

## Appendix 1 – Performance indicator set for use in assessing service improvement

Description of PI	Source and Reference	Comments and treatment notes
Time taken to determine planning applications – major applications	BVPI – BV 109a	Single tier and district council quartile analysis  Designation as a PSA for 2006/07 (announced in March 06 – based on performance in 2004/05) will also be indicated (*)
Time taken to determine planning applications – minor applications	BVPI – BV 109b	All England quartile analysis  Designation as a PSA for 2006/07 (announced in March 06 – based on performance in 2004/05) will also be indicated (*)
Time taken to determine planning applications – other applications	BVPI – BV 109c	All England quartile analysis  Designation as a PSA for 2006/07 (announced in March 06 – based on performance in 2004/05) will also be indicated (*)
Satisfaction of applicants with planning service	BVPI – BV 111	All England quartile analysis
Cleanliness of public places (litter and detritus)	BVPI – BV 199a	All England quartile analysis
Provision of kerbside recycling collection (one recyclable)	BVPI – BV 91a	All England quartile analysis
Satisfaction with waste collection	BVPI – BV 90a	All England quartile analysis
Satisfaction with recycling	BVPI – BV 90b	All England quartile analysis  Results adjusted for deprivation
Percentage of standard planning searches carried out within 10 working days	BVPI – BV 179	All England quartile analysis  No longer collected as a BVPI in 2006/07 – will be deleted from the PI set when updated with 2006/07 data
Environmental health checklist	BVPI – BV 166a	All England quartile analysis

(\*) This information will be updated when the new PSAs are announced (based on performance in 2005/06)

Description of PI	Source and Reference	Comments and treatment notes
Satisfaction with the cleanliness of public space	BVPI – BV 89	All England quartile analysis Results adjusted for deprivation
Recycling and composting performance	BVPI – BV 82a + 82b	Result for each PI added together – district council quartile analysis Failure to meet 2005/06 statutory target will also be indicated
Energy requirements of council housing	BVPI – BV 63	All England quartile analysis
Tonnage of waste per head of population	BVPI – BV 84	District council quartile analysis
The proportion of non-decent LA homes	BVPI – BV 184a	All England quartile analysis Applies to stock holding only (#)
Urgent repairs in time	HIP – BPSA section E5 (previously BV 72)	All England quartile analysis Applies to stock holding only (#)
Average time for non-urgent repairs	HIP – BPSA section E6 (previously BV 73)	All England quartile analysis Applies to stock holding only (#)
Percentage of responsive repairs for which local authority made and kept an appointment	BVPI – BV 185	All England quartile analysis No longer collected as a BVPI in 2005/06 - will be deleted from the PI set when updated with 2005/06 data Applies to stock holding only (#)
Rent collection and arrears	BVPI – BV 66a	All England quartile analysis Applies to stock holding only (#)
Average re-let times	HIP – BPSA section E3 (previously BV 68 – reintroduced as BV 212 from 2005/06)	All England quartile analysis Applies to stock holding only (#)
Average weekly management cost	HIP – BPSA section E1	All England quartile analysis

(#) This PI will be excluded for councils that have transferred their housing stock by the end of the financial year in which performance is measured

Description of PI	Source and Reference	Comments and treatment notes
	(previously BV 65a)	Results adjusted for inflation since 2002/03 to permit time series comparison. Results adjusted for variations in cost to permit inter-authority comparisons  Applies to stock holding only (#)
CRE code for rented housing	BVPI – BV 164	This PI has a yes / no response. For the purposes of this analysis ‘yes’ will be classed as second quartile and ‘no’ will be classed as bottom quartile.  Applies to stock holding only (#)
Overall satisfaction with housing service	BVPI – BV 74a	All England quartile analysis (~)  Applies to stock holding only (#)  Results adjusted for deprivation
Satisfaction with opportunities to participate	BVPI – BV 75a	All England quartile analysis (~)  Applies to stock holding only (#)  Results adjusted for deprivation
Average time in temporary accommodation – time spent in B&B	BVPI – BV 183a	All England quartile analysis
Average time in temporary accommodation – time spent in hostels	BVPI – BV 183b	All England quartile analysis
Repeat homelessness acceptances	HIP – section E1b	All England quartile analysis
Private unfit made fit	HIP – HSSA (previously BVPI – BV 62)	All England quartile analysis
Percentage of total private sector homes vacant for more than 6	HIP – HSSA section A1 and A7	All England quartile analysis

(#) This PI will be excluded for councils that have transferred their housing stock by the end of the financial year in which performance is measured

(~) Councils are able to return data for this PI annually (unlike the other PIs generated from the user satisfaction surveys) – we will use the latest available data in this analysis, subject to the result and base number for the sample being provided

Description of PI	Source and Reference	Comments and treatment notes
months		Results adjusted for deprivation
Racial incidents with further action	BVPI – BV 175	All England quartile analysis
Domestic refuge places	BVPI – BV 176	All England quartile analysis  No longer collected as a BVPI in 2005/06 - will be deleted from the PI set when updated with 2005/06 data
Resident satisfaction parks / open spaces	BVPI – BV 119e	All England quartile analysis
Resident satisfaction sport / leisure facilities	BVPI – BV 119a	All England quartile analysis
Resident satisfaction museums / galleries	BVPI – BV 119c	All England quartile analysis
Resident satisfaction theatres / concert halls	BVPI – BV 119d	All England quartile analysis
Speed of processing – new housing benefit / council tax benefit claims	BVPI – BV 78a	All England quartile analysis