

Report of: Head of Policy, Performance & Communications

To: Executive Board

Date: 17th March 2008

Item No:

Title of Report : Performance Indicators and Targets 2008/09

Summary and Recommendations

Purpose of report: This report explains the new national indicators that we are required to collect as of April 2008 and targets for the BVPIs we wish to retain.

Key decision: No

Portfolio Holder: Cllr John Goddard

Scrutiny Responsibility: Finance

Board(s) affected: All

Report Approved by: Lindsay Cane (Legal)
Sarah Fogden (Finance)

Policy Framework: Oxford Plan

Recommendation(s):

1. Note the target setting process and change in reporting indicators from April 2008.
2. Adopt the targets.

Background and context

1. As part of the business planning process we have been setting targets for the next three years. The 3rd quarter results and the recent budget setting process have enabled Heads of Service to conduct a realistic target setting exercise.

2. This year we have had the added complication of central government changing the performance measurement process. As of April BVPIs will be deleted and a new national indicator framework is introduced. The new framework consists of national indicators (NIs). Some of the NIs have links with BVPIs and some are new measures.

3. The new national framework places more emphasis on area and partnership working. There are a large number of indicators that we are not responsible for the measuring but impact on Oxford as an area, therefore interesting for us to consider in our decisions e.g. Take up of formal childcare by low-income

working families (see appendix E for other examples). We are in discussions with the County and other reporting agencies on how best information about our area can be shared.

4. The new national indicators are all outward facing, therefore no compulsory 'internal' indicators exist. We need to ensure we have appropriate local indicators to monitor ourselves. We have been reviewing the list of BVPIs as these would be useful in demonstrating our direction of travel. As a general rule we have retained all BVPIs unless a national indicator has superseded them or they are considered as not helpful.
 - Appendix A lists the National Indicators and BVPIs we are keeping with targets
 - Appendix B provides explanations for the BVPIs we will not be retaining.
5. Some of the national indicators we will be reporting on are linked to LAA targets. Appendix C lists those indicators short-listed for LAA2 targets. Timescales for the agreement of LAA2 indicators is:
 - **28 January 2008** Proposals on which indicators to include in LAA2 submitted.
 - **5 February 2008** Public Service Board reduces proposals to a short list (up to a maximum of 35) that will form the basis of the new Local Area Agreement.
 - **18 February 2008** Negotiations with GOSE must be completed
 - **4 March 2008** Public Service Board agree draft LAA2
 - **7 March 2008** Oxfordshire Partnership meeting agree draft LAA2
 - **31 March 2008** Deadline for submission of draft LAA2 to GOSE
 - **June 2008** LAA2 agreed with central government

Key performance Indicators

6. Officers have been considering the national indicators, BVPIs and other local measures to determine what indicators should be prioritised. Appendix D lists the proposed Key Performance Indicators for 2008/09. This list has been made up of:
 - The LAA2 indicators we contribute to
 - The national indicators we feel are important to focus on
 - BVPIs we were not performing well in or need to focus on

7 Corporate Plan

The Corporate Plan, scheduled to go to Full Council in April, differs from our previous corporate plans in that it will contain not just actions designed to deliver our corporate priorities but also outcome SMART targets. For example, the Council is committed to improving services and value for money. One specific action to help deliver this priority is to open a one-stop shop in the Cowley Centre by the end of March 2008. A key Council priority is 'More Housing, Better Housing for All'. A SMART target to deliver this priority will be to 'reduce the number of households living in temporary accommodation from 500 at this year's end to 450 by March 2009. LAA targets, NIs or local indicators will form part of the corporate plan as clear outcome indicators.

- 8 Finance scrutiny received this report on the 28th February. The committee noted the target-setting process and the changes in reporting indicators to be introduced from April 2008.

Recommendations

- Note the target setting process and change in reporting indicators from April 2008
- Adopt the targets

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Background papers: None



Appendix A: National Indicators and retained BVPI's

We have stated the expected quartile position on BVPIs that become National Indicators, only when the definition and calculation does not change.

Indicator	Service	Anticipated 2007/08 year end result	Target 2008/9	Target 2009/10	Target 2010 /2011
Be an effective and responsive organisation, providing better value for money services					
N12 Refused and deferred houses in multiple occupation (HMO) Licence applications leading to immigration enforcement activity	Environmental Development	The methodology of this proposed indicator is being questioned nationally - likelihood is that it will be deleted (see LACORS response)			
NI 14 Avoidable contact: The average number, of customer contacts per received customer request	Customer Services	Nationally the methodology of this proposed indicator is being questioned and the likelihood is that it will be deleted			
NI 160 Local Authority tenants' satisfaction with landlord services <i>Links to BV74a</i>	OCH	Not applicable Indicator completed every three years	Not applicable Indicator completed every three years	Not applicable Indicator completed every three years	85%
NI 179 Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year <i>Possible LAA2 target</i>	Finance	Result not available at time of print	Target not available at time of print	Target not available at time of print	Target not available at time of print
NI 182 Satisfaction of businesses with local authority regulation services	Environmental Development	76%	80%	82%	85%
BV08 Invoices paid on time	Finance	96.9%	97.25% <i>Best quartile</i>	97.5% <i>Best quartile</i>	97.75% <i>Best quartile</i>
BV09 Collection rate for council tax	Customer Services	97.00%	97.30%	97.61%	98.00%
BV010 collection rates for NNDR	Customer Services	99.00% <i>Best quartile</i>	99.26% <i>Best quartile</i>	99.30% <i>Best quartile</i>	99.50% <i>Best quartile</i>
BV012 Average time lost to sickness absence <i>Worst Quartile in 2006/07</i>	HR	11.3 days <i>Worst Quartile</i>	10 days	9.52 days	9.52 days
BV66a % housing rent collected	OCH	97.10%	97.30%	97.50%	97.50%
BV014 % staff retiring early	HR	0.13%	1.5 <i>Worst Quartile</i>	1% <i>Worst Quartile</i>	1% <i>Worst Quartile</i>
BV015 % staff retiring on ground of ill health	HR	0.07%	0.07%	0.07%	0.07%
BV79b (i) this year's overpayments recovered	Customer Services	85 <i>Best quartile</i>	86 <i>Best quartile</i>	86.5 <i>Best quartile</i>	87 <i>Best quartile</i>
BV86 Cost of waste collection per household <i>Worst Quartile in 2006/07</i>	City Works	£60 <i>Worst Quartile</i>	£61 <i>Worst Quartile</i>	£63 <i>Worst Quartile</i>	£64 <i>Worst Quartile</i>
BV166a Score against checklist for environmental health <i>Worst Quartile in 2006/07</i>	Environmental Development	86% <i>Worst Quartile</i>	94%	96%	98%
BV174 Racial incidents involving the local authority	Policy, Performance & Communications	Result not available at time of print	35	50	70
BV175 Racial incidents resulting in further action	Policy, Performance & Communications	100% <i>Best quartile</i>	100% <i>Best quartile</i>	100% <i>Best quartile</i>	100% <i>Best quartile</i>
BV204 % planning appeals that were successful	City Development	45% <i>Worst quartile</i>	40% <i>Worst quartile</i>	38% <i>Worst quartile</i>	35%
Improve the local environment, economy and quality of life					

Indicator	Service	Anticipated 2007/08 year end result	Target 2008/9	Target 2009/10	Target 2010 /2011
NI 157a Processing of planning applications as measured against targets for 'major' applications Links to BV109a Worst Quartile in 2006/07	City Development	50% Worst Quartile	65%	67%	70%
NI 157b Processing of planning applications as measured against targets for minor applications Links to BV109b	City Development	78%	80%	82%	84% Best quartile
NI 157c Processing of planning applications as measured against targets for 'other' applications Links to BV109c	City Development	85%	86%	87%	88%
NI 170 Previously developed land that has been vacant or derelict for more than 5 years	City Development	7.92%	5%	2%	0%
NI 184 Food establishments in the area which are broadly compliant with food hygiene law	Environmental Development	76%	78%	81%	84%
NI 194 Level of air quality – reduction in NO _x and primary PM10 emissions through local authority's estate and operations. * This new indicator requires significant work to establish reliable database for calculation	Environmental Development	NOX – 9.57 + LA estate PM10 – no database for LA estate	NOX – 5% PM10 – 5%* subject to assessment on completion of database	NOX – 5% PM10 – 5%*	NOX – 5% PM10 – 5%*
NI 195a Improved street and environmental cleanliness Levels of litter and detritus Fly posting Worst Quartile in 2006/07 Levels of graffiti Possible LAA2 target Links to BV199	City Works	12% 3% Worst Quartile 4%	10% 2% Worst Quartile 3.5%	10% 2% Worst Quartile 3.5%	9% 2% Worst Quartile 3%
NI 196 Improved street and environmental cleanliness – fly tipping Possible LAA2 target Links to BV199	City Works	Poor (4)	Fair (3)	Fair (3)	Good (2)
NI 197 Improved local biodiversity – active management of local sites	Environmental Development	Targets await publication of the Government's final figures and identification of the data selected for calculation			
BV170a Visits / usage of museums per 1000 population	City Development	757	810	861	890
BV170b visits / usage in person to museums per 1000 population	City Development	368	405	446	490
BV170c school pupil visits to museum	City Development	3149	4150	4300	4450
BV218a % vehicles reported as abandon vehicles investigated within 24 hours	City Works	98% Best quartile	98% Best quartile	98% Best quartile	98% Best quartile
BV218b % abandoned vehicles removed within 24 hours	City Works	90%	92%	93%	93%
More Housing, better housing for all					
NI 154 Net additional homes provided Possible LAA2 target	City Development	500	400	400	400
NI 155 Number of affordable homes delivered (gross) Possible LAA2 target Links to existing Local indicator	Community Housing / develop	109	150	150	150
NI 156 Number of households living in Temporary Accommodation Possible LAA2 target Links to existing Local indicator	Community Housing / develop	500	450	405	365

Indicator	Service	Anticipated 2007/08 year end result	Target 2008/9	Target 2009/10	Target 2010 /2011
NI 158 % decent council homes <i>Links to existing Local indicator</i>	OCH	82.42%	88.28%	94.24%	100%
NI 159 Supply of ready to develop housing sites	City Development	100%	100%	100%	100%
BV64 Number of Private dwellings returned to occupation <i>Worst Quartile in 2006/07</i>	Community Housing / develop	11	8	8	8
BV202 Number of people sleeping rough <i>Worst Quartile in 2006/07</i>	Community Housing / develop	8 <i>Worst Quartile</i>	8 <i>Worst Quartile</i>	8 <i>Worst Quartile</i>	8 <i>Worst Quartile</i>
BV212 Average relet times for council houses in days (excluding time taken for major works)	OCH	28 <i>Best quartile</i>	26 <i>Best quartile</i>	24 <i>Best quartile</i>	21 <i>Best quartile</i>
BV213 Number of potential homelessness cases prevented per 1000 population	Community Housing / develop	7.80 <i>Best quartile</i>	8.0 <i>Best quartile</i>	8.0 <i>Best quartile</i>	8.0 <i>Best quartile</i>
Reduce inequality through social inclusion					
NI 35 Building resilience to violent extremism	Community Housing / develop	Result not available at time of print	Target not available at time of print	Target not available at time of print	Target not available at time of print
NI 180 How many changes in Housing Benefit/ Council Tax Benefit entitlements within the year	Customer Services	6,600	6,600 This is a new indicator this will be reviewed and potentially revised based on performance in first 6 months.	7,000	7,500
NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change of events <i>Merger of former BVPI 78a and BV78b</i>	Customer Services	17 days	15 days	14 days	13 days
NI 187 Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating * External factors such as gas & electricity prices increasing could cause this % to rise. Figures are provisional & likely to change.	Environmental Development	24% (estimate based on BRE data, 05, England)	22%*	20%*	18%*
BV2a level of equality standard	Policy, performance & Communications	Level 0	Level 1	Level 2	Level 3
BV2b Race equality checklist <i>Worst Quartile in 2006/07</i>	Policy, performance & Communications	52% <i>Worst Quartile</i>	60%	75%	100% <i>Best quartile</i>
BV11a % of top 5% earners that are women	HR	27.3%	30%	32%	32%
BV11b % of top 5% earners from BME communities	HR	0	4.29%	5.71% <i>Best quartile</i>	5.71% <i>Best quartile</i>
BV11c % of top 5% earners that have a disability	HR	1.58%	4.29%	5.71% <i>Best quartile</i>	5.71% <i>Best quartile</i>
BV16a % employees declaring DDA	HR	4.5% <i>Best quartile</i>	6.5% <i>Best quartile</i>	7.5% <i>Best quartile</i>	7.5% <i>Best quartile</i>
BV17a % employees from BME communities	HR	6.27% <i>Best quartile</i>	9% <i>Best quartile</i>	10% <i>Best quartile</i>	10% <i>Best quartile</i>
BV66b % tenants with more than 7 weeks rent arrears	OCH	8.00% <i>Worst Quartile</i>	7.80% <i>Worst Quartile</i>	7.60%	7.60%

Indicator	Service	Anticipated 2007/08 year end result	Target 2008/9	Target 2009/10	Target 2010 /2011
Worst Quartile in 2006/07					
BV66c % tenants in arrears who have Notices Seeking Possession	OCH	12.00% Best quartile	11.90% Best quartile	11.80% Best quartile	11.80% Best quartile
BV66d % tenants evicted as a result of rent arrears	OCH	0.26%	0.25%	0.25%	0.25%
BV79a. % cases where calculation of benefit is correct	Customer Services	97.00% Worst Quartile	97.50%	97.75%	98.00%
BV156 % Council buildings with facilities for and accessible to people with disabilities	City Regeneration	86% Best quartile	87% Best quartile	89% Best quartile	89% Best quartile
Tackle climate change and promote environmental resource management					
NI 185 CO₂ reduction from Local Authority operations Possible LAA2 target *Overarching target is 25% by 2010/11 on 05/06 baseline, as in OCCAP. Figures are provisional & likely to change.	Environmental Development	5%*	7%*	7%*	6%*
NI 186 Per Capita CO ₂ emissions in the LA area * relative to 05 data baseline. Total 15% by 2011 is consistent with OCCAP target. Figures are provisional & likely to change.	Environmental Development	6%*	3%*	3%*	3%*
NI 188 Adapting to climate change *Assumes appropriate resources for work area. Levels are provisional.	Environmental Development	Level 0*	Level 2*	Level 3*	Level 4*
NI 191 Residual household waste per head Possible LAA2 target	City Works	150kg	148kg	140kg	140kg
NI 192 Household waste recycled and composted Possible LAA2 target <i>Links to existing local indicator and BV82ab</i>	City Works	36%	39%	44%	45%
NI 193 Municipal waste land filled Possible LAA2 target	City Works	43000 Tonnes	42000	40000	40000
Local Indicator: The % of OCC total energy use from renewables and low carbon sources	Environmental Development	Negligible	3%	4%	5%
BV 63 Sap rating for LA owned dwelling	OCH	70.25	71.00	71.50	72.00 Best quartile
BV84b % change from the previous financial year in the number of kilograms of household waste collected per head of population	City Works	0	0	0	0
BV216a Number of sites of potential concern for land contamination	Environmental development	935.00	900.00	865.00	830.00
BV216b % land contaminated sites with sufficient information to decide remediation	Environmental development	1.49% Will drop into Worst Quartile	2.1%	2.47%	2.96%
BV217 % pollution control improvements completed on time	Environmental development	100% Best quartile	100% Best quartile	100% Best quartile	100% Best quartile
BV219b % of conservation area with an up to date character appraisal	Environmental Development	50% Best quartile	69% Best quartile	75% Best quartile	76% Best quartile
Reduce crime and antisocial behaviour					
BV76b Number of fraud investigators per 1000 caseload	Customer services	0.28	0.28	0.28	0.28
BV76c Number of fraud investigations per 1000 caseload	Customer services	87.24	92.31	98.32	105.20

Indicator	Service	Anticipated 2007/08 year end result	Target 2008/9	Target 2009/10	Target 2010 /2011
BV76d Numbers of prosecutions and sanctions per 1000 live benefit claims.	Customer Services	5.26	5.53	5.82	6.09

Appendix B BVPI's that are not being retained

The new national indicators are all outward facing, therefore no compulsory 'internal' indicators exist. We need to ensure we have appropriate local indicators to monitor ourselves. We have been reviewing the list of BVPI's as these would be useful in demonstrating our direction of travel. As a general rule we have retained all BVPI's unless a national indicator has superseded them or they are considered as not helpful.

The table below lists reasons for those BVPI's that not are being retained.

Indicator	Explanation of why proposing to drop
BV78a and BV78b Time taken to process Housing Benefit/Council Tax Benefit new claims and change of events	Now indicator NI 181
BV82a & BV82b % Recycling and composting	Now indicator NI 192
BV91a % population serviced by kerbside collection of recyclables BV91b % population serviced by kerbside collection of two or more recyclables	Our score has always been 100% due to the definition of the BVPI. In order to know how many households can access actual kerbside recycling (not taking recycling to collection) we have introduced a local indicator: % of households in flats with alternate weekly collection of refuse and recycling. The targets will be reliant upon the outcome of a business case, which is currently being complied.
BV109a / b and c Planning applications	Now indicator NI 157
Crime BVPI's (BV126 BV127a BV127b BV128 BV225)	National indicators collated by Thames Valley Police are better and will provide more reliable data
BV183b length of stay in hostel type shared accommodation in weeks	BV183b is a measure of how long the people permanently housed during this year have spent in hostel accommodation. However, the pressure on housing in Oxford means that those granted permanent housing this year may have spent several years in second stage (non-hostel) temporary accommodation. This means that the time spent in hostel accommodation was usually some years ago at the initial stage of homelessness, which makes this BVPI a poor measure of current performance - we do not currently use hostel accommodation at all but on this indicator have to report a figure of several weeks.
BV184a % non decent homes at 1st April start of financial year BV184b % change in the proportion of non decent LA homes so far this financial year	Now indicator NI158
BV199a,b,c Street cleanliness with litter, fly posting, graffiti	Now indicator NI 195
BV199d Street cleanliness with fly tipping	Now indicator NI 196
BV205 Score against a quality of planning checklist	Our result has always been 100% due to our planning guidance which will not be changing
BV226a,b,c Contributions to external advice agencies	This indicator seems to us to be a pointless data collection exercise. It does not add to the already existing knowledge of budgetary and grant provision in this area, and target setting is not simply difficult but pointless - simple spend levels do not reflect value for money achieved in the provision of advice. To set a falling target is to invite criticism for reducing funding, whilst setting a rising spend target is to invite accusations of profligacy and lack of attention to VFM.

Appendix C: List of the LAA2 indicators and draft targets

This is the list of indicators that the Public Service Board short-listed on 5th February 2008

We are still not clear what the agreed annual targets are. We need to have more information around what the districts targets will be annually as well as an aggregated country wide annual target.

Indicator	Responsibility	Comments and Target 2010 /2011 (as stated by Public Service Board)
NI 56 Obesity among primary school age children in Year 6	County	Reduce obesity
NI 62 Stability of placements of looked after children: number of moves	County	Given the low numbers it would make sense to hold a target of maintaining low numbers in care and increasing placement stability to 11%
NI 70 Hospital admissions caused by unintentional and deliberate injuries to children and young people	County	Reduce hospital admissions caused by injury to YP
NI 81 NI 81: Inequality gap in the achievement of a Level 3 qualification by the age of 19 OR NI 102: Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stages 2 and 4	County	NI 81: Reduce the gap between top and lowest performing wards to national levels. Also a focus on those getting free school meals (FSM) NI 102: Clearly defined targets for KS2 & 4 up to and inc. 2001
NI 163 Working age population qualified to at least Level 2 or higher	County	3% point improvement on current levels.
NI 164 Working age population qualified to at least Level 3 or higher	County	3% point improvement on current levels.
NI 20 Assault with injury crime rate	Police	Current performance shows a reduction of some 500 crimes over the last three years.
NI 21 Dealing with local concerns about anti-social behaviour and crime by the local council and police	TBC	Reduce fear of crime and ASB Collection of result is through a new place survey which is currently subject to separate consultation
NI 32 Repeat incidents of domestic violence	TBC	Reduce DV
NI 40 Drug users in effective treatment	TBC	Reduce drug related harm
NI 141 Number of vulnerable people achieving independent living	County	With additional resources Oxon would expect to be able to increase to between 63-71%
NI154 Net additional homes provided	Districts	Not clear what county / district targets are
NI155 Number of affordable homes delivered (gross)	Districts	Not clear what county / district targets are
NI156 Number of households living in Temporary Accommodation	Districts	Not clear what county / district targets are
NI 8 Adults participation in sports	Sport England	Increase participation. Data is from Sport England's Active People Survey
NI 120 All-age all cause mortality rate	County	By 2001, 10% reduction in difference between top and bottom 20% from 1995-97.
NI 131 Delayed transfers of care from hospitals	PCT	Reduce DTOC rate significantly to within HCC KPI standards. Cannot accurately benchmark or compare performance as definition is being revised. Assuming improvement in acute sector transferred to all beds covered in the new indicator:
NI 135 Carers receiving needs assessment or review and a specific carer's service, or advice and information	County	Definition of indicator is yet to be finally defined, but on current information aiming for increase actual numbers by 100 per year. Representing increases of 3.8 -3.6% over 3 years
NI 175 Access to services and facilities by public transport, walking and cycling	County	Raise proportion to 87.6%
NI 177 Bus journey originating in local area	County	From a 2007/08 baseline an increase of 3,500,000 is considered to be achievable by 2010/11.
NI185 CO2 reduction from Local Authority operations PSA 27	Districts	Not clear what county / district targets are
NI 188 Adapting to climate change	Districts	Not clear what county / district targets are
NI 191 Residual household waste per head OR NI 193 Municipal waste land filled	Districts	Not clear what county / district targets are
NI 192 Household waste recycled and composted	Districts	County wide targets: 6.5% increase in household waste recycled and composted

NI 195 Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)	Districts	County wide targets: 8% red for litter + detritus, 2% red for graffiti, 2% red for fly-posting
NI 196 Improved street and environmental cleanliness (fly tipping)	Districts	County wide targets: 10% reduction in incidents and 10% improvement in enforcement by 2011
NI 5 Overall/general satisfaction with local area	Districts	Not clear what county / district targets are. Indicator is place survey. Details of indicators are still out for consultation
NI 6 Participation in regular volunteering	County	Increase volunteering
NI 179 Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year	Districts	Not clear what county / district targets are. Base requirement set by CSR2007 is 9.3%. There is potential to stretch this perhaps to 10% but not yet agreed.

Appendix D: Proposed KPI's for 2008/09

Officers have been considering what indicators need to become KPI's to ensure focus and direction. Appendix D lists KPI's proposed for 2008/09. This list has been made up of:

- The LAA2 indicators we feed into
- National Indicators we feel are important to focus on
- BVPI's we were not performing well in or need to focus on

	Indicator	Target
City Regeneration		
NI 157a	Major planning applications	65%
LAA target NI154	Net additional homes provided	400
LAA target NI155	Number of affordable housing units	150
LAA target NI156	Number of households living in Temporary Accommodation	450
LAA target NI185	CO2reduction from Local Authority operations *Overarching target is 25% by 2010/11 on 05/06 baseline, as in OCCAP. Figures are provisional & likely to change.	7%*
BV204	% planning appeals that were successful	40%
City Services		
BV09	% Council tax collected	97.30%
LAA target NI 192	Household waste recycled and composted	39%
LAA target NI 191	Residual household waste per head	148kg
LAA target NI 193	Municipal waste land filled	42000 tonnes
LAA target NI 195a	Improved street and environmental cleanliness (levels of litter and detritus)	9%
LAA target NI 196	Improved street and environmental cleanliness (fly tipping)	Fair (3)
NI158	% Homes decent	88.28%
BV66a	% Rent collected	97.30%
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change of events	??
Corporate Services		
BV12	Sickness absence	10 days
BV2a	Level of Equality Standard	Level 1
LAA target NI 179	Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year	??

Appendix E - Indicators relating to districts but will be reported through other organisations *(input may be required from us in producing outturn)*

NI	Description	Collected and reported by
008	Adult participation in sport	Sport England
	Crime indicators 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 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 36 Protection against terrorist attack NI 40 Drug users in effective treatment	Thames Valley Police
118	Take up of formal childcare by low-income working families	HM Revenues and Customs
120	All-age all cause mortality rate	Office of National Statistics
121	Mortality rate from all circulatory diseases at ages under 75	Office of National Statistics
122	Mortality rate from all cancers at ages under 75	Office of National Statistics
151	Overall Employment Rate	Office of National Statistics
152	Working age people on out of work benefits	Jobcentre Plus
172	VAT registered businesses in the area showing growth	Office of National Statistics
173	People falling out of work and on to incapacity benefits	DWP

Indicators measured through Place Survey

NI	Description
001	% of people who believe people from different backgrounds get on well together in their local area
002	% of people who feel they belong to their neighbourhood
003	Civic participation in the local area
004	% of people who feel they can influence decisions in their locality
005	Overall/general satisfaction with local area
006	Participation in regular volunteering
017	Perceptions of anti-social behaviour
021	Dealing with local concerns about anti-social behaviour and crime by the local council and police
022	Perception of parents taking responsibility for the behaviour of their children in the area
023	Perceptions that people in the area treat one another with respect and consideration
027	Understanding of local concerns about anti-social behaviour and crime by the local council and police
037	Awareness of civil protection arrangements in local area
041	Perceptions of drunk or rowdy behaviour as a problem
042	Perceptions of drug use or drug dealing as a problem
119	Self-reported measure of people's overall health and wellbeing
137	Healthy life expectancy at age 65
138	The extent to which older people receive the support they need to live independently at home
139	The extent to which older people receive the support they need to live independently at home
140	Fair treatment by local services