ii) Review of existing performance indicators – and proposals for indicators from 1st 2008

Appendix C: New National Indicators and review of existing Performance Indicators

1.0   Introduction

1.1   From April 2008 a new set of 198 National Indicators (NIs) will replace the current Best Value Performance Indicators (BVPIs). They will apply to all local services (police, health, local authorities) and be the "*only set of indicators that performance of local services will be assessed against by Central Government*".

1.2   The indicators have been developed following the publication of the Government's Comprehensive Spending Review (CSR 07) last autumn. The purpose of NIs is to manage performance against the priorities set out in the review. The 198 NIs represent a significant reduction from the1,000+ indicators the public sector were previously required to report. This reduction in numbers represents Government's efforts to reduce the central reporting burden in order to allow greater focus on local priorities.

1.3   Although a few of the new NIs replace existing BVPIs the new set has a greater focus on outcomes for local residents than on satisfactory service provision. Some of the new indicators will require more coordinated work across the Council or with partners to deliver than was the case for BVPIs.

1.4   The Department for Communities and Local Government conducted a six-week consultation on the new indicators before Christmas. The final technical details about calculating 138 of the indicators were published at the end of February; the details for the remaining 60 indicators will be published at the end of March.

2.0   NPIs relevant to Hastings Borough Council

2.1   Of the 198 indicators around 60 - 70 relate to the District/Borough Councils (the final number will not be known until the full set is published), and performance on these will be assessed annually. (Please also see 3.5)

2.2   The new Local Area Agreements (LAA) will include up to 35 indicators from the new set as well as statutory education indicators from 2008/09 onwards. The new East Sussex LAA is currently being developed and will include the most appropriate indicators for our area in negotiation with the Government Office for the South East (GOSE).

3.0   Review of Existing Indicators

3.1   Officers have undertaken a review of our current BVPIs to identify which ones we would want to keep reporting locally, and whether to revise any of our current Local Performance Indicators.

3.2   Part III of the Council's Corporate Plan needs to be developed and agreed by 30th June 2008. Part III will contain a report back on performance in 2007/08 and will identify the three-year performance targets for 2008/09 – 2010/11. Therefore it is important to gain O & S views about which indicators should be

kept as local indicators to complement the smaller number of National Performance Indicators.

3.3   Once the list of new Local Indicators is finalised, targets will be set, informed by 2007/08 year-end performance, and the final list and targets will be subject to consultation with O & S and approval by Cabinet on 9th June 2008.

3.4   Heads of Service's proposals for indicators to keep, change or remove are listed below, identifying reasons for the changes suggested. Where a BVPI is felt to be of use and is indicated to keep, it is proposed to adopt it as a local indicator.

3.5   Communities and Local Government Department have produced a list of all indicators for Districts, which is included at the end. This includes some indicators such as mortality levels that they have stated that performance will be judged on at District level. It has not been made clear what the mechanism for judging performance will be, or which organisations will be involved yet, and more information is expected to follow on this.

Community Wellbeing

Significant issues relating to new or existing indicators:
NI 187 Tackling Fuel poverty - the methodology published in the consultation document for this indicator may have cost implications for collection. It will not be clear until the final publication of the indicators by April 2008 exactly what the extent of these implications may be though.

Housing Services

National Indicators (subject to final publication):
NI 12 Refused and deferred Houses in Multiple Occupation (HMO) license applications leading to immigration enforcement activity
NI 155 Number of affordable homes delivered (gross)
NI 156 Number of households living in Temporary Accommodation
NI 187 Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating

Existing indicators proposed to keep:

BV202 Number of people sleeping rough
BV213 Homelessness prevented through housing advice casework / 1,000 households
L343 Number of homelessness acceptances (CS target 18a)
L344 Number of households in temporary accommodation (this indicator will be replaced by National Indicator 156, also relates to CS target 18b)
L(BV)183a Length of stay in B&B accommodation (families)
L182 Improve standards in the Private Rented Sector through the Accredited Lettings Scheme
L338 Number of private sector dwellings (units) brought in line with the current statutory standard
Changes:
BV064 Private sector dwellings vacant returned to occupation or demolished as result of Council action
> It is proposed to keep this indicator, but reporting only on dwellings returned to use, not demolitions

L183 Attain the Decent Homes Standard for vulnerable people in Central St Leonards - this indicator will be replaced by:
Community Strategy target 17 - Improve housing standards within the most deprived wards to reflect the decent homes standard

Indicators proposed to be dropped:
L016 YTD average length of stay in bed and breakfast accommodation (all placements)
> Following the successful reduction in the length placements in bed and breakfast accommodation, the new Government focus is on reducing use of all types of temporary accommodation, as reflected in its new National Indicators. In line with this we intend to drop this indicator, but will still report length of stay of families in B&B accommodation.

L187 Number of licensed Houses in Multiple Occupation
We keep a public record of licensed properties, as required by legislation. From next year this will be removed as a performance indicator though.

L190 Homes with Disabled Facilities Grant (DFG) adaptations
The amount of work we undertake for this area is determined by the level of funding available, and delivery is managed through our budget processes. From next year this will therefore be removed as a performance indicator.

L337 Improve community safety in priority neighbourhoods (Super Output Areas) through the Secure Accommodation Scheme
This indicator related to work commissioned by Neighbourhood Renewal, which has now been achieved. The indicator will therefore be removed from the end of the year.

BV225 Victims of Domestic Violence
This indicator consisted of a checklist of items to improve services in this area, all of which will have been completed by the end of the year. It is therefore proposed that it be removed from then. Incidence of domestic violence is a new National Indicator that will continue to be reported, as listed under Regeneration and Community Services.

Leisure Services
New National Indicators (subject to final publication):
NI 8 Adult participation in sport

Existing indicators proposed to keep:
L233 Number of people attending White Rock Theatre performances
L304 Number of shows at White Rock Theatre

New Indicators
New indicators relating to sports centres are being developed and will be available for next year.

Indicators proposed to drop:
L234 % Average capacity per show at White Rock Theatre
It is proposed to drop this indicator from next year, as the other two indicators are the key indicators for the theatre, and this does not add significant performance information.

Environmental Services

Environmental Health

National Indicators (subject to final publication):
NI 182 Satisfaction of businesses with local authority regulation services
NI 184 Food establishments in the area which are broadly compliant with food hygiene law

Existing indicators proposed to keep:
L115 Number of planned food premises inspections carried out
L116 % of people responded to within 5 working days when making a complaint about food purchased from a shop or catering establishment in the Borough.
L117 % of people responded to within 5 working days when making a complaint about the standards of hygiene at a food premises in the Borough.
L118 Number of planned Health & Safety inspections carried out
L119 % Health and Safety complaints responded to within 5 working days - (% of people responded to within 5 working days when making a complaint about the standards of health and safety in a business premises in the Borough).
L122 % licensing complaints responded to within 5 working days
L123 % nuisance/general public health complaints responded to within 4 working days (bonfires, noise, accumulations etc).
L125 % drainage complaints responded to within 2 working days
L126 % of requests for pest control services responded to within 4 working days.

Existing indicators proposed to drop:
Defra has not included any of the existing Environmental Health BVPIs in it's new proposed indicator set. This is in line with the recommendations of the Lifting the Burdens Task Force (set up by the Secretary of State for Communities and Local Government) for their immediate removal due to the changes in principles for best practise in this area since their introduction. It is therefore proposed that the following existing BVPIs for this area be dropped.

BV166a Score against checklist of enforcement best practice for environmental health
BV216a Number of sites of potential concern within the local authority area with respect to land contamination
BV216b Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'
BV217 Percentage of pollution control improvements to existing installations completed on time

Waste and Recycling

National Indicators (subject to final publication):
NI 191 Residual household waste per head
NI 192 Household waste recycled and composted
NI 193 Municipal waste land filled
NI 195 Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)
NI 196 Improved street and environmental cleanliness – fly tipping

BVPIs replaced by New National Indicators:
BV082ai The percentage of the total tonnage of household waste arisings which have been recycled
BV082aii The total tonnage of household waste arisings which have recycled
BV082bi The percentage of the total tonnage of household waste arisings which have been composted (excluding home composting).
BV082bii The tonnage of household waste arisings which have been composted
BV084a Number of kilograms of household waste collected per head
BV084b The percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population
BV199a The proportion of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level
BV199b The proportion of relevant land and highways from which unacceptable levels of graffiti are visible
BV199c The proportion of relevant land and highways from which unacceptable levels of fly-posting are visible
BV199d the year on year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'

Existing indicators proposed to keep:
L020 The average number of failed bin collections per month (per 100,000 collections)

Indicators proposed to be dropped:
BV086 Cost of waste collection per household
     This indicator is not included in the new national set. Without national comparative information this is not of use as a performance indicator, so it is proposed to be dropped.

BV091a Percentage of population resident in the authority's area which are served by kerbside collection of recyclables.
BV091b The percentage of households resident in the authority's areas served by kerbside collection of at least two recyclables
     Nearly all of the Borough is now served by kerbside collection of recyclables. In line with the removal of these indicators from the national set we will remove these from 2008/09.

Amenities and Resort Services

National Indicators (subject to final publication):
NI 197 Improved local biodiversity - active management of local sites

Existing indicators:
L003 Annual usage of the East and West Hill Cliff Railways

% of households within 300m of an accessible open space that meets the Council's quality standard (Community Strategy target 20)

Parking and Highways
There are no indicators for this service proposed in the new National set

Existing indicators:
BV218a Percentage of new reports of abandoned vehicles investigated within 24hrs of notification
BV218b Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle
L138 % Penalty Charge Notices issued in bus corridor routes
L139 % on street Penalty Charge Notices issued for yellow line offences
L142 % Correspondence to Parking Services responded to in full within 10 days
L127 Highway Safety Inspections on time
L128 Highways Planning applications in 14 days

Increase the total number of bus passenger journeys (Community Strategy target 19)

Indicators proposed to be dropped:
L137 % bus corridor routes patrolled daily
> All routes are now patrolled every day, so this indicator does not help to manage performance. L138 is a more appropriate indicator of performance and this proposed to be dropped.

L148 Number of crimes reported in Council car parks
> Measures put in place have successfully reduced crime levels in car parks. This information is no longer available from the police though, and it is therefore proposed to be dropped.

Regeneration & Planning

Significant issues relating to new or existing indicators:
While some of the changes proposed below are relatively straightforward, and relate only to individual services, other areas may need consideration by wider services or partners. Issues that may need further consideration are indicated here.

Racial Incident Reporting
There were two indicators relating to reporting of Racial Incidents that the Council is responsible for, which are not included in the new national set. With the removal of the requirement to report these, the decision as to what information is most useful for this area for the Council should be informed by discussion at corporate level.

Speed of processing Planning Applications
The changes in grant allocation through the Planning Delivery Grant mean that there will be less resources and flexibility available within this area, which will have an effect on performance. Target performance levels will need to be reviewed in light of this.

Improvements to derelict or run down buildings
The focus for improvements over the next years will be on buildings requiring more input and time to achieve. Work is scheduled for 2008/09 to deliver a significant improvement project at Pelham, with which it should be possible to achieve the current target of 30 during the year. Targets for future years may need to be reduced to reflect the amount of work needed to achieve the improvements, and the resources of the service.

Economic Indicators
The new national indicator set includes a number of economic indicators that will be calculated by national agencies, but performance will be judged at local level. When the final set is published it will be necessary to review the existing economic indicators to ensure best alignment. The existing Community Strategy and national indicators proposed for reporting at District and County level are listed under Regeneration below.

Destination Management and Marketing

BV174 - The number of racial incidents recorded by the authority
BV175 - The percentage of racial incidents that resulted in further action
To be discussed further, as noted above.

Existing indicators proposed to keep:
L239 Number of people visiting Castle
L028 - Number of complaints resulting in case of Maladministration
L027 Number of customers in Information Centres
Change:
BV170a Visits to / usage of museums per 1000 population
BV170b Visits to museums that were in person per 1000 population
> The indicators for museums above will be retained as local indicators,
> but total figures of visits in person and visits to HBC websites will be
> reported. Without comparative information from other Councils as a
> BVPI there is no benefit to reporting numbers per 1,000 population.

Additional Indicators proposed:
Because no indicators for tourism have been included in the national indicator
set, comparative indicators for use across the industry are currently being
developed, and we will report on these at the end of the year.

Indicators proposed to be dropped:
BV170c Pupils visiting museums and galleries in organised school groups
> This indicator is not included in the national set. It is proposed that this
> indicator be dropped in line with Government intention of reducing
> reporting burdens.

Planning Services

National Indicators (subject to final publication):
NI 154 Net additional homes provided
NI 157 Processing of planning applications as measured against targets for
'major', 'minor' and 'other' application types
NI 159 Supply of ready to develop housing sites
NI 170 Previously developed land that has been vacant or derelict for more
than 5 years

Existing indicators proposed to keep:
L166 % Site visits made on same day requested by Building Control
BV109a % Planning applications in government target - major
BV109b % Planning applications in government target - minor
BV109c % Planning applications in government targets - other
(BV109 parts a-c are replaced by National Indicator 157)
BV204 - Percentage of appeals allowed against the authority's decision to
refuse planning applications
L160 Derelict / run down buildings improved
BV106 % New homes built on previously developed land (relates to

Community Strategy target 16b)
L159 Net number of new homes built (relates to Community Strategy target 16a) - (this indicator will be replaced by National Indicator 154)

L341 % of all land searches carried in 10 days excluding personal searches - **change:** For 2008/09 it is proposed to change this to measuring the percentage of searches carried out in 7 days.

Indicators proposed to be dropped:
L162 % Full Plans receiving 14 day response from Building Control
L165 % ongoing work inspected within 3 months by Building Control
These indicators are most relevant to internal management of the service, and it is proposed that they should be monitored through internal management processes in future. The main public response indicator for the service, L166 is proposed to be maintained.

BV200a Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?
BV200b Has the local planning authority met the milestones, which the current Local Development Scheme (LDS) sets out?
The new Housing and Planning Delivery Grant includes requirements to report on delivery of Development Plan documents. As performance will be managed via that route it is proposed that these indicators are removed.

BV205 - Quality of service checklist
All of the items required for this indicator have been completed so it will no longer be reported.

BV219b Percentage of conservation areas in the local authority area with an up to date character appraisal
This indicator is not included in the national set. It is proposed that this indicator be dropped in line with Government intention of reducing reporting burdens.

Projects
There are no National or Community Strategy Indicators for this service

Regeneration and Community Services

Economic, Community Services and Community Safety Indicators are dealt with separately below.

Economic Indicators

National Indicators:

Economic indicators proposed for reporting at District and County level in consultation (note, this could change in the final published set) with organisations responsible for reporting the data.

NIs for District reporting level:

NI 118 Take up of formal childcare by low-income working families (HM Revenues and Customs)
NI 151 Overall employment rate (Office of National Statistics (ONS))
NI 152 Working age people on out of work benefits (Jobcentre Plus (J+))
NI 171 VAT registration rate (ONS)
NI 172 VAT registered businesses in the area showing growth (ONS)
NI 173 People falling out of work and on to incapacity benefits (Department of Work and Pensions (DWP))

NIs for County reporting level:

NI 116 Proportion of children in poverty (DWP)
NI 117 16 to 18 year olds who are not in education, training or employment (NEET)
NI 153 Working age people claiming out of work benefits in the worst performing neighbourhoods (J+)
NI 166 Average earnings of employees in the area (ONS)

Community Services

Community Services is involved in partnership working and commissions activities to address a range of issues across the town. The key Community Strategy targets reflected by this work are:

1 Narrow the gap - halve the number of neighbourhoods in the 10% most deprived nationally. (A neighbourhood is defined as a Super Output Area).
2 Increase the % of local people satisfied with their neighbourhood as a place to live.
10 Increase the number of residents who feel people from different backgrounds live harmoniously in the town.
12 Increase the % of people surveyed who feel they can influence decisions affecting their local area.

Changes in these outcomes rely on the work of several services and agencies, but they are reported here because of the partnership coordination and commissioning roles of Community Services.

Existing Indicators proposed to be dropped:
BV226a Total amount spent by the local authority on advice and guidance services provided by external organisations
> This indicator is not included in the new national set. Without national comparative information this is not of use as a performance indicator, so it is proposed to be dropped.

BV226b Percentage of monies spent on advice and guidance services provision that was given to organisations holding the Community Legal Services Quality Mark at 'General Help' level and above
> This indicator is not included in the new national set. All funding relevant to this indicator has always been to organisations holding the Quality Mark, so this is not of use to us as a performance indicator and it is proposed to be dropped.

BV226c Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public
> This indicator is not included in the new national set. Without national comparative information this is not of use as a performance indicator, so it is proposed to be dropped.

Community Safety
New National Indicators (subject to final publication):
(note these do not include perception indicators from the Place survey)
NI 15 Serious violent crime rate
NI 16 Serious acquisitive crime rate
NI 20 Assault with injury crime rate
NI 24 Satisfaction with the way the police and local council dealt with anti-social behaviour
NI 25 Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour
NI 28 Serious knife crime rate
NI 29 Gun crime rate
NI 30 Re-offending rate of prolific and priority offenders
NI 32 Repeat incidents of domestic violence
NI 34 Domestic violence - murder

Existing Indicators proposed to keep:
Community Strategy Indicators
5 Halve the gap between overall crime rates per 1000 for Hastings and St Leonards and the average for England and Wales.
6 Increase the % of residents who feel safe walking alone in their local neighbourhood at night.

BVPIs to be amended / adopted:
The following indicators will be adopted as local indicators due to relevance, but reporting actual crime numbers instead of rates for clarity:

BV126a Domestic Burglaries per 1000 households
BV128a Vehicle Crimes per 1000 population

Indicators proposed to be dropped:
It is proposed that the following indicators are dropped as these types of crimes are sufficiently covered in the new national indicators:

BV127a Violent Crime per 1,000 population
BV127b Robberies per 1,000 population

CLG list of indicators for Districts

NI No	Definition of indicator
NI 1	% of people who believe people from different backgrounds get on well together in their local area
NI 2	% of people who feel that they belong to their neighbourhood
NI 3	Civic participation in the local area
NI 4	% of people who feel they can influence decisions in their locality
NI 5	Overall / general satisfaction with local area
NI 6	Participation in regular volunteering
NI 8	Adult participation in sport
NI 10*	Visits to museums or galleries
NI 14	Avoidable contact: The average number of customer contacts per resolved request
NI 15	Serious violent crime
NI 16	Serious acquisitive crime
NI 17	Perceptions of anti-social behaviour
NI 20	Assault with injury crime rate
NI 21	Dealing with local concerns about anti-social behaviour and crime by the local council and police
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area
NI 23	Perceptions that people in the area treat one another with respect and consideration
NI 27	Understanding of local concerns about anti-social behaviour and crime by the local council and police
NI 29	Gun crime rate
NI 30	Re-offending rate of prolific and priority offenders
NI 32	Repeat incidents of domestic violence
NI 34	Domestic violence - murder
NI 35*	Building resilience to violent extremism
NI 36	Protection against terrorist attack
NI 37	Awareness of civil protection arrangements in the local area
NI 41	Perceptions of drunk or rowdy behaviour as a problem
NI 42	Perceptions of drug use or drug dealing as a problem
NI 118	Take up of formal childcare by low-income working families
NI 119	Self-reported measure of people's overall health and wellbeing
NI 120	All-age all cause mortality rate
NI 121	Mortality rate from all circulatory diseases at ages under 75
NI 122	Mortality from all cancers at ages under 75
NI 137	Healthy life expectancy at age 65
NI 138	Satisfaction of people over 65 with both home and neighbourhood
NI 139	The extent to which older people receive the support they need to live independently at home
NI 140	Fair treatment by local services
NI 151	Overall employment rate
NI 152	Working age people on out of work benefits
NI 154	Net additional homes provided
NI 155	Number of affordable homes delivered (gross)
NI 156	Number of households living in Temporary Accommodation

NI 157	Processing of planning applications as measured against targets for 'major', 'minor' and 'other' application types
NI 158	% decent council homes
NI 159	Supply of ready to develop housing sites
NI 160	Local authority tenants' satisfaction with landlord services
NI 170	Previously developed land that has been vacant or derelict for more than 5 years
NI 172	VAT registered businesses in the area showing growth
NI 173	People falling out of work and on to incapacity benefits
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
NI 180	Changes in Housing Benefit/ Council Tax Benefit entitlements within the year
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events
NI 182	Satisfaction of businesses with local authority regulation services
NI 184	Food establishments in the area which are broadly compliant with food hygiene law
NI 185	CO2 reduction from Local Authority operations
NI 186	Per capita reduction in CO2 emissions in the LA area
NI 187	Tackling fuel poverty - people receiving income based benefits living in homes with a low energy efficiency rating
NI 188	Adapting to climate change
NI 189	Flood and coastal erosion risk management
NI 191	Residual household waste per head
NI 192	Household waste recycled and composted
NI 193	Municipal waste landfilled
NI 194	Level of air quality - reduction in NOx and primary PM10 emissions through local authority's estate and operations
NI 195	Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)
NI 196	Improved street and environmental cleanliness - fly tipping
NI 197	Improved local biodiversity – active management of local sites

Please note that this is not a complete list of the new indicators – others such as indicators from a new survey that will replace the BVPI satisfaction survey are still the subject of consultation.