

# PI data collectors and managers

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## BV Category: Community Safety & Well Being

PI Code & Short Name	Member responsible	Currently Managed By	Assigned To	LG Service Area	Status	Method of Reporting
BV126 Domestic burglaries per 1,000 households	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Bill Alker	Community Safety & Well Being	Suggested deletion	
BV127a Violent Crime per 1,000 Population	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Bill Alker	Community Safety & Well Being	Suggested deletion	
BV127b Robberies per 1,000 Population	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Bill Alker	Community Safety & Well Being	Suggested deletion	
BV128 Vehicle crimes per 1,000 population	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Bill Alker	Community Safety & Well Being	Suggested deletion	
BV174 Racial Incidents Recorded	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Bill Alker	Community Safety & Well Being	Suggested deletion	
BV175 Racial incidents resulting in further action	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Bill Alker	Community Safety & Well Being	Suggested deletion	
BV225 Actions Against Domestic Violence	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Bill Alker	Community Safety & Well Being	Keep - Current LAA requirement	
BV226a Advice & Guidance Services - total	Councillor Michael Ranson; Councillor Richard Sherras	Diane Rice; Marshal Scott	Diane Rice	Community Safety & Well Being	Suggested deletion	
BV226b Advice & Guidance Services - CLS Quality Mark	Councillor Michael Ranson; Councillor Richard Sherras	Diane Rice; Marshal Scott	Diane Rice	Community Safety & Well Being	Suggested deletion	
BV226c Advice & Guidance Services: direct provision	Councillor Michael Ranson; Councillor Richard Sherras	Diane Rice; Marshal Scott	Diane Rice	Community Safety & Well Being	Suggested deletion	

## BV Category: Corporate Health

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
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	Councillor Michael Ranson; Councillor Richard Sherras	Marshal Scott; Jane Pearson	Lawson Oddie	Local economy	New indicator	Local Authority
NI 188 adapting to climate change	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; Colin Hirst	Colin Hirst	Local economy	New indicator	Local Authority

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
NI 14 Avoidable contact: the average number of customer contacts per resolved request	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Jeff Fenton	Stronger Communities	New indicator	Local Authority
BV10 Percentage of Non-domestic Rates Collected	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Mark Edmondson	Corporate Health	Keep	
BV11a Top 5% of Earners: Women	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn	Corporate Health	Keep	
BV11b Top 5% of Earners: Ethnic Minorities	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn	Corporate Health	Keep	
BV11c Top 5% of Earners: with a disability	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn; Michelle Smith	Corporate Health	Keep	
BV12 Working Days Lost Due to Sickness Absence	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn	Corporate Health	Keep	
BV14 Percentage of Early Retirements	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn; Michelle Smith	Corporate Health	Keep	
BV15 Percentage of Ill-health Retirements	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn; Michelle Smith	Corporate Health	Keep	
BV156 Buildings Accessible to People with a Disability	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	David Morris	Corporate Health	Keep	
BV16a Percentage of Employees with a Disability	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Michelle Smith	Corporate Health	Keep	
BV16b Percentage of Economically Active People who have a Disability	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Michelle Smith	Corporate Health	Keep	
BV17a Ethnic Minority representation in the workforce - employees	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn; Michelle Smith	Corporate Health	Keep	
BV2a Equality Standard for Local Government	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Michelle Smith	Corporate Health	Keep	
BV2b Duty to Promote Race Equality	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Michelle Smith	Corporate Health	Keep	
BV3 Overall satisfaction with the authority	Councillor Michael Ranson; Councillor Richard Sherras	David Morris	Michelle Haworth	Corporate Health	Keep	Citizens Panel survey
BV4 Satisfaction with complaint handling	Councillor Michael Ranson; Councillor Richard Sherras	David Morris	Michelle Haworth	Corporate Health	Keep	Citizens Panel survey
BV8 % of invoices paid on time	Councillor Michael Ranson; Councillor Richard Sherras	Jane Pearson; Marshal Scott	Lawson Oddie	Corporate Health	Keep	
BV9 % of Council Tax collected	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Mark Edmondson	Corporate Health	Keep	
LPI CH1 The percentage of press releases receiving coverage	Councillor Michael Ranson; Councillor Richard Sherras	Jeff Fenton; David Morris	Rebecca Midgley	Corporate Services	Keep	

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LPI CH2 Number of corporate complaints received	Councillor Michael Ranson; Councillor Richard Sherras	John Heap; Chris Hughes	Bill Alker	Community Development	Keep	
LPI CH3 Number of voluntary organisations supported	Councillor Michael Ranson; Councillor Richard Sherras	Jane Pearson; Marshal Scott	Rebecca Midgley	Financial Services	Suggested deletion	
LPI CH4 Amount of grant given	Councillor Michael Ranson; Councillor Richard Sherras	Jane Pearson; Marshal Scott	Rebecca Midgley	Financial Services	Suggested deletion	
LPI CH5a Percentage of articles in the media which provide 'positive' coverage	Councillor Michael Ranson; Councillor Richard Sherras	Jeff Fenton; David Morris	Rebecca Midgley	Corporate Services	Keep	
LPI CH5b Percentage of articles in the media which provide 'balanced' coverage	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Rebecca Midgley	Corporate Services	Keep	
LPI CH5c Percentage of articles in the media which provide 'negative' coverage	Councillor Michael Ranson; Councillor Richard Sherras	Jeff Fenton; David Morris	Rebecca Midgley	Corporate Services	Keep	
LPI CH6 Total value of council house sales made	Councillor Michael Ranson; Councillor Richard Sherras	Diane Rice; Marshal Scott	Rebecca Midgley	Financial Services	Suggested deletion	
LPI CH7 Total value of 'other' sales made	Councillor Michael Ranson; Councillor Richard Sherras	Diane Rice; Marshal Scott	Rebecca Midgley	Financial Services	Keep	
LPI CH8 Total value of surplus land sales made	Councillor Michael Ranson; Councillor Richard Sherras	Diane Rice; Marshal Scott	Rebecca Midgley	Financial Services	Keep	
LPI PE1 Staff turnover	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Michelle Smith	Human Resources	Keep	
LPI PE10 Number of staff at: Local Agreement grade	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn	Human Resources	Keep	
LPI PE11 Number of staff at: Scale 1-3	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn	Human Resources	Keep	
LPI PE12 Number of staff at: Scale 4-6	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn	Human Resources	Keep	
LPI PE13 Number of staff at: Scale SO 1-2	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn	Human Resources	Keep	
LPI PE14 Number of staff at: Scale PO 1-5	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn	Human Resources	Keep	
LPI PE15 Number of staff at: Scale PO 6-10	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn	Human Resources	Keep	
LPI PE16 Number of staff at: Scale PO 11-17	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn	Human Resources	Keep	
LPI PE17 Number of staff at: Scale PO 18-23	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn	Human Resources	Keep	
LPI PE18 Number of staff at: Scale CEX/Director	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn	Human Resources	Keep	

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LPI PE7 Number of training days provided	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Michelle Smith	Human Resources	Keep	
LPI PE8 Number of staff at: craft grade	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn	Human Resources	Keep	
LPI PE9 Number of staff at: manual grade	Councillor David Smith; Councillor Rosemary Elms	David Morris; Michelle Smith	Karen Blackburn	Human Resources	Keep	

**BV Category: Cultural & Related Services**

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
BV119a % satisfied with sports/leisure facilities	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Michelle Haworth	Cultural & Related Services	Keep	Citizens Panel survey
BV119c % satisfied with museums and galleries	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Michelle Haworth	Cultural & Related Services	Keep	Citizens Panel survey
BV119d % satisfied with theatres and concert halls	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Michelle Haworth	Cultural & Related Services	Keep	Citizens Panel survey
BV119e % satisfied with parks and open spaces	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Michelle Haworth	Cultural & Related Services	Keep	Citizens Panel survey
BV170a Visits to and Use of museums & galleries - All Visits	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Diane Miller	Cultural & Related Services	To be replaced when SLA set up with LCC Curatorial services	
BV170b Visits to and use of Museums & galleries - Visits in Person	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Diane Miller	Cultural & Related Services	To be replaced when SLA set up with LCC Curatorial services	
BV170c Visits to and Use of Museums - School Groups	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Diane Miller	Cultural & Related Services	To be replaced when SLA set up with LCC Curatorial services	
LPI CRL1 The total number of visitors and users of the TIC	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Rebecca Kay; Diane Miller	Community Development	Suggested deletion	

**BV Category: Environment & Environmental Health**

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
NI 182 satisfaction of businesses with local authority regulation services	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Local economy	New indicator	Local Authority
NI 184 Food establishments in the area which are broadly compliant with food hygiene law	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Local economy	New indicator	Food Standards Agency based on LA returns

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
NI 194 Level of air quality . reduction in NO <sub>x</sub> and Primary PM <sup>10</sup> emissions through local authority's estate and operations	Councillor David Eccleston; Councillor Robert Thompson	David Morris	David Morris	Environmental sustainability	New indicator	Local Authority to report direct to DEFRA using Excel spreadsheet
BV166 Checklist of enforcement best practice for environmental health/trading standards	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; James Russell	James Russell	Environment	Suggested deletion	
BV216a Identifying Contaminated Land	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Graham Jagger	Environment & Environmental Health	Suggested deletion	
BV216b Information on contaminated land	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Graham Jagger	Environment & Environmental Health	Suggested deletion	
BV217 Pollution Control Improvements Completed On-time	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Environment & Environmental Health	Suggested deletion	
BV218a Abandoned vehicles - % investigated within 24 hrs	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Environment & Environmental Health	Suggested deletion	
BV218b Abandoned Vehicles - % removed within 24 hours of required time	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Environment & Environmental Health	Suggested deletion	
LPI EH1 The percentage of food premises' inspections that should have been carried out that were carried out	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Environmental Health	Keep	
LPI EH10 The percentage of infectious diseases reported that were responded to immediately	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Environmental Health	Suggested deletion	
LPI EH2 The percentage of Health and Safety initial inspections that should have been carried out that were carried out	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Environmental Health	Keep	
LPI EH3 The percentage of food complaints responded to within 2 days	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Environmental Health	Keep	
LPI EH4 The percentage of health and safety complaints responded to within 2 days	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Environmental Health	Keep	

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LPI EH5 The percentage of abandoned vehicles removed within 2 days	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Environmental Health	Keep	
LPI EH6 The percentage of air pollution complaints responded to within 2 days	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Environmental Health	Keep	
LPI EH7 The percentage of noise complaints responded to within 2 days	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Environmental Health	Keep	
LPI EH8 The percentage of pest control complaints responded to within 2 days	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Environmental Health	Keep	
LPI EH9 The percentage of requests for dog warden services responded to within 2 days	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Environmental Health	Keep	

**BV Category: Housing and Building surveyors**

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
NI 154 Net additional homes provided	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Local economy	New indicator	Northern and Midland LA's directly through the Housing Flows return
NI 185 CO <sup>2</sup> reduction from local authority operations	Councillor Noel Walsh; Councillor Stuart Hirst	David Morris	David Morris	Local economy	New indicator	Local Authority to report direct to DEFRA using Excel spreadsheet
NI 187 tackling fuel poverty . people receiving income based benefits living in homes with a low energy efficiency rating	Councillor Noel Walsh; Councillor Stuart Hirst	David Morris	David Morris	Local economy	New indicator	Local Authority
NI 156 Number of households living in temporary accommodation	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Local economy	New indicator	Data collected on P1E Housing returns
NI 155 Number of affordable homes delivered (gross)	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Local economy	New indicator	Housing corporation data, P2, and HSSA
BV183b Length of stay in temporary accommodation (Hostel)	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Keep	
BV184a Non-decent local authority dwellings (%)	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing - Local economy	New indicator NI 158 % decent council homes Monitor through SLA	Business Plan Statistical Appendix from LA
BV184b Non-decent local authority dwellings (change)	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Suggested deletion	

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
BV185 Percentage of responsive repairs where the appointment was both made and kept	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Suggested deletion	
BV202 Number of people sleeping rough	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Suggested deletion	
BV212 Average time taken to re-let local authority housing.	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Suggested deletion	
BV213 Preventing Homelessness - number of households where homelessness prevented	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Keep	
BV63 Energy Efficiency of Housing Stock	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	David Morris	Housing	Suggested deletion	
BV64 No of private sector vacant dwellings that are returned into occupation or demolished	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Keep	
BV66a Rent Collection and Arrears Recovery: % collected	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Suggested deletion	
BV66b Rent collection and arrears recovery: arrears	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Suggested deletion	
BV66c Rent Collection and Arrears Recovery: Notices Seeking Possession.	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Suggested deletion	
BV66d Rent Collection and Arrears Recovery: evictions	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Suggested deletion	
BV74a Tenant Satisfaction with Landlord (All)	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Suggested deletion	
BV74b Tenant Satisfaction with Landlord (Ethnic Minority Tenants)	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Suggested deletion	
BV75a Tenant Satisfaction with Participation (All)	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Suggested deletion	
BV75b Tenant Satisfaction with Participation (Ethnic Minority Tenants)	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Suggested deletion	
LPI H1 (BV 69) Rent loss from vacant dwellings	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Robin Bramhall	Housing	Suggested deletion	
LPI H6 Homeless: Number of applications for assistance	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Keep	

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
LPI H7 Homeless: Number of applications accepted	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Keep	
LPI H8 Percentage of homeless applications decided within 33 days	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Housing	Suggested deletion	

**BV Category: Housing Benefit and Council Tax Benefit**

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
NI 180 changes in Housing Benefit/Council Tax Benefit entitlements within the year	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Local economy	New indicator	DWP from information provided by LA
NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Local economy	New indicator	DWP from existing HB extract return
BV76b Housing Benefits Security number of fraud investigators employed	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Housing Benefit and Council Tax Benefit	Suggested deletion	
BV76c Housing Benefits Security number of fraud investigations	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Housing Benefit and Council Tax Benefit	Keep	
BV76d Housing Benefits Security number of prosecutions & sanctions	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Housing Benefit and Council Tax Benefit	Keep	
BV78a Speed of processing - new HB/CTB claims	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Housing Benefit and Council Tax Benefit	Replaced in part by NI 181	
BV78b Speed of processing - changes of circumstances for HB/CTB claims	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Housing Benefit and Council Tax Benefit	Replaced in part by NI 181	
BV79a Accuracy of processing - HB/CTB claims	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Housing Benefit and Council Tax Benefit	Keep	
BV79b(i) Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Housing Benefit and Council Tax Benefit	Keep	
BV79b(ii) HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Housing Benefit and Council Tax Benefit	Keep	
BV79b(iii) Percentage of Recoverable Overpayments Recovered (HB)	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Housing Benefit and Council Tax Benefit	Keep	

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
BV80 Overall user satisfaction with benefits service	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Housing Benefit and Council Tax Benefit	Will carry out a new Benefits survey based on old guidance and questions . at some point in the future (same time as CTAX and Cashiers surveys?)	
BV80a Contact/access facilities at benefit office - % agree all	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Housing Benefit and Council Tax Benefit		
BV80b Service in benefit office - % agree all	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Housing Benefit and Council Tax Benefit		
BV80c Telephone service - % agree all	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Housing Benefit and Council Tax Benefit		
BV80d Staff in benefit office - % agree all	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Housing Benefit and Council Tax Benefit		
BV80e Clarity etc. of forms & leaflets - % agree all	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Housing Benefit and Council Tax Benefit		
BV80f Time taken for a decision - % agree all	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Dawn Slater	Housing Benefit and Council Tax Benefit		

**BV Category: Planning**

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
NI 159 Supply of ready to develop housing sites	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; Colin Hirst	Colin Hirst	Local economy	New indicator	DCLG from Local Planning Authority Annual Monitoring report
NI 197 improved local biodiversity . active management of local sites	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; Colin Hirst	Colin Hirst	Environmental sustainability	New indicator	Local Authority
BV106 New homes built on previously developed land	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; Colin Hirst	Colin Hirst	Planning	Keep	
BV109a Major applications determined in 13 weeks	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; John Macholc	John Macholc	Planning . Local economy	New indicator NI 157 Processing of planning applications as measured against targets for major and other application types.	DCLG from PS2 form
BV109b Minor applications determined in 8 weeks	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; John Macholc	John Macholc	Planning . Local economy	New indicator NI 157 Processing of planning applications as measured against targets for major and other application types.	DCLG from PS2 form
BV109c Planning Applications: 'Other' applications	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; John Macholc	John Macholc	Planning . Local economy	New indicator NI 157 Processing of planning applications as measured against targets for major and other application types.	DCLG from PS2 form
BV111 % of applicants satisfied with the Planning service received	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey	Michelle Haworth	Planning	Suggested deletion	

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BV200a Plan-making: Local Development Scheme submitted?	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; Colin Hirst	Colin Hirst	Planning	Suggested deletion	
BV200b Plan-making: Milestones Met?	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; Colin Hirst	Colin Hirst	Planning	Suggested deletion	
BV204 Planning appeals allowed	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; John Macholc	John Macholc	Planning	Keep	
BV205 Quality of Planning Service checklist	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; John Macholc	John Macholc	Planning	Suggested deletion	
BV219a Preserving the Special Character of Conservation Areas: Number	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; Colin Hirst	Colin Hirst	Planning	Suggested deletion	
BV219b Preserving the Special Character of Conservation Areas: Character Appraisals	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; Colin Hirst	Colin Hirst	Planning	Suggested deletion	
LPI L1 ( BV179) Standard searches carried out in 10 working days	Councillor Michael Fielding; Councillor Richard Sherras	Diane Rice; Marshal Scott	Marie Mercer	Legal	Keep	
LPI P1 Applications refused by committee but recommended for approval	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; John Macholc	John Macholc	Development and Building Control	Keep	
LPI P2 Applications approved by committee but officers recommended for refusal	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; John Macholc	John Macholc	Development and Building Control	Keep	
LPI P3 External funding claimed (Regeneration)	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; Anne Borland	David Ingham	Forward Planning	Suggested deletion	
LPI P4 (BV188) % of planning decisions delegated to officers	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; John Macholc	John Macholc	Development and Building Control	Keep	

### BV Category: **Waste Management & Cleanliness**

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
NI 195 a Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting) <b>Litter</b>	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Alan Boyer	Environment	New indicator	Local Authority
NI 195 b - Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting) <b>Detritus</b>	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Alan Boyer	Environment	New indicator	Local Authority

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
BV199a Local street and environmental cleanliness - Litter and Detritus	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Alan Boyer	Environment	Replaced by New indicator NI195 splitting to parts a and b . Litter and Detritus seperately	
BV199b Local Street and Environmental Cleanliness - Graffiti	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Alan Boyer	Environment	New indicator NI 195 c Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting) <b>Graffiti</b>	Local Authority
BV199c Local Street and Environmental Cleanliness - Fly-posting levels	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Alan Boyer	Environment	New indicator NI 195 d Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting) <b>Fly posting</b>	Local Authority
BV199d Local Street and Environmental Cleanliness - Fly-tipping	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Peter McGeorge	Environment	New indicator NI 196 Improved street and environmental cleanliness - <b>fly tipping</b>	Environment Agency from data submitted by LA to flycapture database
NI 192 household waste recycled and composted	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Peter McGeorge	Environmental sustainability	New indicator	DEFRA from information submitted by LA to WasteDataFlow
NI 191 Residual household waste per head	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Peter McGeorge	Environmental sustainability	New indicator	DEFRA from information submitted by LA to WasteDataFlow
BV82a(i) % of Household Waste Recycled	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Peter McGeorge	Environment	Suggested deletion - Replaced by NI 192	
BV82a(ii) Tonnes of Household Waste Recycled	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Peter McGeorge	Environment	Suggested deletion	
BV82b(i) % of Household Waste Composted	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Peter McGeorge	Environment	Suggested deletion - Replaced by NI 192	
BV82b(ii) Tonnes of household waste composted	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Peter McGeorge	Environment	Suggested deletion	
BV84a Household waste collected per head, in kilos	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Peter McGeorge	Environment	Suggested deletion - Replaced by NI 191	
BV84b Household Waste Collection (% change in kilograms per head)	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Peter McGeorge	Environment	Suggested deletion	
BV86 Cost of household waste collection	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger; Jane Pearson	Lawson Oddie	Environment	Keep	
BV89 Satisfaction with cleanliness of streets	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Michelle Haworth	Waste Management	Keep	Citizens Panel survey
BV90a Satisfaction with household waste collection	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Michelle Haworth	Waste Management	Keep	Citizens Panel survey

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
BV90b Satisfaction with waste recycling	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Michelle Haworth	Waste Management	Keep	Citizens Panel survey
BV91a Kerbside Collection of Recyclables (one recyclable)	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Peter McGeorge	Environment	Suggested deletion	
BV91b Kerbside collection of recyclables (two recyclables)	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Peter McGeorge	Environment	Suggested deletion	
LPI W1 Number of recycling sites	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Peter McGeorge	Street Scene - Waste	Suggested deletion	
LPI W2 Number of additional material banks (cans, glass etc) provided	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Peter McGeorge	Street Scene - Waste	Suggested deletion	
LPI W3 Number of reported missed collections per 100,000 population	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Rebecca Midgley	Street Scene - Waste	Keep	
LPI W4 Percentage of missed collections put right in 24 hrs	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Rebecca Midgley	Street Scene - Waste	Keep	
LPI W5 Total number of fly tips removed	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Rebecca Midgley	Street Scene - Waste	Suggested deletion	
LPI W6 Prosecutions for litter/fly tipping	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Rebecca Midgley	Street Scene - Waste	Suggested deletion	

### Financial Services

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
LPI A1 % of draft audit reports issued in less than 10 days from completion of audit	Councillor Alan Knox; Councillor John Hill; Councillor Michael Ranson; Councillor Richard Sherras	Jane Pearson; Marshal Scott	Mick Ainscow	Financial Services	Keep	
LPI A11 Accrued interest to date from lending	Councillor Alan Knox; Councillor John Hill; Councillor Michael Ranson; Councillor Richard Sherras	Jane Pearson; Marshal Scott	Rebecca Midgley	Financial Services	Keep	
LPI A2 % of Final audit reports issued within 25 days of completion of audit	Councillor Alan Knox; Councillor John Hill; Councillor Michael Ranson; Councillor Richard Sherras	Jane Pearson; Marshal Scott	Mick Ainscow	Financial Services	Keep	
LPI A3 Percentage of Audit Plan covered	Councillor Alan Knox; Councillor John Hill; Councillor Michael Ranson; Councillor Richard Sherras	Jane Pearson; Marshal Scott	Mick Ainscow	Financial Services	Keep	

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
LPI A4i % of Audit recommendations accepted and implemented: high priority	Councillor Alan Knox; Councillor John Hill; Councillor Michael Ranson; Councillor Richard Sherras	Jane Pearson; Marshal Scott	Mick Ainscow	Financial Services	Keep	
LPI A4ii % of Audit recommendations accepted and implemented: medium priority	Councillor Alan Knox; Councillor John Hill; Councillor Michael Ranson; Councillor Richard Sherras	Jane Pearson; Marshal Scott	Mick Ainscow	Financial Services	Keep	
LPI A4iii % of Audit recommendations accepted and implemented: low priority	Councillor Alan Knox; Councillor John Hill; Councillor Michael Ranson; Councillor Richard Sherras	Jane Pearson; Marshal Scott	Mick Ainscow	Financial Services	Keep	
LPI A5 Number of Audit reports	Councillor Alan Knox; Councillor John Hill; Councillor Michael Ranson; Councillor Richard Sherras	Jane Pearson; Marshal Scott	Mick Ainscow	Financial Services	Keep	

### Revenues and Benefits Service

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
LPI C1 CTAX direct debit take-up as a percentage of chargeable accounts	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Mark Edmondson	Revenues and Benefits	Keep	
LPI C2 CTAX Direct Debit take-up as a percentage of receipts	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Mark Edmondson	Revenues and Benefits	Keep	
LPI C3 NNDR Direct Debit take-up as a percentage of total properties	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Mark Edmondson	Revenues and Benefits	Keep	
LPI C4 NNDR Direct Debit take-up as a percentage of receipts	Councillor Michael Ranson; Councillor Richard Sherras	Mark Edmondson; Marshal Scott	Mark Edmondson	Revenues and Benefits	Keep	

### Legal Services

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
LPI D5 Turnout for local elections	Councillor Michael Ranson; Councillor Richard Sherras	Diane Rice; Marshal Scott	Diane Rice	Legal Services	Keep	

### IT Services

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
LPI I1 Number of PC's on the network	Councillor Michael Ranson; Councillor Richard Sherras	Peter Hothersall; Marshal Scott	Peter Hothersall	IT	Keep	
LPI I2 Page hits on website	Councillor Michael Ranson; Councillor Richard Sherras	Peter Hothersall; Marshal Scott	Peter Hothersall	IT	Keep	

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
LPI I3 Number of major systems supported	Councillor Michael Ranson; Councillor Richard Sherras	Peter Hothersall; Marshal Scott	Peter Hothersall	IT	Keep	

### Corporate Objectives

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
LPI EQ1 Number of high profile dog fouling patrols undertaken	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Corporate Objective	Keep	
LPI EQ3 Number of 'Out of Hours' surveillance patrols undertaken	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Corporate Objective	Keep	
LPI EQ4 Number of school presentation runs in order to raise awareness of dog fouling	Councillor David Eccleston; Councillor Robert Thompson	Stewart Bailey; James Russell	James Russell	Corporate Objective	Keep	
LPI EQ5 Percentage of households receiving a three-stream collection service	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Graham Jagger	Peter McGeorge	Corporate Objective	Keep	
LPI EQ6 Percentage of planning decisions taken with due consideration of the desire to maintain and improve the natural beauty of our area	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; John Macholc	John Macholc	Corporate Objective	Keep	
LPI EQ7 Percentage of people surveyed satisfied with our built environment	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; John Macholc	Michelle Haworth	Corporate Objective	Keep	
LPI EQ8 Percentage of people surveyed satisfied with our rural environment	Councillor Michael Fielding; Councillor Richard Sherras	Stewart Bailey; John Macholc	Michelle Haworth	Corporate Objective	Keep	
LPI HN1 Number of affordable homes provided for people in need	Councillor Noel Walsh; Councillor Stuart Hirst	John Heap	Rachel Stott	Corporate Objective	Suggested deletion - Replaced by New indicator NI 155	
LPI SH3 Number of diversionary tactics provided for youths	Councillor David Eccleston; Chris Hughes; Councillor Robert Thompson	John Heap	Bill Alker	Corporate Objective	Keep	
LPI SH4 Number of outdoor adventure activities provided for disadvantaged young people	Councillor David Eccleston; Chris Hughes; Councillor Robert Thompson	John Heap	Bill Alker	Corporate Objective	Keep	
LPI SH6 Number of people joining physical activity programmes	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Diane Miller	Corporate Objective	Keep	
LPI SH7 Retention rate of people completing physical activity programmes	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Diane Miller	Corporate Objective	Keep	

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
LPI SH8 Percentage of people completing physical activity programmes who maintain healthy lifestyle changes after 6 months	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Diane Miller	Corporate Objective	Keep	
LPI SH9 Number of young people completing programmes of positive activity	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Diane Miller	Corporate Objective	Keep	
LPI SH10a Percentage of people surveyed who feel safe in their local neighbourhood after dark	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Michelle Haworth	Consultation	Keep	
LPI SH10b Percentage of people surveyed who feel safe in their local neighbourhood during the day	Councillor David Eccleston; Councillor Robert Thompson	John Heap; Chris Hughes	Michelle Haworth	Consultation	Keep	

### Consultation

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
NI 2 % of people who feel they belong to their neighbourhood	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator	Place Survey
NI 3 Civic participation in the local area	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator	Place Survey
NI 5 overall/general satisfaction with local area	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator	Place Survey
NI 6 participation in regular volunteering	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator	Place Survey
NI 21 dealing with local concerns about anti-social behaviour and crime by the local council and police	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator	Place Survey
NI 22 Perceptions of parents taking responsibility for the behaviour of their children in the area	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator	Place Survey
NI 23 perceptions that people in the area treat one another with respect and consideration	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator	Place Survey
NI 41 Perception of drunk/rowdy behaviour as a problem	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator	Place Survey

PI Code & Short Name	Member responsible	Managed By	Assigned To	LG Service Area	Status	Method of Reporting
NI 42 perceptions of drug use or drug dealing as a problem	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator	Place Survey
NI 119 self-reported measure of people's overall health and wellbeing	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator	Place Survey
NI 128 user reported measure of respect and dignity in their treatment (health and social care)	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator	Place Survey
NI 137 healthy life expectancy at age 65	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator	Place Survey
NI 139 the extent to which older people receive the support they need to live independently at home	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator	Place Survey
NI 138 satisfaction of people over 65 with both home and neighbourhood	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator	Place Survey
LPI EQ9 Percentage of people surveyed who agree that the Council is working to make the area cleaner and greener	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	Keep	Citizens Panel survey
LPI SH11 The percentage of people surveyed who agree the Council is making the local area safer	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	Keep	Citizens Panel survey
LPI WM1 Percentage of people surveyed who are satisfied with the local area as a place to live	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	Keep	Citizens Panel survey
LPI WM2 Percentage of people surveyed that agree that the local neighbourhood is a place where people from different backgrounds get on well	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator . NI 1 % of people who believe people from different backgrounds get on well together in their local area	Place Survey
LPI WM3 Percentage of people surveyed who agree that the Council keeps residents informed about services and benefits it provides	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	Keep	Citizens Panel survey

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LPI WM4 Percentage of people surveyed who are satisfied with the opportunities for participation in local decision making	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	Keep	Citizens Panel survey
LPI WM5 Percentage of people surveyed who agree they can influence decisions made in their local area	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator . NI 4 % of people who feel they can influence decisions in their locality	Place Survey
LPI WM6 Percentage of people surveyed who agree that the Council is making the local area a better place to live	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	Keep	Citizens Panel survey
LPI WM7 The percentage of people surveyed who agree that the Council treats all types of people fairly	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	New Place survey indicator . NI 140 fair treatment by local services	Place Survey
LPI WM8 The percentage of people surveyed who agree the Council is efficient and well run	Councillor Michael Ranson; Councillor Richard Sherras	David Morris; Jeff Fenton	Michelle Haworth	Consultation	Keep	Citizens Panel survey