

PAPER D

RESOURCES SELECT COMMITTEE – 19TH JUNE 2003
BEST VALUE PERFORMANCE INDICATORS 2002/03
REPORT OF THE HEAD OF POLICY AND COMMUNICATIONS

REASON FOR SELECT COMMITTEE CONSIDERATION

This report has been requested by Resources Select Committee and agreed as part of the forward workplan. The Best Value Performance Plan, which includes the performance indicator out turn tables was presented to Executive Committee on 18th June 2003.

ACTION REQUIRED BY THE SELECT COMMITTEE

To scrutinise the performance and make recommendations as appropriate.

BACKGROUND

Performance against Targets:

The table below gives an illustrates our actual performance against targets which were set for the year. The fact that only 25% of targets were achieved or exceeded, indicates that there is still work to be done to produce more realistic and robust targets, which accurately reflect performance. The introduction of the quarterly performance management report, including the basket of key performance indicators, together with encouraging services to monitor performance against indicators on a quarterly basis should improve our target setting.

	Corporate Health	Improving Health, housing & quality of life for all	Encouraging job creation & economic prosperity	Raising education standards promoting lifelong learning	Creating safe & crime-free communities	Improving public transport & the highways infrastructure	Protecting the Island's physical environment	Total
Total number of BVPI's (02/ 03)	22	31	0(all local indicators)	34	23	21	38	168
Total number of BVPI's for which a target was set in 2002/03	14	18	0	22	19	15	31	119
Total number of BVPI's where the target was met or exceeded for	10 (71%)	-	-	5 (23%)	2 (11%)	7 (47%)	8 (26%)	32 (27%)

	Corporate Health	Improving Health, housing & quality of life for all	Encouraging job creation & economic prosperity	Raising education standards promoting lifelong learning	Creating safe & crime-free communities	Improving public transport & the highways infrastructure	Protecting the Island's physical environment	Total
2002/03								
% of 2001/02 indicators which performed above the Unitary National Average for 2001/02.	6%	13%	-	9%	3%	4%	6%	41%
Total number of local indicators (02/03)	8	15	3	0	8	0	4	38
Total number of local indicators for which a target was set for 2002/03	2	15	3	0	8	0	4	38
Total number of local indicators where the target was met or exceeded for 2002/03	0	1 (7%)	1 (33%)	0	3 (38%)	0	2 (50%)	7 (18%)

The full list of indicators are reproduced as Appendix A to this report.

2002/2003 Out turn compared with last year:

Using a standard traffic light system for comparing performance shows the following:

Red	32 indicators (17%) showing performance worsening since 2001/2002.
Amber	95 indicators (52%) where there has been no real change either way, or where performance cannot be compared because of changes in definitions.
Green	57 indicators (31%) showing performance improving since 2001/2002.

The indicators falling within each category as listed in Appendix B of this report.

Local Performance Indicators:

In previous years, the Audit Commission, through the District Auditor has criticised the number and relevance of our local performance indicators. Some work was done to reduce the number of local pi's in last years BVPP, and this process continued this year, with the number of local pi's reported being decreased further.

There is a further area of work to be undertaken in the next year, to develop meaningful local performance indicators for services. The Audit Commission have produced guidance to help authorities do this, and this is attached as Appendix C to this report.

Additionally, there needs to be a link established to ensure that local pi's developed as part of Best Value Reviews are fed into the performance management system, and reported in the BVPP.

RELEVANT PLANS, POLICIES, STRATEGIES AND PERFORMANCE INDICATORS

The BVPP, which is required by law, sets out details of our performance as a council. It provides an overview of the council's corporate priorities and identifies objectives for the coming year. It links the actions and targets set out by the council in its Corporate Plan, Annual Action Statement and CPA Improvement Plan, and individual service plans, providing a comprehensive summary of our performance over past years and our priorities for the coming year.

It also reports on the Best Value Reviews that have been completed and are currently underway.

CONSULTATION PROCESS

BVPI data co-ordinators and data providers from within individual services, provide the actual out turn figures for the year.

Directors, Heads of Service, relevant Officers and District Audit have been given the opportunity to comment upon the BVPP.

Public comment on the final published version is always sought.

FINANCIAL, LEGAL, CRIME AND DISORDER IMPLICATIONS

The publication of the BVPP and the contents of it are statutory obligations arising under the Local Government Act 1999.

The production costs of the BVPP are met from within existing budgets and the costs of delivering the outcomes quoted, where not already provided for, are being addressed in the on-going resource prioritisation/medium term budgeting process.

APPENDICES ATTACHED

- A. PI out turn tables (by corporate objective) for 2002/2003.
- B. Traffic light report
- C. Audit Commission guidance on developing local performance indicators.

BACKGROUND PAPERS USED IN THE PREPARATION OF THIS REPORT

Best Value Performance Plan 2001/2002

Best value Performance Indicators 2002/2003

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APPENDIX A

Corporate Health

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/06 target	Similar Unitary Authorities		
								75 th Percentile	Median	25 th Percentile
BVPI 001 a	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 way that is sustainable?	Amended from 01/02	No	Yes	Yes	Yes	Yes	N/a		
BVPI 001b	By when (mm, yy) will a full review of the community strategy be completed? If such a review was scheduled for this year, was it completed on time?	Amended from 01/02		A full review of the strategy is ongoing and will be completed by December 2003. It is intended that the strategy will be reviewed on an annual basis.			N/a			
BVPI 001c	Has the authority reported progress towards implementing the community strategy to the wider community this year? If no, by when (mm, yy) will this be undertaken?	Amended from 01/02		Not yet. An annual summit is being arranged for August 2003, where the LSP will provide an opportunity for both consultation and scrutiny by the community. The event is taking place at the annual garlic festival event that attracts over 20,000 people over the two days.			N/a			
BVPI 002	The level (if any) of the Equality Standard for Local Government to which the authority conforms.	Amended from 01/02	0	1	Amended from 03/04			2	1	1
BVPI002(a)	The Level of Equality Standard for Local Government to which the authority conforms	Amended version to be used from 03/04		1	2	2	2	N/a		
This is a 100% improvement on last year, as the Council did not have a comprehensive Equality and Diversity policy adopted until April 2002. The policy is now in place and the action plan is due to be reviewed during the autumn of 2003.										
BVPI002(b)	Duty to promote race equality	Amended version to be used from 03/04		No scheme in place	44%	50%	50%	N/a		
The council did not meet its statutory duty to have a Race Equality Scheme in place by May 2002. A draft scheme has now been prepared and it is anticipated that it will be formally adopted by the council in June 2003.										
BVPI 003	The percentage of citizens satisfied with the overall service provided	User satisfaction survey for 03/ 04			70%	-	-	N/a		
BVPI 004	The percentage of complainants satisfied with the handling of their complaint	User satisfaction survey for 03/ 04			70%	-	-	N/a		
BVPI 005a	The number of complaints in a financial year to the Commission for Local Government Administration in England that were classified as maladministration	2	Deleted							
BVPI 006	The percentage turn out for local elections	61%	Deleted							
BVPI 008	The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority.	92%	100% Gov't target	93%	100%	100%	100%	88%	85%	80%
BVPI 009	Percentage of Council Tax collected.	98.4%	97.7%	98.9%	98%	98%	98.2%	97.3%	65.7%	94%
BVPI 010	The percentage of non-domestic rates due for the financial year which were received by the authority.	99.7%	98.2%	98.2%	98.3%	98.4%	98.2%	98.8%	98%	97.5%
BVPI 011a	The percentage of top 5 % of earners that are women.	Amended from 01/02	25%	28%	30%	30%	30%	34%	25%	21%
The target for this year was met, and therefore targets for future years were revised accordingly.										
BVPI 011b	The percentage of top 5 % of earners from black and minority ethnic communities.	New PI	1%	1.83%	2%	2%	2%	N/a		
The target for this year was met, and therefore targets for future years were revised accordingly.										
BVPI 012	The number of working days/shifts lost due to sickness absence.- Council	9.5	7.25	9	7.0	7.0	7.0	11.6	10	8.8
Although up on our target, this is down from last year which is better than the national trend. Council's policies are believed to be helping to keep the level under control and we hope to see further reductions in future years.										
	Fire Service Personnel – Number of days/shifts lost to long-term and short-term sickness:	N/A	9.9	9	9.5	9.1	8.8	N/a		
BVPI 014	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force. 1. Council 2. Fire & Rescue Service	0.4% 0%	0.2% 0.2%	1.52% %	1.0% 0.15%	0.5% 0.15%	0.5% 0.15%	0.51%	0.33%	0.2%
Last years outturn figure and the targets were based on different criteria for calculation and are therefore not comparable. Changes to guidance made after 2001/2002 figures, calculation total workforce reduced to occupational scheme members only. Also major restructuring of Authority in 2002/2003 has led to an increase in early retirements on grounds of redundancy & efficiency. Target has therefore been amended to be more realistic in light of changes.										

Corporate Health

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/06 target	Similar Unitary Authorities		
								75 th Percentile	Median	25 th Percentile
BVPI 015	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce. 1. Council 2. Fire & Rescue Service	0.65% 2.67%	0.20% 2.0%	0.49% 1.64%	0.2% 1.5%	0.15% 1.5%	0.15% 1.2%	0.51% n/a	0.34% n/a	0.28% n/a
Although the figure is less than the previous year, it is not as low as the original target. New attendance management policy introduced however will focus on management of sickness absence, especially long-term absence.										
BVPI 016 [a&b]	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the authority area.	(a) 0.7% (b) n/a	(a) 1.5% (b) 2%	(a) 0.74% (b) 1.64%	(a) 1.5% (b) 1.5%	(a) 1.5% (b) 1.5%	(a) 1.5% (b) 1.2%	(a) 1.7%	(a) 1.3%	(a) 0.9%
The authority has this year provided data for indicator 16b. The data has been extracted from the 2001 Census, as per the recent guidance from the Audit Commission. The authority intends to continue to supply this data. In target setting, it has been assumed that rates will continue to remain static, as the authority has no trend data on which to base targets.										
BVPI 017[a&b]	The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active minority ethnic community population in the authority area.	(a) 0.4% (IWC) 0% (F&R) (b) n/a	(a) 1% (iWC) 1% (F&R) (b) n/a	(a) 0.53% (b) 1.3%	(a) 0.6% (b) 1%	(a) 0.6% (b) 1%	(a) 0.6% (b) 1%	N/a		
Although this appears to have significantly increased, the very low numbers of ethnicity within the local population means that the addition of only 1 employee can make a significant difference to the figures. The council values diversity and strives to be an equal opportunities employer. The authority has this year provided data for indicator 17b. The data has been extracted from the 2001 Census, as per the recent guidance from the Audit Commission. The authority intends to continue to supply this data. In target setting, it has been assumed that rates will continue to remain static, as the authority has no trend data on which to base targets.										
BVPI 156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	52%	60%	11%	12%	12%	13%	36%	19%	12%
BVPI 157	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.	Amended from 01/02	25%	16.37%	40%	45%	50%	51%	37%	25%
BVPI 180a	The energy consumption/m2 of local authority operational property, compared with comparable buildings in the UK as a whole. (a) electricity; (b) fossil fuel	New PI for 02/03		(a) 230.66 kWh/msq/annum (b) 345.4 kWh/sqm/annum	Amended version 03/04			N/a		
BVPI 180a	The energy consumption/m2 of local authority operational property, compared with comparable buildings in the UK as a whole (a) electricity; (b) fossil fuels	Amended version to be used from 03/04			(a) 231 (b) 346	(a) 231 (b) 346	(a) 231 (b) 346	N/a		
BVPI 180b	Average lamp circuit wattage compared with average consumption/wattage by local authorities in the UK.	New PI for 02/03		433.176 kWh/streetlight/year	Amended version 03/04			N/a		
		average = 515 kWh/streetlight/year								
BVPI 180b	Average lamp circuit energy consumption for streetlights, compared with the UK national averages.	Amended version to be used from 03/04			84%	84%	84%	N/a		
LBV COR DS1	Percentage of electorate voting at local elections	61%	-	-	-	-	-	N/a		
There were no elections held this year. Targets have not been set for future years, as they will be dependent upon elections being called. It is hoped however that the turn out would not be less than 60%.										
HOUSING BENEFIT										
BVPI 076	Security: whether the authority has a written and pro-active strategy for combating fraud and error which embraces specified initiatives including those sponsored by the Department of Social Security, which is communicated regularly to all staff. - Yes/No	Yes	Yes	Yes	Amended from 03/04			N/a		
BVPI 076	Housing Benefit Security: (i) Number of claimants visited per 1,000 caseload (ii) Number of fraud investigators employed per 1,000 caseload (iii) Number of fraud investigations per 1,000 caseload (iv) Number of prosecutions and sanctions per 1,000 caseload	Amended version to be used from 03/04			Targets have not yet been set for this indicator			N/a		

Corporate Health

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/06 target	Similar Unitary Authorities		
								75 th Percentile	Median	25 th Percentile
BVPI 077	The average cost of handling a HB or CTB claim, taking into account differences in the types of claim received	£80.41	Deleted							
BVPI 078a	Speed of processing: a) Average time for processing new claims.	70.37	45	64.9	36	36	35	70	48	39
BVPI 078b	Speed of processing: b) Average time for processing notifications of changes of circumstance.	13	35	11.96	9	9	8	24	16	12
BVPI 078c	Speed of processing: c) Percentage of renewal claims processed on time.	77%	80%	78.53%	83%	85%	87%	74	60	51
BVPI 079a	Accuracy of processing: a) Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the determination for a sample of cases checked post-determination.	99.2%	90%	98.2%	98.5%	98.8%	99%	98	97	93
BVPI 079b	Accuracy of processing: b) The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.	43.19%	55%	55.75%	58%	60%	61%	64	53	43
An increase in over payments related to the appointment of a special officer to deal with overpayments., leading to an improvement in the % of overpayments recovered.										
BVPI 080a	User satisfaction with contact with the benefits office	User satisfaction survey for 03/ 04			70%	-	-	N/a		
BVPI 080b	User satisfaction with service in the benefits office				82%	-	-	N/a		
BVPI 080c	User satisfaction with benefits office telephone service				77%	-	-	N/a		
BVPI 080d	User satisfaction with staff in the benefits office				82%	-	-	N/a		
BVPI 080e	User satisfaction with benefits forms				52%	-	-	N/a		
BVPI 080f	User satisfaction with speed of benefits service				60%	-	-	N/a		
BVPI 080g	Overall satisfaction with benefits service				70%	-	-	N/a		
The targets for this survey have been based on the outcome of the previous user satisfaction survey.										
LBV FIN REV2	Average time for processing new Council Tax benefit claims (days)	65.8	42	65.68	36	36	35	N/a		
LBV FIN REV3	Average time for processing new housing benefit claims (days)	54.5	38	46.34	36	36	35	N/a		
LBV FIN REV4	Average time for paying new rent allowance claim (days)	70.3	40	65.73	36	36	35	N/a		
WIGHT LEISURE										
LBV ED WL3	Staff costs as % of income for Leisure centres & track	85%	73.5%	85.6%	71.4%	70.7%	70.2%	N/a		
COMMUNITY DEVELOPMENT										
LBV ED 040	Total net spending per head of population on parks and open spaces	New PI for 02/03		£7.90(e)	£6.77	£6.77	£6.77	N/a		
The figure given is an estimate and actuals will not be available until July 2003. The figure is based on the fact that there will be not budget growth or decline.										
ENVIRONMENTAL HEALTH										
LBV FIN BS3	Cost of adult cremation service. Increase is limited to inflation but actual increase is a council decision.	-	-	£331	£351	-	-			
LBV FIN BS4	Cost of adult burial. Increase is limited to inflation, but actual increase is a council decision.	-	£452	£457	£484	-	-			
BS 3 & 4. Targets for future years is entirely dependent upon council budget. Therefore targets for only one year in advance have been set.										

Improving health, housing & the quality of life for all

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/ 06 target	Department of Health Rating	
								IWC Rating	Similar Councils
SOCIAL SERVICES									
<p>Department of Health Ratings for Performance are ; ● Investigate Urgently, ●● Ask Questions about performance, ●●● Acceptable, room for improvement ●●●● Good ●●●●● Very Good</p>		<p>The government's Department of Health rates the quality of service provided by all councils who have social care responsibilities. This means that for the first time, people have a 'consumers guide' to how good, local services are.</p> <p>A good way of judging how well a service is performing is to compare it to the same service in very similar Councils. The Department of Health has carefully put together groups of councils who share the same problems and challenges in social care. There are different types of council in our group, it includes places such as Torbay, Herefordshire, Bournemouth and The Wirral. Comparing the performance of social services on the Isle of Wight with the other councils in our comparator group gives an official like-for-like impression of how well we are meeting these social care challenges.</p>							
BVPI 049	Stability of placements of children looked after by the authority by reference to the percentage of children looked after on 31st March in any year with three or more placements during the year.	12.3%	16%	8.3%	8%	8%	8%	●●●●●	●●●●●
Attention is being maintained on stability of placement issues. As there are a small number of clients overall, minor changes can have a disproportionate effect on figures, resulting in apparently major variance year on year.									
BVPI 050	Educational qualifications of children looked after (interface indicator with education services) by reference to the percentage of young people leaving care aged 16 or over with at least 1 GCSE at grades A*- G, or GNVQ	38.9%	55%	Data available at the end of May	Amended from 03/04			●●	●●
Funding and government initiatives to improve the educational qualifications of children looked after and leaving care ad inflated expectations.									
BVPI50	Educational qualifications of children looked after (interface indicator with education services) by reference to the % of young people leaving cared aged 16 or over with at least 1 GCSE at Grades A*-G or GNVQ	Amended version to be used from 03/04			55%	58%	58%	N/a	
BVPI 051	Costs of services for children looked after by the authority by reference to the gross weekly expenditure per looked-after child in foster care or in a children's home.	Amended from 01/ 02	£300	Data will not be available until the end of July.	Amended from 03/04			●●●●	●●●
BVPI051	Costs of services for children looked after by the authority by reference to the gross weekly expenditure per looked after child in foster care or in a children's home	Amended version to be used from 03/04			£295	£286	£286	N/a	
BVPI 052	Cost of intensive social care for adults and older people by reference to the average gross weekly cost of providing care for adults and elderly people.	Amended from 01/ 02	£300	Data will not be available until the end of July	£392	£290	£290	●●●●	●●●
BVPI 053	Intensive home care per 1,000 population aged 65 or over.	7.54	8	6.6	9	10	10	●●	●●
Variation on performance is within the acceptable range. Financial constraints have lead to the withdrawal of domestic care from clients. Exerting a continuing downward pressure on this indicator.									
BVPI 054	Older people (aged 65 or over) helped to live at home per 1,000 population aged 65 or over.	73	110	69	111	112	112	●●	●●●
Variance within acceptable range. Financial constraints have lead to the withdrawal of domestic care from clients. Exerting a continuing downward pressure on this indicator.									
BVPI 055	Clients receiving a review as a percentage of adults and older clients receiving a service.	38%	90%	Data available at the end of May	93%	94%	94%	●●	●●
No significant variation expected.									
BVPI 056	Percentage of items of equipment costing less than £1,000 delivered within three weeks.	95.5%	92%	Data available at the end of May	Amended from 03/04			●●●●	●●●●
No significant variance expected									
BVPI 056	Percentage of items of equipment delivered within 7 working days	Amended version to be used from 03/04			-	-	-	N/a	
BVPI 058	Percentage of people receiving a statement of their needs and how they will be met.	90.7%	93%	Data available at the end of May	94%	93%	93%	●●	●●

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PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/ 06 target	Department of Health Rating	
								IWC Rating	Similar Councils
No significant variance expected.									
BVPI 161	Employment, education and training for care leavers.	N/a	55%	Data available at the end of May	55%	55%	55%	●●●●●	●●●●●
No significant variation expected.									
BVPI 162	Reviews of child protection cases.	100%	100%	Data available at the end of May	Amended from 03/04			●●●●●	●●●●●
BVPI 162	The % of child protection cases which should have been reviewed during the year that were reviewed (PAF C20)	Amended version to be used from 03/04			100%	100%	100%	N/a	
BVPI 163	Adoptions of children looked after.	7.9%	4%	Data available at the end of May	Amended from 03/04			●●●●	●●●●
BVPI 163	The number of looked after children adopted during the year as a % of the number of children looked after at 31 March who had been looked after for 6 months or more at that date (PAF C23)	Amended version to be used from 03/04			4%	4%	4%	N/a	
BVPI 182	Users who said they were satisfied with the help they received from social services.	New PI for 02/03		69%	-	-	-	N/a	
BVPI 190	Users who said that if they asked for changes to services, those changes were made.	New PI for 02/03		73%	-	-	-	N/a	
BVPI 195	Acceptable waiting time for assessment: (i) older clients % where time from 1st contact to beginning of assessment = <48 hours (ii) % where time from 1st contact to completion of assessment is less than or = to 28 days	New PI from 03/04			N/a	-	-	N/a	
BVPI 196	Acceptable waiting time for care packages: older people % where time from completion of assessment to provision of all services in a care package is less than or equal to 28 days	New PI from 03/04			N/a	-	-	N/a	
LBV SSD S2	The Council and Health Service will aim to reduce the % of people admitted in an emergency, who have been admitted in an emergency more than once in the same year	N/a	12.2%	Data available at the end of May	12.1%	12%	12%	N/a	
No significant variation expected.									
LBV SSD S4	The number of people with a learning disability receiving the telephone community alarm system as part of an independence support package will increase	18	22	Data available at the end of May	30	35	35	N/a	
No significant variation expected.									
LBV SSD S6	% of learning disability service users with life plans will increase	8%	18%	Data available at the end of May	25%	30%	30%	N/a	
No significant variance expected									
LBV SSD S7	To improve the quality assessments of the needs of older and physically disabled people, the % of all assessment made jointly with professionals from different organisations or services will increase	29.1%	48%	Data available at the end of May	49%	50%	50%	N/a	
No significant variance expected.									

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PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/ 06 target	Department of Health Rating	
								IWC Rating	Similar Councils
LBV SSD S8	Many people have the right to improve their independence by administering their own care from a budget provided by the Council. The number of people exercising this right through the direct payment scheme will increase.	13	16	16	20	25	25	N/a	
LBV SSD S10	The Council wants to improve support for carers and those who need respite to maintain their independence. The number of nights of planned respite care will increase	13,047	12,500	Data available at the end of May	12,500	12,500	12,500	N/a	
LBV SSD S12	Reduce the number of children who are registered more than once in the same year.	5.7%	8%	Data available at the end of May	7%	6%	6%	N/a	
LBV SSD S13	The number of children who are looked after by the Council should reduce as alternatives to Council care are developed, targets reduce the number of children looked after per 1,000 people under eighteen	6.14	3.5	5.72	3	3	3	N/a	
LBV SSD S17	The Council has a duty to ensure that houses in multiple occupation (HMO) are safe and fit to live in. The % of known HMO's that are inspected each year by the Council will increase.	12.7%	15%	Data available at the end of May	15%	20%	20%	N/a	
BVPI 197	Change in number of conceptions to females aged under 18, resident in area, per thousand females aged 15-17 resident in the area, compared with baseline year of 1998	New PI from 03/04			N/a	-	-	N/a	
BVPI 198	The number of problem drug misusers in treatment per thousand head of population aged 15-44	New PI from 03/04			N/a	-	-	N/a	

Improving health, housing & quality of life for all

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/ 06 target	Similar Unitary Authorities		
								75 th Percentile	Median	25 th Percentile
COMMUNITY DEVELOPMENT										
BVPI 114	Score on creating opportunity checklist	Amended for 02/03	Yes	0	90	90	90	N/a		
It is anticipated that the Cultural Strategy will be adopted at the end of the summer 2003.										
BVPI 116	Spend per head of population on cultural and recreational facilities and activities	54.14	Deleted							
BVPI 118a	Users – found a book to borrow	User satisfaction survey for 03/ 04			70%	-	-	N/a		
BVPI 118b	Users – found the information they were looking for	User satisfaction survey for 03/ 04			70%	-	-	N/a		
BVPI 118c	Users – satisfied with the library overall	User satisfaction survey for 03/ 04			70%	-	-	N/a		
BVPI 119a	The percentage of residents satisfied with the local authorities sports & leisure facilities	User satisfaction survey for 03/ 04			70%	-	-	N/a		
BVPI 119b	The percentage of residents satisfied with the local authorities library facilities.	User satisfaction survey for 03/ 04			70%	-	-	N/a		
BVPI 119c	The percentage of residents satisfied with the local authorities museums services.	User satisfaction survey for 03/ 04			70%	-	-	N/a		
BVPI 119d	The percentage of residents satisfied with the local authorities arts activities and venues.	User satisfaction survey for 03/ 04			70%	-	-	N/a		
BVPI 119e	The percentage of residents satisfied with the local authorities parks and open spaces facilities.	User satisfaction survey for 03/ 04			70%	-	-	N/a		

Improving health, housing & quality of life for all

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/ 06 target	Similar Unitary Authorities		
								75 th Percentile	Median	25 th Percentile
BVPI 169a	The number of museums operated by the authority	4		Deleted						
BVPI 169b	The % of the number of museums operated by the authority which are registered under the museums registration scheme administered by Resource (Museums, Libraries and Archives Council).	100		Deleted						
BVPI 170a	a) The number of visits to/usages of museums per 1,000 population.	841	1,030	817	850	850	850	1325	613	395
Future years targets have been revised to reflect this years performance.										
BVPI 170b	(b) The number of those visits that were in person per 1,000 population.	802	960	740	780	780	780	924	504	272
Future years targets have been revised to reflect this years performance.										
BVPI 170c	(c) The number of pupils visiting museums and galleries in organised school groups. Visits/usages per 1000 population	73	14,200	113	90	90	90		N/a	
There has been a 55% increase on last years performance, which has been due to the newly opened Dinosaur Isle. This has led to an unusual number of extra visits and we cannot assume that this number is sustainable.										
WIGHT LEISURE										
BVPI 039	Area of parks & green spaces per 1,000 head of population.	New PI for 02/03		1.33	1.33	1.33	1.33		N/a	
Figures quoted are based pn the fact that the size of population and parks remains static.										
LBV ED WL1	Number of visits to leisure centres and track	801664	842,686	873833	828273	832236	836379		N/a	
LBV ED WL2	Number of visits to seasonal facilities	543645	472,507	542932	477,072	479,354	481751		N/a	
LBV ED WL4	The total number of visits to leisure centres and seasonal facilities per head of population	10.6	10.35	10.67	10.36	10.41	10.46		N/a	
LBV ED WL6	% of survey respondents satisfied with quality of facilities	75.1%	70%	75.1%	75%	80%	83%		N/a	
ENVIRONMENTAL HEALTH										
LBV FIN BS1	Number of cremations (targets based on 6 year average)	-	1475	1480	1455	1455	1455		N/a	
LBV FIN BS2	Number of burials (targets based on 6 year average)	-	286	235	286	286	266		N/a	
HOUSING SERVICES										
BVPI 062	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority.	1.3%	1.4%	2.7%	1.5%	1.6%	2.5	5%	3.1%	1.4%
BVPI 064	The number of private sector vacant dwellings that are returned into occupation or demolished during 2002/03 as a direct result of action by the local authority	Amended from 01/02	32	35	32	32	32	5.5%	2.1%	0.7%
BVPI 183	The average length of stay in (i) bed and breakfast accommodation and (ii) hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	New PI for 02/03		(i) 14 weeks (ii) 0	(i) 10 weeks (ii) 0	(i) 6 weeks (ii) 0	(i) 6 weeks (ii) 0		N/a	

Encouraging job creation & economic prosperity

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/ 06 target	Similar Unitary Authorities		
								75 th Percentile	Median	25 th Percentile
TOURISM										
LBV T2	Isle of Wight Tourism membership	850	860	830	890	900	900		N/a	

Encouraging job creation & economic prosperity

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/ 06 target	Similar Unitary Authorities		
								75 th Percentile	Median	25 th Percentile
LBV T5	Tourism Information Centres	7	8	8	8	8	8	N/a		
LBV T6	Visit to Tourist Information Centres per annum	452,000	500,000	383,000	385,000	390,000	400,000	N/a		

Raising Education Standards & promoting lifelong learning

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/ 06 target	Similar Unitary Authorities		
								75 th Percentile	Median	25 th Percentile
BVPI 030	Percentage of 3-year-olds receiving a good quality, free, early years education place in the voluntary, private or maintained sectors	49%	84%	55%	Deleted from 02/03			89%	79%	64%
<p>Our expectation that 845 of 3 year olds would be able to receive a free place for their nursery education was not realised partly because the Government grant, upon which we rely for funding these places, was not as generous as we had hoped. This meant that we were not able to change the criteria for free places, which were targeted at children whose parents would otherwise not have been able to afford a place and children with special needs. Take up of our free places was also not quite as high as was expected. From a total cohort currently estimated at 1365, 847 children did access nursery and pre-school education during 2002/03 some for less than 5 sessions which was due to parental choice. This is the equivalent of 70% of all three year olds not 84% as we had planned. It is however, still a significant number of children benefiting from a free place. This year the number will be more and we will be moving to universal funding for all three year olds shortly.</p>										
BVPI 033	Youth Service expenditure per head of population in the Youth Service target age range.	£103.84	£70.86	£108.22	£110.11	£111	£112	£101.83	£80.81	£63.53
<p>Increase in expenditure has been due to inflation at 1.74% on last years budget, and the need to use ONS supplied population figures. It is not possible to set a target for 05/ 06 because detail on the financial costings are not yet specified.</p>										
BVPI 034a	Percentage of primary schools with 25% or more of their places unfilled.	4%	2.1%	8.6%	10.8%	10.8%	10.8%	15.6%	11.7%	6.2%
<p>DFES have re-calculated school capacities so these figures are not comparable with previous years.</p>										
BVPI 034b	Percentage of secondary schools with 25% or more of their places unfilled.	0%	0%	4.8%	4.8%	0%	0%	14.3%	6.0%	0%
<p>DFES have re-calculated school capacities so these figures are not comparable with previous years.</p>										
BVPI 036a	Expenditure per pupil in local education authority schools in respect of nursery and primary pupils aged under five.	£3,079	£2,726	£2,769 (e)	Deleted from 02/03			3,390	2,904	2,628
<p>Estimated figure. 2002-03 actual expenditure will not be available until June/July. Pupil numbers taken from the January 2003 PLASC returns from schools, show a 5.8% reduction in under 5 pupil numbers since January 2002.</p>										
BVPI 036b	Expenditure per pupil in local education authority schools in respect of primary pupils aged five and over.	£3,018	£2,904	£2,961 (e)	Deleted from 02/03			2,842	2,696	2,538
<p>Estimated figure</p>										
BVPI 036c	Expenditure per pupil in local education authority schools in respect of secondary pupils aged under 16.	£3,322	-	£3,167 (e)	Deleted from 02/ 03			3604	3287	3106
<p>Estimated figure</p>										
BVPI 038	Percentage of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A*- C or equivalent.	44%	50%	44%	51%	54%	See comment	51%	44%	40%
<p>The targets may have to be re-negotiated in line with emerging data about the LEA social context and therefore it has not been possible to set 2005/06 targets at this stage. Circumstances are too uncertain to allow for meaningful targets to be set.</p>										
BVPI 039	Percentage of 15 year old pupils in schools maintained by the local education authority achieving 5 GCSEs or equivalent at grades A*- to G including English and Maths.	Amended from 01/02	88%	87.6%	89%	93%	See comment	96%	95%	93%
<p>The targets may have to be re-negotiated in line with emerging data about the LEA social context and therefore it has not been possible to set 2005/06 targets at this stage. Circumstances are too uncertain to allow for meaningful targets to be set.</p>										
BVPI 040	Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test.	66%	70%	71%	77%	86%	See comment	73%	71%	66%
<p>The targets may have to be re-negotiated in line with emerging data about the LEA social context and therefore it has not been possible to set 2005/06 targets at this stage. Circumstances are too uncertain to allow for meaningful targets to be set.</p>										
BVPI 041	Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 English test.	70%	82%	72.9%	83%	85%	See comment	77%	73%	70%
<p>The targets may have to be re-negotiated in line with emerging data about the LEA social context and therefore it has not been possible to set 2005/06 targets at this stage. Circumstances are too uncertain to allow for meaningful targets to be set.</p>										
BVPI 043a	Statements of special educational need drafted within 18 weeks as a percentage of all statements excluding cases where any of the exceptions listed in 3.4 to 3.42 of the Code of Practice apply.	80%	100%	96%	100%	100%	100%	98%	90%	82%

Raising Education Standards & promoting lifelong learning

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/ 06 target	Similar Unitary Authorities		
								75 th Percentile	Median	25 th Percentile
There has been a very considerable improvement in the efficiency within which this requirement is being carried out, resulting in an improved performance.										
BVPI 043b	Statements of special educational need drafted within 18 weeks including those involving other agencies as a percentage of statements including cases where any of the exceptions listed in 3.4 to 3.42 of the Code of Practice apply.	42%	70%	55%	60%	70%	75%	83%	73%	58%
Significant improvement has been achieved, but completion is highly dependent upon variables, which we cannot control, i.e. the speed of response from Health Authority practitioners. Targets have been revised to reflect this dependency upon partner agencies.										
BVPI 044	Number of pupils permanently excluded during the year from all schools maintained by the local education authority per 1,000 pupils at all maintained schools.	0.6	0.7	0.7	0.8	0.7	0.7	1.9	1.47	0.85
BVPI 045	Percentage of half days missed due to total absence in secondary schools maintained by the local education authority.	0.7%	0.6%	8.58%	8.6%	8.5%	8.5%	1.4%	1.1%	0.7%
Indicators 44, 45 and 46 have been amended and cannot be compared to previous years.										
BVPI 046	Percentage of half days missed due to total absence in primary schools maintained by the local education authority.	0.2%	0.1%	6.2%	6%	6.95%	5.9%	0.68%	0.4%	0.3%
BVPI 048	Percentage of schools maintained by the local education authority subject to special measures.	1.4%	0%	1.4%	1.4%	0%	0%	2.2%	1%	0%
1.4% equates to 1 school.										
BVPI 159a	The percentage of permanently excluded pupils provided with alternative tuition of 5 hours or less	Amended from 01/ 02	5%	5%	3%	0%	0%	80%	63%	36%
The old indicator was based upon attendance, the new on provision. Increased provision is not reflected correctly as the PI measures a financial year, whereas provision has been different in an academic year.										
BVPI 159b	The percentage of permanently excluded pupils provided with alternative tuition of 6-12 hours	Amended from 01/ 02	10%	42%	3%	0%	0%	59%	33%	18%
The old indicator was based upon attendance, the new on provision. Increased provision is not reflected correctly as the PI measures a financial year, whereas provision has been different in an academic year. The target for ¼ is low because since September 2002 we are not offering 25 hours of alternative tuition. This will impact upon the out turn in 2003/2004.										
BVPI 159c	The percentage of permanently excluded pupils provided with alternative tuition of 13-19 hours	Amended from 01/ 02	70%	16%	4%	0%	0%	7%	0%	0%
The old indicator was based upon attendance, the new on provision. Increased provision is not reflected correctly as the PI measures a financial year, whereas provision has been different in an academic year.										
BVPI 159d	The percentage of permanently excluded pupils provided with alternative tuition of 20 hours or more	Amended from 01/ 02	15%	37%	90%	100%	100%	N/a		
The old indicator was based upon attendance, the new on provision. Increased provision is not reflected correctly as the PI measures a financial year, whereas provision has been different in an academic year. (see notes on 159b – the reverse will apply to this indicator).										
BVPI 181a	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in: English	New PI for 02/03		57%	Amended from 03/04		N/a			
BVPI 181b	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in Mathematics	New PI for 02/03		64%	Amended from 03/04		N/a			
BVPI 181c	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in Science	New PI for 02/03		63%	Amended from 03/04		N/a			
BVPI 181a	Percentage of 14 year old pupils in schools maintained by the LEA achieving Level 5 or above in the Key stage 3 test in English	Amended from 03/ 04			65%	See comment below		N/a		
BVPI 181b	Percentage of 14 year old pupils in schools maintained by the LEA achieving Level 5 or above in the Key stage 3 test in maths	Amended from 03/ 04			69%	See comment below		N/a		
BVPI 181c	Percentage of 14 year old pupils in schools maintained by the LEA achieving Level 5 or above in the Key stage 3 test in science	Amended from 03/ 04			66%	See comment below		N/a		
BVPI 181d	Percentage of 14 year old pupils in schools maintained by the LEA achieving Level 5 or above in the Key stage 3 test in ICT	Amended from 03/ 04			69%	See comment below		N/a		
181a-d – It has not been possible to set targets for 04/05 and 05/ 06 because targets may need to be renegotiated in line with emerging data about the LEA social context.										

Raising Education Standards & promoting lifelong learning

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/ 06 target	Similar Unitary Authorities		
								75 th Percentile	Median	25 th Percentile
BVPI 192a	Average day's access to relevant training and development per practitioner delivering foundation stage education.		New PI for 03/ 04		4.54	4	4	N/a		
BVPI 192b	Average number of QTS teachers per 10 non-maintained settings.		New PI for 03/ 04		3.25	3.6	4.0	N/a		
BVPI 193a	Schools budget as a % of Schools Funding Assessment.		New PI for 03/ 04		102.42%	See comment below		N/a		
BVPI 193b	Increase in schools budget on the previous year as a % of the increase in schools funding assessment on the previous year.		New PI for 03/ 04		134.58%	See comment below		N/a		
BVPI 194	Percentage of pupils in schools maintained by the local education authority achieving level 5 or above in Key stage 2 English & maths.		New PI for 03/ 04		English – 30% Maths – 28%	See comment below		N/a		

193a-b and 194. It has not been possible to set targets for these indicators. Indicators 193a-b are difficult to set because of financial resource allocation. Targets for indicator 194 may need to be renegotiated in line with emerging data about the LEA social context.

LIBRARIES

BVPI 115	The cost per physical visit to public libraries.	£1.99	£1.40	£2.15	Deleted from 03/ 04			4.11	3.25	3.02
The increase in costs has arisen from two related factors: firstly an increasing in staffing costs; and secondly, a decrease of 10% in the number of visitors.										
BVPI 117	The number of physical visits per 1,000 population to public library premises.	7,444	8,2	6,506	7,000	7,200	7,400	5,362	4,606	4,114
A decrease in visitor figures of 10% accompanied by an increase in total population has resulted in the out-turn being lower than the target for this year. As a result targets for future years have been adjusted accordingly.										

Creating safe & crime-free communities

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/ 06 target	Similar Unitary Authorities		
								75 th Percentile	Median	25 th Percentile
COMMUNITY SAFETY										
BVPI 126	Domestic burglaries per 1000 households	7.8 19.5%	8.7 15.1%	9.7 (34%)	9.5	7.6	7.8	28.4	18	12.8
This represents a +24.6% increase in figures. A combination of a new National Crime reporting system and an actual increase in offences. Drug users requiring to "feed" their habit targeted dwellings, hotels and holiday parks. Significant arrests towards the end of the year, hence 14.5% increase in detection rates may have solved the main problem.										
BVPI 127a	Violent offences committed by a stranger per 1,000 population	Amended for 02/03	5.1 72%	N/a	5%	-	-	N/a		
The method of recording victim/offender relationship was until January, unsatisfactory. The option "U" for unknown was interpreted to cover stranger, but also used in other cases where the officer had neglected to ask etc. From 12 th January 2003, the options have been changed so that the option x = stranger is expected to give a more reliable figure for the number of offences committed by strangers. Unfortunately no reliable data from this new indicator will be available until May 2003.										
BVPI 127b	Violent offences committed in a public place per 1,000 population	Amended for 02/03	7.5 76%	8 (80%)	8	8	8	N/a		
The targets for future years have been based upon the outturn from this year. We would want a target, which as a maximum matched the outturn for this year.										
BVPI 127c	Violent offences committed in connection with licensed premises per 1,000 population	Amended for 02/03	0.6 81%	0.9% (80%)	0.9	0.9	0.9	N/a		
The targets for future years have been based upon the outturn from this year. We would want a target, which as a maximum matched the outturn for this year.										
BVPI 127d	Violent offences committed under the influence per 1,000 population.	Amended for 02/03	0.5 84%	N/a	-	-	-	N/a		
The method for recording whether the offender was under the influence of drink or drugs was most unsatisfactory until January, as it was an optional field, which many officers neglected to complete. From 12 th January 2003, the field has become mandatory for the officer to complete and it is expected that this will result in a much more reliable value. Unfortunately no reliable data from this new indicator will be available until the next version of ACR is installed, and data will be published from May 2003.										
BVPI 128	Vehicle crimes per 1,000 population	6.2 14.5%	5.2 15%	5.6 22%	5.5	5	5	24.5	18.7	15.2

Creating safe & crime-free communities

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/ 06 target	Similar Unitary Authorities		
								75 th Percentile	Median	25 th Percentile
BVPI 173	Has the local authority established a strategy to reduce crime and disorder in the area? Yes /no. If not, has it established a timescale for doing so?	No Yes	Deleted							
BVPI 174	The number of racial incidents recorded by the authority per 100,000 population.	2.6	6	1.5	1.5	-	-	76	40	14
The out turn figure is low, but out targets are higher, because we suspect that either: (i) racist incidents are not being reported because people are unaware of how and where to report incidents and (ii) that the systems in place on the Island do not record incidents in a consistent manner, and therefore do not provide robust data. In 2003/04 a new system for reporting and recording systems will be put in place across the Island that will provide consistent recording and robust data. The outturn relates to 2 incidents only.										
BVPI 175	The percentage of racial incidents that resulted in further action.	100%	100%	100%	99%	99%	99%	100%	99.5%	95%
BVPI 176	The number of domestic violence refuge places per 10,000 population which are provided or supported by the authority.	0.14	0.14	0.14	0.14	0.14	0.14	1.05	0.44	0.08
BVPI 189a	a) Percentage of residents surveyed who said that they feel 'fairly safe' or 'very safe' after dark whilst outside in the local authority area.	New PI		Survey will be done in 2002/ 03	-	-	-	N/a		
BVPI 189b	b) Percentage of residents who said that they feel 'fairly safe' or 'very safe' during the day whilst outside in the local authority area.	New PI		Survey will be done in 02/ 03	-	-	-	N/a		
CONSUMER PROTECTION										
BVPI 166	Score against a checklist of enforcement best practice for environmental health/trading standards.	-	5	(a) 81.6 (b) 66.3	(a) 83% (b) 70%	(c) 83% (d) 70%	(e) 83% (f) 70%	(a) 73% (b) 76%	(a) 64% (b) 67%	(a) 48% (b) 52%
LBV FIN EH5	Risk assess premises by self assessment or visit, as a percentage of all premises	-	48%	70%	70%	70%	70%	N/a		
LBV FIN EH9	Percentage of complaints resolved within 8 weeks	-	84%	83%	87%	91%	95%	N/a		
LBV FIN TS1	Percentage of risk premises inspected per annum	-	95%	74%	95%	95%	95%	N/a		
LBV FIN TS8	Number of businesses with 15 or more trading standards helpline inquiries during the year	18	14	12	10	10	10	N/a		
COMMUNITY LEGAL SERVICE										
BVPI 177	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.	To be advised when the CLSP has a Strategy	-	Out turn not available until July 2003 – but will be less than 0.6%	0.6%	0.8%	1%	N/a		
The actual out turn figure for this indicator cannot be determined until the Council's accounts have been audited – July 2003. However, the amount of grant funding to services which may have a quality mark is less than 0.6%.										

Creating safe & crime-free communities

PI reference	Indicator	01/ 02 Out turn	02/ 03 Target	02/ 03 Out turn	03/ 04 Target	04/ 05 Target	05/ 06 Target	BVPI Family Group							
								Gloucestershire	Shropshire	Warickshire	Northumberland	Somerset	Cornwall		

Creating safe & crime-free communities

FIRE SERVICE

BVPI 142	Number of calls to fires attended per 10,000 population (i) total (ii) primary fires (iii) accidental	(i)55.15 (ii) 30.39 (iii) 22.93	(i) 53 (ii) 30.6 (iii) 21.36	(i)44.4 (ii) 24.4 (iii) 17.7	(i) 52.5 (ii) 30.2 (iii) 20.19	(i) 52 (ii) 29.8 (iii) 19.08	(i) 52 (ii) 29 (iii) 18.6	(i) 53.4 (ii) 30.7 (iii) 17.6	(i)78.4 (ii) 36.2 (iii) 17.9	(i) 64.3 (ii) 30.3 (iii) 14.4	(i) 91.8 (ii) 38.5 (iii) 17.1	(i) 63 (ii) 35.8 (iii) 18.1	(i) 54.7 (ii) 29.3 (iii) 16
BVPI 142(ii) includes a stretched target as part of the LPSA.													
BVPI 143	Number of deaths and injuries arising from accidental fires in dwellings per 100,000 population (i) deaths (ii) injuries	(i) 0 (ii) 7.70	(i) 0.007 (ii) 9	(i)0 (ii)8.3	(i) 0 (ii) 8.5	(i) 0 (ii) 8	(i) 0 (ii) 7.5	(i) 0.35 (ii) 8.1	(i) 0.68 (ii) 8.8	(i) 0.59 (ii) 8.7	(i) 0.65 (ii) 7.5	(i) 0.80 (ii) 7.6	(i) 0.60 (ii) 10.2
BVPI(i) includes a stretched target agreed in the LPSA. The target for 02/ 03 (ii) was incorrectly set at 0.09. This should have read 9.													
BVPI 144b	Accidental fire in dwellings confined to room of origin in smaller cities/larger towns and classified as B risk	55.55%	92%	100%	65%	70%	75%	94.7	N/a	100	N/a	100	N/a
BVPI 144c	Accidental fire in dwellings confined to room of origin in smaller towns and urban residential areas and classified as c risk	68.06%	92%	95%	74%	75%	78%	89.8	90.6	88.9	91.8	93.6	86.2
BVPI 144d	Accidental fire in dwellings confined to room of origin in rural villages and classified as d risk	61.54%	96%	100%	68%	70%	72%	90.2	79.7	92.1	95	80.7	83.7
BVPI 145a	% of incidents which passed the standards of fire cover – number of appliances	97.56%	98%	98.8%	99%	99%	99%	N/a					
BVPI 145b	% of incidents which passed the standards of fire cover – number of riders	98.45%	99%	98.7%	99%	99%	99%	N/a					
BVPI 145c	% of incidents which passed the standards of fire cover – attendance time	92.8%	97.5%	93.5%	98%	98.5%	98.6%	N/a					
BVPI 146	Number of calls to malicious false alarms per 1,000 population	0.7	0.6	0.56	0.57	0.54	0.51	0.3	0.7	0.4	0.8	0.5	0.5
BVPI 147	Average time taken by fire authorities to issue fire safety certificates	74	106	85	73	69	66	21	11	27	25	160	92

More realistic future targets have been set for this target s.

Creating safe & crime-free communities

BVPI 149	False alarms caused by automatic fire detection apparatus per 1,000 non-domestic properties	46.39	19	33.05	50.36	47.84	45.45	106.6	108.1	146.6	135.9	135.8	53.4
The historical trend is significantly improving year on year but the target is well adrift and not realistic. This has been adjusted for future years.													
BVPI 150	Expenditure per head of population on the provision of Fire and Rescue Services	40.52	43.09	40.05(e)	43.81	43.81	43.81	25.2	28.1	32.7	39.7	28.2	29
The figure reported is an estimate, as out turn figures will not be finalised until July 2003.													
LBV F&R OP8a	Fire Control Centre emergency call handling times – 60 secs or less	N/A	60%	81%	75%	75%	75%						N/a
LBV F&R OP8c	Fire Control Centre emergency call handling times – 120 secs or less	N/A	95%	98%		99%	99%						N/a
LBV F&R SAF1	% of fire safety re-inspections completed on high risk premises	39%	100%	26%	30%	50%	50%						N/a
A change in brigade policy, pending revised legislation, has lead to a difference between 02/ 03 target and 02/ 03 performance. This change has been reflected in a change in future targets, which will be reviewed again once the impact of new legislation has been assessed.													
LBV F&R HS1	Number of days lost dur to reportable accidents under Riddor Regulations	636	530	514	500	480	460						N/a

Improving the public transport & highways infrastructure

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/06 target	Similar Unitary Authorities		
								75 th Percentile	Median	25 th Percentile
BVPI 096	Condition of principal roads.	Amended from 01/ 02	6.0	12.1	10	8	8	15%	11%	7%
Calculated from UKPMS deflectograph (structural residual life) deemed coverage 20% of those principal roads known to have a low residual life.										
BVPI 097[a&b]	Condition of non-principal roads. (a) Classified non-principal roads (b) unclassified non-principal roads	Amended from 01/ 02	(a) 0 (b) 0	(a) 45.7 (b) -	(a) - 40 (b) -	(a) 35 (b) -	(a) 35 (b) -	(a) 18%	(a) 10%	(a) 4%
(a) The change from 01/ 02 to 02/ 03 is due to the introduction of variable length processing on UKPMS visual surveys (to replace the fixed 100m merging interval). (b) The data required to calculate this indicator will not be available until June 2003. The service provider employed, were not able to complete surveys where required due to other commitments. In future years the surveys will be programmes into work programmes on an annual basis to prevent this situation recurring.										
BVPI 099ai	Of road accident casualties per 100,000 population: pedestrians killed/seriously injured	14	17.82	12.03	10	10	9	18	15	12
BVPI 099aii	Of road accident casualties per 100,000 population: pedestrians slight injuries	56	56.79	69.22	50	47	45	72	55	34
BVPI 099bi	Of road accident casualties per 100,000 population: pedal cyclists killed/seriously injured	11	12.31	3.01	9	8	8	7	4	3
BVPI 099bii	Of road accident casualties per 100,000 population: pedal cyclists, slight injuries	18	42.29	33.1	30	27	26	47	36	25
BVPI 099ci	Of road accident casualties per 100,000 population: two-wheeled motor vehicle users killed/seriously injured	24	17.24	21.07	18	18	17	15	12	9
BVPI	Of road accident casualties per 100,000 population: two-	38	43.98	43.64	44	43	42	43	33	27

Improving the public transport & highways infrastructure

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/06 target	Similar Unitary Authorities		
								75 th Percentile	Median	25 th Percentile
099cii	wheeled motor vehicle users slight injuries									
BVPI 099di	Of road accident casualties per 100,000 population: car users killed/seriously injured	42	36.66	51.16	42	41	40	36	23	14
BVPI 099dii	Of road accident casualties per 100,000 population: car users slight injuries	256	268.69	276.88	240	235	233	335	282	232
BVPI 099eii	Of road accident casualties per 100,000 population: other vehicle users killed/seriously injured	2	4.2	3.76	4	4	4	5	2	1
BVPI 099eii	Of road accident casualties per 100,000 population: other vehicle users serious injuries	43	26.24	12.79	24	24	23	43	29	19
<p>There are many factors outside the council's control that influence the level of road traffic accidents, e.g. human error, illness, poor weather conditions, vehicle defects, animals on the road, effects of drugs & alcohol. Statistically, the samples are small and therefore prone to annual fluctuations. A comparison of performance with similar Unitary Authorities demonstrates a wide variation in "performance". With the exception of BVPI 99c(i), 99c(ii) and 99d(i) our figures are within the range of other authorities. The council has a new draft Road Safety Plan that is currently out to consultation that contains strategies to address issues concerning vulnerable road user groups and locations where clusters of collisions occur. This plan will form the basis of the council's strategy to meet the casualty reduction targets set out in the ten-year plan.</p>										
BVPI 100	Number of days of temporary traffic controls or road closure on traffic sensitive streets or the road was closed, due to local authority road works or utility street works per km of traffic sensitive streets.	Amended from 01/02	2.0	1.35	1	1	0.5	1.8	0.6	0.2
<p>This calculation is based on works that were undertaken during the day, at traffic sensitive times. Additional works were carried out, overnight, outside of the traffic sensitive period to minimise inconvenience and delays and these works have not been included in this calculation.</p>										
BVPI 102	Local bus services (passenger journeys per year).	5,777,413	6.9m	5.7m	5.8m	5.8m	5.8			N/a
<p>The council have revised its targets. Our experience is that there are a number of factors influencing the number of bus passengers that may be beyond our direct ability to control or even significantly influence. One of these is reflected in the number of tourists visiting the island without a car. The numbers of car crossings to the island increases annually, and it remains in the interests of commercial ferry operators to see this market sector continuing to grow. Island bus use is highly seasonal in any case and the summer season increases in ridership are almost wholly tourist related. Tourist numbers themselves are influenced by cost comparisons with European destinations, weather uncertainty etc. A further significant factor is fare costs over which the commercial operators enjoy freedom to set prices at levels mindful of market forces, including competition. IW fares are commonly perceived as high and the council does not have the financial resources to underwrite the provision of heavily discounted fares. If fares were regulated and set a lower levels then perhaps the original forecasts may have been met. The original forecasts may well have been made mindful of national targets.</p>										
BVPI 103	Respondents satisfied with public transport information	User satisfaction survey			70%					N/a
		User satisfaction survey			70%					N/a
BVPI 165	The percentage of pedestrian crossings with facilities for disabled people.	Amended from 02/ 03	94%	94%	95%	95%	96%	93%	86%	76%
BVPI 186[a]	Percentage of the principal road network where major structural treatment is not considered necessary divided by the authority's average structural expenditure on the principal road network over the past three years.	New PI for 02/03	0.027(e)	-	-	-	-			N/a
<p>This is a new PI. As the out turn is dependant upon financial information it is currently estimated, as the financial out turn will not be fully audited until July 2003. Future targets are not set because of the uncertainty of budgetary constraints.</p>										
BVPI 186b	Percentage of the non-principal road network where major structural treatment is not considered necessary divided by the authorities average structural expenditure per kilometre on the non-principal road network over the past three years.	New PI for 02/03			-	-	-	-		N/a
<p>The data required to calculate this PI will not be available until June 2003. The service provider was not able to complete the surveys where required due to other commitments. Additionally the financial data required for this indicator cannot be finalised until July 2003.</p>										
BVPI 187a	Condition of footways – categories 1, 1a and 2	New PI for 02/03		14.6	Amended from 03/04					N/a
BVPI 187b	Condition of footways – categories 3 & 4	Amended for 03/ 04								N/a
BVPI 187	condition of surface footways; categories 1, 1a and 2 footway.	Amended version to be used from 03/04			12	12	12			N/a
BVPI 199	The proportion of relevant land and highways as defined under EPA 1990 Part IV section 86 (expressed as %) that is assessed as having combined deposits of litter and detritus (eg. sand, silt & other debris) across four categories of cleanline	New PI from 03/04			-	-	-			N/a
<p>This is a new PI and as such there are no trends from which to set targets for future years.</p>										

Protecting the Island's physical environment

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/06 target	Similar Unitary Authorities		
								75 th percentile	Median	25 th Percentile
HIGHWAYS & ENGINEERING SERVICES										
BVPI 082a	Percentage of the total tonnage of household waste arisings which have been recycled.	22%	23.3%	10.92%	13%	14.5%	16%	10.5%	9.5%	7.3%
BVPI 082b	Percentage of the total tonnage of household waste arisings which have been composted.	6.6%	4.1%	19.66%	20%	20%	20%	5.1%	2.9%	1.7%
82a & 82b – The targets for recycling include both composting and recycling of other recyclables. In previous years the composting percentage has only included that which has been treated through the in-vessel composters. Anything else that was windrowed was included in the recycling figure. The amount of green waste delivered to the three civic amenity sites has increased dramatically, and organic waste recovered from the Resource Recovery Facility is now also being processed through the composters, in addition to the kerbside collection of kitchen organics. The in-vessel composter needs a certain ration of green to organic waste to operate efficiently. Because the amount of green waste is in excess of that that can currently be treated by the composter, the windrow system of composting has been extended considerably. This has now been included in the compost percentage with the subsequent drop in other recycling. The overall level of recovery from landfill has increased from last year, as has heat and energy from waste. The targets for future years have been amended to be in line with this new method of operation. The 05/06 targets are national guidelines which have been set.										
BVPI 082c	Percentage of the total tonnage of household waste arisings which has been used to recover heat, power and other energy sources.	6.1%	20.4%	17.21%	21%	22%	22%	0%	N/A	
The WDF plant was closed for a period of time during 2001/02 whilst modifications took place to convert it to a RRF. During this period fuel production reduced significantly. During 02/ 03 the plan was operational, therefore increasing fuel production and hence the % of waste arisings which were used to recover heat and power.										
BVPI 082d	Percentage of the total tonnage of household waste arisings which has been landfilled.	65.4%	52.1%	52.21%	46%	43.5%	42%	88.5%	87.1%	79.2%
See notes for 82a-c. The increase in the level of recovery from landfill has impacted on the total tonnage of household waste arisings being sent to landfill.										
BVPI 084	Kilograms of household waste collected per head.	559	518	574	519	575	580	546	504	487
The target for 03/ 04 has been changes together the targets for future years to reflect the trend of increased waste. This is also reflected nationally.										
BVPI 085	The cost per square kilometre of keeping relevant land, and relevant highways for which the authority is responsible clear of litter and refuse	£104,787	Deleted							
BVPI 086	Cost of waste collection per household.	£40.11	£38.00	£37(e)	£36	£39	£39	£36.16	£31.35	£27.61
This figures is estimated, as the actual outturns will not be available until the RO line information is finally calculated in July 2003. They are based upon the contract cost, but there other factors which may come into play which could impact upon the final figure.										
BVPI 088	Number of collections missed per 100,000 collections of household waste	38	Deleted							
BVPI 087	Cost of waste disposal per tonne for municipal waste.	£48.72	£42.00	£45(e)	£44	£40.00	£42	£40.88	£32.49	£29.03
This figures is estimated, as the actual outturns will not be available until the RO line information is finally calculated in July 2003. They are based upon the contract cost, but there other factors which may come into play which could impact upon the final figure.										
BVPI 089	The percentage of people satisfied with the cleanliness standard in their area.	User satisfaction for 03/ 04			80%	-	-	N/a		
BVPI 090a	The percentage of people satisfied with the household waste collection	User satisfaction for 03/ 04			80%	-	-	N/a		
BVPI 090b	The percentage of people satisfied with the waste recycling service.	User satisfaction for 03/ 04			80%	-	-	N/a		
BVPI 090c	The percentage of people satisfied with the waste disposal service.	User satisfaction for 03/ 04			80%	-	-	N/a		
BVPI 091	Percentage of population resident in the authority's area served by a kerbside collection of recyclables.	Amended from 01/ 02	48.5	41.2%	42%	43%	44%	100%	97%	90%
BVPI 178	The percentage of total length of footpaths and other rights of way which were easy to use by members of the public. Did you use the CSS?CA methodology	No Survey	95% Yes	83% Yes	95% Yes	95% Yes	95% Yes	90%	70%	59%
12% Difference. This was the first year of using the BVPI methodology, which is very detailed and will automatically fail some paths for certain reasons. We were required to do 2 series of surveys in May and November. Most failures occurred in May, due to major up growth across the network. No failures in November.										
PLANNING SERVICES										
BVPI 106	Percentage of new homes built on previously developed land.	84%	60%	86%	78%	70%	70%	94%	70%	42%
The variance was due to the fact that we had anticipated that by stage of the timescale of the Unitary Development Plan, at least 1 if not more of our large greenfield allocations would have come on-line. This would impact upon the amount of greenfield units completed, especially given that greenfield sites are easier to develop than Brownfield ones. It is now anticipated that the greenfield sites will start to come on-line as of 2003. The targets are higher than the national requirement of 60%, reflecting our actual performance. The target for 04/05 is lower, reflecting the likelihood that major Greenfield sites are likely to come on stream within the next two years.										

Protecting the Island's physical environment

PI Reference	Indicator	01/02 outturn	02/03 Target	02/03 outturn	03/04 target	04/05 target	05/06 target	Similar Unitary Authorities		
								75 th percentile	Median	25 th Percentile
BVPI 107	Planning cost per head of population.	£14.75	£14.10	£14.5 (e)	£14.50	£14.50	£14.50	£13.38	£9.75	£8.22
Out turn figures for this indicator will not be available until July 2003. The figure quoted is therefore an estimate and could change.										
BVPI 108	The number of advertised departures from the statutory plan approved by the authority as a % of total permissions granted	0.3%	Deleted							
BVPI 109	Percentage of applications determined within 8 weeks	60.6%	Deleted							
BVPI 109a	Percentage of major applications determined within 13 weeks	New PI for 02/03	45%	42.5%	50%	50%	50%	N/a		
At 42% this figure is poor, but the changes to the service that are planned should allow resources to be targeted at this issue and should improve our performance over the next year, enabling us to meet our target of 50% for 03/ 04.										
BVPI 109b	Percentage of minor planning applications determined within 8 weeks	New PI for 02/03	55%	62%	65%	65%	65%	N/a		
BVPI 109c	Percentage of other applications determined within 8 weeks	New PI for 02/03	74%	77.7%	80%	80%	80%	N/a		
Performance in areas 109b and c and 188 have improved considerably throughout the year and we have managed to achieve a level of performance above our target for this year. This has been as a result of changes in the way applications are dealt with, and by specifically directing resources as this area as a matter of priority.										
BVPI 110	Average time taken to determine all applications (weeks)	18	Deleted							
BVPI 111	The Percentage of applicants satisfied with the service received	User satisfaction survey for 03/ 04			70%	-	-	N/a		
BVPI 112	Score against checklist of planning best practice	80%	Deleted							
BVPI 179	The percentage of standard searches carried out in 10 working days.	99%	100%	100%	100%	100%	100%	100%	99%	86%
BVPI 188	The number of planning decisions delegated to officers as a percentage of all decisions.	New PI for 02/ 03	84%	89.3%	85%	90%	90%	N/a		
BVPI 200	Do you have a development plan (or alterations to it) that has been adopted in the last 5 years and the end date of which has not expired?	New PI from 03/04			Yes	Yes	Yes	N/a		
The Isle of Wight Unitary Development Plan was adopted on 18 th May 2001, and plan period runs from 1996 – 2011. It is anticipated that the council will be producing local development frameworks over the next few years, which will replace the UDP.										
LBV COR PL1	The number of householder applications decided in under 8 weeks	577	1154	695	1000	1100	1100	N/a		
The number of householder applications dealt with has been lower than our target because the total number received is lower than anticipated. As a percentage, over 89% of householder applications are dealt with within 8 weeks. We do have an increase of +20% in output terms from 2001/02 actual and 2002/03 actual. The increase in out-turn relates to a range of factors: including an increasing number of householder applications being received; the creation of graduate planner posts and ongoing improvements to systems and practices.										
LBV COR PP5	Average density of housing developments on large housing schemes (over 10 units)	32 dph	30 dph	40.19 dph	40 dph	42 dph	42 dph	N/a		
Increase in density achieved is due in the main to the implementation of Planning Policy Guidance Note 3, which states that authorities should aim to achieve between 30-50 dwellings per hectare, and especially seek a greater density in areas with good public transport. This combined with the recently published density direction, enables the local authority to negotiate higher densities on appropriate sites. The targets for 2003/2004 and 2004/2005 have been altered to reflect the out-turn for this year.										
LBV COR BC2	Building Control Applicants notified of defects/amendments required within 3 weeks	59%	65%	65%	70%	75%	77%	N/a		
LBV COR BC3	Building Control Decisions notified within statutory time limits	87%	92%	88%	92%	95%	95%	N/a		

APPENDIX B

02/ 03 BVPI Performance Comparison			
	2002/2003 performance		
Summary	Improve	Worse	No real change/unable to comment
	BVPI 001	BVPI 010	BVPI 003
	BVPI 002	BVPI 012	BVPI 004
	BVPI 008	BVPI 014	BVPI 011b
	BVPI 009	BVPI 156	BVPI 016
	BVPI 11a	BVPI 157	BVPI 180a
	BVPI 015	BVPI 079a	BVPI 180b
	BVPI 017	BVPI 049	LBV COR DS1
	BVPI 078a	BVPI 053	BVPI 076
	BVPI 078b	BVPI 054	BVPI 080a
	BVPI 078c	BVPI 170a	BVPI 080b
	BVPI 079b	BVPI 170b	BVPI 080c
	LBV FIN REV3	LBV ED WL2	BVPI 080d
	LBV FIN REV4	LBV T2	BVPI 080e
	LBV SSD S13	LBV T6	BVPI 080f
	BVPI 170c	BVPI 34a	BVPI 080g
	LBV ED WL1	BVPI 34b	LBV FIN REV2
	BVPI 062	BVPI 044	LBV ED WL3
	LBV T5	BVPI 045	LBV ED 040
	BVPI 030	BVPI 046	LBV FIN BS3
	BVPI 033	BVPI 115	LBV FIN BS4
	BVPI 040	BVPI 117	BVPI 162
	BVPI 041	BVPI 126	BVPI 163
	BVPI 043a	BVPI 143ii	BVPI 182
	BVPI 043b	BVPI 147	BVPI 190
	BVPI 128	LBV F&R SAF1	BVPI 195
	BVPI 174	BVPI 099aii	BVPI 196
	LBV FIN TS8	BVPI 099bii	LBV SSD S8
	BVPI 142	BVPI 099cii	BVPI 197
	BVPI 143i	BVPI 099di	BVPI 198
	BVPI 144b	BVPI 099dii	BVPI 114
	BVPI 144c	BVPI 099ei	BVPI 118a
	BVPI 144d	BVPI 082a	BVPI 118b
	BVPI 145a		BVPI 118c
	BVPI 145b		BVPI 119a
	BVPI 145c		BVPI 119b
	BVPI 145d		BVPI 119c
	BVPI 146		BVPI 119d
	BVPI 149		BVPI 119e
	LBV F&R HS1		BVPI 039
	BVPI 099ai		LBV ED WL4
	BVPI 099bi		LBV ED WL6
	BVPI 099ci		LBV FIN BS1

	BVPI 099eii		LBV FIN BS2
	BVPI 082b		BVPI 064
	BVPI 082c		BVPI 183
	BVPI 082d		BVPI 038
	BVPI 084		BVPI 039
	BVPI 106		BVPI 048
	BVPI 109a		BVPI 159a
	BVPI 109b		BVPI 159b
	BVPI 109c		BVPI 159c
	BVPI 179		BVPI 159d
	BVPI 188		BVPI 181a
	LBV COR PL1		BVPI 181b
	LBV COR PP5		BVPI 181c
	LBV COR BC2		BVPI 181d
	LBV COR BC3		BVPI 192a
			BVPI 192b
			BVPI 193a
			BVPI 193b
			BVPI 194
			BVPI 127a
			BVPI 127b
			BVPI 127c
			BVPI 127d
			BVPI 175
			BVPI 176
			BVPI 189a
			BVPI 189b
			BVPI 166
			LBV FIN EH5
			LBV FIN EH9
			LBV FIN TS1
			BVPI 177
			LBV F&R OP8a
			LBV F&R OP8c
			BVPI 096
			BVPI 097
			BVPI 100
			BVPI 102
			BVPI 103
			BVPI 165
			BVPI 186a
			BVPI 186b
			BVPI 187a
			BVPI 187b
			BVPI 199
			BVPI 089
			BVPI 090a
			BVPI 090b
			BVPI 090c
			BVPI 091
			BVPI 178

			BVPI 111
			BVPI 200
Number of Indicators	57	32	95
Total indicators	184		
% improving	31%		
% worsening	17%		
% other	52%		

APPENDIX C

On Target - Audit Commission Report on the Practice of Performance Indicators

Developing Effective PI

What gets measured gets done, illustrates the importance of the right things being measured and inappropriate things being left out.

Developing PI needs to address two questions:

What topics should indicators focus on? And What aspect should be measured?

Focus on right Topics

Focus on aspects of service which the organisation thinks is important.

This means the organisation should be clear about what it thinks are its objectives - what is it seeking to achieve, and how it knows whether it is achieving its objectives.

PI should focus on actions and services provided at each level of the organisation to achieve its objectives. High level will address corporate issues, low level will look at operational day to day issues. Look at what should be measured rather than what is easy to measure.

Focus on right Measures

It is important to develop a balanced set of indicators that reflect all aspects of the service.

Look at what is currently available, review it to identify important gaps. There are several different frameworks that can be used to do this.

One common way is to use the three dimensions of Economy, Efficiency and Effectiveness.

Economy - acquiring human and material resources of appropriate quality and quantity at lowest cost. **Efficiency** - producing maximum output for any given set of resource inputs or using minimum input for the required quantity and quality of service provided.

Effectiveness - Having the organisation meet the citizens requirements and having a programme or activity achieve its established aims or goals.

Another is to ensure a balance between **Quality, Cost** and **Time** measures. Cost reflects the financial side of an organisations activity, quality captures the features of a service and how appropriate they are to the user, and the time aspect covers the responsiveness and speed with which services are delivered.

Yet a third. suggests a balanced scorecard is needed to provide a comprehensive view;-

A service user perspective - how does the organisation meet customer needs and expectations

Internal management perspective - monitoring key processes by which good quality and effective services are provided.

Continuous Improvement perspective - securing continuous learning and improvement processes in systems and people, ensuring improved services.

Financial perspective - how resources are used in an economic and efficient way to achieve the objectives of the organisation.

Types of Indicators

Creating outcome measures

Outcome measures are crucial to monitoring the achievement of service objectives. These can be difficult to identify, but the ripple effect can be useful and help identify links between objectives and outcome measures.

The ripple effect can be used in two ways:-

It can be used to develop indicators for the objectives of service by moving into the centre from the objectives to a more and more measurable level.

Secondly it can be used from a measurable outcome that exists to links with overall objectives.

Outcome measures (service effectiveness) depend on a clear understanding of what a service is seeking to achieve. Economy and Efficiency measures can usually be constructed quite simply by looking at costs and resources deployment. But to see whether a service is effective means going back to the original problem and asking “has the problem been resolved, or the benefit been delivered?” Answering the question may be difficult and require surveys or detailed on-off investigations.

Outcomes of services may take a long time to emerge, such as the impact of services on the quality of life. The full benefits of pre-school education may not be apparent until much later in life. It may be possible to monitor services only by looking at “process measures”, such as the proportion of children receiving pre-school education. There is a presumed link that the process contributes to the outcome, research may be needed to avoid process measures that lead organisations to wrong outcomes.

One recent development has been cost-effectiveness indicators, where links are sought between resources and effectiveness of outcome. They are in their infancy and design of them will depend on good outcome measures.

The Quality Dimension

Quality is important, it is a matter for all concerned, performance measures need to address quality.

Quality is multidimensional, a quality service means balancing the different factors of service standards, delivery and costs.

A number of methods can be used to gauge the quality of a service:

Quantitative indicators (how many- % of calls dealt with in a specific time), Consumer surveys (important to get to non-users as well as users), number of complaints (can be a bit misleading if people don't complain, because they cannot), proxy measures of quality (used when direct measures not available or difficult/expensive to get), qualitative (yes/no) indicators eg checklists of "good practice" and professional assessment (used when customers have difficulty in assessing whether treatment could have been better).

Assess Performance Indicators against all criteria

CRITERIA	DESCRIPTION
Strategic	Reflects local priorities Relevant to strategic goals and objectives of the Isle of Wight Council
Clear definition	Can be interpreted consistently by all users Supports an existing indicator*
Ease	Easy to understand terminology Relevant to people providing the data Avoids jargon or abstract concepts
Verifiable	Allows aggregation and disaggregation of data so recalculation can take place Data-collection is straight forward Data easily verifiable for the managers and auditors etc. Easy to retain documentary evidence
Comparable	Comparable between organisations Comparable over time
Cost effective	Cost of collection balanced with the usefulness of indicator Minimum burden on managers and staff
Seven Factors	Unambiguous - Clear measure of high/low performance Attributable - service managers should be able to influence the performance measured by the indicator* Responsive to change so the indicator is not of limited use Avoids perverse incentives and discourages counter productivity Allows innovation and alternative methods to improve services Sample sizes are statistically valid Based on data that are available in a reasonable timescale

*= May not be relevant to some indicators

Source: Audit Commission Management Paper "On Target - the practice of performance indicators"