

## Appendix 'A'

### Operational Indicators 1 April 2007 to 31 March 2008

Appendix A													
Operational Indicators 1 April 2007 to 31 March 2008													
1 April 07-31 March 08	Burnley	Chorley	Fylde	Hyndburn	Lancaster	Pendle	Preston	Ribble Valley	Rossendale	South Ribble	West Lancs	Wyre	Totals to date (31.04.08)
<b>PCN's generated</b>	15603	9910	9726	4988	19180	6394	21262	2998	4506	2906	6292	7843	<b>111608</b>
a) PCN's not issued	234	90	80	43	186	59	148	35	25	10	51	87	<b>1048</b>
b) No of PCN's issued	15369	9820	9646	4945	18994	6335	21114	2963	4481	2896	6241	7756	<b>110560</b>
<b>Paid at Discount Rate £30</b>	7623	4895	5597	2619	9485	3533	11081	1947	2791	1662	3324	4486	<b>59043</b>
As % of PCN's Issued	50%	50%	58%	53%	50%	56%	52%	66%	62%	57%	53%	58%	<b>53%</b>
<b>Paid at Full Rate (Pre NTO) £</b>	1814	884	908	491	2024	776	2435	314	546	267	707	612	<b>11778</b>
As % of PCN's Issued	12%	9%	9%	10%	11%	12%	12%	11%	12%	9%	11%	8%	<b>11%</b>
<b>Paid at Full Rate (Post NTO)</b>	916	480	461	287	1067	314	1384	111	253	156	298	236	<b>5963</b>
As % of PCN's Issued	6%	5%	5%	6%	6%	5%	7%	4%	6%	5%	5%	3%	<b>5%</b>
<b>Paid at 150% (CC Stage) £90</b>	190	86	97	67	174	65	312	30	52	25	51	46	<b>1195</b>
As % of PCN's Issued	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	<b>1%</b>
<b>Paid at 150% + £5 reg fee £9</b>	156	67	68	44	168	35	270	25	38	17	57	32	<b>977</b>
As % of PCN's Issued	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	<b>1%</b>
<b>Paid at Warrant stage £95</b>	248	136	82	76	242	70	408	24	54	45	85	49	<b>1519</b>
As % of PCN's Issued	2%	1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	<b>1%</b>
<b>Total PCN's Cancelled</b>	2673	2330	1744	711	3092	763	2590	377	349	473	1229	1761	<b>18092</b>
As % of PCN's Issued	17%	24%	18%	14%	16%	12%	12%	13%	8%	16%	20%	23%	<b>16%</b>
<b>Cancellation Reasons</b>													
Management referral	141	136	71	31	114	32	77	25	32	5	7	38	<b>709</b>
As % of PCN's cancelled	5%	6%	4%	4%	4%	4%	3%	7%	9%	1%	1%	2%	<b>4%</b>
Mitigating circumstances	668	516	950	346	1010	344	639	104	147	154	395	807	<b>6080</b>
As % of PCN's cancelled	25%	22%	54%	49%	33%	45%	25%	28%	42%	33%	32%	46%	<b>34%</b>
Policy	1355	1450	494	139	1398	190	1205	150	78	244	706	726	<b>8135</b>
As % of PCN's cancelled	51%	62%	28%	20%	45%	25%	47%	40%	22%	52%	57%	41%	<b>45%</b>
Cancelled due to PA error	297	130	104	107	166	95	255	30	53	26	51	87	<b>1401</b>
As % of PCN's cancelled	11%	6%	6%	15%	5%	12%	10%	8%	15%	5%	4%	5%	<b>8%</b>
Write Offs	158	55	80	50	327	77	275	12	19	26	29	55	<b>1163</b>
As % of PCN's cancelled	6%	2%	5%	7%	11%	10%	11%	3%	5%	5%	2%	3%	<b>6%</b>
Part payment accepted as full	54	43	45	38	77	25	139	56	20	18	41	48	<b>604</b>
As % of PCN's cancelled	2%	2%	3%	5%	2%	3%	5%	15%	6%	4%	3%	3%	<b>3%</b>
<b>PCN - Challenges</b>													
Number of Challenges Made	4943	3,355	2,638	1,080	5,990	1,957	4,825	622	1,077	874	2,309	2,474	<b>32144</b>
As % of Notices issued	32%	34%	27%	22%	32%	31%	23%	21%	24%	30%	37%	32%	<b>29%</b>
<b>PCN - Representations</b>													
Number of Representations Made	397	170	142	109	481	167	490	11	79	57	97	40	<b>2240</b>
As % of Notices Issued	3%	2%	1%	2%	3%	3%	2%	0%	2%	2%	2%	1%	<b>2%</b>
<b>PCN - NPAS Appeal</b>													
v	89	23	40	14	61	25	92	8	8	5	11	11	<b>387</b>
As % of Notices Issued	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	<b>0%</b>
<b>PCN'S paid</b>	10947	6548	7213	3584	13160	4793	15890	2451	3734	2172	4522	5461	<b>80475</b>
<b>PCN's cancelled</b>	2673	2330	1744	711	3092	763	2590	377	349	473	1229	1761	<b>18092</b>
<b>PCN's written off</b>	158	55	80	50	327	77	275	12	19	26	29	55	<b>1163</b>
<b>PCN's with bailiffs</b>	754	322	257	227	1124	380	1271	48	148	87	242	127	<b>4987</b>
<b>PCN's outstanding</b>	837	565	352	373	1291	322	1088	75	231	138	219	352	<b>5843</b>