

BABERGH DISTRICT COUNCIL

FROM: Head of Corporate Services

REPORT NUMBER: **G225**

TO: Overview and Scrutiny
(Stewardship) Committee and
Overview and Scrutiny (Community
Services) Committee

DATE OF MEETING: 18 March 2008 and
25 March 2008

MANAGING THE TRANSITION TO A NEW PERFORMANCE MANAGEMENT FRAMEWORK: PROGRESS REPORT

1. PURPOSE OF REPORT

- 1.1 This report provides the Committees with an opportunity to consider the progress made to date in developing the new performance management framework for Babergh and, in particular, to express their views on the performance indicator targets for 2008-09 (where these have been identified) prior to their approval at Strategy Committee on 1 May.
- 1.2 This opportunity to input into the development of performance indicators and targets for 2008-09 follows the request made by the committees to the Strategy Committee for involvement in the annual target-setting process. In response to that request, at its 27 September 2007 meeting the Strategy Committee resolved that officers be asked to work with both Overview and Scrutiny Committees to devise a process for the setting of performance indicator targets in such a way as to strengthen Member involvement. At the last meetings of the Committees on 29 and 30 January, Members approved a Project Plan – *Managing the transition to a new National Performance Framework* [Report G189] – which set out the process.
- 1.3 This report is the first draft of Babergh's new performance framework, which will come into effect from 1 April. It is important to emphasise that the appendices to this report are work in progress and as such are subject to revision both prior to Strategy Committee on 1 May and following publication of the final LAA2 outcomes and targets in June. It is likely that there may be further revisions to the framework arising from the development of Babergh's medium-term (3-year) delivery plans. However, targets that are approved by Strategy Committee on 1 May will not be subject to revision during the year.

2. RECOMMENDATIONS

- 2.1 That Committee notes the progress made in developing Babergh's new performance framework and the next steps.
- 2.2 That Committee considers the performance indicators for 2008-09 and gives its views on the proposed targets prior to these being approved by the Strategy Committee on 1 May.

3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications associated with this report

4. **RISK MANAGEMENT**

- 4.1 This report is most closely linked with the Council's Significant Business Risk No. 7 – Finance, Performance and Risk Management.

5. **KEY INFORMATION**

- 5.1 Managing the transition to Babergh's new performance framework essentially involves the selection of a new set of performance indicators developed to monitor delivery of the outcomes set out in the Strategic Plan 2008-18 and of critical business activities (e.g. Council Tax collection, processing of planning applications). Tailored measures of performance are essential to the evidence base for demonstrating effective service delivery and improvement.

- 5.2 Some of the new indicators are statutory and have been determined by central government. However, many are local performance indicators developed specifically to monitor Babergh's Strategic Plan. Where appropriate, targets for the next 3 years have been identified and the rationale given. However, for many of the new indicators it will be necessary to establish a baseline in 2008-09 and to begin setting targets thereafter.

- 5.3 Targets have been developed by Heads of Service/Managers so as to be achievable but stretching based on the available evidence, including current (Quarter 3) performance level, trend data, relevant benchmarking and Babergh's quartile position amongst shire district authorities nationally. Members may be interested to note that this information can be found in the previous Report G224 (Quarter 3 Finance and Performance Monitoring).

- 5.4 For a number of indicators it is necessary to wait until early April when the 2007/08 year-end data is available before developing a target. Additionally, targets for those National Indicators (NIs) selected for inclusion in Suffolk's second Local Area Agreement are subject to a process of negotiation with central government and will not be agreed until June.

- 5.5 This report presents strategic and critical business indicators. In Appendix 1, **strategic** indicators have been aligned with the relevant Babergh 2008-18 strategic theme and outcome(s). Appendices 2a-f provide details on all 73 proposed strategic and business critical indicators by division, including:

- Definition
- Reporting authority and collection interval
- Babergh Accountable Head of Service / Manager
- Indicator type: strategic or business critical
- Targets for the next 3 years and rationale

- 5.6 A number of the strategic indicators in Appendix 1 are crosscutting and, therefore, have not been aligned to a particular division. Accountability arrangements for these indicators will be determined as part of the medium-term planning process. Indicators that feature in the existing basket of Key Performance Indicators (KPIs) have also been highlighted for reference.

5.7 In addition to the strategic and business critical indicators there remains a significant number of detailed operational indicators. These will be monitored by Corporate and Divisional Management Teams and are not included in this report.

Next steps

5.8 A full report on the new performance framework, incorporating all strategic and business critical indicators and where possible, targets for 2008-09 will be taken for approval to the next meeting of the Strategy Committee on 1 May 2008.

5.9 It is proposed that the full set of performance indicators and targets approved by Strategy would then come back to the committees on 24 June and 1 July for Members to make their selection of a basket of KPIs for 2008/09.

Key dates and deadlines

Key dates for Members	
18 March / 25 March	<ul style="list-style-type: none"> • Report on new Performance Management Framework (draft indicator set and targets for 2008/09) to Overview & Scrutiny (Stewardship) / (Community Services) Committees • Quarter 3 Finance & Performance Report (incorporating the new national quartiles) to Overview & Scrutiny (Stewardship) / (Community Services) Committees
1 May	<ul style="list-style-type: none"> • Report to Strategy Committee on the new Performance Management Framework to approve indicators and targets for 2008/09
24 June / 1 July	<ul style="list-style-type: none"> • End-of-year 2007/08 Finance and Performance Report to Overview & Scrutiny (Stewardship) / (Community Services) Committees • Report to Overview & Scrutiny (Stewardship) Committee to approve a new basket of Key Performance Indicators for the 2008/09 quarterly reporting cycle

6. APPENDICES

Appendix 1 – Babergh Strategic Plan 2008-18 themes, outcomes and performance measures (strategic indicators).

Appendix 2a – Strategic and critical business indicators for the Natural & Built Environment division.

Appendix 2b – Strategic and business critical indicators for the Customer Services division

Appendix 2c – Strategic and business critical indicators for the Contract & Asset Management division.

Appendix 2d – Strategic and business critical indicators for the Community Development division.

Appendix 2e – Strategic and business critical indicators for the Corporate Services division.

Appendix 2f – Strategic and business critical indicators for the Finance & Audit division.

7. **BACKGROUND PAPERS REFERRED TO:**

None.

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The tables below show the Babergh Strategic Plan 2008-18 themes and outcomes along with the **strategic** indicators that will measure progress towards delivering each outcome. These indicators form the core of our new Performance Management Framework to come into effect from 1st April 2008 and are a combination of statutory National Indicators (NIs) and non-statutory Local Performance Indicators (some of which are currently BVPIs). Some indicators are repeated as they measure progress towards more than one outcome.

Babergh theme: A Greener Babergh

Babergh Strategic Plan 2008-18 theme	Link to Strategic Plan 2008-18 A Vision for Babergh Outcome	Performance measures (strategic PIs)
A Greener Babergh	V:A1 Babergh is recognised as a great place to live	NI5 – Overall / general satisfaction with the local area NI138 – Satisfaction of people over 65 with both home and neighbourhood
	V:A2 The right balance is achieved between protecting the natural environment and supporting development opportunities for the area and its people	BV200a-c – Local Development Scheme being delivered against agreed timeframe and with an annual monitoring report <u>For context only</u> BV106 – New homes on brownfield sites New LPI – New development (commercial) on brownfield sites New LPI – New development (other) on brownfield sites
	V:A3 A smaller carbon footprint for the area	NI185 – CO2 reduction from local authority operations NI186 – Per capita CO2 emissions in the local authority area NI188 – Adapting to climate change
	V:A4 Less waste sent to landfill	NI191 – Residual household waste per head NI192 – Household waste recycled and composted NI193 – Municipal waste landfilled New LPI -% Trade waste recycled or composted

Babergh Strategic Plan 2008-18 theme	Link to Strategic Plan 2008-18 A Vision for Babergh Outcome	Performance measures (strategic PIs)
	<p>V:A5 Better traffic management, improved road infrastructure and more effective public transport</p>	<p>Annual O&S Review of SCC Local Transport Plan and traffic management plans for Babergh area with emphasis on key outcomes for Babergh</p> <p>Appropriate indicators to be selected for monitoring from the NI set of 198 (as appropriate)</p> <p><u>For example:</u></p> <ul style="list-style-type: none"> NI167 – Congestion: average journey time per mile during the morning peak NI168 – Principal roads where maintenance should be considered NI169 – Non principal roads where maintenance should be considered NI177 – Local bus passenger journeys originating in the authority area NI178 – Bus services running on time

Babergh Theme: A safer and healthier Babergh

Babergh Strategic Plan 2008-18 theme	Link to Strategic Plan 2008-18 <i>A Vision for Babergh Outcome</i>	Performance measures (strategic PIs)
A safer and healthier Babergh	<p>V:B1 People living, working and visiting Babergh are safer and feel safer from crime and its effects</p>	<p>NI17 – Perceptions of anti-social behaviour</p> <p>NI21 – Dealing with concerns about anti-social behaviour and crime by the local council and police</p> <p>NI22 – Perceptions of parents taking responsibility for the behaviour of their children in the area</p> <p>NI27 – Understanding of local concerns about anti-social behaviour and crime by the local council and police</p> <p>NI41 – Perceptions of drunk or rowdy behaviour as a problem</p> <p>NI42 – Perceptions of drug use or drug dealing as a problem</p> <p>When LAA2 targets and local measures for the Babergh Community Safety Partnership (formerly Babergh CDRP) are agreed, other indicators may be added to the above from the following selection:</p> <p>NI15 – Serious violent crime rate</p> <p>NI16 – Serious acquisitive crime rate</p> <p>NI18 – Adult re-offending rates for those under probation supervision</p> <p>NI19 – Rate of proven re-offending by young offenders</p> <p>NI20 – Assault with injury crime rate</p> <p>NI24 – Satisfaction with the way the police and local council dealt with anti-social behaviour</p> <p>NI25 – Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour</p> <p>NI30 – Re-offending rate of prolific and priority offenders</p> <p>NI31 – Re-offending rate of registered sex offenders</p> <p>NI32 – Repeat incidents of domestic violence</p> <p>NI34 – Domestic violence (murder)</p> <p>NI43 – Young people within the Youth Justice System receiving a conviction in court ho are sentenced to custody</p> <p>NI111 – First time entrants to the Youth Justice System aged 10-17</p> <p>Existing BVPIs 126, 127a, 127b, 128</p>

Babergh Strategic Plan 2008-18 theme	Link to Strategic Plan 2008-18 A Vision for Babergh Outcome	Performance measures (strategic PIs)
	<p>V:B2 Babergh's environment is clean, with little environmental vandalism such as fly tipping and is recognised as such by residents</p>	<p>NI195 – Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)</p> <p>NI196 – Improved street and environmental cleanliness (fly tipping)</p> <p>NI194 – Level of air quality - reduction in NOx and primary PM10 emissions through local authority's estate and operations</p> <p>BV218b - % of abandoned vehicles removed within 24 hours</p> <p>New LPI – number of abandoned vehicles removed within 24 hours</p>
	<p>V:B3 It is safer to travel on Babergh's roads</p>	<p>Appropriate indicators to be selected from the NI set of 198 (as appropriate)</p> <p><u>For example:</u></p> <p>NI47 – People killed or seriously injured in road traffic accidents</p> <p>NI48 – Children killed or seriously injured in road traffic accidents</p>
	<p>V:B4 The area is ready to respond to emergency situations arising from environmental or other sources</p>	<p>NI189 – Flood and coastal erosion risk management</p> <p>NI37 – Awareness of civil protection arrangements in the local area</p>
	<p>V:B5 Improved access to all aspects of public healthcare services to better meet the needs of individuals and communities</p>	

Babergh Strategic Plan 2008-18 theme	Link to Strategic Plan 2008-18 A Vision for Babergh Outcome	Performance measures (strategic PIs)
	<p>V:B6 Improved health and life expectancy for residents, particularly in the most income deprived areas, with reduced levels of cancer, coronary heart disease and obesity</p>	<p>Annual O&S Review of PCT Performance and future proposals for Babergh Area – with consideration as to whether and if so how, Babergh can support agreed joint priorities (e.g. identified through the LAA2)</p> <p>NI119 – Self-reported measure of people’s overall health and wellbeing</p> <p>NI120 – All age all cause mortality rate</p> <p>NI121 – Mortality rate from all circulatory diseases at ages under 75</p> <p>NI122 – Mortality from all cancers at ages under 75</p> <p>NI123 – 16+ current smoking prevalence</p> <p>NI137 – Healthy life expectancy at age 65</p> <p>LPI67b [Revised] % of clinically obese adults attending ‘Getting Western Suffolk Active’ courses who have reduced their BMI rating since attending the course</p>
	<p>V:B7 Reduced levels of teenage pregnancies where they currently exceed the national average</p>	<p>NI112 – Under 18 conception rate</p>
	<p>V:B8 A more active population with healthier lifestyles</p>	<p>New Leisure LPs to be agreed with South Suffolk Leisure Trust in March 2008</p> <p>NI8 – Adult participation in sport</p> <p>NI57 – Children and young people’s participation in high quality PE and sport</p>

Babergh Theme: Quality homes local people can afford

Babergh Strategic Plan 2008-18 theme	Link to Strategic Plan 2008-18 A Vision for Babergh Outcome	Performance measures (strategic PIs)
Quality homes local people can afford	V:C1 There are enough good quality homes, of the right size, tenure and type and in the right place to meet the needs of the people of Babergh	NI154 – Net additional homes provided NI157 - Processing of planning applications as measured against targets for ‘major’, ‘minor’ and ‘other’ application types NI158 - % Decent council homes NI159 – Supply of ready to develop housing sites BV212 – Average time to re-let local authority housing (overall) BV64 – Private dwellings returned to occupation
	V:C2 There are enough affordable homes to meet the needs of the people of Babergh	NI155 Number of affordable homes delivered (gross) LPI41a-d From 1 st April 2004 to 31 st March 2009: a) The cumulative total number of completed affordable units in the affordable housing pipeline b) The cumulative total number of affordable units of accommodation under construction in the affordable housing pipeline c) The cumulative total number of affordable units of accommodation with planning permission in the affordable housing pipeline d) The cumulative total number of affordable units on other sites approved by Members for the affordable housing pipeline LPI15 – No. of affordable rent agreements secured
	V:C3 Fewer people are homeless	NI156 – Number of households living in temporary accommodation BV213 – Housing advice service: number of preventing homelessness cases per 1000 households LPI42 – The number of formal homelessness presentations New LPI – Reduction in repeat homelessness (based on BV214 definition)
	V:C4 New housing developments are supported by adequate infrastructure improvements	See V:A2 ABOVE

Babergh Strategic Plan 2008-18 theme	Link to Strategic Plan 2008-18 <i>A Vision for Babergh</i> Outcome	Performance measures (strategic PIs)
	V:C5 Housing within Babergh meets high environmental sustainability standards	BV63 – Energy efficiency of local housing stock NI187 – Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating

Babergh Theme: A strong and sustainable Babergh economy

Babergh Strategic Plan 2008-18 theme	Link to Strategic Plan 2008-18 <i>A Vision for Babergh Outcome</i>	Performance measures (strategic PIs)
A strong and sustainable Babergh economy	V:D1 Babergh's economy has grown sustainably, with more small and medium sized enterprises situated here	NI171 – VAT registration rate NI172 – VAT registered businesses in the area showing growth New LPI – Planning applications determined leading to job retention and new job creation [feasibility to be discussed with Nick Ward/Neil Henry]
	V:D2 More skilled and higher paid jobs in the Babergh area with a higher proportion being taken up by Babergh residents	NI166 – Average earning of employees in the area NI153 – Working age people claiming out of work benefits in the worst performing neighbourhoods
	V:D3 Increased educational attainment and skill levels among Babergh's children, young people and working population particularly in the more income deprived areas	NI163 – Working age population qualified to at least Level 2 or higher NI164 – Working age population qualified to at least Level 3 or higher NI165 – Working age population qualified to at least Level 4 or higher NI117 – 16 to 18 year olds not in education, training or employment NI174 – Skills gap in the current workforce reported by employers
	V:D4 Improved infrastructure, including transport, in our market towns to better enable controlled growth and diversification in relation to housing, retail, service, employment and recreation	

Babergh Theme: Vibrant Places and strong communities

Babergh Strategic Plan 2008-18 theme	Link to Strategic Plan 2008-18 A Vision for Babergh Outcome	Performance measures (strategic PIs)
Vibrant places and strong communities	V:E1 A reduction in the impact of rural isolation on parts of the district particularly limited access to affordable housing, transport and jobs	NI176 – Working age people with access to employment by public transport (and other specified modes)
	V:E2 Active local villages and communities with viable local facilities	NI11 – Engagement in the Arts LPI63 [Revised] Number of participations in arts and community development projects managed, instigated or partly funded by the Babergh Arts & Community development service LPI68 [Revised] Number of people participating in leisure and/or cultural activities through the BeActive Project for the first time: <ul style="list-style-type: none"> ▪ Disabled participants ▪ Other hard to reach groups (e.g. young people at risk of offending) New LPI – Discretionary grant funding agreed (capital/revenue split) New LPI – Discretionary grant funding spent (capital/revenue split)
	V:E3 Increased take up of developmental opportunities and activities by children and young people particularly from isolated or income deprived areas	LPI38 [Revised] – Number of participations by young people attending cultural and sports activities developed by Babergh’s sports and arts development services (excluding BeActive) LPI72a – The number of young people achieving an accredited qualification as a result of involvement with or participation in the BeActive Project or Sports Development Programme
	V:E4 People have effective and convenient access to the public services they need by physical, telecommunications or other electronic means	NI175 – Access to services and facilities by public transport, walking and cycling NI14 – Avoidable contact: The average number of customer contacts per resolved request <u>Babergh only</u> LPI18 – Percentage of telephone calls answered where enquiry is resolved at point of contact LPI21 – Customer satisfaction – telephone service NI180 – Changes in Housing Benefit/Council Tax Benefit entitlements within the year NI181 – Time taken to process Housing Benefit/Council Tax Benefit new claims and change events BV79a – The % of Benefits cases processed correctly

Babergh Strategic Plan 2008-18 theme	Link to Strategic Plan 2008-18 A Vision for Babergh Outcome	Performance measures (strategic PIs)
	V:E5 Public services appropriately reflect the needs, aspirations and choices of individuals from different groups, such as older people, in their design, resourcing and delivery	NI139 – The extent to which older people receive the support they need to live independently at home NI140 – Fair treatment by local services
	V:E6 Individuals have a sense of belonging within cohesive communities where everyone is valued	NI1 – Percentage of people who believe people from different backgrounds get on well together in their local area. NI2 – Percentage of people who feel that they belong to their neighbourhood. NI23 – Perceptions that people in the area treat one another with respect and consideration
	V:E7 Vulnerable people are supported to live in the community	NI141 – Number of vulnerable people achieving independent living NI142 – Number of vulnerable people who are supported to maintain independent living NI147 – Care leavers in suitable accommodation LP19 – Number of homes adapted to meet the needs of older or disabled people LPI39 – Number of clients provided with a Babergh Response alarm system
	V:E8 More people are involved in local decision making and participate in democratic processes which appropriately reflect the diversity of local communities	NI3 – Civic participation in the local area NI4 - % of people who feel they can influence decisions in their locality

PI Code	Definition of indicator	Reporting authorities and arrangements	Collection interval	New or existing data return	Babergh Accountable Head of Service / Manager	Strategic Indicator	Critical Business Indicator	Target 2007/08	Actual 2007/08 Q3 Year To Date	Target 2008/09	Target 2009/10	Target 2010/11	Rationale for target setting
Environmental Protection (waste & recycling)													
NI 191 B	Residual household waste per head	Waste collection authorities Waste disposal authorities Waste collection & disposal authorities	Financial year	Existing	Malcolm Firth / Peter Garnett	✓		409Kg p / head	295Kg p /head	TBC	TBC	TBC	
NI 192 B	Household waste recycled and composted	Waste collection authorities Waste disposal authorities Waste collection & disposal authorities	Financial year	Existing	Malcolm Firth / Peter Garnett	✓		42% [32% Recycled; 10% Composted]	39.7%	41%	41%	42%	
NI 193	Municipal waste landfilled	Waste collection authorities Waste disposal authorities Waste collection & disposal authorities	Financial year	Existing	Malcolm Firth / Peter Garnett	✓		N/A	N/A	N/A	N/A	N/A	In the guidance this is an NI for completion by the Waste Disposal Authority
BV 86	Cost of waste collection per household	Local Authority	Quarterly	Existing	Malcolm Firth		✓	40	N/A	£38	£39	£40	Target to be set at year end when costs are collated
LPI 22	% of non-recoverable material present by weight	Babergh only	Quarterly	Existing	Malcolm Firth / Peter Garnett		✓	5%	4.43%	8%	8%	7%	5% is the non-recoverable level specified in the contract
New LPI	% Trade waste recycled or composted	Babergh only	Quarterly	New	Malcolm Firth / Peter Garnett	✓		N/A	N/A	15%	20%	30%	
Environmental Protection (climate change)													
NI 186	Per capita reduction in CO ₂ emissions in the LA area	DEFRA	Annual stats by DEFRA	New	Malcolm Firth / John Kilgannon	✓		N/A	N/A	To establish baseline	N/A	N/A	New indicator
NI 188	Adapting to climate change	Local Authority	Annual	New	Malcolm Firth / Jonas Grist	✓		N/A	N/A	To establish baseline	N/A	N/A	New indicator
New LPI	Total business car miles travelled by BDC	Babergh only	Quarterly	New	Malcolm Firth / Jonas Grist		✓	N/A	N/A	To establish baseline	N/A	N/A	New indicator
New LPI	Actions taken to reduce carbon dioxide emissions from Council buildings (to be developed)	Babergh only	Quarterly	New	Malcolm Firth / Jonas Grist		✓	N/A	N/A	To establish baseline	N/A	N/A	New indicator
Environmental Protection (cleanliness)													
NI 195 B	Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)	Local Authority	Annual - in three 4month periods	Existing	Malcolm Firth / Jonas Grist & Daniel Whymark	✓		12% [Litter & detritus]; 1% [Graffiti]; 0% [Fly posting]	16% [Litter & detritus]; 1% [Graffiti]; 0% [Fly posting]	5% [Litter]; 29% [Detritus]	5% [Litter]; 28% [Detritus]	5% [Litter]; 27% [Detritus]	5% is a very good score for litter which has been achieved in 2007/08 and should be seen as a maximum. New schedule of street cleansing means 1% improvement year on year for detritus score is feasible
NI 196 B	Improved street and environmental cleanliness – fly tipping	Waste collection authorities	Annual	Existing	Malcolm Firth / Jonas Grist	✓		N/A	N/A	Level 2	Level 2	Level 2	Level 2 = 'Effective' response to Fly Tipping
New LPI	Number of abandoned vehicles removed in the period	Babergh only	Quarterly	Existing	Malcolm Firth		✓	N/A	N/A	N/A	N/A	N/A	Indicator is contextual; for monitoring purposes only
BV 218b B	% of abandoned vehicles removed within 24 hours	Local Authority	Quarterly	Existing	Malcolm Firth		✓	80%	76%	80%	80%	80%	
Environmental Protection (other)													

PI Code	Definition of indicator	Reporting authorities and arrangements	Collection interval	New or existing data return	Babergh Accountable Head of Service / Manager	Strategic Indicator	Critical Business Indicator	Target 2007/08	Actual 2007/08 Q3 Year To Date	Target 2008/09	Target 2009/10	Target 2010/11	Rationale for target setting
NI 12	Refused and deferred Houses in Multiple Occupation (HMO) license applications leading to immigration enforcement activity	Local Authorities	Quarterly	New	Malcolm Firth / John Kilgannon		✓	N/A	N/A	To establish baseline	N/A	N/A	
NI 187	Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating	Local Authority	Annual	New	Malcolm Firth / John Kilgannon (with input from Bob Southgate)	✓		N/A	N/A	To establish baseline	N/A	N/A	
BV 64	Private dwellings returned to occupation	Local Authority	Quarterly	Existing	Malcolm Firth / John Kilgannon	✓		12	8	TBC	TBC	TBC	Target should be informed by the Empty Homes Strategy
LPI 6	No. of homes improved to meet the decent homes standard	Babergh only	Quarterly	Existing	Malcolm Firth / John Kilgannon	✓		15	19	TBC	TBC	TBC	
LPI 9 B	No. of homes adapted to meet the needs of older or disabled people	Babergh only	Quarterly	Existing	Malcolm Firth / John Kilgannon	✓		29	26	TBC	TBC	TBC	
LPI 15	No. of affordable rent agreements secured	Babergh only	Quarterly	Existing	Malcolm Firth / John Kilgannon		✓	15	6	TBC	TBC	TBC	
Planning													
NI 157 B	Processing of planning applications as measured against targets for 'major', 'minor' and 'other' application types	Local planning authorities (LPAs)	Quarterly	Existing	Malcolm Firth / Nick Ward		✓	65% major applications determined within a period of 13 weeks 75% of minor applications determined within a period of 8 weeks 85% of other applications determined within a period of 8 weeks	71% of major applications determined within a period of 13 weeks 60% of minor applications determined within a period of 8 weeks 74% of other planning applications determined within a period of 8 weeks	60% of major applications determined within a period of 13 weeks 65% of minor applications determined within a period of 8 weeks 80% of other planning applications determined within a period of 8 weeks	TBC	TBC	The targets given for 2008/09 are the current central government requirements for all local planning authorities. Should Babergh set a more stretching set of targets? This is to be reviewed following Maggie Luton's BPR work
BV 204 B	Planning Appeals allowed against the authority's decision to refuse a planning	Local Authority	Quarterly	Existing	Malcolm Firth / Nick Ward		✓	30%	21%	TBC	TBC	TBC	
BV 111	Satisfaction survey - processing planning applications	Local Authority	Triennially (Survey)	Existing	Malcolm Firth / Nick Ward		✓	N/A	N/A	TBC	TBC	TBC	If survey goes ahead in 2009/10, then target should be informed by previous survey result in 2006/07 of 75%
New LPI B	% of planning decisions determined as delegated items	Local Authority	Quarterly	Existing	Malcolm Firth / Nick Ward		✓	No target set	91.3%	TBC	TBC	TBC	Targets will be set when year-end data becomes available. This is required to establish the baseline position
Local Development													
NI 154	Net additional homes provided	Southern LAs report to their regional assemblies through the "joint return", which is jointly badged by the regional assembly and CLG	Annual	Existing	Malcolm Firth / Nick Ward & Rich Cooke	✓		N/A	N/A	280 additional homes p/a	280 additional homes p/a	280 additional homes p/a	Target of 280 homes per annum is in line with the regional plan requirement. An alternative approach would be to establish a baseline by considering the number of homes delivered in each of the years since 2001 and adjusting the 280 figure to reflect whether we have been attaining this standard or not. Target may need to be amended if this indicator is selected as a stretch target for LAA2

PI Code	Definition of indicator	Reporting authorities and arrangements	Collection interval	New or existing data return	Babergh Accountable Head of Service / Manager	Strategic Indicator	Critical Business Indicator	Target 2007/08	Actual 2007/08 Q3 Year To Date	Target 2008/09	Target 2009/10	Target 2010/11	Rationale for target setting
NI 159	Supply of ready to develop housing sites	LPAs report in their Assessment on the extent to which they have at least a 5 year supply of site that are ready to develop and on which housing schemes can be built quickly	Annual ?	Existing	Malcolm Firth / Rich Cooke		✓	N/A	N/A	To maintain a 5 year supply of land for housing (i.e. 280x5)	To maintain a 5 year supply of land for housing (i.e. 280x5)	To maintain a 5 year supply of land for housing (i.e. 280x5)	This is in line with the government requirements as set out by national planning policy in PPS3. This would be calculated on basis of 280 x 5 (or 5 x the adjusted annual figure to take into account any previous under provision)
NI 170	Previously developed land that has been vacant or derelict for more than 5 years	Local Authorities	Annual	New	Malcolm Firth / Rich Cooke		✓	N/A	N/A	To establish baseline	N/A	N/A	Target is new and does not lend itself well to meaningful target setting. Suggest we establish baseline in year 1 and consider target-setting subsequently
BV 106	New homes on brownfield sites	Local Authority	Quarterly	Existing	Malcolm Firth / Rich Cooke		✓	76%	67%	Min 40% Max 50%	N/A	N/A	Critical that we set a target that is appropriate for Babergh. National Quartiles are largely irrelevant as what is appropriate for largely urban borough's such as Ipswich would be completely different to a predominantly rural district such as Babergh
BV 200a	Plan-making: Development Plan (Did the local planning authority submit the Local Development Scheme by 28th March 2005 and thereafter maintain a 3 year rolling programme)	Local Authorities	Annually	Existing	Malcolm Firth / Rich Cooke	✓		Yes	Yes	Yes	Yes	Yes	No obvious target identifiable, except maybe to meet it by keeping this up-to-date every year for the next 3 years.
BV 200b	Plan-making: Milestones (Has the local authority met the milestones which the current Local Development Scheme sets out?)	Local Authorities	Annually	Existing	Malcolm Firth / Rich Cooke	✓		Yes	N/A	Yes	Yes	Yes	Targets will depend upon the exact definition to be set
BV 200c	Plan-making Monitoring Report (Did the Local Planning Authority publish an annual monitoring report by 31st December of the last year)	Local Authorities	Annually	Existing	Malcolm Firth / Rich Cooke	✓		Yes	Yes	Yes	Yes	Yes	Target is to meet this in each of the next 3 years
BV 219b	% of conservation areas with an up to date character appraisal	Local Authority	Quarterly	Existing	Malcolm Firth / Rich Cooke & Patrick Taylor		✓	28%	14.3%	32.1%	42.9%	53.6%	Target for 2008/09 = baseline at 31st March 2008 + 10%. The target equates to 3 new Conservation Area Appraisals per annum. Baseline (up to Q2 2007-08) was 1 of the 28 Can's with a up to date appraisal (3.6%); Q3 position is 4 of the 28 (14.3%); Q4 projection is 6 of the 28 (21.4%) - this is pending Committee approval
Food and Safety Regulation													
NI 182	Satisfaction of businesses with local authority regulation services	Local Authorities	Monthly survey - report annually	New	Malcolm Firth / John Rainer		✓	N/A	N/A	To establish baseline	N/A	N/A	New indicator
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	Local Authorities	Annual	Existing	Malcolm Firth / John Rainer		✓	N/A	N/A	To establish baseline	N/A	N/A	New indicator

PI Code	Definition of indicator	Reporting authorities and arrangements	Collection interval	New or existing data return	Babergh Accountable Head of Service / Manager	Strategic Indicator	Critical Business Indicator	Target 2007/08	Actual 2007/08 Q3 Year To Date	Target 2008/09	Target 2009/10	Target 2010/11	Rationale for target setting
New LPI	Management standard of food premises (based on the score for Confidence in Management)	Babergh only	Quarterly	New	Malcolm Firth / John Rainer		✓	N/A	N/A	To improve management standards in Babergh's poorest performing food premises by bringing 33% of those assessed as below an acceptable score for Confidence in Management (20 or 30) at 1st April 2008 into a satisfactory state of compliance (0, 5 or 10) during the year	N/A	N/A	Every food premises has a score indicating the standard of management of the business by the operator. The scores are 30, 20, 10, 5 and 0, with 0 to 10 being a satisfactory assessment. We have set a target where we take the premises that fall into the bottom two categories of management score, 30 to 20, and aim to bring them into the satisfactory category during the year. There are fifty premises affected and the target of 33% has been set accordingly. However, this figure has been developed in the absence of a baseline. Therefore, likely that we will need to review target in 2009. We may be able to start at a higher % improvement figure in subsequent years but it will be difficult in the first year alone to assess what can be achieved longterm. There will always be a hardcore of incompetent operators where there is no realistic chance of improvement!
New LPI	Management standard of premises where health and safety is enforced by Babergh	Babergh only	Quarterly	New	Malcolm Firth / John Rainer		✓	N/A	N/A	To improve health & safety management standards in Babergh by bringing 33% of high risk premises in risk categories A to B3 that have the poorest rating category for Confidence Management (4 or below) into an improved category through targeted education and enforcement measures	N/A	N/A	The target is designed to drive improvement in management standards in 33% of those premises where targeted intervention will have the greatest effect on improving health & safety. This will be done primarily through business support measures but with enforcement action as well

PI Code	Definition of indicator	Reporting authorities and arrangements	Collection interval	New or existing data return	Babergh Accountable Head of Service / Manager	Strategic Indicator	Critical Business Indicator	Target 2007/08	Actual 2007/08 Q3 Year To Date	Target 2008/09	Target 2009/10	Target 2010/11	Rationale for target setting
Customer handling													
NI 14	Avoidable contact: The average number of customer contacts per resolved request	Local Authority (single tier, county and district)	Annual	New	Bob Southgate		✓	N/A	N/A	To establish baseline	N/A	N/A	Indicator is new
LPI 18 B	Percentage of telephone calls answered (enquiry resolved) at point of contact	Babergh only	Weekly	Existing	Bob Southgate / Dawn Williams		✓	60%	81% Overall [General enquiries 77%; Housing enquiries 88%; Planning enquiries 64%; Money Matters 94%]	80%	80%	80%	
LPI 80 B	Customer satisfaction - telephone service	Babergh only	Monthly	Existing	Bob Southgate / Dawn Williams		✓	To establish baseline	98%	TBC	TBC	TBC	
Benefits Service													
NI 180	Changes in Housing Benefit/ Council Tax Benefit entitlements within the year	Local Authority	Monthly	New	Bob Southgate / Gary Bullock		✓	N/A	N/A	TBC	TBC	TBC	
NI 181 B	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Local Authority	Weekly	Existing	Bob Southgate / Gary Bullock		✓	New claims = 14 days; Change in circumstances = 7 days	New claims = 16.9 days; Change in circumstances = 5.7 days	TBC	TBC	TBC	
BV 79a	The % of Benefits cases processed correctly	Local Authority	Monthly	Existing	Bob Southgate / Gary Bullock		✓	100%	100%	100%	100%	100%	
BV80	Overall satisfaction with benefits service	Local Authority	Triennially	Existing	Bob Southgate		✓	N/A	N/A	N/A	N/A	N/A	Assuming Benefits survey goes ahead in 2009/10 and uses same methodology, target should be informed by result from previous survey result in 2006/07 of 84%
Recovery (CT, NDR, HB overpayments, Rent)													
BV 9	The % of Council Tax collected in the year	Local Authority	Monthly	Existing	Bob Southgate / Sue Fayers		✓	99%	88.17%	TBC	TBC	TBC	Target to be set following year end
BV 10	The % of Non Domestic Rates collected in the year	Local Authority	Monthly	Existing	Bob Southgate / Sue Fayers		✓	99%	89.56%	TBC	TBC	TBC	Target to be set following year end
BV 79bi B	% of benefits overpayments recovered against % deemed recoverable	Local Authority	Monthly	Existing	Bob Southgate / Sue Fayers		✓	71%	68.26%	TBC	TBC	TBC	Target to be set following year end
BV 66a	Proportion of local authority housing rent collected	Local Authority	Monthly	Existing	Bob Southgate / Sue Fayers		✓	99%	98.64%	99%	99%	99%	This maintains current target

PI Code	Definition of indicator	Reporting authorities and arrangements	Collection interval	New or existing data return	Babergh Accountable Head of Service / Manager	Strategic Indicator	Critical Business Indicator	Target 2007/08	Actual 2007/08 Q3 Year To Date	Target 2008/09	Target 2009/10	Target 2010/11	Rationale for target setting
Contract & Asset Management (General)													
NI 158 B	% decent council homes	Single tier and district	Annual	Existing	Ryan Jones	✓		92%	91%	96%	100%	100%	Performance in line to ensure the Decent homes standard is met by 31st March 2010. This is a familiar and established indicator which effectively replaces BV184. BV184a is a measure of % non-decent homes. Actual & target figures for this new indicator have, therefore, been inverted to give % decent homes
NI 185	CO ₂ reduction from Local Authority operations	Single tier, district and county	Annual	New	Ryan Jones (with input from Jonas Grist, NaBE)	✓			N/A	To establish baseline	N/A	N/A	New indicator
NI 194	Level of air quality - reduction in NO _x and primary PM ₁₀ emissions through local authority's estate and operations	Single tier, district and county	Annual	New	Ryan Jones	✓			N/A	To establish baseline	N/A	N/A	New indicator
BV 63	Energy efficiency of local housing stock	Local authority	Quarterly	Existing	Ryan Jones	✓		65	63	66	N/A	N/A	Target is feasible based on available budgets. Substantial improvement (e.g. to TQ perf level of 72%) would require additional investment
LPI43	Local authority housing - repairs and maintenance service - proportion of planned repairs to responsive maintenance	Babergh only (former BVPI)	Quarterly	Existing	Ryan Jones		✓	70%	82%	70%	70%	70%	Existing target exceeds national guidance (65%) and therefore already represents high level of performance
LPI44	Local authority housing - repairs and maintenance - proportion of urgent repairs to non-urgent repairs	Babergh only (former BVPI)	Quarterly	Existing	Ryan Jones		✓	15%	15%	15%	15%	15%	Existing target exceeds national guidance (20%) and therefore already represents high level of performance
Contract & Asset Management (Financial)													
LPI12a B	% of capital expenditure achieved on the Housing Revenue Account	Babergh only	Quarterly	Existing	Ryan Jones		✓	97%	50%	97%	97%	97%	Target set as for 2007/08. This represents a high level of performance
LPI12b B	% of capital expenditure achieved on the General Fund	Babergh only	Quarterly	Existing	Ryan Jones / Barry Hunter		✓	89%	38%	89%	89%	89%	As for 2007/08 This represents a high level of performance
Contract & Asset Management (Open Space)													
NI 197	Improved local biodiversity – active management of local sites	Local Authorities	Annual	New	Ryan Jones / Peter Berry		✓	N/A	N/A	To establish baseline	N/A	N/A	New indicator

PI Code	Definition of indicator	Reporting authorities and arrangements	Collection interval	New or existing data return	Babergh Accountable Head of Service / Manager	Strategic Indicator	Critical Business Indicator	Target 2007/08	Actual 2007/08 Q3 Year To Date	Target 2008/09	Target 2009/10	Target 2010/11	Rationale for target setting
Affordable Housing Service													
NI 155	Number of affordable homes delivered (gross)	Housing Corporation, local authorities	Quarterly	Existing	Chris Foti / Ian Tippet	✓		N/A	N/A	To establish baseline. Target will be determined following LAA2 negotiation process.	See 2008/09 comments	See 2008/09 comment	Collecting baseline data during 200/09. Unlikely to be able to set a target this year. However, this indicator has been shortlisted for inclusion in the LAA2 priority PIs which are likely to have stretch targets. It may be difficult for Babergh to achieve a stretch target for this PI as we have limited influence on completions.
LPI 41a B	The cumulative total number of completed affordable units of accommodation in the affordable housing delivery pipeline (1 April 2004 and 31 March 09)	Babergh only	Quarterly	Existing	Chris Foti / Ian Tippet	✓		700 in the affordable housing delivery pipeline by 31st March 2009 (see opposite)	264	700 in the affordable housing delivery pipeline by 31st March 2009 (see opposite)	New target to be agreed	New target to be agreed	Target was set in 2004 for a period of 5 years. 2008/09 is year 5 of that period. The target of 700 houses relates to the total sum of LPI 41a, b and c only. As of 31st December 2007 there were a total of 986 affordable units in the affordable housing delivery pipeline, of which 655 were either completed, being built or had planning permission. Therefore, we are currently 45 units below target with 15 months remaining. Targets for 2009/10 and 2010/11 will be set by the Housing Panel during 2008/9
LPI 41b B	The cumulative total number of affordable units of accommodation in development in the affordable housing delivery pipeline (1 April 2004 and 31 March 09)	Babergh only	Quarterly	Existing	Chris Foti / Ian Tippet		227						
LPI 41c B	The cumulative total number of affordable units of accommodation with planning permission in the affordable housing delivery pipeline (1 April 2004 and 31 March 09)	Babergh only	Quarterly	Existing	Chris Foti / Ian Tippet		164						
LPI 41d B	The cumulative total number of affordable units on other sites approved by Members for the affordable housing delivery pipeline (1 April 2004 and 31 March 2009)	Babergh only	Quarterly	Existing	Chris Foti / Ian Tippet		331						
Homelessness and Tenants Services													
NI 156	Number of households in temporary accommodation	Local housing authorities	Quarterly	Existing	Chris Foti / David Clarke		✓	N/A	N/A	20	16	13	
NI 160	Local authority tenant's satisfaction with landlord services	Local authority	Biennial	Existing	Chris Foti / Gavin Fisk		✓	N/A	N/A	To be determined	To be determined	To be determined	This NI effectively replaces BV74. Assuming survey methodology is the same, target to be based on findings of the last Tenants survey in 2006/07, where Babergh's score of 89% was the top ranked performer (of 4) in Suffolk. Survey used to take place every 3 years but will now occur every 2 years. Next survey likely to take place in 2008 and the results will be available in spring 2009
BV 212 B	Average time to relet local authority housing	Local Authority	Quarterly	Existing	Chris Foti / David Clarke		✓	35 days	45 days	28 days	26 days	21 days	Based on findings from the Voids BPR and latest data trend. Overall figure will be reported with breakdown for General needs, Homeless and Sheltered accommodation
BV 213	Housing advice service: number of preventing homelessness cases per 1,000 households	Local Authority	Quarterly	Existing	Chris Foti / David Clarke		✓	1	1	2	2	2	Estimated number of households prevented from becoming homeless over the next 3 years: 2008/09 = 60, 2009/10 = 70, 2010/11 = 80. Estimated Babergh population = 37694 (or 38,000). Proposed targets therefore: 2008/09 = 2, 2009/10 = 2 and 2010/11 = 2
LPI 42	The number of formal homeless presentations	Babergh only	Quarterly	Existing	Chris Foti / David Clarke	✓		No target set	55	130	120	110	Targets based on projected increase in the number of presentations.
LPI 39	Number of clients provided with a Babergh Response alarm system	Babergh only	Quarterly	Existing	Chris Foti		✓	200	129	To be determined at year end	As for 2008/09	As for 2008/09	
New LPI	Repeat homelessness defined as proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	Babergh only	Quarterly	Existing	Chris Foti / David Clarke	✓		N/A	N/A	6.12%	6.12%	6.12%	Estimated number of homeless households accepted as homeless and in priority need anticipated to remain the same as in 2007/0 = 49. Assumed 3 repeat homelessness case per year. Resulting figure of 6.12% fixed for the next 3 years
Arts & Community Development service													

PI Code	Definition of indicator	Reporting authorities and arrangements	Collection interval	New or existing data return	Babergh Accountable Head of Service / Manager	Strategic Indicator	Critical Business Indicator	Target 2007/08	Actual 2007/08 Q3 Year To Date	Target 2008/09	Target 2009/10	Target 2010/11	Rationale for target setting
NI 11	Engagement in the Arts	DCMS	Annual / biennial?	New	Chris Foti / Karina Coghlin	✓		N/A	N/A	Not appropriate for Babergh to set target	As for 2008/09	As for 2008/09	The PI will not include information reported to Suffolk CC from Babergh, therefore we question how much influence we can have on this PI. Karina will forward our other KPIs to Sara and encourage other district councils to share data to help with benchmarking. We will monitor the results annually
LPI 63 [Revised]	Number of participations in arts and community development projects managed, instigated or partly funded by the Babergh Arts & Community development service	Babergh only	Quarterly	Existing	Chris Foti / Karina Coghlin	✓		N/A	N/A	To establish baseline			These PIs have been revised. Baseline data to be collected during 2008/09. Targets will be set in April 2009
LPI 38 [Revised]	Number of participations by young people attending cultural and sports activities developed by Babergh's sports and arts development services (excluding BeActive)	Babergh only	Quarterly	Existing	Chris Foti / Karina Coghlin	✓		N/A	N/A	To establish baseline			
New LPI	Customer satisfaction with the Tourist Information Centres <i>(to be confirmed)</i>	Babergh only	Quarterly	New	Chris Foti / Karina Coghlin			N/A	N/A	N/A	N/A	N/A	These indicators depend on securing approval/budget for new annual satisfaction surveys for the Quay Theatre and TICs. This has yet to be discussed by Management
New LPI	Customer satisfaction with the Quay Theatre <i>(to be confirmed)</i>	Babergh only	Quarterly	New	Chris Foti / Karina Coghlin			N/A	N/A	N/A	N/A	N/A	
New LPI	Number of artists, producers and tourism businesses supported through sales and marketing in the Tourism Information Centres	Babergh only	Quarterly	New	Chris Foti / Karina Coghlin	✓		N/A	N/A	To establish baseline			New PI for 2008. Base data to be collected during 2008/09. Target to be set in April 2009
Leisure service													
NI 8	Adult participation in sport	Sport England	Annual	Yes	Chris Foti / Sue Longhurst	✓		N/A	N/A	Not appropriate for Babergh to set target	Not appropriate for Babergh to set target	Not appropriate for Babergh to set target	This PI is reported by another organisation through the Active People survey, so we have not set targets. Babergh will monitor the results annually
New LPI	New Leisure contract LPIs <i>(to be agreed with South Suffolk Leisure Trust)</i>	Babergh only	Quarterly	New	Chris Foti / Paul Little		✓	N/A	N/A	N/A	N/A	N/A	Indicator currently in development with SSL Trust
LPI 68 [Revised]	Number of people participating in leisure and/or cultural activities through the BeActive Project for the first time	Babergh only	Quarterly	Existing	Chris Foti / Karina Coghlin	✓		N/A	N/A	40	No target. Review in Feb 2009	No target. Review in Feb 2009	Data will be split between disabled participations and other hard to reach participations (e.g. young people at risk of offending)
LPI 70	The % of at risk referrals who do not reoffend (ASB/Criminal) within the first two months of first attending a Be Active programme	Babergh only	Quarterly	Existing	Chris Foti / Steph Lloyd / Louise	✓		N/A	N/A	80%	No target. Review in Feb 2009	No target. Review in Feb 2009	Review target at end of 200/09 financial year
LPI 67b	% of clinically obese adults with a disability that have reduced their BMI rating since attending the Getting Western Suffolk Active course	Babergh only	Quarterly	Existing	Chris Foti / Steph Lloyd	✓		N/A	N/A	To establish baseline	N/A	N/A	Collect baseline data during 2008/09 and use this to set a target for 2009/10
LPI 72a	The number of young people achieving an accredited qualification as a result of involvement / participation with the Be Active Project or Sports Development Programme	Babergh only	Quarterly	Existing	Chris Foti / Sue Longhurst / Steph Lloyd	✓		N/A	N/A	50	No target. Review in Feb 2009	No target. Review in Feb 2009	Review target at end of 200/09 financial year
Economic development and grants													
NI 117	16 to 18 year olds not in education, training or employment	Local Authorities / Connexions providers	Monthly	Existing	Chris Foti / Neil Henry	✓		N/A	N/A	N/A	N/A	N/A	These indicators are not collected by district authorities. Therefore, the targets will not be set by us. However, we will monitor these indicators annually.
NI 153	Working age people claiming out of work benefits in the worst performing neighbourhoods	JobCentrePlus	Annual	New	Chris Foti / Neil Henry	✓		N/A	N/A	N/A	N/A	N/A	
NI 163	Working age population qualified to at least Level 2 or higher	DIUS	Annual	New	Chris Foti / Neil Henry	✓		N/A	N/A	N/A	N/A	N/A	
NI 164	Working age population qualified to at least Level 3 or higher	DIUS	Annual	New	Chris Foti / Neil Henry	✓		N/A	N/A	N/A	N/A	N/A	
NI 165	Working age population qualified to at least Level 4 or higher	DIUS	Annual	New	Chris Foti / Neil Henry	✓		N/A	N/A	N/A	N/A	N/A	
NI 166	Average earnings of employees in the area	ONS	Annual	Existing	Chris Foti / Neil Henry	✓		N/A	N/A	N/A	N/A	N/A	

PI Code	Definition of indicator	Reporting authorities and arrangements	Collection interval	New or existing data return	Babergh Accountable Head of Service / Manager	Strategic Indicator	Critical Business Indicator	Target 2007/08	Actual 2007/08 Q3 Year To Date	Target 2008/09	Target 2009/10	Target 2010/11	Rationale for target setting
NI 174	Skills gap in the current workforce reported by employers	Learning & Skills Council	Annual	Existing	Chris Foti / Neil Henry	✓		N/A	N/A	N/A	N/A	N/A	
New LPI	Discretionary grant funding agreed: (a) capital; (b) revenue	Babergh only	Quarterly	New	Chris Foti / Sara Jackson	✓		N/A	N/A	To establish baseline			New PIs. Baseline data to be collected during 2008/09. Set targets from April 2009. Report to Management quarterly and to both O&S Committees at the end of the financial year
New LPI	Discretionary grant funding spent: (a) capital; (b) revenue)	Babergh only	Quarterly	New	Chris Foti / Sara Jackson	✓		N/A	N/A	To establish baseline			
Community Safety													
NI17	Perceptions of antisocial behaviour	Local Authorities (Place Survey)	Biennial	New	Chris Foti / Paul Little	✓		N/A	N/A	To establish baseline			First survey to take place in Autumn 2008. Results will be used as base data for setting targets in future years
NI21	Dealing with local concerns about antisocial behaviour and crime by the local council and police	Local Authorities (Place Survey)	Biennial	New	Chris Foti / Paul Little	✓		N/A	N/A	To establish baseline			
NI22	Perceptions of parents taking responsibility for the behaviour of their children in the area	Local Authorities (Place Survey)	Biennial	New	Chris Foti / Paul Little	✓		N/A	N/A	To establish baseline			
NI27	Understanding of local concerns about antisocial behaviour and crime by the local council and police	Local Authorities (Place Survey)	Biennial	New	Chris Foti / Paul Little	✓		N/A	N/A	To establish baseline			
NI41	Perceptions of drunk or rowdy behaviour as a problem	Local Authorities (Place Survey)	Biennial	New	Chris Foti / Paul Little	✓		N/A	N/A	To establish baseline			
NI42	Perceptions of drug use or drug dealing as a problem	Local Authorities (Place Survey)	Biennial	New	Chris Foti / Paul Little	✓		N/A	N/A	To establish baseline			
<p style="text-align: center;">Other performance indicators may be added to this list when LAA2 targets and local measures for the Babergh Community Safety Partnership (formerly CDRP) have been agreed. For more info see Appendix 1. Timescales - end of June for LAA2 targets and October at the latest for any local CSP indicators</p>													

CORPORATE SERVICES DIVISION

PI Code	Definition of indicator	Reporting authorities and arrangements	Collection interval	New or existing data return	Babergh Accountable Head of Service / Manager	Strategic Indicator	Critical Business Indicator	Operational Indicator	Target 2007/08	Actual 2007/08 Q3 Year To Date	Target 2008/09	Target 2009/10	Target 2010/11	Rationale for target setting
Policy & Communications														
NI 37	Awareness of civil protection arrangements in the local area	Local Authorities/LSPs (Place Survey)	Biennial	New	Andrew Hunkin / Janice Rees		✓		N/A	N/A	To establish baseline	N/A	N/A	
NI 140	Fair treatment by local services	Local Authorities/LSPs (Place Survey)	Biennial	New	Andrew Hunkin	✓			N/A	N/A	To establish baseline	N/A	N/A	
BV 2a	The level of the Equality Standard for Local Government to which the authority conforms	Local Authorities	Annually	Existing	Andrew Hunkin / Janice Rees		✓		level 2	level 1	level 2	level 2	level 2	
BV 3	Overall satisfaction with the local authority	Local Authorities	Triennially	Existing	Andrew Hunkin	✓			N/A	N/A	N/A	N/A	N/A	Its unlikely Suffolk Speaks partners will add these questions to the new Place Survey; so we need to be picking up how to deal with the BV Satisfaction Surveys (General, Benefits and Planning) as a separate entity. Because this information will have to be collected in a different manner and we're not sure when it will next be collected (possibly 09/10) it is not appropriate to set targets at this stage.
BV 4	Satisfaction with complaint handling	Local Authorities	Triennially	Existing	Andrew Hunkin		✓		N/A	N/A	N/A	N/A	N/A	
Human Resources														
BV 12	The average number of days sick per member of staff	Local Authority	Quarterly	Existing	Andrew Hunkin / Jeanette Bray		✓		8.3 days	8.8 days	8.0 days	8.0 days	8.0 days	8 days represents top quartile performance for districts councils
Land charges														
LPI 54	The % of standard charges carried out in 10 working days	Babergh only	Quarterly	Existing	Andrew Hunkin / Barry Wilkinson		✓		100%	98%	100%	100%	100%	

FINANCE & AUDIT DIVISION

PI Code	Definition of indicator	Reporting authorities and arrangements	Collection interval	New or existing data return	Babergh Accountable Head of Service / Manager	Strategic Indicator	Critical Business Indicator	Target 2007/08	Actual 2007/08 Q3 Year To Date	Target 2008/09	Target 2009/10	Target 2010/11	Rationale for target setting
Audit Services													
BV 76b	Number of Benefits fraud investigators per 1000 caseload	Local Authorities	Quarterly	Existing	Barry Hunter / Chris Cook		✓	0.35	0.36	TBC	TBC	TBC	
BV 76c	Number of Benefits fraud investigations closed (Changed in 2006)	Local Authorities	Quarterly	Existing	Barry Hunter / Chris Cook		✓	40	43	TBC	TBC	TBC	
BV 76d	Number of Benefits prosecutions and sanctions per 1000 caseload	Local Authorities	Quarterly	Existing	Barry Hunter / Chris Cook		✓	9	6.2	TBC	TBC	TBC	
Finance													
NI 179	Value for Money - total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	Local Authorities	Biannual	New	Barry Hunter / Homira Javadi		✓	N/A	N/A				
BV 8	The percentage of invoices for commercial goods or services paid on time	Local Authorities	Quarterly	Existing	Barry Hunter / Homira Javadi		✓	99%	98.30%	TBC	TBC	TBC	
LPI 30	Total savings and additional income identified in General Fund budget	Babergh only	Quarterly	Existing	Barry Hunter / Homira Javadi			£500,000	approx £700,000	TBC	TBC	TBC	
LPI 27	General Fund savings through the implementation of the Procurement Strategy and action plan	Babergh only	Quarterly	Existing	Barry Hunter / Homira Javadi			No target set	N/A	TBC	TBC	TBC	
LPI 28	% Government efficiency target	Babergh only	Quarterly	Existing	Barry Hunter / Homira Javadi		✓	7.5% [over the 3 year period 1st April 2005/06 to 31st March 2007/08]	TBC	TBC	TBC	TBC	
LPI 48	The council's score in the Audit Commission's 'Use of Resources' assessment	Babergh only	Annually	Existing	Barry Hunter / Homira Javadi		✓	Level 3	Level 3	TBC	TBC	TBC	
LPI 31	Proportion of National Procurement Strategy targets achieved	Babergh only	Quarterly	Existing	Barry Hunter / Homira Javadi			75%	N/A	TBC	TBC	TBC	