

## Appendix 2

### Performance indicators and targets

The following tables show the performance indicators we are using to help us to monitor whether our objectives are being achieved. Many indicators, just like activities, relate to more than one objective. But in the following, each indicator is assigned to just one corporate objective. It is hoped that this approach will simplify the presentation and make it easier to follow. The performance indicator information provides only part of the picture of the Council's performance. The body of this Performance Plan attempts to place the performance indicator information in context.

The indicators that follow show:

- our actual performance in 2000/01 compared with the targets for performance that we set at the start of that year, and compared with the actual performance of other councils where the information is available;
- the targets for 2001/02 that we set on Best Value indicators in last year's Best Value Performance Plan, alongside our estimated performance in meeting them;
- targets for performance in 2002/03 and, for many indicators, targets for future years up to 2006/07.

### Comparisons with other authorities

The comparisons of performance against other authorities shown in the tables that follow are based on Leicestershire's statistical 'nearest neighbours', i.e. those authorities that are similar with regard to a range of socio-economic factors. Some socio-economic factors are more relevant to some services than to others, so the same basic approach can lead to slightly different groups of authorities for different services.

For Social Services, a group of 15 comparator authorities has been selected by the Social Services Inspectorate (SSI). For Education, a group of 10 authorities has been selected by the Office for Standards in Education (OFSTED). For all other services we have selected the 12 most similar authorities identified by the 'nearest neighbours' analysis provided by the Institute of Public Finance. The lists of these authorities are shown below.

<u>Education (OFSTED)</u>	<u>Social Services (SSI)</u>	<u>All Other Services</u>
Cheshire	Bedfordshire	Bedfordshire
Derbyshire	Cambridgeshire	Cambridgeshire
East Riding of Yorkshire	Cheshire	Cheshire
East Sussex	Derbyshire	Derbyshire
Essex		
	Gloucestershire	Gloucestershire
	Hampshire	Hampshire
Nottinghamshire	Northamptonshire	Northamptonshire
	Nottinghamshire	Nottinghamshire
	Oxfordshire	
Staffordshire	Shropshire	
	Staffordshire	Staffordshire
Warwickshire	Suffolk	
West Sussex	Warwickshire	Warwickshire
Worcestershire	Wiltshire	Wiltshire
	Worcestershire	Worcestershire

The information on the performance of the relevant comparator group shows the average (median) performance of the group and the performance of the best-scoring 25% of authorities in the group. For some indicators, it is better to achieve a high score, e.g., the proportion of pupils achieving Level 4 or above in the Key Stage 2 mathematics test (BV40). In these cases, the score shown under 'best 25%' is higher than the average and is that of the authority ranked the 75th percentile (i.e. three-quarters of the way up the 'league table' for that indicator). For some indicators, it is better to achieve a low score, e.g., the percentage of children looked after with 3 or more placements during the year (BV49). In these cases, the score shown under 'best 25%' is lower than the average and is that of the authority ranked the 25th percentile (i.e. three-quarters of the way down the 'league table' for that indicator). For some indicators, it cannot be said that either a high or a low score is desirable in itself, e.g., the spend per head of population on cultural and recreational facilities and activities. How much an authority spends on this will depend, to some extent, on how efficiently the authority makes use of resources. But, primarily, it will depend on the importance of spending in this area for the authority's overall objectives, given its local circumstances. In such cases, the best-scoring 25% of authorities cannot be identified from their position in the 'league table' for the indicator and 'N/A' (for 'not applicable') is shown under the 'best 25%' heading.

The following cautions should be borne in mind. It is generally desirable to score high on quality and low on cost, thereby providing value for money. But it is possible to achieve low cost by providing poor quality, and improvements to quality often require spending more. Wherever possible, scores on cost indicators need to be considered in conjunction with scores on indicators of service quality.

## **Changes of definition**

There are many cases in which the definition of an indicator has changed from one year to the next. In most cases where this has happened, the change is identified by an asterisk and a note explaining that the inter-year comparison is not strictly like-for-like. This plainly diminishes the value of much of the performance information presented below. But the changes to definitions of national indicators are made by the Government and the Audit Commission, so they are beyond the Council's control.

In some cases, where the change between years is substantial, the indicator is treated as being a different indicator in the two years, despite having the same PI code (i.e. it is listed twice). It is unfortunate that the Government does not change the PI code when it changes an indicator. It means that a year (e.g. 2001/02) must be specified as well as a PI code to ensure that a specific indicator is identified.

In 2000/01 the Best Value Accounting Code of Practice (BVACOP) was introduced. This changed the basis for calculation for all the financial indicators. Targets on these indicators for 2000/01 and 2001/02 had to be set before the full implications of the new Code were known. This is the main reason for variances of performance from target on the financial indicators. We have also discovered that not all authorities have included all the costs specified by BVACOP in all of their financial indicators. This means that our comparative performance on at least some of the financial indicators is better than is indicated by the comparative figures shown.

Within each corporate objective, the indicators are split into the following groups.

### **Best value performance indicators 2002/03**

These are indicators prescribed by the Government. Some of these indicators are included only for completeness, in that they are entirely new, so there is no performance information yet available and no targets have yet been set on them. An example is BV182: users who said they were satisfied with the help they received from social services.

### **Best value performance indicators 2001/02**

These are performance indicators which were prescribed for 2001/02 but which have been deleted with effect from 2002/03. Where targets for 2002/03 are shown against these, we will be continuing to use them in 2002/03 as local indicators.

## Best value and Audit Commission indicators 2000/01

These are those best value and Audit Commission indicators for 2000/01 which were no longer prescribed in 2001/02 and which have not been adopted as local indicators, but which have been specified by the Government for inclusion in this Plan.

## Social Services Performance Assessment Framework indicators

These are indicators prescribed for social services by the Department of Health. We are not required to publish these in this Plan, but we have selected a few which highlight important aspects of our services.

## Local indicators

These are indicators adopted locally to capture aspects of services which are important for local objectives or circumstances but which are not covered by the prescribed national indicators. Some of these local indicators are ones that were prescribed nationally in previous years and, for these, comparative information has been shown where it is available. But most of the indicators have been developed locally, sometimes in co-operation with other authorities or agencies.

Under some of our corporate objectives, local indicators of sustainable development are listed separately. These have been developed to ensure that we move further towards the practical application of the principles of sustainability.

We have deleted a number of local indicators that we published in last year's Plan, but we have also introduced a number of new one's. Such changes are to be expected in these early years of best value. As we gain experience in using local indicators, we should achieve stability in the set of local indicators we use from year to year; though change can never entirely be ruled out due to changes in local or national circumstances and priorities.

## Missing survey information

There are a number of performance indicators measuring user satisfaction for which information for 2000/01 is not reported in this Plan. The reasons for this are shown in the Table below.

PI		Reason
BV89	Percentage of people satisfied with cleanliness standards in country parks	This question will be asked as part of the next corporate survey in 2003/04.
BV118	The percentage of library users who found the book/ information they wanted or reserved it and were satisfied with the outcome.	Library survey was carried out before this PI was finalised. The questions will be asked as part of the next library survey.

## A: WORKING TOGETHER TO DELIVER QUALITY SERVICES

### Best Value Performance Indicators Effective from 2002/03

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV1a	Does the authority have a Community Strategy developed in collaboration with the local strategic partnership, for improving the economic, social and environmental well-being in a sustainable way?						No	Yes				
BV1b	By when will a full review of the Community Strategy be completed? If such a review was scheduled for this year, was it completed on time?											
BV1c	Has the authority reported progress towards implementing the Community Strategy to the wider community this year? If no, by when will this be undertaken?											
BV1d	By when does the authority plan to have such a strategy in place? Are the partnership arrangements in place to support the production of the strategy?						Timetable developed with partners. Draft strategy to be prepared in 2002/03. LSP Partnership proposals under discussion.					
BV2	The level of the Equality Standard for Local Government to which the authority conforms.	Level 1	Level 3	Level 1	Not Adopted	Audited against level 3 requirements.	Not Adopted	Level 3				

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV3	The percentage of citizens satisfied with the overall service provided by their authority.	58.8%	63.0%		63.0%					70%		
BV4	The percentage of those making complaints satisfied with the handling of those complaints.	35%	39%		41%					45%		
BV11a	The percentage of the top 5% of earners employed by the authority (excluding staff in schools) that are women.	24%	31%		20%	19.2%	22%	*				
BV11b	The percentage of the top 5% of earners employed by the authority (excluding staff in schools) that are from black and minority ethnic communities.											
BV12	The number of working days/shifts lost to sickness absence per full-time-equivalent employees.	10.01	8.79		9.38	9.6	10.9	9.3	9.2	9.1		
BV14	Early retirements (excluding ill-health retirements) as a percentage of the total workforce over 50.	0.28%	0.12%		0.1%	0.6%	0.2% *	0.2%	0.5%	0.45%		
BV15	Ill-health retirements as a percentage of the total workforce.	0.33%	0.20%		0.2%	0.3%	0.23%	0.25%	0.25%	0.25%		
BV16	Employees declaring that they meet the Disability Discrimination Act disability definition as a percentage of the total workforce.	1.30%	2.18%		2.7%	2.9%	2.7%	2.7%				

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
	Percentage of economically active disabled people in the County				2.4%		2.4%	2.4%				
BV17	Minority ethnic community staff as a percentage of the total workforce.	1.70%	2.90%		4.2%	4.3%	3.4%	3.4%				
	Percentage of economically active minority ethnic community population in the County				2.0%		2.0%	2.0%				
BV156	The percentage (number) of buildings open to the public in which all public areas are suitable for and accessible to disabled people.	20% (15)	33% (46)		33% (37)	31% (35)	33% (37)	34% (38)	37% (41)	39% (44)	41%	43%
BV157	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery.						33%	45% *			100%	
BV177	Percentage of expenditure on legal and advice services which is spent on services that have been awarded the Quality Mark and meet a priority legal need identified in the Community Legal Service Partnership strategic plan.											
BV180 a	Energy consumption per square metre of authority operational property compared with national average											

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV180 b	Street lighting: average lamp circuit wattage compared with national average											

*\*shows that the indicator has changed definition since the previous year, so the figure shown does not present a strict like-for-like comparison with that for the previous year.*

### Best Value and Audit Commission Indicators 2001/02 Which Are Not Included Above

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV1	Has the Authority established a timetable for preparing a community strategy that works towards a long-term sustainable vision for the area?	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
BV5	The number of complaints to an Ombudsman classified as Maladministration.	0	0	0	0	0	1	0	0	0	0	0
BV6	The percentage turnout for local elections.	73%	75%		75%	>40% (if Council election only)	63.6%					
BV13	Voluntary leavers as a percentage of staff in posts.	10%	8.82%		13.8%	15%	8.1%					

### Best Value and Audit Commission Indicators 2000/01 Not Included Above Or Below

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV5b	The number of complaints to an Ombudsman classified as Local Settlement.	3	1		1	1	1	1	0	0	0	0
BV177	Is the authority part of a Community Legal Service Partnership?					Yes	Yes					
A4	Total net spending per head of population	£689	N/A		£680							
A1a	The number of the authority's buildings open to the public.	113	145		113							

### Local Performance Indicators

PI Code	PI Description	Leicestershire								
		Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets			
							04/05	05/06	06/07	
LA1	Does the authority have a comprehensive published policy to provide services fairly to all sections of the community?	Yes	Yes	Yes						
LA2	Does the authority formally monitor how it carries out this policy?	Yes	Yes	Yes						
LA3	The authority's target(s) for answering calls, excluding 999 calls.	12 sec	12 sec	12 sec	12 sec	12 sec	12 sec	12 sec	12 sec	
LA4	The performance against the target(s): switchboard	91%	94%	91.4%	94%	95%	96%	97%	98%	
LA5	The performance against the target(s): direct lines	98%	98%	96.6%	98%	98%	98.5%	98.8%	99%	
LA6	Does the authority have a complaints policy which covers current good practice?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
LA7	Is there a follow-up procedure if the complainant is not satisfied with a response from the department to which the complaint relates?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	



PI Code	PI Description	Actual 00/01	Target 01/02	Est. 01/02	Leicestershire				
					02/03	03/04	Targets		
					04/05	05/06	06/07		
LA8	Is there a system for reviewing the causes of complaints to ensure that avoidable problems do not recur?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

## B: ACHIEVING EXCELLENCE IN EDUCATION AND LEARNING

### Best Value Performance Indicators Effective from 2002/03

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV30	Percentage of 3-year-olds receiving a good quality free early years education place in the voluntary, private or maintained sectors	36%	42%	5%	6.7%	40%	59%	64%				
BV33	Youth service expenditure (i.e. LEA expenditure only) per head of population in youth service target age range	£63.74	N/A		£65.25	£68.68	£69.52	£72.28				
BV34a	Percentage of primary schools with 25% or more (and at least 30) of their places unfilled.	12.2%	10.9%	4%	7.1%	6.1%	7.05%	10.1%	7.9%	8.9%	8.4%	8.4%
BV34b	Percentage of secondary schools with 25% or more (and at least 30) of their places unfilled.	7.7%	5.3%	13%	7.4%	3.7%	7.41%	3.7%	3.7%	1.9%	1.9%	1.9%
BV36a	Net expenditure per pupil in LEA schools: Nursery and primary pupils under five.	£2,816	N/A	£2,026	£2,252 *	£2,124	£2,445	£2561				
BV36b	Net expenditure per pupil in LEA schools: Primary pupils aged five and over.	£2,315	N/A	£2,052	£2,237 *	£2,149	£2,429	£2547				
BV36c	Net expenditure per pupil in LEA schools: Secondary pupils under 16.	£2,933	N/A	£2,378	£2,758 *	£2603	£2,968	£3092				

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV38	Proportion of pupils in schools maintained by the authority in the previous summer achieving 5 or more GCSEs at grades A* - C or equivalent.	50%	51%	51%	48.5%	53%	50.3%	54%	60%			
BV39	Percentage of 15-year-olds in schools maintained by the authority achieving 5 GCSEs or equivalent at grades A* - G including English and Maths.						91.4%	93%	95%	96%		
BV40	Proportion of pupils in schools maintained by the authority in the previous summer achieving Level 4 or above in the Key Stage 2 Mathematics test.	73%	74%	72%	73.7%	76%	73%	80%	86%			
BV41	Proportion of pupils in schools maintained by the authority in the previous summer achieving Level 4 or above in the Key Stage 2 English test.	76%	78%	72%	78%	80%	78%	85%	87%			
BV43a	Percentage of statements of special educational need prepared within 18 weeks excluding those affected by "exceptions to the rule" under the SEN Code of Practice.	82%	93%	75%	93.9%	87%	93.5%	92%	92%	92%	93%	94%
BV43b	Percentage of statements of special educational need prepared within 18 weeks including those affected by "exceptions to the rule" under the SEN Code of Practice.	63%	72%	85%	93.2%	91%	92.9%	88%	89%	90%	91%	92%

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV44	Number of pupils permanently excluded during the year from all schools maintained by the authority per 1,000 pupils on rolls of schools maintained by the authority.				0.9	0.88	0.88	0.88	0.88	0.88	0.88	0.88
BV45	Percentage of half days missed due to unauthorised absence in secondary schools maintained by the authority	0.9%	0.8%	0.8%	1.18%	0.8%	1.2%	0.8%	0.8%	0.8%	0.75%	0.73%
BV46	Percentage of half days missed due to unauthorised absence in primary schools maintained by the authority.	0.30%	0.22%	0.08%	0.16%	0.08%	0.16%	0.1%	0.08%	0.08%	0.08%	0.08%
BV48	Percentage of schools maintained by the Authority subject to special measures on 14th December	1.60%	1.09%	0%	1.60%	0%	1.4%	1.0%	0%			
BV50	Percentage of young care leavers aged 16 or over with at least 1 GCSE at grades A*-G, or GNVQ.	46%	55%	80%	42%	75%	50% *	75%	75%	75%	75%	75%
BV159	The percentage of permanently excluded pupils provided with alternative tuition of:											
	(a) 5 hours or less						1%	10%				
	(b) 6-12 hours						0%	0%				
	(c) 13-19 hours						85%	0%				
	(d) 20 hours or more						14%	90%				
BV161	Employment, education and training for care leavers.						50%	55%	70%	75%	75%	75%

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV170c	Numbers of pupils visiting museums and galleries in organised school groups.	10,100	13,810	35,000	27,691	32,500	27,500	28,500	29,500	30,500	31,500	32,500
BV181	Percentage of 15-year-olds in schools maintained by the authority achieving Level 5 or above in the Key Stage 3 test in:											
	(a) English						72%	74%	76%	79%		
	(b) Maths						77%	78%	80%	82%		
	(c) Science						80%	81%	82%	85%		

*\*shows that the indicator has changed definition since the previous year, so the figure shown does not present a strict like-for-like comparison with that for the previous year.*

### Best Value and Audit Commission Indicators 2001/02 Which Are Not Included Above

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV31	Individual schools budget as a percentage of local schools budget	83.09%	84.40%	83%	81.9%	85%	85%					
BV32	Expenditure per head on adult education through LEA provided and secured provision	£2.96	N/A	£9.39	£4.62 *	£5.72	£5.18 *					
BV36d	Net expenditure per pupil in LEA schools: Secondary pupils aged 16+	£4,024	N/A	£3,427	£4,011 *	£3,786	£4,318					

PI Code	PI Description	Comparators 2000/01		Leicestershire									
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets			
								04/05	05/06	06/07			
BV37	Average GCSE points score in schools maintained by the authority completing Year 11	39	40	39	38.60	39	39.7						
BV39	Proportion of pupils in schools maintained by the authority achieving one or more GCSEs at grade G or equivalent.	96%	96%	96%	95.4%	97%	96.6%						
BV42	The number of enrolments on all adult education courses provided and secured by the local authority per 1,000 adult population.	33	47	70	105	102	102						
BV158	The percentage of adult education hours for which students attended.	77%	78%		77%	81%	79% *						
BV159 a	The percentage of permanently excluded pupils attending less than ten hours a week of alternative tuition.	69%	42%		29%	21%	3% *						
BV159 b	The percentage of permanently excluded pupils attending between ten and twenty-four hours a week of alternative tuition.	31%	54%		71%	65%	93% *						
BV159c	The percentage of permanently excluded pupils attending twenty-five hours or more a week of alternative tuition.	0%	2%		0%	15.5%	4% *						

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets 04/05	05/06	06/07
BV160	The percentage of primary school classes with more than 30 pupils in years three to six.	30.4%	26.5%		27.6%	25%	25% *					

*\*shows that the indicator has changed definition since the previous year, so the figure shown does not present a strict like-for-like comparison with that for the previous year.*

### Best Value and Audit Commission Indicators 2000/01 Not Included Above Or Below

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets 04/05	05/06	06/07
BV35a	Number of unfilled places in primary schools identified as having surplus capacity expressed as a percentage of total primary capacity.	10.3%	9.3%	7%	6.9%							
BV35b	Number of unfilled places in secondary schools identified as having surplus capacity expressed as a percentage of total secondary capacity	7.2%	5.6%	9%	6.8%							
BV44a	Number of pupils permanently excluded during the year from schools maintained by the authority per 1,000 pupils on rolls of schools maintained by the authority for primary schools.	0.32	0.20	0.3	0.32							

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV44b	Number of pupils permanently excluded during the year from schools maintained by the authorities per 1,000 pupils on rolls of schools maintained by the authority for secondary schools.	1.80	1.43	1.6	1.52							
BV44c	Number of pupils permanently excluded during the year from schools maintained by the authority per 1,000 pupils on rolls of schools maintained by authority for special schools.	2.94	2.10	4	2.33							
BV47	Percentage of schools maintained by the Authority with serious weakness on 14 <sup>th</sup> Dec.	2.6%	2.1%	<2%	2.0%	1.0%	1.7%	1.0%	1.0%			
B2i	The percentage of primary school classes with more than 30 pupils in years reception to two inclusive.	2.1%	1.7%	2%	3.2%							
B3	Pupils with statements of special educational need as a percentage of all children.	2.0%	N/A		2.1%							
B4	The number of statements issued during the year per 1,000 children.	2.4	N/A	2.4	2.4							
B6	The percentage of absence in secondary schools that are unauthorised absence.	9.8%	8.4%		15.2%							



PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
C4c	The percentage of looked-after children, eleven and over, permanently excluded from school in the year.	1.0%	0.45%		1.0%		1.0%	1.0%	1.0%	1.0%	1.0%	1.0%

### Local Performance Indicators

PI Code	PI Description	Leicestershire								
		Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets			
LB1	Percentage of primary schools that use library service for education	55%	60%	57%	63%	69%	73%	74%	74%	
LB2	Percentage of secondary schools that use library service for education	91%	89%	92%	93%	95%	95%	95%	95%	
LB3	Percentage of schools maintained by the authority on 14 <sup>th</sup> December deemed by Ofsted to be under-achieving	1.6%	1.0%	2.0%	1.0%	1.0%				
LB4	Proportion of children in schools maintained by the Authority in the previous summer achieving Level 5 or above in the Key Stage 3 Mathematics test	74%			80%	82%				
LB5	Proportion of children in schools maintained by the Authority in the previous summer achieving Level 5 or above in the Key Stage 3 English test	71%			76%	79%				

## C: MEETING HEALTH AND CARE NEEDS

### Best Value Performance Indicators Effective from 2002/03

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	Targets				
								02/03	03/04	04/05	05/06	06/07
BV49	Percentage of children looked after with 3 or more placements during the year.	13%	N/A	16%	19.3%	16%	19%	16%	16%	16%	16%	16%
BV51	Costs of services for children looked after	£557	£477		£578	£439	£610 *	£620 *	£641	£651	£667	£684
BV52	Cost of intensive social care for adults	£399	£367		£332	£298	£337 *	£352 *	£362	£371	£379	£388
BV53	Households receiving intensive home care per 1,000 people aged 65 or over.	7.02	9.23	9.2	10.08	10.5	10.0	10.1	10.2	10.3	10.3	10.4
BV54	Older people aged 65 or over helped to live at home per 1,000.	64.34	72.30	62.24	71.25 *	75	72	72	72	72	72	73
BV55	Clients receiving a review	45%	54%		62%		64%	66%	68%	70%	72%	74%
BV56	Percentage of items of equipment costing less than £1,000 delivered within three weeks.	92%	94%		92%	97%	94%	94%	94%	96%	95%	96%
BV58	Percentage of people receiving a statement of their needs and how they will be met.	83%	87%	81%	86%	84%	75% *	77%	80%	82%	84%	87%
BV162	The percentage of children on the register whose cases should have been reviewed that were reviewed.	92.2%	95.6%		91.7%	100%	100%	100%	100%	100%	100%	100%

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV163	Adoptions of children looked after.					6%	7% *	7.0%	7.0%	8.0%	8.0%	8.0%
BV182	Users who said they were satisfied with the help they received from Social Services											
BV190	Users who said that if they asked for changes to services, those changes were made											

*\*shows that the indicator has changed definition since the previous year, so the figure shown does not present a strict like-for-like comparison with that for the previous year.*

#### Best Value and Audit Commission Indicators 2001/02 Which Are Not Included Above

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV57	Users/ carers who said they got help quickly.	87%	91%		94%							
BV59	Assessments per 1000 population aged 65 or over	110	130		102	79.4	74	74.4	74.8	75.3	75.7	76.2
BV60	Users/ carers who said that matters relating to race, culture or religion were noted.	39%	46%		30%							
BV61	Spend on children in need but not looked after by the Council as a percentage of spending on all children's services	22%	23%	31%	31%	37%	31% *	31%	31%	31%	31%	31%

*\*shows that the indicator has changed definition since the previous year, so the figure shown does not present a strict like-for-like comparison with that for the previous year.*

### Best Value and Audit Commission Indicators 2000/01 Not Included Above Or Below

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
C1	The number of adults under 65 whom the authority helps to live at home, per 1,000 adults under 65.	7.7	9.2		7.91		8.0	8.0	8.1	8.1	8.2	8.2
C2	The number of nights of respite care provided or funded by the authority per 1,000 adults.	80.75	95.18		87.15		82.1	83.2	84.3	85.5	86.7	87.9
C3a	The number of adults 65 and over whom the local authority supports in residential care, per 1,000 people aged 65 and over.	20.36	18.80		20.58		20.2	20.0	19.7	19.4	19.1	18.8
C3b	The number of adults under 65 whom the authority supports in residential care per 1,000 people under 65.	1.33	1.18		1.18		1.2	1.2	1.27	1.3	1.3	1.37
C4a	The number of children being looked after by the local authority per 1,000 children.	3.2	N/A		2.1		2.3	2.4	2.4	2.4	2.4	2.4
C4bi)	The percentage of these children who are in residential accommodation.	11.5%	9.8%		9.8%		10%	10%	10%	10%	10%	10%
C4bii)	The percentage of these children who are in foster care and adoption.	76%	77%		77%		79%	80%	80%	80%	80%	80%
C5a	The number of children on the child protection register per 1,000 children as at 31 March 2001.	1.65	N/A		1.0		1.1	1.0	1.0	1.1	1.1	1.1

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
C5c	The percentage of children on the register for the year who had been visited at least once every six weeks by their social worker.	85%	90%		90%		95%	100%	100%	100%	100%	100%

### Social Services Performance Assessment Framework indicators

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
A3	Re-registrations on the child protection register	12%	10%		12%		11%	10%	10%	10%	10%	10%
A5	Emergency admissions for older people				278.5		188					
A6	Emergency psychiatric readmissions				8.6		7.58					
B9	Unit cost of children's residential care	£2,445	£2,096		£2,861	£1978	£3,055 *	£3,144	£3,297	£3,371	£3,455	£3,542
B10	Unit cost of foster care	£251	£227		£273	£251	£288 *	£290	£295	£301	£308	£316
B11	Intensive home care as a proportion on intensive home care and residential care.	20%	24%		27%	29%	27.2% *	27.3%	27.4%	27.5%	27.6%	27.7%
B13	Unit cost of residential and nursing care for older people	£324	£316		£316	£288	£323 *	£339	£353	£362	£371	£380
B14	Unit cost of residential and nursing care for people with learning disabilities	£607	£500		£445	£364	£455 *	£479	£498	£511	£523	£536
B15	Unit cost of residential and nursing care for people with mental illness	£376	£347		£344	£311	£352 *	£370	£384	£394	£404	£414

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
B16	Unit cost of residential and nursing care for people with physical disabilities	£497	£418		£360	£376	£367 *	£386	£401	£411	£421	£432
B17	Unit cost of home care for adults	£12.30	£11.06		£10.80	£9.84	£10.60 *	10.93	£10.74	£10.99	£11.17	£11.43
C22	Young children looked after in family placements	85%	N/A		81%	85%	85%	85%	85%	85%	85%	85%
C25	Inspections of children's homes	100%	100%		100%		100%	100%	100%	100%	100%	100%
C30	Adults with learning disabilities helped to live at home per 1,000	2.4	2.7		2.5		2.5	2.5	2.6	2.6	2.7	2.7
C34	Inspections of adult residential care	100%	100%		100%		100%	100%	100%	100%	100%	100%
D35	Children looked after for at least 4 years who had been in foster placement for at least 2 years	47%	56%		49%	60%	55%	58%	60%	60%	60%	60%
D41	Delayed discharge					3.2%						

*\*shows that the indicator has changed definition since the previous year, so the figure shown does not present a strict like-for-like comparison with that for the previous year.*

### Local Performance Indicators

PI Code	PI Description	Leicestershire								
		Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets			
LC1	The number of disabled children looked after during the year under an agreed series of short-term placements, as a percentage of all children looked after at any time during the year.	16.8%	16%	16%	16%	16%	16%	16%	16%	

PI Code	PI Description	Leicestershire							
		Actual 00/01	Target 01/02	Est. 01/02	Targets				
					02/03	03/04	04/05	05/06	06/07
LC2	Proportion of children looked after on care order with a named social worker (other than team leader)	100%	100%	100%	100%	100%	100%	100%	100%
LC3	Care orders (interim and full) per 10,000 under 18	13.2	12 - 14	14	12-14	12-14	12-14	12-14	12-14
LC4	The percentage of children on the child protection register who have a key worker.	100%	100%	100%	100%	100%	100%	100%	100%
LC5	Percentage of assessments for people discharged from acute hospital beds completed within agreed hospital discharge standards								
LC6	Waiting time for care packages								
LC7	The percentage compliance with the law in premises surveyed dealing with age restricted goods namely sales of alcoholic products.								
LC8	The percentage of breaches of Health and Safety legislation discovered during audit of County Council premises	25%	25%	26.4%	23%				
LC9	Percentage of premises inspected as part of the food standards inspection programme.	34%	29%	27%	36%				

## D: IMPROVING OUR TRANSPORT SYSTEM

### Best Value Performance Indicators Effective from 2002/03

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV96	Percentage of principal roads with negative residual life (deflectograph surveys).	7.3%	6.3%		21.5%	23%	21% *	20% *	22%	20%		
BV97a	Percentage of non-principal classified roads with significant defects (visual inspection).	5.4%	2.8%		10.1%	12%	11% *	11%				
BV97b	Percentage of unclassified roads with significant defects (visual inspection).						13%	12%				
BV99a	Number of road casualties per 100,000 population - killed/seriously injured.	80.5	66.9		45.2	42.1	45.9	40	38	36		
BV99b	Number of road casualties per 100,000 population - slight injuries	462.6	429.2		381.7	376.3	382.4	377.9	377.8	377.7		
BV100	Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by local authority or utility road works per km of traffic sensitive road.	1.1	0.3	0.9	1.14 *	1.1	1.2	1.0 *				
BV102	Local bus services (passenger journeys per year).	17.8m	24.6m		22m	13.9m	-	14.1m	14.4m	14.7m		
BV103	Percentage of users (within the last year) satisfied with local provision of public transport information.	69%	70%		69%				73%			
BV104	Percentage of users satisfied with local bus services.	57%	62%		65%				68%			



PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV165	The percentage of pedestrian crossings with facilities for disabled people.	79.6%	87%		77%	84%	83%	89% *	95%	100%	100%	100%
BV186 a	Proportion of the principal road network not needing major repair as a ratio of the cost per km of structural maintenance of principal roads.											
BV186 b	Proportion of the non-principal road network not needing major repair as a ratio of the cost per km of structural maintenance of non-principal roads.											

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### Best Value and Audit Commission Indicators 2001/02 Which Are Not Included Above

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV93	Cost of highway maintenance per 100 km travelled by a vehicle on principal roads.	£0.24	£0.19	£0.23	£0.30 *	£0.29	£0.34					
BV94	Cost per passenger journey of subsidised bus services.	£0.89	£0.82		0.83	£0.91	£0.89	£0.94				

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV105	Damage to roads and pavements repaired or made safe within 24 hours.	95%	97%	87.8%	89.5%	93%	94%	96%	97%	98%		

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### Best Value and Audit Commission Indicators 2000/01 Not Included Above Or Below

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV101	Local bus services (vehicle kilometres per year).	14.8m	22.9m		13.8m							

### Local sustainable development indicators

PI Code	PI Description	Leicestershire								
		Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets			
							04/05	05/06	06/07	
LD1	Home-to-school transport: percentage loading efficiency for hired in vehicles	87.1%	79.5%	87%	87.5%	88%	88.5%			
LD2	Home-to-school transport: cost per pupil per day	£1.90	£1.93	£2.04	£2.15	£2.25	£2.35			
LD3	Length of cycle network	+10km	+10km	+20km *	+30km	+20km	+20km	+20km	+20km	
LD4	The percentage of Year 6 children (10/11 year-olds) receiving cycle training	50%	56%	56%	57%	58%	60%			
LD5	The percentage of schools provided with road safety services	80%	77%	77%	78%	79%	80%			

PI Code	PI Description	Actual 00/01	Target 01/02	Est. 01/02	Leicestershire				
					02/03	03/04	Targets		
							04/05	05/06	06/07
LD6	The number of schools committed to implementation of a travel plan	37	50	50	80	110	140		
LD7	Number of major employers committed to the implementation of a travel plan	13	19	19	23	30	36		

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### Other Local Performance Indicators

PI Code	PI Description	Actual 00/01	Target 01/02	Est. 01/02	Leicestershire				
					02/03	03/04	Targets		
							04/05	05/06	06/07
LD8	The percentage of traffic signal faults dealt with within times indicated : Urgent faults attended within 4 hours	100%	95%	100%	95%	95%	95%	95%	95%

## E: CARING FOR OUR ENVIRONMENT

### Best Value Performance Indicators Effective from 2002/03

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets 04/05	05/06	06/07
BV107	Planning cost per head of population.	£2.02	£1.77	£2.90	3.35	£3.60	£3.16	£3.04				
BV109	Percentage of applications determined within 13 weeks.											
BV111	Percentage of applicants and those commenting on planning applications satisfied with the service received.	83%	87.5%		87.5%				95%			
BV178	The percentage of the total length of footpaths and other rights of way that were signposted and easy to use by members of the public.					84%	52%	59%	64%	66%	69%	72%
BV187 a	Percentage of category 1,1a and 2 footways with significant deficiencies.											
BV187 b	Percentage of category 3 and 4 footways with significant deficiencies.											

### Best Value and Audit Commission Indicators 2001/02 Which Are Not Included Above

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Ave- rage	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV108	The number of advertised departures from the statutory plan approved by the authority as a percentage of total permissions granted.	0%	0%	0%	0%	0%	0%					
BV109	Percentage of applications determined within 8 weeks.	16%	25.6%	4%	6.5% *	8%	8%	8% *	10%	12%		
BV110	Average time taken to determine all applications (County matters).	25 weeks	20 weeks	28 weeks	28.9 weeks	28 weeks	28 weeks					
BV112	Score against a checklist of planning best practices.	50.0%	62.5%	62.5%	62.5%	62.5%	62.5%	62.5%	62.5%	87.5%		

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### Best Value and Audit Commission Indicators 2000/01 Not Included Above Or Below

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Ave- rage	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV1	Did the Authority adopt a Local Agenda 21 Plan (as set out in Sustainable local communities for the 21st Century) by 31 December 2000.	-	-	Yes	Yes							

PI Code	PI Description	Comparators 2000/01		Leicestershire									
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets 04/05	05/06	06/07	
F2a	The percentage of links of footpaths and other rights of way which were signposted where they leave a road.	73%	75%		51%								
F2b	The percentage of the total length of footpaths and other rights of way that were easy to use by members of the public.	80%	83%		83%	84%	80%	85%	86%	87%	88%	89%	

### Local sustainable development indicators

PI Code	PI Description	Leicestershire									
		Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets 04/05	05/06	06/07		
LE1	Keep local development plans up to date. Years left to run minus years since adoption not to be below zero:- (A) Waste Local Plan	Inspectors report under consideration	Adopt plan	Adopt plan	Adopt plan	Commence reviews	Review & adopt				
LE2	Keep local development plans up to date. Years left to run minus years since adoption not to be below zero:- (B) Minerals local plan	Draft monitoring report under preparation	Draft review plan	Issues Report.	Consultations on public enquiry into plan	Inspector's report	Adopted				
LE3	Keep local development plans up to date. Years left to run minus years since adoption not to be below zero:- (C) Structure plan	-2	-4	-4	-4	12	10	8	6		
LE4	Number of sustainability appraisals of environmental policies undertaken.	13	12	8	15	18	20	20	20		
LE5	Percentage of decisions on completed environmental grant applications within 3 months	88%	93%	75%	80%	85%	90%	90%	90%		

PI Code	PI Description	Actual 00/01	Target 01/02	Est. 01/02	Leicestershire				
					02/03	03/04	Targets		06/07
							04/05	05/06	
LE6	Action in Biodiversity action plan assigned to Museums, Arts and Records Service: percentage achieved.	15%	30%	15%	50%	70%	100%		
LE7	Number of volunteers and young people engaged in environmental work and group activities	810	1,000	1,000	1,050	1,100	1,150		
LE8	Percentage of sites of importance for nature conservation (SINCs) digitised	36%	25%	35%	50%	75%	90%		

### Other Local Performance Indicators

PI Code	PI Description	Actual 00/01	Target 01/02	Est. 01/02	Leicestershire				
					02/03	03/04	Targets		06/07
							04/05	05/06	
LE9	The percentage of links of footpaths and other rights of way in rural areas which were signposted where they leave a road.			70%	75%	80%	81%	84%	87%
LE10	Definitive rights of way map up to date and past event orders added to map in 4 weeks.	95%	95%	95%	95%	95%	95%	95%	95%
LE11	Percentage of tree preservation order applications reported to the Regulatory Board within 3 months of receipt.	100%	90%	90%	90%	90%	90%	90%	90%
LE12	Number of species records accessible on computer database (000s).	210.3	235	219	240	245	250		
LE13	Percentage of planning consultations responded to within agreed standard deadline.	65%	80%	80%	80%	80%	80%	80%	80%
LE14	Determination of County Council (Reg3) planning applications: percentage determined within 8 weeks.			40%	42%	46%	50%	52%	55%
LE15	Determination of County Council (Reg3) planning applications: average time taken to determine in weeks.			9	9	8	8	8	8
LE16	All planning determinations by the County Council: percentage determined within 8 weeks.			60%	60%	62%	65%		
LE17	All planning determinations by the County Council: average time taken to determine in weeks.			15	15	12	12		

## F: PROMOTING ECONOMIC WELL-BEING

### Best Value Performance Indicators Effective from 2002/03

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Ave-Rage	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV8	The percentage of undisputed invoices for commercial goods and services which were paid within 30 days.	81%	87%	95%	77.5% *	97.5%	82%	100%	100%	100%	100%	100%

\*shows that the indicator has changed definition since the previous year, so the figure shown does not present a strict like-for-like comparison with that for the previous year.

### Local Performance Indicators

PI Code	PI Description	Leicestershire								
		Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets			
							04/05	05/06	06/07	
LF1	Percentage occupancy of business units in managed workspaces.	90%	93%	91%	93%	93%				
LF2	Number of tourism brochures distributed (000s).	620	655	655	640	640				
LF3	The percentage of traders surveyed who consider one of the primary roles of the Trading Standards Services to be an advisory agency to help businesses understand and comply with the law.	80%	85%	80%	85%					
LF4	Level of customer satisfaction with inward investment and aftercare services	95%	90%	90%	90%	90%				
LF5	Cost per investment enquiry handled	£851	£1,100	£850	£875	£900				
LF6	Number of community enterprise start-ups	7	9	8	9	9				



PI Code	PI Description	Leicestershire							
		Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets 04/05	05/06	06/07
LF7	Having in place a local Tourism Strategy	Yes	Yes	Yes	Yes	Yes			
LF8	Number of tourism enquiries handled	5,000	5,000	5,000	5,000	5,000			
LF9	Number of visitor sessions on the data 4 business web site	1,100	1,300	3,500	3,500				
LF10	Success in meeting planned outputs set in Delivery Plans to externally funded programmes	70%	75%	75%	75%	75%			
LF11	Number of economic publications produced	38	38	38	35	35			
LF12	Number of publications/data downloaded from the Leicestershire Economic Research Partnership web site	14,800	10,000	11,100	15,000	15,000			
LF13	Number of jobs created/safeguarded in the Leicestershire Economic area through development	1,174	800	800	800	800			
LF14	Operations at waste and mineral sites: percentage of complaints investigated and responded to within 15 working days	100%	90%	90%	90%	90%	90%		
LF15	Percentage of Leicestershire consumers surveyed who feel they are fairly or very well protected from unfair trading practices.			65%	66%				
LF16	The target time(s) set by the authority for responding to consumer protection complaints and requests for services.	5 wkg days	4 wkg days	4 wkg days	3 wkg days				
LF17	The percentage of these responses provided within the target time(s).	99%	95%	99.9%	90%				

## G: SUPPORTING CULTURE AND LEISURE

### Best Value Performance Indicators Effective from 2002/03

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Ave- rage	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV89	Percentage of people satisfied with cleanliness standards in country parks.	67%	73%									
BV114	Local cultural strategy: score against a checklist in the 'Creating Opportunity' guidance.							100%				
BV115	The cost per visit to public libraries.	£2.43	£2.30	£2.05	£3.19	£2.63	£3.35 *	£3.16				
BV117	The number of physical visits to public libraries per 1,000 population.	5,100	6,000	5,110	4,600	4,900	4,650	4,870	5,120	5,350	5,530	5,670
BV118	The percentage of library users who found the book/ information they wanted or reserved it and were satisfied with the outcome.											
BV119	Percentage of residents by targeted group satisfied with the local authority's cultural and recreational activities.	58%	63%		52.9%							
BV170 a	The number of visits to/usage of museums per 1,000 population.	258	403		637	510	548	584	560	580		

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
BV170 b	The number of those visits that were in person per 1,000 population.	196	254		399	370	340	374	390	400		

*\*shows that the indicator has changed definition since the previous year, so the figure shown does not present a strict like-for-like comparison with that for the previous year.*

### Best Value and Audit Commission Indicators 2001/02 Which Are Not Included Above

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
BV85	The cost per square kilometre of keeping parks and open land clear of litter and refuse.	£2,136	£1,516		£3,858	£1,558	£3,858					
BV114	Does the local authority have a local cultural strategy?	-	-	In progress	No	Yes	No					
BV116	Spend per head of population on cultural and recreational facilities and activities.	£14.61	N/A		£18.64	£16.19	£18.94 *	£19.56				
BV169 a	The number of museums operated by the authority.	2	3		10	10	10					
BV169 b	The percentage (number) of those museums that are registered under the museums registration scheme administered by Resource.	100% (3)	100% (6)		60% (6)	60% (6)	60% (6)					

*\*shows that the indicator has changed definition since the previous year, so the figure shown does not present a strict like-for-like comparison with that for the previous year.*

### Best Value and Audit Commission Indicators 2000/01 Not Included Above Or Below

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
E3	The number of public conveniences sites provided by the authority normally throughout the year.	6	11		11	11	11	11	11	11	11	11
I5	Museums: net cost per visit/usage.	£5.45	£4.47		£6.27	£7.32	£7.49					
I6	The number of books and other items issued by the authority's libraries per head of population	7.89	8.59		6.84 *	7.0	6.7	6.91	7.09	7.28	7.49	7.72

*\*shows that the indicator has changed definition since the previous year, so the figure shown does not present a strict like-for-like comparison with that for the previous year.*

### Local sustainable development indicators

PI Code	PI Description	Leicestershire								
		Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets			
LG1a	Percentage of parish authorities to have appointed archaeological wardens	56%	53%	61.6%	56%	58%	60%			
LG1b	Percentage of parish authorities to have appointed heritage wardens	29%	30%	32%	33%	36%	40%			
LG2	Percentage of parishes upgraded on the computerised Sites and Monuments Record	43%		63%	90%					

## Other Local Performance Indicators

PI Code	PI Description	Leicestershire							
		Actual 00/01	Target 01/02	Est. 01/02	Targets				
					02/03	03/04	04/05	05/06	06/07
LG3	The number of books and recordings available in the Council's libraries per head of population	0.87	0.91	1.2	1.25	1.27	1.30	1.33	1.35
LG4	The net expenditure per head of population on libraries	£11.52	£11.04	£12.72	£13.08				
LG5	Proportion of planned time that mobile service points were not available to visitors because mobile library visits/stops were missed or cancelled	4.05%	1.45%	1.33%	1.25%	1.00%	1.00%	1.00%	1.00%
LG6a	Percentage of requests for books met within 7 days	48.6%	50.4%	49%					
LG6b	Percentage of requests for books met within 15 days	70.5%	70%	71%					
LG6c	Percentage of requests for books met within 30 days	83%	83%	83%					
LG7	Annual items added through purchase per 1,000 population	200	150	204	204	209	216	220	220
LG8	The amount spent per head of population on books and other material	£2.23	£2.02	£2.29	£2.12				
LG9	Proportion of planned time that service points were not available to visitors because of emergency closure of central and branch libraries			0.02%	0.02%	0.02%	0.02%	0.02%	0.02%
LG10	Percentage of libraries open more than 10 hours a week that have access to on-line catalogues			83%	100%	100%	100%	100%	100%
LG11	Percentage of static service points providing public internet access			57%	100%	100%	100%	100%	100%
LG12	Percentage of time spent by front line staff in serving the public			84%	84%	85%	86%	87%	88%
LG13	Library stock turnover ratio			5.5	5.6	5.7	5.7	5.8	5.9
LG14	Number of arts and cultural activities held in libraries			20	27	32	37	42	42
LG15	Number of enquiries per 1,000 population			511	521	547	574	603	633
LG16	Percentage of total budget spent on stock and other materials			14.8%	13.7%				
LG17	Total number of electronic workstations available to users per 1,000 population			0.13	0.21	0.3	0.4	0.5	0.6
LG18	The number of independent museums assisted or supported by the Authority	39	42	39	40				
LG19	The value of arts grants disbursed	£20,804		£13,090	£15,500				
LG20	The number of arts grants awarded	19		20	20				

PI Code	PI Description	Actual 00/01	Target 01/02	Est. 01/02	Leicestershire				
					02/03	03/04	04/05	05/06	06/07
LG21	The value of returns on the arts grants programme	£82,991		£90,000	£94,000				
LG22	Number of items available for loan through the Open Museum Schemes			2,900	2,925				
LG23	Number of items loaned during the year through the Open Museum Schemes			2,500	2,550				
LG24	Number of loan transactions made through the Open Museum Schemes			330	350				
LG25	Number of organisations using the Open Museum Schemes			193	200				
LG26	Number of written enquiries answered by the Records Office			1,260	1,300				
LG27	Number of documents produced for users of the Records Office			24,000	24,250				
LG28	Number of visitors to the Records Office			17,500	17,800				
LG29	Number of talks given to community and educational groups	246		200	210	220	230	240	250
LG30	The number of public conveniences provided by the authority, which are open more than 12 hours a day.	0	0	0	0	0	0	0	0
LG31	The number of public conveniences provided by the authority, which are open less than 12 hours a day.	11	11	10	11	11	11	11	11
LG32	The number of these public conveniences providing access for disabled people.	10	11	10	11	11	11	11	11
LG33	The number of these conveniences providing baby-changing facilities.	9	10	9	10	10	10	10	10

## H: MAKING COMMUNITIES SAFER

### Best Value Performance Indicators Effective from 2002/03

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV126	Domestic burglaries per 1,000 households	13.10	10.60		13.3	12.5	12.4	12.0 *				
BV127 a	Robberies per 1,000 population					0.3	0.3	0.29 *				
BV127 b	Percentage of robberies detected											
BV128	Vehicle crimes per 1,000 population.	14.4	10.8		14.4	12.8	13.9 *	13.5 *				
BV166	Score against a checklist of enforcement best practice for environmental health/trading standards.						9	9				
BV174	The number of racial incidents recorded by the authority per 100,000 population.	5.4	0.7		0.7		0.98					
BV175	The percentage of racial incidents that resulted in further action.	100%	N/A		50%		83%	100%				
BV176	The number of domestic violence refuge places per 10,000 population which provided/supported by the authority.	0.14	0.47		0.02	1.2	0.02	0.02				
BV189 a	Percentage of residents who said that they feel 'fairly safe' or 'very safe' after dark whilst outside in the local authority area.											

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV189 b	Percentage of residents who said that they feel 'fairly safe' or 'very safe' during the day whilst outside in the local authority area.											

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#### Best Value and Audit Commission Indicators 2001/02 Which Are Not Included Above

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV95	Average cost of a working street-light.	£44.63	£40.18	£33.60	£40.18	£35.40	£44.43 *					
BV173 a	Has the local authority established a corporate strategy to reduce crime and disorder in their area?					Yes	Yes					
BV173 b	If not, has the authority established a timetable for doing so?					Yes	Yes					

*\*shows that the indicator has changed definition since the previous year, so the figure shown does not present a strict like-for-like comparison with that for the previous year.*



### Best Value and Audit Commission Indicators 2000/01 Not Included Above Or Below

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV98	Percentage of street lamps not working as planned.	1.36%	0.70%	0.55%	0.6%							
BV127	Violent crimes per 1,000 population	8.2	7.9		7.9							
H2	The average number of consumer protection visits per high and medium risk premises.	0.28	0.41		0.41							

### Local Performance Indicators

PI Code	PI Description	Leicestershire								
		Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets			
							04/05	05/06	06/07	
LH1	Number of drivers attending improvement courses	183	180	180	200					
LH2	Numbers of young people dealt with by YOT	758		600	582					
LH3	Number of young people convicted or subject to reprimand or final warning	1,105		1,343	1,303					
LH4	Custody rates for young offenders	6.6%		9%	8%					
LH5	Percentage of premises visited for enforcement purposes.	20%	18%	13.9%	18%					

## I: MANAGING WASTE EFFECTIVELY

### Best Value Performance Indicators Effective from 2002/03

PI Code	PI Description	Comparators 2000/01		Leicestershire								
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets		
										04/05	05/06	06/07
BV82a	Total tonnage of household waste arising - percentage recycled.	7.21%	9.46%	6.5%	6.9%	7%	10.8% *	11.5%				
BV82b	Total tonnage of household waste arising - percentage composted.	5.1%	7.4%	5%	7.9%	8%	9.5% *	10%				
BV82c	Total tonnage of household waste arising - percentage used to recover heat, power and other energy sources.	0%	0%	Negligible	Negligible *	Negligible	Negligible *	Negligible				
BV82d	Total tonnage of household waste arising - percentage landfilled.	85%	80%	88%	80%	80%	79.7% *	78.5%				
BV87	Cost of waste disposal per tonne for municipal waste.	£27.34	£26.23	£28.35	30.44	£31.90	£32.71	£32.54				
BV90	Percentage of people expressing satisfaction with Civic Amenity Sites.	75%	78%		74%							

\*shows that the indicator has changed definition since the previous year, so the figure shown does not present a strict like-for-like comparison with that for the previous year.

### Best Value and Audit Commission Indicators 2001/02 Which Are Not Included Above

PI Code	PI Description	Comparators 2000/01		Leicestershire									
		Average	Best 25%	Target 00/01	Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets			
BV84	Kg of household waste collected per head.	512	497	605	513	539	530	541					

### Local sustainable development indicators

PI Code	PI Description	Leicestershire								
		Actual 00/01	Target 01/02	Est. 01/02	02/03	03/04	Targets			
L11	The population per Civic Amenity Site within WDA area	43,450	43,629	43,814	44,000					
L12	Total hours of operation of Civic Amenity Sites per 1,000 population	93.9	92.44	92.1	91.7					
L13	The percentage of the population within five miles of a Civic Amenity Site.	95%	95%	95%	95%					