

Y Pwyllgor Llywodraeth Leol a Gwasanaethau Cyhoeddus

LGPS(2)-03-07(t.5)

Dyddiad: 07 Mawrth 2006

Lleoliad: Ystafell Bwyllgora 2, Y Senedd, Cynulliad Cenedlaethol Cymru

Teitl: Fframwaith Mesur Perfformiad Llywodraeth Leol – Canlyniadau'r Ymgynghoriad

Diben

1. Dylai'r Pwyllgor nodi'r fframwaith mesur perfformiad llywodraeth leol terfynol ar gyfer 2007/8 a gyflwynais i awdurdodau lleol yn dilyn ymgynghori a thrafod helaeth.

Crynodeb/Argymhellion

2. Mae'r Pwyllgor wedi trafod y fframwaith ar sawl achlysur. Bydd aelodau'n cofio'n bwriad i greu fframwaith mesur perfformiad cynhwysfawr, cymharol a chytbwys ar gyfer holl wasanaethau awdurdodau lleol, mewn partneriaeth ag awdurdodau, CLILC, rheolwyr ac eraill. Byddai hynny, yn ei dro, yn cefnogi perthynas fwy effeithiol a seiliedig ar ganlyniadau rhwng awdurdodau lleol, eu rheoleiddwyr a Llywodraeth y Cynulliad.

3. Soniais wrth y Pwyllgor ym mis Ionawr bod yr ymgynghori ar fframwaith 2007/8 yn tynnu at ei derfyn, a'n bod ni a phartneriaid yn dadansoddi ac yn myfyrio ar ymatebion. Daeth yr ymgynghoriad i ben ar 22 Rhagfyr gyda chyfanswm o 65 ymateb gan awdurdodau lleol a phartïon eraill â buddiant. Mae'r gwaith hwnnw bellach wedi'i gwblhau, ac rwy'n falch o nodi bod yna gydsyniad sylweddol ynglyn â chynnwys a defnyddioldeb y fframwaith. Anfonais fanylion llawn y fframwaith at awdurdodau lleol ac eraill ym mis Chwefror, ac mae crynodeb ynghlwm â'r papur hwn.

Cefndir

4. Mae cytuno ar un ffordd o fesur popeth mae llywodraeth leol yn ei wneud yn nod radical a digynsail. Mae llwyddo i gyrraedd mor bell â hyn wedi gofyn am ymrwymiad sylweddol dros y tair blynedd diwethaf gan awdurdodau lleol, CLILC, Swyddfa Archwilio Cymru a rheoleiddwyr eraill, yn enwedig yr Uned Ddata Llywodraeth Leol, sydd wedi rheoli'r prosiect ar ein rhan. Hoffem ddiolch i bawb a fu'n gysylltiedig â'r gwaith hwn.

5. Mae yna bedair elfen i'r fframwaith:

- dangosyddion strategol cenedlaethol, pennu sut mae awdurdodau lleol yn darparu'n

blaenoriaethau polisi a gwasanaeth lefel uchel. Mae gan y dangosyddion hyn rym statudol ac mae dyletswydd cyfreithiol ar bob awdurdod lleol i gyflwyno adroddiad cyhoeddus arnynt. Mae yna 22 dangosydd o'r fath (o gymharu â dros 80 yn yr Alban a bron i 200 yn Lloegr) ac nid ydynt wedi newid ers 2004/5

- setiau data craidd, mesur perfformiad a darpariaeth y gwasanaethau'n fwy manwl a chaniatáu awdurdodau lleol i gymharu perfformiadau ei gilydd dros amser. Er y cyflwynwyd rhai dangosyddion set craidd yn 2004/5, dim ond yn ystod y ddwy flynedd diwethaf maen nhw wedi datblygu ymhellach. Bydd 101 o ddangosyddion set craidd yn fframwaith 2007/8: byddem yn disgwyl i bob awdurdod lleol eu casglu, er bod ganddyn nhw ryddid llawn i benderfynu sut y byddant yn defnyddio ac yn nodi'r data a gynhrychir
- cwestiynau arolwg safonol, i'w defnyddio gan awdurdodau i asesu barn dinasyddion ynglyn ag ansawdd ac argaeledd gwasanaethau. Dylid eu defnyddio'n lleol fel sy'n briodol: nid ydynt yn orfodol. Cyhoeddir manylion pellach ar wefan yr Uned Ddata Llywodraeth Leol maes o law
- mesurau lleol, yn lleol, cwblheir y fframwaith trwy ddefnyddio dangosyddion perfformiad lleol priodol a thrwy'r defnydd rheolaidd o wybodaeth reoli

Ystyriaeth

6. Y prif ychwanegiad i fframwaith 2006/7 oedd cyflwyno ystod ehangach o setiau data craidd sy'n cwmpasu'r prif feysydd gwasanaeth statudol, yn ogystal â mesurau iechyd corfforaethol cyffredinol. Mae'r gwaith o ddatblygu'r fframwaith dros y flwyddyn ddiwethaf wedi canolbwyntio ar ddiwygio'r mesurau a gyflwynwyd yn flaenorol a llenwi unrhyw "fylchau" posibl. O ganlyniad, prin yw'r dangosyddion newydd sy'n cael eu cynnig. Mae yna 12 dangosydd newydd yn cael eu cynnig, gyda 5 ohonynt i ddisodli dangosyddion cyfredol. Mae 18 o ddangosyddion cyfredol 2006/07 hefyd wedi'u dileu.

7. O ran y mesurau newydd, y mesurau diwygiedig a'r mesurau wedi'u dileu, gofynnwyd i ymgynghorwyr:

- I ba raddau mae'r setiau dangosyddion newydd yn adlewyrchu'r blaenoriaethau mewn meysydd polisi/gwasanaeth?
- A oedd unrhyw fylchau amlwg eraill yn y setiau dangosyddion?
- A oedd dangosyddion unigol yn ddefnyddiol, yn ystyrlon, yn glir ac yn gasgladwy?

O ran y fframwaith cyfredol, o'ch profiad o ddefnyddio'r dangosyddion, a oedd y dangosyddion unigol yn ddefnyddiol, yn ystyrlon, yn glir ac yn gasgladwy?

8. Mae gwerth unigryw'r setiau craidd yn perthyn i'w natur gynhwysfawr a'u hyblygrwydd, ac ni ddylem gyfaddawdu hynny. Fodd bynnag, ni ddylem chwaith orlwytho'r fframwaith gyda dangosyddion na all unrhyw un heblaw ymarferwyr a gweithwyr proffesiynol eu defnyddio neu eu deall: mae'n rhaid i'r fframwaith gefnogi atebolrwydd cyhoeddus yn ogystal â rheolaeth fewnol. Yn dilyn trafodaeth helaeth, rwy'n credu bod fframwaith terfynol 2007/8 yn bodloni'r ddau amcan hwn ac yn adlewyrchu barn ein holl bartneriaid.

9. Cyfrifoldeb awdurdodau lleol yw gwneud y defnydd gorau o'r adnodd hwn. Dylai'r manteision fod

yn glir: data perfformiad llawn a chytbwys y gellir ei gymharu a fydd, yn ei dro, yn cefnogi dull rheoli perfformiad mwy effeithiol; atebolwydd cyhoeddus mwy tryloyw; mwy o ryddid i adlewyrchu blaenoriaethau ac anghenion lleol; a pherthynas ganolbwyntiedig a chynhyrchiol gyda llywodraeth ganolog a rheoleiddwyr. Er hynny, rwy'n cydnabod bod hyn yn her o ran newid diwylliannau ac arferion gwaith, a byddwn ni a'n partneriaid yn darparu cyngor a chymorth priodol iddynt.

10. Mae'r fframwaith hefyd yn cyflwyno cyfleoedd pwysig i lywodraeth ganolog. Mae'r gallu i fonitro tueddiadau perfformiad yn fwy cynhwysfawr yn sylfaenol i'r gwaith o ddatblygu perthynas strategol sy'n canolbwyntio ar ganlyniadau gyda llywodraeth leol ac yn caniatáu i ni ddileu bron pob gofyniad i baratoi cynlluniau rydym yn eu gosod ar awdurdodau lleol. Mae hefyd yn caniatáu i ni gael darlun llawnach o berfformiad cenedlaethol a phwyso a mesur y canlyniadau. Rwy'n gwbl glir na ddylai lefel yr atebolwydd gynnwys tablau syml sy'n cyflwyno data allan o gyd-destun ac yn gwahodd casgliadau syml ynglyn â materion cymhleth. Ond mae angen i'r cyhoedd, grwpiau â buddiant a llunwyr polisi – gan gynnwys y Pwyllgor hwn – wybod sut mae llywodraeth leol yng Nghymru'n perfformio'n gyffredinol, ac ni allwn esgeuluso'r cyfleoedd y mae'r fframwaith yn eu cyflwyno o ran diwallu'r angen hwnnw.

Goblygiadau Ariannol

11. Nid oes goblygiadau ariannol ychwanegol i'r Cynulliad. Bydd y gost o ddatblygu'r fframwaith yn parhau i gael ei thalu trwy gyllidebau cyfredol ar gyfer staff Llywodraeth y Cynulliad a grantiau i'r Uned Ddata Llywodraeth Leol.

Themâu Trawsbynciol

12. Mae'r fframwaith wedi'i ddatblygu mewn cydweithrediad agos â llywodraeth leol ac yn adlewyrchu rhwymedigaethau cynllun partneriaeth llywodraeth leol.

13. Rydym hefyd wedi ceisio cynnwys dulliau priodol o fesur effaith gwasanaethau awdurdodau lleol ar gydraddoldeb yn y fframwaith. Felly, mae yna ddangosyddion sy'n nodi hyn yn uniongyrchol (ee ar gyfran staff awdurdod lleol o gefndir pobl dduon a lleiafrifoedd ethnig), yn ogystal ag argymhellion ar gyfer dadagregu data perfformiad fesul categori cydraddoldeb i ddangos unrhyw ddarpariaeth neu ansawdd canlyniad gwahaniaethol (ee cyfraddau gwahardd o'r ysgol wedi'u dadagregu fesul rhyw ac ethnigrwydd). Cyfrifoldeb yr awdurdodau lleol fydd casglu a defnyddio'r wybodaeth hon fel sy'n briodol, ond bydd hyn yn darparu adnodd gwerthfawr ar gyfer prif ffrydio cydraddoldeb a sicrhau tegwch y ddarpariaeth.

Camau Gweithredu ar gyfer y Pwyllgor Pwnc

14. Dylai'r Pwyllgor nodi'r fframwaith mesur perfformiad ar gyfer 2007/8 fel y disgrifir uchod. Mae rhestr o'r dangosyddion perfformiad cenedlaethol a gwmpesir yn y fframwaith ynghlwm yn atodiad A.

Sue Essex AC

Y Gweinidog dros Gyllid, Llywodraeth Leol a Gwasanaethau Cyhoeddus

**Pwynt Cyswllt: Steve Pomeroy,
Is-adran Polisi Llywodraeth Leol, x6991.**

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Performance Indicators 2007/8

Corporate Health – Human Resources

Reference	Indicator
CHR/001	The percentage of employees (including teachers and school based staff) who leave the employment of the local authority, whether on a voluntary or involuntary basis
CHR/002	The number of working days/ shifts per full time equivalent (FTE) local authority employee lost due to sickness absence
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

Corporate Health – Financial Health

Reference	Indicator
CFH/006	The percentage of undisputed invoices which were paid within 30 days
CFH/007	The percentage of council tax due for the financial year which was received by the authority
CFH/008	The percentage of non-domestic rates due for the financial year which were received by the authority

Corporate Health – Asset Management

Reference	Indicator
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CAM/001	<p>a) The percentage of the gross internal area of the local authority's buildings in condition categories</p> <ul style="list-style-type: none"> i) A ii) B iii) C iv) D <p>b) The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level:</p> <ul style="list-style-type: none"> i) 1 ii) 2 iii) 3
CAM/002	<p>a) The cost of energy use in all operational buildings per m² of gross internal area (GIA)</p> <p>b) The cost of water use in all operational buildings per m² of gross internal area</p>

Education

Reference	Indicator
EDU/007	Percentage of pupil attendance in primary schools
EDU/001 (NS9)	Percentage of pupil attendance in secondary schools.
EDU/008	<p>The number of pupils permanently excluded during the academic year per 1,000 pupils from:</p> <ul style="list-style-type: none"> a) Primary schools b) Secondary schools
EDU/009	<ul style="list-style-type: none"> a) The average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education provision during the academic year b) The average number of school days that permanently excluded pupils did not receive an offer of part time appropriate education provision during the academic year
EDU/010	<p>The percentage of school days lost due to fixed-term exclusions during the academic year, in:</p> <ul style="list-style-type: none"> a) Primary schools b) Secondary schools

EDU/003 (NS11)	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
EDU/004 (NS12)	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
EDU/011 (NS13)	The average external qualifications point score for 16 year olds, in learning settings maintained by the local authority
EDU/006 (NS14)	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): i) At the end of Key Stage 2 ii) At the end of Key Stage 3
EDU/002 (NS10)	a) The number of, and b) the percentage of: i) All pupils (including those in local authority care), and ii) Pupils in local authority care, 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
EDU/012	The percentage of key stage 2 primary school classes with more than 30 pupils
EDU/013	The number of pupils per teacher in primary schools maintained by the local authority
EDU/014	The number of pupils per teacher in secondary schools maintained by the local authority
EDU/015	The percentage of final statements of special education need issued within 26 weeks: a) Including exceptions b) Excluding exceptions

Social Care – Adults’ Services

Reference	Indicator
SCA/004	The percentage of enquiries that trigger an assessment
SCA/005	The average number of working days between initial enquiry and completion of the care plan

SCA/006	The average number of working days taken from completion of the care plan to provision and/or installation of aids/equipment
SCA/007	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year
SCA/008	<p>a) The number of adult protection referrals received during the year per 1,000 population aged 18+</p> <p>b) Of the adult protection referrals completed during the year, the percentage:</p> <p style="padding-left: 40px;">i) That lead to an adult protection investigation</p> <p style="padding-left: 40px;">ii) That were admitted or proved</p> <p style="padding-left: 40px;">iii) Where the client or their property is no longer at risk</p>
SCA/002 (NS2)	<p>The rate of older people (aged 65 or over):</p> <p>a) Helped to live at home per 1,000 population aged 65 or over.</p> <p>b) Whom the authority supports in care homes per 1,000 population aged 65 or over</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/009	The rate per 1,000 adults (aged 18+) supported in the community who receive a direct payment
SCA/010	The rate per 1,000 adult clients assessed during the year who are provided with assistive technology as part of a package of care
SCA/001 (NS1)	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over
SCA/012	<p>a) The percentage of identified carers of adult service users who were offered an assessment</p> <p>b) The percentage of identified carers of adult service users who had an assessment</p> <p>c) The percentage of identified carers of adult service users who had an assessment which was an assessment in their own right</p> <p>d) The percentage of identified carers of adult service users who were assessed who were provided with a service</p> <p>e) The percentage of identified carers of adult service users who are awaiting assessment</p>
SCA/013	<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>

Social Care – Children’s Services

Reference	Indicator
SCC/006	The percentage of referrals during the year on which a decision was made within 1 working day
SCC/007	The percentage of referrals during the year that: a) Were allocated to a social worker for initial assessment b) Were allocated to someone other than a social worker for initial assessment c) Did not proceed to allocation for initial assessment
SCC/008	a) The percentage of initial assessments carried out within 7 working days; b) The average time taken to complete initial assessments that took longer than 7 working days to complete
SCC/009	a) The percentage of required core assessments carried out within 35 working days b) The average time taken to complete those required core assessments that took longer than 35 days
SCC/010	a) The percentage of referrals that are repeat referrals within 12 months 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
SCC/011	The percentage of initial assessments that took place during the year where there is evidence that: a) The child has been seen by the Social Worker b) The child has been seen alone by the Social Worker
SCC/012	The percentage of initial assessments taking place during the year where the following is recorded: a) Ethnicity b) Religion c) First language choice
SCC/013	The percentage of open cases of i) Children on the child protection register; ii) Children looked after; and iii) Children in need, who a) Have an allocated social worker; b) Are allocated to someone other than a social worker where the child is receiving a service in accordance with her/his assessment or plan
SCC/014	The percentage of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion

SCC/015	The percentage of initial core group meetings due in the year which were held within 10 working days of the initial child protection conference
SCC/016	The percentage of reviews of child in need plans carried out in accordance with the statutory timetable
SCC/034	The percentage of child protection reviews carried out within statutory timescales during the year
SCC/038	The percentage of health assessments for Looked after Children due in the year that have been undertaken
SCC/019	The percentage of children looked after at 31 March who were registered with a provider of general medical services at that date
SCC/020	The percentage of looked after children who have had their teeth checked by a dentist during the year
SCC/001 (NS3)	a) The percentage of first placements of looked after children during the year that began with a care plan in place 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
SCC/021	The percentage of looked after children reviews carried out within statutory timescales
SCC/002 (NS4)	The percentage of children looked after at 31 March who have experienced one or more changes 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
SCC/004	The percentage of children looked after on 31 March who have had three or more placements during the year
SCC/022	a) The percentage attendance of looked after pupils whilst in care in primary schools b) The percentage attendance of looked after pupils whilst in care in secondary schools
SCC/023	a) The percentage of children looked after who were permanently excluded from school in the year 1 st April – 31 st March. b) The average number of days spent out of school on fixed-term exclusions for children looked after who were excluded in the year 1 st April – 31 st March
SCC/024	The 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 ending 31 st March
SCC/025	The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.

SCC/026	<p>The gross weekly expenditure per looked after child in:</p> <p>a) Foster care</p> <p style="padding-left: 40px;">i) Local authority own provision ii) Externally purchased provision</p> <p>b) Children's homes excluding secure accommodation</p> <p style="padding-left: 40px;">i) Local authority own provision ii) Externally purchased provision</p> <p>c) Secure accommodation</p>
SCC/035	<p>The percentage of looked after 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</p>
SCC/036	<p>The percentage of looked after 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</p>
SCC/037	<p>The average external qualifications point score for 16 year old looked after pupils, in learning settings maintained by the local authority</p>
SCC/027	<p>The percentage of looked after children placed at a distance less than 20 miles from their home address at 31 March</p>
SCC/028	<p>The percentage of children looked after who had a fully completed and updated Assessment and Progress Record at their third review</p>
SCC/029	<p>The percentage of eligible, relevant and former relevant children that</p> <p>a) have pathway plans as required, and</p> <p>b) have been allocated a personal advisor</p>
SCC/030	<p>a) The percentage of young carers known to Social Services who were assessed</p> <p>b) The percentage of young carers known to Social Services who were provided with a service</p>
SCC/031	<p>The percentage of children and young people with disabilities receiving services who are receiving direct payments</p>
SCC/032	<p>The percentage of children who had been looked after continuously for at least 4 years at 31 March and had been in their foster placement for at least 2 years for:</p> <p>a) Children aged 4-5 years</p> <p>b) Children aged 6-10 years</p> <p>c) Children aged 11 years and over</p>

SCC/033	<p>a) The percentage of young people formerly looked after with whom the authority is in contact at the age of 19</p> <p>b) The 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</p> <p>c) The 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</p>
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Housing – Homelessness & Housing Advice

Reference	Indicator
HHA/008	<p>a) The percentage of homeless presentations accepted as statutorily homeless</p> <p>b) The percentage of homeless presentations decided within 33 working days</p>
HHA/002 (NS6)	The average number of working days between homeless presentation and discharge of duty for households found to be statutory homeless.
HHA/011	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
HHA/001 (NS5)	<p>a) The number of homeless families with children who have used bed and breakfast accommodation during the year, except in emergencies</p> <p>b) The average number of days all homeless households spend in temporary accommodation</p>
HHA/007	<p>a) The total number of homeless households having used Bed & Breakfast accommodation, and</p> <p>b) The total number of homeless households having used all other forms of temporary accommodation</p>
HHA/012	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 spent on homelessness and housing advice services
HHA/013	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months

Housing – 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: a) Permanent accommodation b) Temporary accommodation
HLS/007	a) The total amount of rent arrears owed by current tenants in the following types of accommodation as a percentage of the total rent collectable for the financial year b) The total amount of rent arrears owed by former tenants in the following types of accommodation as a percentage of the total rent collectable for the financial year c) The total amount of rent arrears owed by former tenants in the following types of accommodation which were written off as unrecoverable during the financial year as a percentage of the total rent collectable for the financial year i) Permanent accommodation ii) Temporary accommodation
HLS/008	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: a) Permanent accommodation b) Temporary accommodation
HLS/009	The average number of calendar days taken to let lettable units of accommodation during the financial year, for: a) Permanent accommodation b) Temporary accommodation
HLS/010	The average number of calendar days taken to complete: a) Emergency repairs b) Urgent repairs c) Non-urgent repairs

Housing – Private Sector Renewal

Reference	Indicator
PSR/001 (NS7)	The percentage of unfit private sector dwellings made fit, closed or demolished through direct action by the local authority
PSR/004	The percentage of private sector dwellings that had been vacant for more than 6 months at 1 st April that were returned to occupation during the year through direct action by the local authority
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/006	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

Housing – Supporting People

Reference	Indicator
SPP/001 (NS8)	<p>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:</p> <ul style="list-style-type: none"> i) Floating support ii) Direct access iii) Temporary accommodation iv) Permanent accommodation v) Sheltered accommodation for older people vi) Community alarm services.

Housing – Energy Efficiency

Reference	Indicator
EFF/001 (NS19)	<ul style="list-style-type: none"> a) Percentage change in carbon dioxide emissions in the non domestic public stock b) Percentage change in energy use and carbon dioxide emissions in the housing stock

Housing – Housing Benefit and Council Tax

Reference	Indicator
BNF/001 (NS20)	<p>Housing Benefit security:</p> <ul style="list-style-type: none"> a) The number of claimants visited, per 1,000 caseload b) The number of fraud investigators employed per 1,000 caseload c) The number of fraud investigations per 1,000 caseload d) The number of prosecutions and sanctions per 1,000 caseload

BNF/002 (NS21)	Speed of processing: a) Average time for processing new claims b) Average time for processing notification of changes of circumstances
BNF/003 (NS22)	Accuracy of processing: a) 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) The percentage of Housing Benefit over-payments recovered

Environment & Transport – Waste Management

Reference	Indicator
WMT/001 (NS15)	a) The total tonnage and b) the percentage of municipal waste: i) Reused and/or recycled; and ii) Composted or treated biologically in another way
WMT/007	The percentage of municipal waste received at a household waste amenity site that is reused, recycled or composted
WMT/006	The percentage of households served by a kerbside collection of two or more recyclables
WMT/005	The percentage of municipal waste used to recover heat and power
WMT/002 (NS16)	a) The total tonnage and b) the percentage of bio-degradable municipal waste sent to landfill
WMT/004	The percentage of municipal wastes sent to landfill

Environment & Transport – Street Scene

Reference	Indicator
STS/005	a) The Cleanliness Index b) The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness
STS/003	The percentage of reported fly tipping incidents on relevant land cleared within 5 working days

Environment & Transport – Transport & Highways

Reference	Indicator
THS/010 (NS17)	Condition of: a) Principal (A) roads b) Non-principal/classified road
THS/004	The percentage of the local authority maintained road network subject to precautionary salting during the year
THS/007	The percentage of adults aged 60+ who hold a concessionary travel pass
THS/009	The average number of calendar days taken to repair street lamp failures during the year
THS/002	Annual highway related claims expenditure 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

Environment & Transport – Countryside Management

Reference	Indicator
CMT/001	The percentage of total length of rights of way which are easy to use by members of the public

Planning & Regulatory Services – Planning

Reference	Indicator
PLA/004	a) The percentage of major planning applications determined during the year within 13 weeks b) The percentage of minor planning applications determined during the year within 8 weeks c) The percentage of householder planning applications determined during the year within 8 weeks d) The percentage of all other planning applications determined during the year within 8 weeks
PLA/002	The percentage of applications for development determined during the year that were approved

PLA/003	<p>a) The number of appeals that were determined during the year, in relation to:</p> <ul style="list-style-type: none"> i) Planning application decisions ii) Enforcement notices <p>b) The percentage of these determined appeals that upheld the authority's decision, in relation to:</p> <ul style="list-style-type: none"> iii) Planning application decisions iv) Enforcement notices
PLA/005	The percentage of enforcement cases resolved during the year within 12 weeks of receipt
PLA/006	The number of new affordable housing units provided during the year as a percentage of all new housing units provided during the year
PLA/007	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

Planning & Regulatory Services – Public Protection

Reference	Indicator
PPN/004	The percentage of all eligible food businesses with a valid food hygiene award
PPN/005	<p>a) The percentage of new businesses identified during the year which were subject to an inspection by each of the following service areas:</p> <p>b) The percentage of new businesses identified during the year which submitted a self-assessment questionnaire for:</p> <ul style="list-style-type: none"> i) Trading Standards ii) Food Hygiene iii) Animal Health iv) Health & Safety

PPN/001 (NS18)	<p>a) The number of high risk businesses liable to a programmed inspection or alternative enforcement activity during the year; and</p> <p>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:</p> <ul style="list-style-type: none"> i) Trading Standards ii) Food Hygiene iii) Animal Health iv) Health and Safety
PPN/007	<p>The percentage of significant breaches that were rectified by intervention for:</p> <ul style="list-style-type: none"> i) Trading Standard ii) Animal Health

Planning & Regulatory Services – Building Control

Reference	Indicator
BCT/004	Percentage of Building control ‘full plan’ applications checked within 15 working days during the year
BCT/007	The percentage of ‘full plan’ applications approved first time

Leisure & Culture – Sport & Recreation

Reference	Indicator
LCS/001	<p>The number of visits to the following facilities during the year per 1,000 population:</p> <ul style="list-style-type: none"> a) Indoor sports facilities b) Outdoor sports facilities

Leisure & Culture – Libraries

Reference	Indicator
LCL/001	The number of people using Public Library Services during the year per 1,000 population

LCL/002	a) The number of publicly accessible computers per 10,000 population b) The percentage of available computer hours in use
LCL/003	The percentage of library material requests supplied within 7 calendar days