30 days
CFH/007	The percentage of collectable council tax due for the financial year which was received by the authority
CFH/008	The percentage of collectable non-domestic rates due for the financial year which were received by the authority
CFH/010	The amount of total debts outstanding, that are older than three months, as a percentage of the total sundry debt raised in the year
CFH/011	The cost of servicing unsupported borrowing as a percentage of the total amount of council tax required for the year

### Asset management all for introduction in 2007 following pilot exercise

Reference	Indicator

CAM/001	<p>The percentage of the gross internal area of the local authority's properties in condition categories</p> <ul style="list-style-type: none"><li>a) A</li><li>b) B</li><li>c) C</li><li>d) D</li></ul>
CAM/002	<ul style="list-style-type: none"><li>a) The total value of required maintenance over a five year period</li><li>b) The total value of required maintenance for a five year cycle for the local authority's properties per square metre of gross internal area (GIA)</li><li>c) The percentage of the total value of required for the local authority's properties assigned to works of priority level:<ul style="list-style-type: none"><li>i) 1 (urgent)</li><li>ii) 2 (essential in two years)</li><li>iii) 3 (desirable within three to five years)</li></ul></li></ul>
CAM/004	<ul style="list-style-type: none"><li>a) The total expenditure on required maintenance during the previous financial year</li><li>b) The total expenditure on required maintenance during the year per square metre gross internal area (GIA)</li></ul>
CAM/008	<ul style="list-style-type: none"><li>a) The cost of energy use in all operational properties per m<sup>2</sup> of gross internal area (GIA)</li><li>b) The amount of energy used (kwh) in all operational properties per m<sup>2</sup> of gross internal area (GIA)</li></ul>

CAM/009	<p>a) The cost of water use in all operational properties per m<sup>2</sup> of gross internal area</p> <p>b) The volume of water used (m<sup>3</sup>) in all operational properties per m<sup>2</sup> of gross internal area. (GIA)</p>
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## II. Social Services

### Adults' services

Reference	Indicator
SCA/001	<b>The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.</b>
SCA/002	<p><b>The rate of older people (aged 65 or over):</b></p> <p><b>a) Helped to live at home per 1,000 population aged 65 or over.</b></p> <p><b>b) Whom the authority supports in care homes per 1,000 population aged 65 or over.</b></p>
SCA/003	<p>The percentage of clients who are supported in the community during the year, who are:</p> <p>a) Aged 18-64</p> <p>b) Aged 65+</p>
SCA/005	<p>The number of Whole Time Equivalent staff in post, per 10,000 population aged 18+, who are:</p> <p>a) Registered Social workers for adults</p> <p>b) Occupational Therapists employed or funded by Social Services</p> <p>c) Other staff undertaking assessments, care management and review activities employed or funded by Social Services</p>
SCA/007	The percentage of enquiries that trigger an assessment

SCA/009	<p>The percentage of delayed transfers of care due to:</p> <ul style="list-style-type: none"> <li>a) Healthcare reasons</li> <li>b) Social care reasons</li> <li>c) Other reasons</li> </ul>
SCA/011	<ul style="list-style-type: none"> <li>a) The percentage of identified carers of adult service users who were offered an assessment</li> <li>b) The percentage of identified carers of adult service users who had an assessment</li> <li>c) The percentage of identified carers of adult service users who had an assessment which was an assessment in their own right</li> <li>d) The percentage of identified carers of adult service users who were assessed who were provided with a service</li> <li>e) The percentage of identified carers of adult service users who are awaiting assessment</li> </ul>
SCA/012	The average number of working days between initial enquiry and completion of the care plan.
SCA/013	The rate of adults receiving a service in the community (aged 18+) who receive a direct payment during the year.
SCA/015	The rate of adult clients provided with assistive technology as part of a package of care following an assessment during the year per 1,000 clients who receive an assessment during the year.
SCA/018	<ul style="list-style-type: none"> <li>a) The number of adult protection referrals received during the year per 1,000 population aged 18+</li> <li>b) Of the adult protection referrals completed during the year, the percentage: <ul style="list-style-type: none"> <li>i) That lead to an adult protection investigation</li> <li>ii) That were admitted or proved</li> <li>iii) Where the client or their property is no longer at risk</li> </ul> </li> </ul>
SCA/019	The average number of working days taken from completion of the care plan to provision and/or installation of aids/equipment.
SCA/020	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year.

## Children's services

Reference	Indicator
SCC/001	<p><b>a) The percentage of first placements of looked after children during the year that began with a care plan in place.</b></p> <p><b>b) For those children looked after whose second review (due at 4 months) was due in the year, the percentage with a plan for permanence at the due date.</b></p>
SCC/002	<p><b>The percentage of children looked after at 31 March who have experienced one or more change of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31 March.</b></p>
SCC/004	<p>The percentage of children looked after on 31 March who have had three or more placements during the year.</p>
SCC/006	<p>The percentage of referrals on which a decision was made within 1 working day during the year.</p>
SCC/007	<p>The percentage of referrals that proceed to allocation for initial assessment during the year.</p> <p>(a) Allocated to a social worker for initial assessment</p> <p>(b) Allocated to someone other than a social worker for initial assessment</p>
SCC/008	<p>a) The percentage of initial assessments carried out within 7 working days;</p> <p>b) The average time taken to complete initial assessments that took longer than 7 working days to complete</p>
SCA/009	<p>a) The percentage of required core assessments carried out within 35 working days</p> <p>b) The average time taken to complete those required core assessments that took longer than 35 days</p>
SCC/010	<p>a) Percentage of referrals that are repeat referrals within 12 months</p> <p>b) The percentage of referrals during the year where the child had been on the CPR or who had been looked after during the previous 12 month period.</p>



SCC/011	<p>Percentage of initial assessments that took place during the year where there is evidence that:</p> <p>(a) The child has been seen by the Social Worker</p> <p>(b) The child has been seen alone by the Social Worker.</p>
SCC/012	<p>The percentage of initial assessments taking place during the year where the following is recorded:</p> <p>(a) Ethnicity</p> <p>(b) Religion</p> <p>(c) First language choice</p> <p>(d) Preferred communication method (where the child relies on means other than spoken language)</p>
SCC/013	<p>a) The percentage of open cases of children with an allocated social worker where the child is receiving a service in each of the following groups;</p> <p>b) The percentage of open cases of children allocated to someone other than a social worker where the child is receiving a service in each of the following groups;</p> <p style="padding-left: 40px;">I. Children on the child protection register</p> <p style="padding-left: 40px;">II. Children looked after</p> <p style="padding-left: 40px;">III. Children in need</p>
SCC/014	<p>The percentage of initial child protection conferences during the year which were held within 15 working days of the strategy discussion</p>
SCC/015	<p>The percentage of initial core group meetings which were held within 10 working days of the initial child protection conference during the year</p>
SCC/016	<p>The percentage of reviews of child in need plans carried out in accordance with the statutory timetable.</p>
SCC/017	<p>The percentage of children on the child protection register whose cases were reviewed within statutory timescales</p>
SCC/018	<p>The percentage of health assessments for Looked after Children due in the year that have been undertaken.</p>
SCC/019	<p>The percentage of children looked after at 31 March who were registered with a provider of general medical services at that date.</p>

SCC/020	The percentage of looked after children who have had their teeth checked by a dentist during the year.
SCC/021	The percentage of looked after children reviews carried out within statutory timescales
SCC/022	<p>a) The percentage attendance of looked after pupils in primary schools;</p> <p>b) The percentage attendance of looked after pupils in secondary schools</p>
SCC/023	<p>(a) The percentage of children looked after who were permanently excluded from school during the school year</p> <p>(b) The average number of days spent out of school on fixed-period exclusions for children looked after.</p>
SCC/024	Percentage of children looked after during the year with a Personal Education Plan within 20 school days of entering care or joining a new school in the year.
SCC/025	The percentage of statutory visits to looked after children due in the year to 31 March that took place in accordance with regulations.
SCC/026	<p>Costs of services for children looked after by an authority by reference to gross weekly expenditure per looked after child in</p> <p>(a) Foster care</p> <p>i) Local authority own provision</p> <p>ii) Externally purchased provision</p> <p>(b) Children's homes excluding secure accommodation</p> <p>i) Local authority own provision</p> <p>ii) Externally purchased provision</p> <p>(c) Secure accommodation</p>
SCC/027	The percentage of looked after children placed at a distance less than 20 miles from their home address.
SCC/028	The percentage of children looked after who had a fully completed and updated Assessment and Action Record at their third review.

SCC/029	The percentage of eligible, relevant and former relevant children that a) have pathway plans as required, and; b) have been allocated a personal advisor.
SCC/030	a) Percentage of young carers known to Social Services who were assessed b) Percentage of young carers known to Social Services who were provided with a service
SCC/031	Percentage of children and young people with disabilities receiving services who receive a direct payment.
SCC/032	The percentage of children who had been looked after continuously for at least 4 years, who had been in their foster placement for at least 2 years for: a) Children aged 4-5 years b) Children aged 6-10 years c) Children aged over 11years
SCC/033	a) Percentage of young people formerly looked after with whom the authority is in contact at the age of 19. b) Percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19. c) Percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19.

### III. Education

Reference	Indicator
<b>EDU/001</b>	<b>Percentage of pupil attendance in secondary schools.</b>

EDU/002	<p><b>a) The number of and b) the percentage of:</b></p> <p><b>i) All pupils (including those in local authority care), and</b></p> <p><b>ii) Pupils in local authority care,</b></p> <p><b>in any local authority maintained learning setting, who attain the age of 16 during the school year and leave full-time education, training or work based learning without an approved external qualification.</b></p>
EDU/003	<p><b>The percentage of pupils eligible for assessment at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.</b></p>
EDU/004	<p><b>The percentage of pupils eligible for assessment at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.</b></p>
EDU/005	<p><b>The average external qualifications point score for 16 year olds, in learning settings maintained by the local authority.</b></p>
EDU/006	<p><b>a) The number of and b) the percentage of pupils eligible for assessment, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language):</b></p> <p><b>i) At the end of Key Stage 2</b></p> <p><b>ii) At the end of Key Stage 3.</b></p>
EDU/007	<p>The percentage of key stage 2 primary school classes with more than 30 pupils</p>
EDU/008	<p>The number of pupils per teacher in primary schools maintained by the local authority</p>
EDU/009	<p>The number of pupils per teacher in secondary schools maintained by the local authority</p>
EDU/012	<p>Percentage of pupil attendance in primary schools</p>
EDU/016	<p>a) The average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education provision during the year</p> <p>b) The average number of school days that permanently excluded pupils did not receive an offer of part time appropriate education provision during the year</p>

EDU/017	The number of pupils permanently excluded during the year per 1,000 pupils from: <ul style="list-style-type: none"> <li>a) Primary schools</li> <li>b) Secondary schools</li> </ul>
EDU/018	The percentage of school days lost due to fixed-term exclusions during the year, in: <ul style="list-style-type: none"> <li>a) Primary schools</li> <li>b) Secondary schools</li> </ul>

## IV. Housing

### Private sector renewal

Reference	Indicator
<b>PSR/001</b>	<b>The percentage of unfit private sector dwellings made fit, closed or demolished through direct action by the local authority.</b>
PSR/002	The average number of calendar days taken to deliver a Disabled Facilities Grant.
PSR/003	The average number of calendar days taken to deliver an adaptation for a Local Authority tenant where the Disabled Facilities Grant process is not used.
PSR/004	The percentage of private sector dwellings that had been vacant for more than 6 months on 1 April that were returned to occupation during the year through direct action by the local authority.
PSR/005	- The average number of calendar days taken to deliver low cost adaptation works in private dwellings where the Disabled Facilities Grant process is not used.

### (b) Landlord services

Reference	Indicator
HLS/006	- The total amount of rent collected during the financial year from current and former tenants as a percentage of the total rent collectable for the financial year, in: <ul style="list-style-type: none"> <li>a) Permanent accommodation</li> <li>b) Temporary accommodation</li> </ul>

HLS/001a	<p>- The total amount of rent arrears owed by current and former tenants as a percentage of the total rent collectable for the financial year, in:</p> <p style="padding-left: 40px;">i) Permanent accommodation</p> <p style="padding-left: 40px;">ii) Temporary accommodation</p>
HLS/001c	<p>The total amount of rent arrears owed by former tenants which were written off as unrecoverable during the financial year as a percentage of the total rent collectable for the financial year, in:</p> <p style="padding-left: 40px;">i) Permanent accommodation</p> <p style="padding-left: 40px;">ii) Temporary accommodation</p>
HLS/007	<p>- The total amount of rent lost due to lettable units of accommodation being empty as a percentage of the total rent debit for the financial year, for:</p> <p style="padding-left: 40px;">i) Permanent accommodation</p> <p style="padding-left: 40px;">ii) Temporary accommodation</p>
HLS/009	<p>The average number of calendar days taken to complete:</p> <p style="padding-left: 40px;">a) Emergency repairs</p> <p style="padding-left: 40px;">b) Urgent repairs</p> <p style="padding-left: 40px;">c) Non-urgent repairs</p>
HLS/002	<p>The average number of calendar days taken to let lettable units of accommodation during the financial year, for:</p> <p style="padding-left: 40px;">a) Permanent accommodation</p> <p style="padding-left: 40px;">b) Temporary accommodation</p>
HLS/013	<p>The percentage of secure lettings made between 24 and 12 months ago that are still in existence.</p>
HLS/014	<p>- The percentage of dwellings which achieve the Welsh Housing Quality Standard (WHQS)</p>

### (c) Homelessness and housing advice

Reference	Indicator
<b>HHA/001</b>	<b>a) The number of homeless families with children who have used bed and breakfast accommodation during the year, except in emergencies;</b> <b>b) The average number of days all homeless households spend in temporary accommodation</b>
<b>HHA/002</b>	<b>The average number of working days between homeless presentation and discharge of duty for households found to be statutory homeless.</b>
HHA/003	The (a) number of homeless presentations received by the local authority during the year; (b) percentage accepted as statutorily homeless; and (c) the percentage decided within 33 working days.
HHA/004	The amount of the Council Fund resources spent on Bed and Breakfast accommodation during the year as a percentage of the total Council Fund resources allocated to the homelessness and housing advice services budget.
HHA/006	The percentage of local authority decisions on homeless presentations that were upheld following a review.
HHA/007	a) The total number of homeless households having used Bed & Breakfast accommodation, and;  b) The total number of homeless households having used all other forms of temporary accommodation
HHA/008	- The percentage of final offers of accommodation intended to discharge the section 193 duty that were successfully appealed. .
HHA/009	The percentage of households accepted as statutorily homeless during the year to whom a full homelessness duty has been discharged by the same local authority within the last 2 years.

### Supporting People

Reference	Indicator

SPP/001	<p><b>The average number of units of housing related support, per 1,000 head of population, for each of the following types of housing related support service:</b></p> <ul style="list-style-type: none"> <li><b>a) Floating support</b></li> <li><b>b) Direct access</b></li> <li><b>c) Temporary accommodation</b></li> <li><b>d) Permanent accommodation</b></li> <li><b>e) Sheltered accommodation for older people</b></li> <li><b>f) Community alarm services.</b></li> </ul>
SPP/002	The number of units of housing related support commissioned, per 1,000 population
SPP/005	<p>The number of weeks that each of the following types of housing related support services are void as a percentage of the maximum potential support capacity for the year:</p> <ul style="list-style-type: none"> <li>a) Floating support</li> <li>b) Direct access</li> <li>c) Temporary accommodation</li> <li>d) Permanent accommodation</li> <li>e) Sheltered accommodation for older people</li> </ul>
SPP/006	<p>- For introduction in 2007</p> <p>The percentage of service users in sustainable accommodation 12-months after leaving a housing related support service</p>



SPP/008	<p>The gross commissioned cost of the following housing related support services per unit per annum of housing related support:</p> <ul style="list-style-type: none"> <li>a) Floating support</li> <li>b) Direct access;</li> <li>c) Temporary accommodation;</li> <li>d) Permanent accommodation;</li> <li>e) Community alarm services;</li> <li>f) Sheltered accommodation for older people</li> </ul>
SPP/009	The gross commissioned cost of housing related support per service user per annum

**(e) Energy efficiency**

Reference	Indicator
<b>EEF/001</b>	<p><b>(a) Percentage change in carbon dioxide emissions in the non-domestic public stock</b></p> <p><b>(b) Percentage change in energy use and carbon dioxide emissions in the housing stock</b></p>

**V. Environmental and Transport Services**

**Transport and highways**

Reference	Indicator
<b>THS/001</b>	<b>Condition of:</b>  <b>a) Principal (A) roads</b>  <b>b) Non-principal/classified roads</b>
THS/002	Annual highway related costs of meeting claims as a percentage of the annual structural maintenance expenditure.
THS/003	The percentage of the annual structural maintenance expenditure that was spent on planned structural maintenance.
THS/004	The percentage of the local authority maintained road network subject to precautionary salting during the year.
THS/005	- The average number of calendar days taken to repair all street lamp failures during the year
THS/007	The percentage of adults aged 60+ who hold a concessionary travel pass.
THS/008	The percentage of total length of footpaths and other rights of way which are easy to use by members of the public.
THS/011	Proposed for 2007 - The percentage of local authority maintained bus stops in the local authority area with raised kerbs.

## Street scene

Reference	Indicator
STS/001	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness
STS/002	- The net cost of cleaning highways and relevant land per 1,000 population
STS/004	The percentage of abandoned vehicles removed within 24 hours of expiry of the relevant notice period
STS/005	The percentage of reported fly tipping incidents on relevant land cleared within 5 working days

## (c) Waste management

Reference	Indicator

<b>WMT/001</b>	<p><b>a) The total tonnage and b) the percentage of municipal waste:</b></p> <p><b>i) Reused and/or recycled; and</b></p> <p><b>ii) Composted or treated biologically in another way.</b></p>
<b>WMT/002</b>	<b>a) The total tonnage of and b) the percentage of bio-degradable municipal waste sent to landfill.</b>
WMT/003	a) The total tonnage of and b) the percentage of incinerator residues (bottom ash), construction and demolition wastes (including rubble), abandoned vehicles and beach cleansing wastes recycled by the local authority.
WMT/004	a) The total tonnage of and b) the percentage of municipal wastes sent to landfill.
WMT/005	a) The total tonnage and b) the percentage of municipal waste used to recover heat and power.
WMT/006	The percentage of households served by a kerbside collection of two or more recyclables.
WMT/007	- The percentage of municipal waste received at a household waste amenity site that is reused, recycled or composted.
WMT/009	<p>a) The total tonnage of waste produced by the local authority as a result of its own activities per 1,000 population</p> <p>b) The percentage of waste produced by the local authority as a result of its own activities that is re-used, recycled or composted.</p>

## **VI. Planning and Regulatory Services**

### **Planning**

Reference	Indicator
PLA/002	The percentage of planning applications determined during the year that were approved.
PLA/003	<p>a) The number of appeals that were determined during the year, and</p> <p>b) The percentage of these determined appeals that upheld the authority's decision, in relation to:</p> <p>i) Planning application decisions</p> <p>ii) Enforcement notices</p>

PLA/004	<p>a) The percentage of major planning applications determined during the year within 13 weeks,</p> <p>b) The percentage of minor planning applications determined during the year within 8 weeks,</p> <p>c) The percentage of householder planning applications determined during the year within 8 weeks,</p> <p>d) The percentage of all other planning applications determined during the year within 8 weeks.</p>
PLA/005	- The percentage of enforcement complaints resolved during the year within 12 weeks of receipt.
PLA/008	The number of new affordable housing units provided during the year as a percentage of all new housing units provided during the year.
PLA/009	- The number of new housing units provided during the year on previously developed land as a percentage of all new housing units provided during the year.

## Building control

Reference	Indicator
BCT/001	For introduction in 2007 - The average cost of delivering building regulation fee-earning functions per type of first time fee-earning application received during the financial year
BCT/004	Percentage of Building control 'full plan' applications checked within 15 working days during the year
BCT/006	For introduction in 2007 - The number of site inspections carried out during the year per plot
BCT/007	The percentage of first time 'full plan' applications accepted.

## Public protection

Reference	Indicator

PPN/001	<p><b>a) The number of high risk businesses liable to a programmed inspection or alternative enforcement activity during the year; and</b></p> <p><b>b) The percentage of these high risk businesses that were liable to a programmed inspection or alternative inspection activity that were inspected/subject to alternative enforcement activity, for:</b></p> <p style="padding-left: 40px;"><b>i) Trading Standards</b></p> <p style="padding-left: 40px;"><b>ii) Food Hygiene</b></p> <p style="padding-left: 40px;"><b>iii) Animal Health</b></p> <p style="padding-left: 40px;"><b>iv) Health and Safety</b></p>
PPN/003	The percentage of all food premises listed in the local authority's "Food Premises" register, that have a valid Food Hygiene Award
PPN/006	<p>a) The number of medium risk businesses liable to a programmed inspection or alternative enforcement activity during the year; and</p> <p>b) The percentage of these medium risk businesses that were liable to a programmed inspection or alternative inspection activity that were inspected/subject to alternative enforcement activity, for:</p> <p style="padding-left: 40px;">i) Trading Standards</p> <p style="padding-left: 40px;">ii) Animal Health</p>
PPN/007	<p>The percentage of new businesses identified during the year which (i) were subject to an inspection and (ii) submitted a self-assessment questionnaire, for:</p> <p style="padding-left: 40px;">I. Trading Standards</p> <p style="padding-left: 40px;">II. Food Hygiene</p> <p style="padding-left: 40px;">III. Animal Health</p> <p style="padding-left: 40px;">IV. Health &amp; Safety</p>

PPN/008	<p>a) The number of significant breaches detected per business liable to a programmed inspection or Alternative Enforcement Activity per year, and;</p> <p>b) The percentage of significant breaches that were rectified by intervention for:</p> <p style="padding-left: 40px;">i) Trading Standard</p> <p style="padding-left: 40px;">ii) Animal Health</p>
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## VII. Leisure and Culture

### Libraries

Reference	Indicator
LCL/001	<p>a) The number of public access computers per 10,000 population</p> <p>b) The percentage of available computer hours in use.</p> <p>c) The percentage of libraries that offer customers access to computer services through the medium of Welsh.</p>
LCL/003	The number of people using Public Library Services during the year per 1,000 population
LCL/004	<p>a) The percentage of library material requests supplied within 7 working days.</p> <p>b) The percentage of library material requests supplied within 15 working days.</p>

### Sport and physical activity

Reference	Indicator
LCS/001	<p>The number of visits to the following facilities during the year per 1,000 population:</p> <p>a) Indoor Sports facilities</p> <p>b) Outdoor Sports facilities</p>

**VIII. Benefits**

<b>BNF/001</b>	<b>Housing Benefit security:</b>  a) <b>The number of claimants visited, per 1,000 caseload</b>  b) <b>The number of fraud investigators employed per 1,000 caseload</b>  c) <b>The number of fraud investigations per 1,000 caseload</b>  d) <b>The number of prosecutions and sanctions per 1,000 caseload</b>
<b>BNF/002</b>	<b>Speed of processing:</b>  a) <b>Average time for processing new claims</b>  b) <b>Average time for processing notification of changes of circumstances</b>
<b>BNF/003</b>	<b>Accuracy of processing:</b>  a) <b>The percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post decision</b>  b) <b>The percentage of Housing Benefit over-payments recovered</b>