











































Success Measures 2005/06

PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
TO DELIVER VALUE FOR MONEY, CUSTOMER FOCUSED SERVICES												
Statutory BVPI's												
BV76a	Benefits - Number of claimants visited/1000	596.91	222.00	296.60	600	596.75	610	620	620	High		
Comment: BV76a: The actual number of visits carried out within the year has actually increased - from 7007 in 2004/5 to 7269 in 2005/6. Our average caseload has also increased which has meant that the actual appears to have decreased. However the actual is close to the target and does not represent a significant concern.												
BV76b	Benefits - Number of fraud investigators/1000 caseload	0.17	n/a	n/a	0.17	0.16	0.17	0.17	0.17	N/A	N/A	N/A
BV76c	Number of fraud investigations/1000 caseload	69.68	41.20	59.53	72	88.42	74	76	78	High		
BV76d	No. of prosecutions & sanctions/1000 caseload	4.17	4	6.25	4.4	6.57	6.67	6.80	7.0	High		
BV78a	Average time for processing new claims (days)	33.00	33.00	28.00	30.00	22.20	25	23	20	Low		
BV78b	Average time for processing change of circumstances (days)	9.00	8.80	6.80	8.00	7.40	9	9	9	Low		
BV79a	% of cases where calculation was correct	99.00%	98.00%	99.00%	99.10%	99.20%	99%	99%	99%	High		
BV79b (i)	New Amount of HB overpayments recovered	New	New	New	88.50%	86.23%	87.0%	87.5%	87.75%	High	N/A	
BV79b (ii)	New Overpayments recovered as a % of total debt outstanding (plus overpayments raised during the year)	New	New	New	45.50%	33.03%	35.0%	35.5%	36.0%	High	N/A	

PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
BV79b (iii)	New. Overpayments written off during the year.	new	New	New	1.50%	9.38%	10%	10%	10%	Low		
<p>Comment BV79b(iii):The reason there was a high variance between the target and the reported performance, was because 2005/6 was the first year that this BVPI existed. At the time the target was set at the beginning of 2005/6 no calculated performance had been reported or calculated nationally so the target was an estimate with no real data to compare to. Now that this years figures have been reported, the targets for 2006/7 have been amended accordingly.</p>												
BV156	% of authority buildings accessible to disabled	75%	63.6%	81.8%	78%	75%	81%	81%	81%	High		
<p>Comment: BV156:Access audits have been carried out and it is anticipated that some improvements, identified by the audits, can be effected which may enable at least one premise to become accessible. It should be noted that the City Council is conducting a comprehensive accommodation review as part of its Access to Services Review and accessibility constitutes an important consideration. There is potential within this to significantly change the number of premises used by the City Council.</p>												
BV157	Interactions enabled for e delivery as a % of those possible	60.32%	75.00%	84.69%	100%	100%	100%	100%	100%	High		
BV109a	% of major planning applications determined within 13 weeks	64.52%	59.00%	71.25%	62.00%	49%	63%	64%	65%	High		
<p>Comments: BV109a:During the 2005/06 decisions in relation to a significant number of long standing major applications were issued. These had been delayed for a significant period awaiting the signing of Section 106 Agreements and other planning related issues. These had the effect of distorting the figures negatively as expressed in the reduced performance figures and we were unable to recover from this early setback. A senior major applications officer was appointed during the period which it is anticipated will have a significant positive impact on the performance in this category.</p>												
BV109b	% of minor planning applications determined within 8 weeks	85.00%	69.15%	75.28%	67.00%	78.00%	75%	77%	80%	High		
<p>Comments BV109b: Year 2004/05 exceptional figures were achieved by concentrating solely on development control performance figures at the expense of other activities. This year's performance has reduced but is still well above Government Target levels. Staff resources have increased following investment of Planning Development Grant and increased revenue from planning application fees. However, staff were mainly recruited at the graduate trainee level and there is an inevitable lead in time for training before improvements in efficiency are realised. In addition there were lengthy periods of staff vacancies following existing staff taking up posts elsewhere. Provided staff are retained, productivity improvements will follow.</p>												
BV109c	% of 'other' planning applications determined within 8 weeks	90.00%	84.46%	88.01%	82.00%	82.00%	82%	83%	85%	High		
BV204	% of appeals against decision to refuse planning applications	30.00%	28.90%	24.00%	30.00%	26.00%	30%	30%	30%	Low		

PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
BV205	Quality of service checklist	83.33%	83.00%	88.90%	100%	100.00%	100%	100%	100%	High	😊	😊
BV179	% of standard searches carried out in 10 working days	99.00%	99.71%	100.00%	100.00%	99.49%	100%	100%	100%	High	😊	😞
Comment : BV179: Difference is de minimis, but slight improvement on last year reflects the fact that fewer searches are now sent to Lancashire County Council, as Highway Authority. Any delays in the return of completed searches, is usually due to an outside body e.g. Lancashire County Council												
BV170a	The number of visits usages of museums per 1,000 pop	1236.88	326	810	1000	1206.29	1250	1300	1350	High	😞	😊
Comment BV170a: This year there were longer, better quality exhibitions but fewer re-visits by local residents. There is also a national trend of lower visitor figures, all but 2 of Lancashire County Museum sites show a downward trend. The timing of Easter meant that no easter visitors show in this period. This should show an increase in next year's figures and targets have been set accordingly.												
BV170b	The number of visits that were in person per 1,000 population	639.65	237	463	632.28	468.32	460.86	487.19	501.82	High	😞	😞
Comment: BV170b: The out turn is down for the following reasons: A: Unable to sustain the impact of the previous years Dinosaur exhibition. B: Change in staff, unable to maintain high profile in local media. C: No Easter, traditional start of the tourist season (2 last year) D: A Lancaster based staff that concentrated on Lancaster City Museums are now working on a Countywide basis. E: National trend. However these visitor numbers still represent top quartile performance nationally.												
BV170c	The number of pupils visiting museums and galleries in organised school groups	3,351	1,179	3,181	3,800	3,049	3,175	3,300	3,425	High	😞	😞
Comment: BV170c: In retrospect, targets were over ambitious and have been revised to reflect the changing ways in which the Museums service carries out outreach work. National trend for schools to do less out of school visits. Concentration on piloting video conferencing into schools.												
BV166(a)	Score against a checklist of enforcement best practice for environmental health	80%	85.7%	93.4%	100%	90%	100%	100%	100%	High	😊	😞
Comment: BV166a: The issue to be addressed in order to secure a score of 100% is the implementation of a Licensing Enforcement Policy. A draft Enforcement Policy has been produced but needs further amendment and consultation. It is anticipated this will be completed in 06/07.												
BV226a	Total amount spent by the authority on advice and guidance services provided by external organisations	N/A	N/A	N/A	£287,600	£287,654	£290,300	£292,100	£293,900	N/A	N/A	N/A

PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
BV226b	New % of monies spent on advice and guidance services which was given to organisations holding the CLS Quality Mark	N/A	N/A	N/A	N/A	60.95%	60.94	60.62	60.25	High	N/A	N/A
BV226c	New total amount spent on advice and guidance in the areas of housing, welfare benefits & consumer matters provided directly by the authority to the public	N/A	N/A	N/A	N/A	Not reported	N/A	N/A	N/A	N/A	N/A	N/A
Comment 226c - this indicator was not calculated in accordance with the definition of the indicator and therefore will not be reported. An action plan is now in place to ensure that this situation will not be repeated. It should be noted however that BVPI's 226a-c will not be subject to scrutiny by the Audit Commission during this year.												
BV3 KPI 3.2	Increased overall customer satisfaction from 48% to 56% by Dec 06	N/A	N/A	N/A	N/A	N/A	56%	N/A	N/A	High	N/A	N/A
Comment: BV3 - KPI 3.2 This indicator forms part of the statutory BVPI survey which samples the views of 1,100 randomly selected residents every 3 years. The survey is due to take place in the Autumn of 2006 - The survey last took place in 03/04 - Outturn: 48%												
Local Indicators												
KPI 2.1	The number of people responding to our consultations	N/A	N/A	N/A	N/A	New	To be set	To be set	To be set	N/A	N/A	N/A
LCC56	Percentage of turn-out at last local government election(NB. Last election 2003 (Admin)	32.56% (2003/04 Turnout)	N/A	N/A	N/A	N/A	35%	N/A	N/A	High	N/A	N/A
Comment: LCC56: PI measures turn out at local elections which are held every 4 years. Next election to be held in May 2007.												
LCC25	Percentage of complaints where contact is made with the complainant by a licensing officer in person (Legal)	69%	N/A	N/A	85%	73%	85%	85%	85%	High	😊	☹️

PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
LCC26	Percentage of complaints where final response to complainant is given within 10 working days (legal)	89%	N/A	N/A	90%	83%	90%	90%	90%	High		
LCC79	Percentage of prosecutions won or otherwise satisfactorily concluded to the reasonable satisfaction of the the client (legal)	94.40%	N/A	N/A	95%	96.50%	95%	95%	95%	High		
LCC80	% of property transactions completed or or before target date where a reasonable target date was set in advance by the client (legal)	69%	N/A	N/A	75%	73%	75%	75%	75%	High		
LCC78	Searches of local land register - percentage of searches carried out within 5 working days	93.99%	N/A	N/A	95%	97.15%	95%	95%	95%	High		
TO MAKE OUR DISTRICT A CLEANER AND HEALTHIER PLACE												
Statutory BVPI's												
BV82a(i)	% of household waste recycled	11.00%	15.64%	19.33%	12.00%	12.54%	16.00%	18.00%	21.00%	High		
BV82a(ii)	Total tonnage of household waste recycled	New	N/A	N/A	New	6754.82	8613.74	9690.46	11305.54	High	N/A	N/A
BV82b(i)	% of household waste composted	6.72%	4.24%	10.55%	6.00%	6.85%	9.00%	10.00%	11.00%	High		
BV82b(ii)	The total tonnage of household waste composted	New	N/A	N/A	new	3,455.57	4,580.28	5,089.20	5,598.12	High	N/A	N/A
BV84a KPI 6.2	Kg of household waste collected per head of population	369kg	411.0	380.4	365kg	369kg	360	355	350	Low		

PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
BV84b	% change in Kg of household waste collection	New	N/A	N/A	new	0.00%	<6.72%	<6.72%	<6.72%	Low	N/A	N/A
BV89 KPI 5.2	customer satisfaction with street cleanliness from 55% in 2003/04 to 72% in	N/A	N/A	N/A	N/A	N/A	72%	N/A	N/A	High	N/A	N/A
Comment: BV89 KPI 5.2 This indicator forms part of the statutory BVPI survey which samples the views of 1,100 randomly selected residents every 3 years. The survey is due to take place in the Autumn of 2006 - The survey last took place in 03/04. Date of last survey 2003/04: Outturn 55%												
BV86	Cost of waste collection per household	£42.00	£42.01	£35.66	£49.00	To follow	To be set	To be set	To be set	High	To follow	To follow
BV91(a)	% of pop. served by kerbside collection of recyclables (one recyclable)	New definition	97.70%	100.00%	New	1.31%	1.00%	1.00%	1.00%	Low	😊	😊
BV91(b)	% of pop served by a kerbside collection of at least two recyclables	65.00%	N/A	N/A	77.00%	76.74%	80.00%	85.00%	87%	High	😊	😊
BV199(a) KPI5.1	Proportion of land and highways assessed as having deposits of litter and detritus which fall beneath an acceptable level (as a %)	28.00%	15.00%	10.00%	25.00%	18.00%	17.00%	15.00%	14.00%	Low	😊	😊
BV199 (b)	New Proportion of land and highways from whi ch unacceptable levels of graffiti are visible (on day of survey)	N/A	N/A	N/A	0	0	0	0	0	Low	😊	😊
BV199(c)	New Proportion of land and highways from whi ch unacceptable levels of fly-posting are visible (on day of survey)	N/A	N/A	N/A	0	0	0	0	0	Low	😊	😊
Comment BV199d has been omitted. The Audit Commission have confirmed that Local authorities will not be expected to include this PI within their BVPP												

PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
BV 216a	New Number of sites in the LA area of potential concern with respect to land contamination	N/A	N/A	N/A	New	1415	1715	1815	1845	N/A	N/A	N/A
BV 216b	New Contaminated land - number of sites for which sufficient information is available to determine whether remediation is necessary (as a % of all sites of potential concern)	N/A	N/A	N/A	New	2%	1%	1%	1%	High	N/A	N/A
BV217	New % of pollution control improvements to existing installations completed on time	N/A	N/A	N/A	New	53	70	90	90	High	N/A	N/A

Comment: BV217: Government set target of 90% is based on adequate resources since 1990. A programme is in place to improve compliance following several years of under resourcing, but the target of 90% includes both upgrading permits and work by operators to comply.

BV 218a	New % of abandoned vehicles investigated within 24 hours	N/A	N/A	N/A	N/A	76.57%	80%	80%	80%	High	N/A	N/A
BV 218b	New % of abandoned vehicles removed within 24 hours (from point at which legally entitled to remove)	N/A	N/A	N/A	N/A	67.42%	70%	70%	70%	High	N/A	N/A
BV219(a)	Total number of conservation areas in the local authority area	N/A	N/A	N/A	N/A	37	37	37	37	N/A	N/A	N/A






Comment: BV219a: The total number of conservation areas in the Local Authority area is dependent on how many conservation areas the Local Authority actually designates. The Local Authority has a duty to assess and review their existing conservation areas from time to time and consider whether any new conservation areas should be designated or indeed whether existing areas should de-designated, This number is not expected to increase or decrease significantly year on year. The review of areas is dependent on available resources.

PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
BV219(b)	% of conservation areas in the local authority area with an up-to-date character appraisal	N/A	N/A	N/A	N/A	5.40%	18.90%	32.40%	45.90%	High	N/A	N/A
Comment BV219b: The 2005 Annual Monitoring Report on the website contains data relating to these indicators. There may be some discrepancies relating to the number of appraisals carried out since the AMR figures include appraisals that were carried out more than 5 years ago and consequently can not be counted to inform this indicator.												
BV219(c)	% of conservation areas with published management proposals	N/A	N/A	N/A	N/A	2.70%	2.70%	8.10%	13.50%	High	N/A	N/A
Comment: BV219c The 2005 Annual Monitoring Report on the website contains data relating to these indicators. There may be some discrepancies relating to the number of conservation areas which have mangement plans or other supporting information. This disparity between the indicator figures and the AMR data is due to all supplementary information relating to the conservation areas included in the number of which have enhancement schemes/policy documents. Only a small number of these policy documents are actually adopted management plans defined by this indicator.												
Local Indicators												
KPI 6.1 CCS 09	Percentage of household waste arisings that were recycled & composted	17.72%	N/A	N/A	18%	19.39%	25%	28%	32%	High	😊	😊
KPI 5.3	Increase the number of fixed penalty notices (relatiing to environmental anti-social behaviour) issued (CCS)	New	New	New	New	19	150	To be set	To be set	High	N/A	N/A
KPI 6.3 CCS08	% of bulky waste re-used (Bulky Matters Project)	New	N/A	N/A	New	0	40%	40%	40%	High	N/A	N/A
KPI 7.1	Number of children who receive coaching per week (average)	New	New	New	New	22	25	To be set	To be set	High	N/A	N/A
KPI 7.2	% of children under 11 in schools swimming programme taking up the offer of a BMI test and the recommended subsequent activity programme	New	New	New	New	0%	20%	To be set	To be set	High	N/A	N/A

PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
KPI 7.3	Usage at Hornby Pool (Cultural Services)	New	New	New	8185	7194	8266	To be set	To be set	High	N/A	☹️
KPI 7.3 Hornby Pool usage is based on the main admission strands, Adult, Junior, Senior Citizen, Swimming Passes and Family Swimming												
KPI 7.4	Increase cycle trips through the Cycle England Demonstration Town Project (Econ Dev & Tourism)	New	New	New	New	693	866	1386	To be set	High	N/A	N/A
LCC48	Progression rates in swimming lessons - Key Stage 2 attainment % (Cultural Services)	88%	N/A	N/A	89%	77%	80%	85%	90%	High	☹️	☹️
LCC49	Participation rate as a % of maximum (Cultural Services)											
	a:Sports Halls	80%	N/A	N/A	81%	54.80%	82%	82%	82%	High	☹️	☹️
	b:Swimming Pools	82%	N/A	N/A	83%	77.05%	84%	84%	84%	High	☹️	☹️
	c:Play Schemes	100%	N/A	N/A	100%	81.10%	100%	100%	100%	High	☹️	☹️
LCC38	Work with Lancashire County Council to increase km of cycle routes	46km	N/A	N/A	56Km	56km	61km	65km	70km	High	😊	😊
LCC39	Provide more cycle parking facilities in line with the Council's cycling strategy	170	N/A	N/A	190	176	210	230	250	High	😊	☹️
LCC40	Score on Flood Risk Management Checklist	78%	N/A	N/A	80%	81%	84.00%	87.50%	90.50%	High	😊	😊
CCS 01	Average time in working days taken to deal with bulky waste collection requests.	New	N/A	N/A	21	16.78	7 days	7 days	7 days	Low	N/A	😊






PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
CCS 02	Percentage of household waste collections which were missed	N/A	N/A	N/A	1%	0.17%	0.75%	0.75%	0.50%	Low	N/A	😊
CCS03	% of households in the district served by 3-stream waste collection	35%	N/A	N/A	49%	48%	60%	75%	90%	High	😊	😞
CCS 04	% of recyclables collected at bring sites	New	N/A	N/A	13%	13.50%	12%	10%	8%	High	N/A	😊
CCS 05	Effectiveness of recycling method - % of recyclables collected at Household Waste Recycling Centres	New	N/A	N/A	8%	7.40%	7%	6%	5%	High	N/A	😞
Comment: CCS04 and CCS05: As 3 stream waste collection increases recycling through bring sites and Household Waste recycling centres is likely to decrease												
CCS 06	% of recyclables collected from the kerbside	New	N/A	N/A	79%	79.10%	81%	84%	87%	High	N/A	😊
CCS 07	% of household waste collected by WCA going to landfill	82.29%	N/A	N/A	82%	80.61%	75%	72%	68%	Low	N/A	😊
EP01	Air pollution monitoring - meets standards	New	N/A	N/A	Yes	Yes	Yes	yes	yes	N/A	N/A	😊
EP08	Contaminated land – inspection programme on schedule	New	N/A	N/A	Yes	No	Yes	yes	yes	N/A	N/A	😞
EP36	Dog control – fouling – enforcement surveillance (hours)	New	N/A	N/A	29.3	29.3	117.3	To be set	To be set	High	N/A	😊
EP37	Dog control – fouling – offences witnessed during surveillance	New	N/A	N/A	4	3	4	4	4	High	N/A	😊
FS03	FSA food sampling programme maintained	Yes	N/A	N/A	Yes	Yes	Yes	Yes	Yes	N/A	N/A	😊
FS10	% Category A food premises inspected on schedule.	99.05%	N/A	N/A	100%	100%	100%	100%	100%	High	N/A	😊

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TO REDUCE CRIME AND THE FEAR OF CRIME												
Statutory BVPI's												
BV126	Domestic burglaries per 1,000 households	8.06	8.19	6.18	8.06	8.83	8.06	8.06	8.06	Low	☹️	☹️
Comment BV126: The reason for not achieving the target is that one prolific offender was living in Morecambe. It is thought this offender committed over 38 burglaries. This offender is now going through the court process and is likely soon to be committed to prison. This was a spike in the figures and the figures have now reduced.												
BV127a	Violent offences by a stranger per 1,000 population	10.05	4.31	2.42	8.448 - 8.382	10.08	8.096 - 7.964	7.744 - 7.546	7.392 - 7.128	Low	☹️	☹️
BV127b	Violent offences committed in a public place per 1,000 population	N/A	N/A	N/A	0.566 - 0.562	0.50	0.542 - 0.534	0.518 - 0.506	0.494 - 0.478	Low	N/A	☹️
Comment BV127a & b. The Community Safety Partnership has set a target to reduce ALL crime (including violent crime) by between 16% and 19% (range) over the next 3 years Corporate Plan KPI 8.1												
BV128	Vehicle crimes per 1,000 population	7.53	8.87	6.84	7.53	8.30	7.53	7.53	7.53	Low	☹️	☹️
BV174	The number of racial incidents recorded by the authority per 100,000 population	5.86%	N/A	N/A	Not set	0.0365%	0.0365%	0.0365%	0.0365%	Low	😊	N/A
Comment: BV174: Racial incidents are recorded as defined by the McPherson report as incident in which either the council officer/witness/victim or perpetrator perceives it to be racial. Even when the claim isn't justified it is still recorded as a racial incident in the first instance and isn't reclassified. Incidents are only recorded when there has been direct involvement in remedying the situation.												
BV175	Racial incidents resulting in further action	100%	100%	100%	100%	100%	100%	100%	100%	High	😊	😊
Comment BV175: Data source: The number of racial incident forms completed as a result of a racial incident involving or witnessed by the local authority.												
BV225	Actions against domestic violence	N/A	N/A	N/A	N/A	9.10%	45%	To be set	To be set	High	N/A	N/A
Comment: BV225: LAA baseline is 5.4 (out of 11) this is the county average and equates to a percentage of 49.0% and we are aiming to score 5 in the coming financial year (hence our target of 45%)												

PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
TO LEAD THE REGENERATION OF OUR DISTRICT												
Statutory BVPI's												
BV64	Vacant private sector dwellings returned to occupation or demolished.	46	9	25	40	41	40	40	40	High		
BV106	% of new homes built on previously developed land	62.75%	72.45%	90.08%	70%	71.40%	72%	72%	72%	High		
Comment: BV106: Most residential development in the District has taken place on brownfield sites for a considerable period. The great majority of development that does take place on Greenfield sites occurs on large long-standing greenfield housing sites where the principle of residential development was established many years ago through the forward planning process.												
Local Indicators												
KPI 10.2 LCC1	Provision of new/refurbished workspace (through EDZ programme)	N/A	N/A	N/A	1500 sq m (CityLab)	1500 sq m (CityLab)	(No completions)	3000 sq m (Thetis House)	3000 sq m (Storey Institute)	High	N/A	
LCC2	Tourism - Marketing the district (as measured by STEAM)											
	a Increase tourist spend by an average of 5% annually across all categories of visitor	New	New	New	New	STEAM data due mid 2006	>5%	>5%	>5%	High	N/A	N/A
	b Increase the number of staying visitors by average 3% annually	New	New	New	New	262,000	275,000	298,000	311,000	High	N/A	N/A
	c % of TIC customer satisfaction forms recording "excellent" for Quality of Customer Service	New	New	New	New	70%	70%	70%	70%	High	N/A	N/A
	d Annual increase of 10% in income through on-line and hot-line bookings	New	New	New	New	£6,300	£6,900	£7,600	£8,300	High	N/A	N/A











PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
Comment: LCC2 a&b above please note no targets were set as 05/06 is the baseline year for this measure. Please also note there will be a time lag in reporting STEAM data as it is collected annually and usually published in June the following year. LCC2c We have not set a target to increase customer satisfaction. We have already achieved a high level satisfaction rating and believe it would be unrealistic to set a target to improve further at a time when disruption to service is anticipated as a result of capital												
KPI 14.1	Increase overall satisfaction with effectiveness of the Carnforth Area Regeneration Partnership and with opportunities for participation and involvement (Carnforth Market Town Initiative - Econ Dev & Tourism)	New	New	New	New	New	Baseline established	To be set against baseline	To be set against baseline	High		
TO SUPPORT SUSTAINABLE COMMUNITIES												
Statutory BVPI's												
BV63	Energy efficiency of LA dwellings (SAP) rating	68	65	67	69	69	70	71	72	High	😊	😊
BV66a	Proportion of rent collected	98.40%	97.80%	98.74%	100%	98.70%	100%	100%	100%	High	😊	😞
Comment: BV66a: Slight improvement on 2005/06. Introduction of direct debit option for tenants to pay. Approx. 10% take up.												
BV66b	New The number of LA tenants with more than seven weeks of (gross) rent arrears as a % of the total number of council tenants.	N/A	N/A	N/A	New	2.69%	2.30%	2.30%	2.30%	Low	N/A	N/A
BV66c	New % of LA tenants in arrears who have had Notices Seeking Possession served	N/A	N/A	N/A	New	40.9%	30%	30%	30%	Low	N/A	N/A
BV66d	New % of LA tenants evicted as a result of rent arrears	N/A	N/A	N/A	New	0.31%	0.20%	0.20%	0.20%	Low	N/A	N/A

PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
BV164	Does the authority follow the CRE code of practice for Rented Housing?	Yes	N/A	N/A	Yes	Yes	Yes	Yes	Yes	Yes	😊	😊
Comment: BV164: Service Business Plan sets out priorities for contributing to the Council's commitment to the LE Equality Standard and implementation of Race Equality Action Plan & KLOE Action Plan covering Diversity.												
BV183a	Average length of stay in B&B (weeks)	6	3	1	2	4	3	2.5	2	Low	😊	😞
Comment: BV183a: Due to the limited resources within the district and the delay with increasing the temporary dispersed housing accommodation, this resulted in the short term use of B&B accommodation for families. The temporary accommodation provisions and other housing options continue to be developed, creating a service that is more community focused towards the prevention of homelessness.												
BV183b	Length of stay within temp accomm (hostels) (weeks)	0	8	0	2	0	1	1	0	Low	😐	😊
Comment: BV183b: During the last 12 months concerted efforts have been made to tackle the issues around temporary accommodation. This involved the restructuring of the housing advice team, with designated prevention officers and a more community focused service this has been contributable towards the reduction in temporary accommodation placements. The Authority will continue to utilise all resources, however, the emphasis is now upon prevention and working with clients to explore all housing options and empower them to secure and sustain alternative accommodation.												
BV184a	Proportion of LA homes none decent	0%	29.00%	17.00%	0%	0%	0%	0%	0%	Low	N/A	😊
BV184b	% change in proportion of none decent LA homes	0%	15.9%	25.2%	0%	0%	0%	0%	0%	Low	N/A	😊
BV212	New Average time taken to re-let council dwellings	39.8	N/A	N/A	38	35.5	34	32	30	Low	😊	😊
Comment: BV212: Applied Audit Commission revised definition of January 2006 to total properties let in 2005/2006. Target to be reviewed in light of definition changes.												
BV202	Number of people rough sleeping on a single night	9	N/A	N/A	5	7	5	4	3	Low	😊	😞
Comment: BV202: During 2004/05 the number of rough sleepers reported was 9. Following this result the Authority acknowledged the need to conduct a rough sleepers count. A devised pro-forma was sent to all the relevant agencies and it was agreed that upon 31st March 2006 any person stating they were sleeping rough would be registered and included within the statistics. The target set for 05/06 was under achieved by 28.5% However, the fact that the figure of 7 also represents a 22% decrease on last years total should be welcomed, with acknowledgement given to the fact that this particular target is very difficult to predict.												

PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
BV203	% change in average no of families placed in temp accomm	23.4% (62 households)	6.31	6.94	<30.5%	72.58% (107 households)	+10% Increase	-5% Reduction	-10% Reduction	Low		
<p>BV203: Initially the authority had no other temporary housing provision for families other than B&B, which was deemed unsuitable. In accordance with ODPM guidelines, provisions were made to improve temporary accommodation, which resulted in an increase in the temporary dispersed accommodation for families. The substantial increase in this year's target relates to the miscalculation last year. The previous 2004/05 figure related to dispersed temporary accommodation, failing to take into account other forms of temporary accommodation. As a consequence of the miscalculation the set target was not achievable, resulting in an increase in this year's percentage change.</p>												
BV213 KPI 17.1	New - Number of homeless households given LA housing advice where situation was resolved	new	N/A	N/A	New	1.42 (85 households)	1.75	2	2.25	High	N/A	N/A
<p>Comment: BV213: During the last 12 months there has been concentrated efforts made to reduce the level of homelessness. The restructuring of the Housing Advice Team involved the designation of prevention officers and also, the recruitment of a front line liaison officer. The team are now more community focused, offering drop in advice services around the district, which allows them to meet and advise clients before crisis level. The Authority will continue to improve services with emphasis upon prevention initiatives, to achieve future set targets and reduce the levels of homelessness.</p>												
BV214 KPI 17.2	New proportion of statutorily homeless households accepted as	N/A	N/A	N/A	0	0	0	0	0	Low	N/A	
<p>Comment: BV214: The set target has been achieved and the Authority will continue to improve services to reduce and prevent repeat homelessness.</p>												
BV200a	Development Plan unexpired and under 5 yrs old?	Yes	N/A	N/A	Yes	Yes	Yes	Yes	Yes	Yes	N/A	
BV200b	New Has the local planning authority met the targets which the Local	N/A	N/A	N/A	Yes	Yes	No*	Yes	Yes	Yes	N/A	
BV200c	New Did the local planning authority publish an annual monitoring report by December of the last year?	N/A	N/A	N/A	Yes	Yes	Yes	Yes	Yes	Yes	N/A	N/A
<p>Comment: BV200a,b&c a revision is proposed to the 2005 LDS</p>												
<p>Local Indicators</p>												
KPI 15.1	Reduce overall energy use in Council buildings (Property Services)	New	New	New	New	6,563,842 kwh	Not set	Not set	5,328,114 kwh	Low	N/A	N/A

PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
KPI 15.2	Reduce CO2 emissions from Council buildings (Property Services)	New	New	New	New	0.0666	Not set	Not set	0.057	Low	N/A	N/A
KPI 15.3	Increase the % of energy the Council uses from sustainable sources (Property Services)	New	New	New	New	9.90%	Not set	Not set	60%	High	N/A	N/A
LCC15	Improving Private Sector Properties											
	a Number of private sector properties improved through financial assistance	30	N/A	N/A	50	43	70	45	45	High	😊	😞
	b Number of private sector properties improved through non-financial assistance	720	N/A	N/A	500	634	500	500	500	High	😞	😊
	c The number of private sector properties improved through enforcement activity	181	N/A	N/A	150	170	150	150	150	High	😞	😊
LCC18 (KPI 16.1)	Increase affordable housing (Health and Strategic Housing)											
	a Increase total number of affordable housing units in district as a whole	6	N/A	N/A	25	46	35	30	30	High	😊	😊
	b Increase the total number of new affordable housing units which are in rural areas.	N/A	N/A	N/A	New	13	18	15	15	High	New	New

PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
TO CONTINUE TO IMPROVE THE COUNCIL												
Statutory BVPI's												
BV2a KPI 20.1	Equality Standard for Local Gov - level achieved	1	No data	No data	1	1	2	2	2	High	☹️	😊
BV2b	The duty to promote race equality - checklist score	42.10%	50%	63%	63.20%	42.10%	52.63%	57.89%	63.20%	High	☹️	☹️
Comment: BV2b The variance between the target and the actual for 2005/06 is -33.39%. The achievement of the top levels of the Equality Standard for Local Government is a key priority for the Council. In 2005/06 the Council had to focus on its other priorities and therefore was unable to focus its resources on progressing in the Equality												
BV8	% of correct invoices paid within 30 days	84.33%	94.69%	97.00%	95.00%	80.63%	90%	90%	90%	High	☹️	☹️
BV9	% of Council Tax collected by the authority	96.50%	98.10%	98.50%	96.90%	96.40%	96.90%	97.40%	98.00%	High	☹️	☹️
Comment: BV9: Shortfall attributed in part to the closure of our cash offices at the start of 2005/06 requiring a change in payment culture for a large number of our customers.												
BV10	% of NNDR collected by the authority	98.70%	98.81%	99.20%	99.00%	98.80%	99.10%	99.20%	99.25%	High	😊	☹️
BV11a	% of top 5% of earners that are women	20.41%	23.07%	28.93%	26%	19.57%	24%	25%	26%	High	☹️	☹️
Comment: The variance between the 2005/06 target and actual is -24.73%. In 2005/06 two female employees in the top 5% of earners left the council's employment. One post remains vacant and based on changes in the Council's structure the other post is no longer above the top 5% cut off point. The Council have not yet recruited any females to the senior positions within the top 5% of earners bracket within 2005/06. There is often little turnover in such positions therefore it is difficult to achieve the increased target set for this performance indicator. It may be the case the target set for 2005/06 was not achievable. Future targets may also need to be reconsidered. It is anticipated that this will be taken forward by Performance Review Team for this portfolio area.												
BV11b	% top 5% of earners that are from BME communities	0%	0.0%	1.98%	2.1%	2.17%	2.17%	2.17%	2.17%	High	😊	😊
Comment: BV11b The variance between the target for 2005/06 and the actual is + 3.33%. In 2005/06 the Council has recruited an employee from a BME Community in the top 5% of earners bracket. We have therefore achieved our 2005/06 target for this indicator.												
BV11c	New % of top 5% of earners with a disability	N/A	N/A	N/A	New	2.17%	2.17%	2.17%	2.17%	High	N/A	N/A

PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
BV12 KPI 18.2	Number of working days lost to the LA due to sickness absence.	12.20	9.59	8.48	11.00	11.60	10	9.5	9	Low		
Comment: BV12The variance between the 2005/06 target and actual is -5.45%. The Council has striven to more effectively manage sickness absence over 2005/06 and have seen a further improvement in the number of working days lost to sickness absence in comparison with 2004/05 however there is still some work to do to enable us to reach the target.												
BV14	Early retirements - staff	0.36%	0.41%	0.00%	0.40%	0.24%	0.40%	0.40%	0.40%	Low		
Comment: BV14There is a +40% variance between the target for 2005/06 and the actual for 2005/06. The Council, on an annual basis invites applications for early retirement/voluntary redundancy. Normally by this time of year such applications have either been supported or rejected by management and committee. However, this year there has been no decisions made regarding these applications. As a result this has created a significant variance in the target and actual.												
BV15	Ill health retirements - staff	0.48%	0.28%	0.00%	0.40%	0.36%	0.40%	0.40%	0.40%	Low		
Comment: BV15 The variance between the target for 2005/06 and the actual 2005/06 is +10%. Some cases that have been dealt with over the last 12 months haven't qualified for ill health retirement,												
BV16a	Percentage of employees with a disability	2.77%	2.80%	4.10%	3.50%	6.20%	6.50%	6.50%	6.50%	High		
Comment: BV16a The variance between the target and the actual for 2005/06 is +77.14%. There is significant difference between the target and actual. This difference can be attributed to the completion of a Council wide Workforce Survey 2005 which included a question whether an employee felt they had a disability under the definition in the Disability Discrimination Act. The responses from the survey demonstrated that there were more employees with a disability than was recorded on the reports produced by Financial Services from the computerised system.												
BV16b	Percentage of economically active people in the district who have a disability	15.88%	N/A	N/A	N/A	15.88%	N/A	N/A	N/A	N/A	N/A	N/A
BV17a	Percentage of staff from ethnic minorities	0.74%	1.40%	2.50%	1.00%	0.74%	1.00%	1.20%	1.40%	High		
Comment: BV17a The variance between the target and actual for 2005/06 is -26%. The Council's performance in this target is unchanged from 2004/05. Although the Council are involved in various initiatives to encourage people from BME Communities into education and work. We are also committed through our positive action statement on all advertisements to encourage people from BME Communities.												
BV17b	Percentage of economically active people in the district from ethnic minorities	2.40%	1.9%	4.6%	N/A	2.40%	N/A	N/A	N/A	N/A	N/A	N/A

PI ref	Indicator description	Lancaster 04/05	All District Median	All District top quartile	Target 05/06	Actual 05/06	Target 06/07	Target 07/08	Target 08/09	Good to be High / Low	Getting Better	On target
Local Indicators												
KPI 18.1	% of Improvement Plan targets achieved (Management Team)	New	New	New	New	New	100%	100%	100%	High	N/A	N/A
KPI 19.2	75% of services reporting through Escendency by March 07 (Corporate Strategy)	New	New	New	New	8%	75%	100%	100%	High	N/A	N/A
LCC81	Recrutiment (HR&OD)											
	a Prepare short-list for interview within 2 weeks of the closing date	87.60%	N/A	N/A	90%	91.37%	90%	90%	90%	High	😊	😊
	b All candidates given 5 days notice of interview	93.65%	N/A	N/A	90%	89.86%	90%	90%	90%	High	😞	😞
Comment: LCC81b: The reason for this fall is that a lot of interview dates are advertised, therefore candidates are not notified of the interview within this timescale. Managers are encouraged to phone the candidates.												
	c All candidates informed of outcome within 3 working days	90.55%	N/A	N/A	90%	97.06%	90%	90%	90%	High	😊	😊
	d Percentage of posts not filled	5.71%	N/A	N/A	9.50%	5%	9%	8.50%	8%	Low	😊	😊
LCC61	Internal Communications (Corporate Strategy - Comms Team)											
	a Percentage of employees satisfied with internal communications	62%	N/A	N/A	70%	82%	75%	75%	75%	High	😊	😊
	b Number of staff reached through attending staff briefing	712	N/A	N/A	700	732	700	700	700	High	😊	😊