

2008/09 Service PIs

Code	Indicator
SPI10	Percentage of Non-domestic Rates Collected
SPI106	New homes built on previously developed land
SPI111	% of applicants satisfied with the Planning service received
SPI119c	% satisfied with museums and galleries
SPI119d	% satisfied with theatres and concert halls
SPI119e	% satisfied with parks and open spaces
SPI11a	Top 5% of Earners: Women
SPI11b	Top 5% of Earners: Ethnic Minorities
SPI11c	Top 5% of Earners: with a disability
SPI12	Working Days Lost Due to Sickness Absence
SPI126	Domestic burglaries per 1,000 households
SPI127a	Violent Crime per 1,000 Population
SPI127b	Robberies per 1,000 Population
SPI128	Vehicle crimes per 1,000 population
SPI14	Percentage of Early Retirements
SPI15	Percentage of Ill-health Retirements
SPI166a	Environmental Health Checklist
SPI16a	Percentage of Employees with a Disability
SPI16b	Percentage of Economically Active People who have a Disability
SPI174	Racial Incidents Recorded
SPI175	Racial incidents resulting in further action
SPI17a	Ethnic Minority representation in the workforce - employees
SPI17b	Ethnic Minority representation in the workforce - local population
SPI183b	Length of stay in temporary accommodation (Hostel)
SPI199a	Local street and environmental cleanliness - Litter and Detritus
SPI2.11(5b)	Quality & Performance Matrix
SPI2.13(41b)	Food premises inspections: high risk
SPI2.14(41b)	Food premises inspections: other
SPI2.21(61)	Planning applications: householders
SPI2.22(63)	Planning applications: received
SPI2.7(70)	Listed buildings: risk of decay
SPI2.8(2)	Building regulations: plans vetted under 3 weeks.
SPI2.9(4)	Building regulations plans: turnaround time.
SPI200a	Plan-making: Local Development Scheme submitted?
SPI200b	Plan-making: Milestones Met?
SPI202	Number of people sleeping rough
SPI205	Quality of Planning Service checklist
SPI214	Housing Advice Service - % of repeat homelessness within 2 years
SPI216a	Identifying Contaminated Land
SPI216b	Information on contaminated land
SPI217	Pollution Control Improvements Completed On-time
SPI219a	Preserving the Special Character of Conservation Areas
SPI219b	Preserving the Special Character of Conservation Areas: Character Appraisals

SPI219c	Preserving the Special Character of Conservation Areas: Management Proposals
SPI225	Actions Against Domestic Violence
SPI226a	Advice & Guidance Services - total
SPI226b	Advice & Guidance Services - CLS Quality Mark
SPI226c	Advice & Guidance Services: direct provision
SPI2a	Equality Standard for Local Government
SPI2b	Duty to Promote Race Equality
SPI4.1(115)	Sustainable products
SPI4.2	Energy efficiency: usage
SPI4.3(68)	Cycle routes
SPI4.4(69)	Biodiversity: wildlife sites
SPI5.14(116)	Elections: turnout.
SPI5.15a	Elections: votes cast a) by post
SPI5.15d	Elections: votes cast d) in person
SPI5.9a(118)	Satisfaction: information provision a) residents
SPI7.12a	Performance: PDRs completed by a) end July
SPI7.12b	Performance: PDRs completed by b) end January
SPI7.13a	Health & Safety: accidents reported to a) HR
SPI7.13b	Health & Safety: accidents reported to b) HSE
SPI7.3(55)	Spendings: capital budgets
SPI7.32	Staff per square m GIA of office space
SPI7.33	Current arrears as a percentage of income
SPI7.34	Percentage of reviews/renewals agreed by 6 months after due date.
SPI76a	Housing Benefits Security number of claimants visited
SPI76b	Housing Benefits Security number of fraud investigators employed
SPI76c	Housing Benefits Security number of fraud investigations
SPI76d	Housing Benefits Security number of prosecutions & sanctions
SPI79a	Accuracy of processing - HB/CTB claims
SPI79b(i)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period
SPI79b(ii)	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding
SPI79b(iii)	Percentage of Recoverable Over payments Recovered (HB)
SPI80	Overall user satisfaction with benefits service
SPI82a(i)	% of Household Waste Recycled
SPI82a(ii)	Tonnes of Household Waste Recycled
SPI82b(i)	% of Household Waste Composted
SPI82b(ii)	Tonnes of household waste composted
SPI84a	Household waste collected per head, in kilos
SPI84b	Household Waste Collection (% change in kilograms per head)
SPI89	Satisfaction with cleanliness of streets
SPI9	% of Council Tax collected
SPI90a	Satisfaction with household waste collection
SPI91	Proportion of properties receiving a recycling service, where physically possible
SPI 7.24a	No. of insurance claims made through a) lease car scheme
SPI 7.24b	No. of insurance claims made through b) commercial fleet
SPI 7.25	No. of public liability claims made
SPI 7.26a	No. of property claims made a) Council occupied
SPI 7.26b	No. of property claims made b) leased
SPI 7.27	No. of professional indemnity claims made
SPI 7.28	No. of Employees Liability claims made
SPI 7.29	Insurance premium
SPI 3.1	Benefits: visitors.
SPI 5.9b	Satisfaction: information provision b) staff.
SPI 5.10	Press releases reported in media.
SPI 5.12	Staff participation: staff survey.
SPI 5.13	Staff participation: staff briefing.
SPI 2.5	Complaints: rubbish & litter
SPI 5.3a	Response to telephone calls a) including switchboard.
SPI 5.3b	Response to telephone calls b) excluding switchboard.
SPI 5.3c	Response to telephone calls c) switchboard only.
SPI 5.7	E-government: electronic payment.
SPI 5.16a	Meetings: public attendances a) Council .
SPI 5.16b	Meetings: public attendances b) Community Voice.
SPI 2.12	Complaints: environmental health.
SPI 2.16	Housing grants.
SPI 2.17	Water samples.
SPI 2.18	HMOs inspected.
SPI 2.19	Air pollution inspections.
SPI 4.6	Energy efficiency measures

SPI 3.3	Housing: affordable housing units.
SPI 5.17	Arts: participation.
SPI 7.7	Staff turnover: voluntary leavers.
SPI 7.8	Staff turnover: vacant posts.
SPI 7.9	Training: corporate training.