

# APPENDIX A

## Quarterly Performance Indicators report

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**Report Type:** PI Report

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PI Status	
	This PI is significantly below target.
	This PI is slightly below target.
	This PI is on target.
	This PI cannot be calculated.
	This PI is a data-only PI.

Long Term Trends (Year to Year)	
	The value of this PI has improved in the long term.
	The value of this PI has worsened in the long term.
	The value of this PI has not changed in the long term.

Short Term Trends (Quarter to Quarter)	
	The value of this PI has improved in the short term.
	The value of this PI has worsened in the short term.
	The value of this PI has not changed in the short term.

### Corporate Health

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		2008/09		Current Performance	Short Term Trend	Long Term Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target	Value YTD	Target					
LPI CH2	Number of corporate complaints received	Number	16		4		2		7		13						
LPI CH5a	Percentage of articles in the media which provide 'positive' coverage	Percentage	36%	30%	16%	40%	10%	40%	16%	40%	14%	40%					
LPI CH5b	Percentage of articles in the media which provide "balanced" coverage	Percentage	60.25%	50%	80%	50%	87%	50%	82%	50%	83%	50%					'Goldilocks' gauge
LPI CH7	Total value of 'other' sales made	Money	£165,000.00		£.00		£.00		£.00		£.00						

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		2008/09		Current Performance	Short Term Trend	Long Term Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target	Value YTD	Target					
LPI CH8	Total value of surplus land sales made	Money	£47,000.00		£.00		£.00		£.00		£.00						
LPI CH13 (BV11a)	Top 5% of Earners: Women	Percentage	25.00%	28.60%	20.00%	25.00%	20.00%	25.00%	20.00%	25.00%	20.00%	25.00%					
LPI CH16 (BV 12)	Working days lost due to sickness absence	Number	5.0	7.5	1.45	1.5	1.24	1.5	1.97	1.5	4.66	6.00					
LPI CH17 (BV14)	Percentage of Early Retirements	Percentage	0.0%	0.41%	0.0%	0.37%	0.0%	0.37%	0.42%	0.37%	0.42%	0.37%					
LPI CH24	Number of training days provided	Number	176		117		50		68		235						

### Cultural & Related Services

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		2008/09		Current Performance	Short Term Trend	Long Term Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target	Value YTD	Target					
LPI CD9	Percentage of people participating in sport on 3 or more occasions per week	Number	N/A		N/A		N/A		25.50%		25.50%						Accounts for activity across all providers (country-wide average - 21.1%)
LPI CD10	Percentage of adults volunteering in sport for at least 1 hour per week	Number	N/A		N/A		N/A		5.70%		5.70%						Although it shows a reduction it is still above the county average of 5.2%
LPI CD11	Percentage of adults with sports club membership	Number	N/A		N/A		N/A		30.2%		30.2%						County average 24.1%
LPI CD13	Attendances at Longridge Sports Centre	Number	N/A		N/A	10,316	N/A	20,632	19,030	30,949	19,030	41,265					
LPI CD14	Attendances at the Platform Gallery	Number	N/A		N/A	7,932	N/A	15,865	18,860	23,797	18,860	31,730					
LPI CD15	The total number of visitors and users of the TIC	Number	N/A		N/A	24,000	N/A	48,000	35,592	72,000	35,592	96,000					Since its relocation attendances have reduced although accurate recording is more difficult

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		2008/09		Current Performance	Short Term Trend	Long Term Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target	Value YTD	Target					
LPI CD16	Attendances at Sports Development Activities	Number	N/A		N/A	5,393	N/A	10,785	3,768	16,178	3,768	21,570					
LPI CD17	Attendances at Arts Development Activities	Number			N/A	1,282	N/A	2,565	2,671	3,848	3,848	5,130					

### Development and Building Control

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		2008/09		Current Performance	Short Term Trend	Long Term Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target	Value YTD	Target					
LPI DBC3	Applications refused by committee but recommended for approval	Number	11		1		1		0		2						
LPI DBC4	Applications approved by committee but officers recommended for refusal	Number	0		2		1		1		3						

### Environmental Health

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		2008/09		Current Performance	Short Term Trend	Long Term Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target	Value YTD	Target					
LPI EH7	The percentage of noise complaints responded to within 2 days	Percentage	78%	90%	82%	90%	86%	90%	84%	90%	84%	90%					

### Financial Services

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		2008/09		Current Performance	Short Term Trend	Long Term Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target	Value YTD	Target					
LPI FS6	Accrued interest to date from lending	Money	£334,299	£320,000	£58,518	£110,000	£127,218	£220,000	£206,633	£330,000	£206,633	£440,000					

## Housing

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		2008/09		Current Performance	Short Term Trend	Long Term Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target	Value YTD	Target					
LPI HS2	Homeless: Number of applications for assistance	Number	228		46		85		47		178						
LPI HS3	Homeless: Number of applications accepted	Number	14		6		3		3		12						
LPI HS6 (BV213)	Preventing Homelessness - number of households where homelessness prevented	Number	1	15	1	0	1	0	0	1	0.78	1					




## Housing Benefit and Council Tax Benefit

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		2008/09		Current Performance	Short Term Trend	Long Term Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target	Value YTD	Target					
LPI RB11 (BV79b2)	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	Percentage	44.74%	40.00%	15.05%	40.00%	19.31%	40.00%	14.44%	40.00%	14.44%	40.00%					

## Local Economy

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		2008/09		Current Performance	Short Term Trend	Long Term Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target	Value YTD	Target					
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	Number	N/A		N/A	492	457	984	1394	1476	1394	2360					Annual target changed to reflect that data provided by the DWP will only cover 10 months ie June-March
NI 182	Satisfaction of business with local authority regulation services	Percentage	N/A		3%		21%										Satisfaction questionnaire to be issued/awaiting completion & return - complete Feb 09

**Planning**

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		2008/09		Current Performance	Short Term Trend	Long Term Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target	Value YTD	Target					
LPI DBC2 (BV204)	Planning appeals allowed	Percentage	36.4%	31.0%	33.3%	40.0%	60.0%	40.0%	62.5%	40.0%	51.9%	40.0%					

**LG Service Area: Waste Management**

PI Code	Short Name	Type	2007/08		Q1 2008/09		Q2 2008/09		Q3 2008/09		2008/09		Current Performance	Short Term Trend	Long Term Trend	Expected Outcome Icon	Latest Notes
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target					
LPI WM2	Percentage of missed collections put right in 24 hrs	Percentage	90%	100%	88%	100%	94%	100%	97%	100%	93%	100%	