

National Indicators and previous statutory Best Value Performance Indicators (BVPIs) Glossary

Introduction:

This table provides further explanations on the National Indicator descriptions it also includes descriptions of BVPIs (previously statutory requirement), the Council decided to keep a selection of BVPIs in order to understand performance as the National Indicators for 2008/09 would be a baseline year so no trends would be available. This table is to assist in clarifying any queries on National Indicator and BVPI meanings.

National Indicators (NIs) Glossary

Introduction:

This table provides further explanations on the NI descriptions. Some of these NIs are included in the Performance Indicator report which is presented to Scrutiny on a quarterly basis. This table is to assist in clarifying any queries on NI meanings.

NI ref	Format	Title	Plain English	Rationale	Good Performance
NI 2	%	% of people who feel that they belong to their neighbourhood	The percentage of people who feel that they belong to their neighbourhood. The information will be gathered in a survey, to be conducted every two years.	To measure and improve community cohesion and engagement	↑
NI 4	%	% of people who feel they can influence decisions in their locality	The percentage of people who feel they can influence decisions in their locality. The information will be gathered in a survey, to be conducted every two years.	To measure the extent to which communities feel empowered to influence decisions affecting their local area.	↑
NI 5	%	Overall/general satisfaction with local area	The percentage of people who are satisfied overall with the area as a place to live. The information will be gathered in a survey, to be conducted every two years.	To measure satisfaction with the area as a place to live, and help identify and address issues affecting how residents feel about	↑

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NI ref	Format	Title	Plain English	Rationale	Good Performance
				their local area.	
NI 14		Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer.	<p>The percentage of customer contacts with council services that are assessed as being avoidable.</p> <p>Examples of 'avoidable contact' include contact made necessary through services or information being unavailable, previous council communication being unclear, or repeated contact to provide the same information (such as change of address or circumstances) to different departments.</p> <p>A full definition of "avoidable contact" can be found in the National Indicator Set guidance.</p>	By identifying customer contact that is 'avoidable', the local authority and its partners are better placed to redesign the way services and information are made more accessible for their customers, so they do not have to make unnecessary, valueless contacts which are both frustrating for the customer and inefficient for the provider.	↓
NI 17	%	Perceptions of antisocial behaviour PSA 23	<p>The percentage of people stating that antisocial behaviour is a problem based on their combined response to a question about seven types of antisocial behaviour.</p> <p>This information will be gathered in a survey, to be conducted every two years.</p>	<p>To measure perceptions of antisocial behaviour in the area.</p> <p>Antisocial behaviour is a priority for the government, and local authorities are a key partner in tackling it (and have a duty to enforce antisocial behaviour legislation).</p>	↓
NI 119	number	Self-reported measure of people's overall health and wellbeing	People's perception of their own overall health and wellbeing, recorded using a series of measures to gauge different	To gain an indication of the general health of the population.	↑

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NI ref	Format	Title	Plain English	Rationale	Good Performance
			<p>aspects of their health.</p> <p>This information will be collected every 2 years through the Place Survey.</p>		
NI 138	%	Satisfaction of people over 65 with both home and neighbourhood	<p>The percentage of people aged 65 or over who are satisfied with both their home and the area that they live in.</p> <p>In this case 'area' is not defined and is a subjective assessment and will vary depending on what area respondents regard as relevant.</p> <p>This information will be collected every 2 years through the Place Survey.</p>	To measure older people's satisfaction with their lives, providing an indication of the effectiveness of policies affecting the local area (housing, environment, crime, transport etc.)	↑
NI 139	%	The extent to which older people receive the support they need to live independently at home	<p>The percentage of residents who believe that older people locally receive the support they need to live independently at home.</p> <p>This information will be collected every two years through the Place Survey.</p>	<p>To assess whether older people locally are getting the support and services they need to live independently at home.</p> <p>This captures the views of local people, who are not necessarily current clients of a particular service (but may be future users) as well as those who are.</p>	↑
NI 140	%	Fair treatment by local services	The percentage of people who say that they are treated with respect when: * at work * at school or college * using public	Dignity and respect are recognised as key determinants of an	↑

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NI ref	Format	Title	Plain English	Rationale	Good Performance
			transport * using health services Fair treatment by others is a critical component of reducing inequalities.	individual's wellbeing.	
NI 154	number	Net additional homes provided	The net increase in dwelling stock (self-contained units) over the year, taking into account new builds, changes in use, demolitions and conversions.	To encourage a greater supply of new homes and address the long-term housing affordability issue.	↑
NI 155	number	Number of affordable homes delivered (gross)	The number of affordable homes delivered. This includes social rented housing and intermediate housing, which is housing at prices or rents above those of social-rent but below market prices or rents.	To promote an increase in the supply of affordable housing.	↑
NI 156	number	Number of households living in temporary accommodation	The number of households living in temporary accommodation provided by the council under the homelessness legislation.	To measure progress against the government's target of halving the number of households in temporary accommodation by 2010 (from the baseline number in 2004)	↓
NI 157	%	Processing of planning applications	The percentage of planning applications determined in a timely manner. A 'timely manner' is defined as 13 weeks for major applications, and 8 weeks for minor and other applications.	To ensure planning applications are determined in a timely manner.	↑
NI 159	%	Supply of ready to develop housing sites	The number of new housing units that are deliverable over a 5 year period, as a percentage of the planned housing provision of net additional dwellings for that	The indicator assesses the degree to which authorities are maintaining a 5 year supply of deliverable sites	↑

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NI ref	Format	Title	Plain English	Rationale	Good Performance
			period.	for additional housing as required by PPS3 (Planning Policy Statement 3)	
NI 180	number	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	<p>The number of changes in circumstances leading to a change in Housing / Council Tax benefit entitlement identified and processed by the authority, per 1000 claimants.</p> <p>Changes are counted if they would have led to an underpayment or overpayment of benefit if left un-actioned.</p>	<p>To ensure people receive the correct amount of Housing / Council Tax benefit.</p> <p>Improved accuracy contributes to alleviating poverty and saves money by reducing fraud and error.</p>	↑
NI 181	days	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	The average time taken in calendar days to process all new claims and changes of circumstance for Housing / Council Tax benefits.	To reduce delays in administering benefits that impact on vulnerable people.	↓
NI 182	%	Satisfaction of business with local authority regulation services	<p>The percentage of business customers of trading standards, environmental health and licensing agreeing that they have been treated fairly and/or the contact has been helpful.</p> <p>Satisfaction will be measured by means of a survey of both compliant and non-compliant businesses.</p>	To improve the quality of regulation, and how it is enforced and administered, and contribute towards having a business-friendly environment.	↑
NI 184	%	Food establishments in the area which are broadly compliant with food hygiene law	The percentage of food establishments in the area which are 'broadly compliant' with food hygiene law (i.e. scoring within acceptable limits on scales developed by the Food Standards Agency)	<p>To protect public health by ensuring food is safe and fit to eat.</p> <p>This also acts as a proxy</p>	↑

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NI ref	Format	Title	Plain English	Rationale	Good Performance
				measure of the effectiveness of the authority's food safety interventions on food safety compliance.	
NI 185	%	CO2 reduction from local authority operations	<p>The percentage year on year reduction in CO2 emissions from South Hams DC operations.</p> <p>This indicator will first be reported in 2009, for the period of January to December 2008.</p>	To measure progress in CO2 emission reduction by the authority and its contribution to government climate change objectives.	↓
NI 188	level	Planning to Adapt to Climate Change	<p>The level of preparedness the authority has reached in managing risks to service delivery, the public, local infrastructure, businesses and the environment from a changing climate, and in making the most of new opportunities.</p> <p>The authority can be rated from 0 to 4, depending on achievement of criteria necessary for each level.</p>		↑
NI 191	Number	Residual household waste per household	<p>The number of kilograms of residual household waste collected per household.</p> <p>Residual waste is defined as the total kilograms of household waste less any arisings sent for reuse, recycling, composting or anaerobic digestion.</p>	To measure progress in reducing the level of residual household waste.	↓
NI 192	%	Percentage of household	The percentage of household waste	To maximise the	↑

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NI ref	Format	Title	Plain English	Rationale	Good Performance
		waste sent for reuse, recycling and composting	arising which have been sent for reuse, recycling, composting or anaerobic digestion.	percentage of waste that is reused, recycled or composted.	
NI 194	%	Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations	The year on year measured reduction of primary PM10 (airborne particulates) and NOx (nitrous oxides) emission from local authority estate and operations	To minimise air pollution from the authority's estate and operations.	↓
NI 195	%	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting)	The percentage of relevant land and highways that is assessed as having deposits of litter, detritus, graffiti and fly-posting that fall below an acceptable level. Detritus comprises dust, mud, soil, gravel, stones, leaf and vegetable residues, and fragments of twigs, glass, plastic or other finely divided materials.	To reduce unacceptable levels of litter, detritus, fly-posting and graffiti forms as key part of Government's 'Cleaner Safer Greener Communities' work.	↓
NI 196	level	Improved street and environmental cleanliness – fly tipping	The year on year change in the number of fly-tipping incidents dealt with; and the year on year change in enforcement actions taken against fly tippers.	To reduce the incidence of illegally dumped waste as part of Government's 'Cleaner Safer Greener Communities' work.	↓

BVPI ref	Format	Plain English	Meaning	Good Performance
Improve Corporate Capacity, Promote access and good customer service				
BV 8	%	Invoices paid on time	Local Authority paying invoices for commercial goods and services within 30 days of receipt or within agreed payment terms.	↑
BV 11a	%	The percentage of women that are in the top 5% of earners.	To monitor progress towards equal opportunities- how many women in comparison to men that earn the highest.	↑
BV 11b	%	The percentage of ethnic minority staff that are in the top 5% of earners.	To monitor the outcome of equal opportunities policies	↑
BV 11c	%	The percentage of disabled staff that are in the top 5% of earners.	To measure progress towards achieving equal opportunities in employment	↑
BV 12	Number of days	Days staffing lost through sickness(per member of staff))	To monitor the level of sickness absence in local authorities	↓
BV 156	%	Percentage of local authority buildings that are open to the public which are accessible to people with a disability	To monitor the improvement of access to local authority buildings for disabled people	↑
Homelessness				
BV 213	Number	The number of households who considered themselves homeless who were helped by the Local Authority to resolve their situation	Measuring the effectiveness of our housing advice in preventing homelessness	↑
Improving Benefits processing and Reduce Debt/ Improve collection rates				
BV 9	%	Council tax collected	The percentage of Council tax collected	↑
Improve recycling/improve local environment and minimise waste				
BV86	£	Cost of household waste collection per household	To monitor the cost of household waste collection	↓
Manage sustainable development				
BV 204	%	Percentage of appeals against the Local Authorities decision to refuse planning	There has been a recent increase in number of planning applications going to appeal. There is	↓

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BVPI ref	Format	Plain English	Meaning	Good Performance
		applications which are upheld.	some evidence to suggest that this may in part be as a result of Local Planning Authorities (LPAs) refusing more applications in order to meet development control performance targets as specified in BV 109. CLG therefore proposed a new indicator to measure the percentage of appeals allowed against the authority's decision to refuse.	