

Appendix 1b - Local PI's used in analysis ordered by Department and % variation in performance

PI	Description	Best Is	Departments	02/03 Target	02/03 Actual	03/04 Target	03/04 Actual	04/05 Target	% variation between 2002/03 and 2003/04 actual
LCCX 5	Number of complaints satisfied as local settlement Corporate	Low	CXO	Not Set	75	70	649	70	Under investigation
LCCX 2	% of complaints completed in 10 working days Corporate	High	CXO	Not Set	79%	100%	73.00%	100%	-8.00%
LCCX 4	% of complaints upheld Corporate	Low	CXO	N/A	38%	30%	33.90%	30%	11.00%
LCCX 3	Average number of days to resolve a complaint (excludes Social Care & Health)	Low	CXO	N/A	9	10	7.19	10	20.00%
LCCX 1	Total number of complaints within Corporate	Low	CXO	N/A	3249	3000	2081	3000	40.00%
LCED 15	Percentage of half days missed due to unauthorised absence in primary schools maintained by the local education authority.	Low	Education and Lifelong Learning	0.25%	0.60%	0.25%	0.70%	0.25%	-16.67%
LCED 14	Percentage of half days missed due to unauthorised absence in secondary schools maintained by the local education authority.	Low	Education and Lifelong Learning	1.25%	2.30%	1.25%	2.59%	1.25%	-12.61%
LCED 16	The number of books and other items issued by the authority's libraries per head of population.	High	Education and Lifelong Learning	6.07	5.59	6.4	5.25	6	-6.08%
LCED 9a	Attainment at Key Stage 2 for LAC against cohort norm in English	High	Education and Lifelong Learning	Not Set	46%	65%	46.88%	75%	1.91%
LCED 20b	Number of people attending family learning activities in libraries	High	Education and Lifelong Learning	1610	3089	1750	3175	4000	2.78%
LCED 11	Average GCSE points score of pupils in schools maintained by the authority completing Year 11.	High	Education and Lifelong Learning	34	34.4	35.4	36.1	37.2	4.94%
LCED 17	Number of public access computers installed in libraries	High	Education and Lifelong Learning	174	160	160	180	160	12.50%
LCED 1	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	Low	Education and Lifelong Learning	0.62	0.78	0.62	0.65	0.62	16.67%
LCED 21	Number of children attending libraries summer scheme.	High	Education and Lifelong Learning	2,750	9,466	2500	11506	12000	21.55%
LCED 20a	Number of family learning activities in libraries	High	Education and Lifelong Learning	84	136	90	167	200	22.79%
LCED 10	% of LAC who achieve entry level qualifications	High	Education and Lifelong Learning	Not Set	39%	45%	48.15%	55%	23.46%
LCED 19	Number of babies receiving "Books for Babies" packs	High	Education and Lifelong Learning	4,000	2,560	3000	3166	3000	23.67%
LCED 9c	Attainment at Key Stage 2 for LAC against cohort norm in Science	High	Education and Lifelong Learning	Not Set	49%	65%	71.73%	75%	46.39%

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LCED 2	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 secondary schools.	Low	Education and Lifelong Learning	3.86	6.66	3.86	3.23	3.56	51.50%
LCED 18	Number of public accesses to computers in libraries.	High	Education and Lifelong Learning	77,297	221,195	215,000	342166	350000	54.69%
LCED 9b	Attainment at Key Stage 2 for LAC against cohort norm in Maths	High	Education and Lifelong Learning	Not Set	25.20%	55%	42.40%	65%	68.25%
LCED 3	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 special schools.	Low	Education and Lifelong Learning	2.1	6.03	2.1	£0	£0	100.00%
LCED 5	Percentage of schools maintained by the Authority with serious weaknesses on the last day of the Autumn Term	Low	Education and Lifelong Learning	0%	0.90%	0%	0%	0%	100.00%
LCCHS 3	No. properties where central heating is installed	High	Housing	320	277	150	126	100	-54.51%
LCCHS 4	No. new central heating boilers installed	High	Housing	1,220	1,206	1200	1019	1200	-15.51%
LCCHS 2	Number of UVPC windows installed	High	Housing	2,800	2,573	2700	2292	3100	-10.92%
LCCHS 14	The percentage of urgent repairs completed within Government time limits	High	Housing	99%	99.32%	99.50%	98.75%	99.50%	-0.57%
LCCHS 7	Number of new tenants associations in year.	High	Housing	Not Set	2	2	2	2	0.00%
LCCHS 9	Proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days	High	Housing	98%	96%	96%	96.89%	97%	0.89%
LCCHS 10	Average relet times for local authority dwellings let in the financial year (days)	Low	Housing	40	49.89	37	49.1	38	1.58%
LCCHS 8	Tackling fuel poverty – number of vulnerable households in the city assisted and measures installed	High	Housing	750	684	750	711	855	3.95%
LCCHS 15	The average time taken to complete non-urgent responsive repairs (days)	Low	Housing	Not set	17.4	No Data	16.2	16	6.90%
LCCHS 12	Percentage of rent lost through local authority dwellings becoming vacant	Low	Housing	2.80%	2.61%	2.20%	2.17%	2.10%	16.86%
LCCHS 1	Number of rough sleepers	Low	Housing	7	6	7	3	7	50.00%
LCCHS 6	Energy Efficiency - the average annual change in the average SAP rating of local authority owned dwellings	High	Housing	2	2.5	2	6	1	140.00%
LCEN 26	Number of collections missed per 100,000 collections of household waste	Low	Regeneration & Culture	60	301	300	515	No data	-71.10%

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LCEN 45	Average response time for cleaning graffiti from buildings and street furniture (days)	Low	Regeneration & Culture	3.5	2.25	3.5	3.14	3.5	-39.56%
LCEN 037	Dwelling densities achieved in new housing development completions. (hectares)	High	Regeneration & Culture	Not Set	62	50	44	50	-29.03%
LCEN 021	Number of days per year on which national air quality standards are exceeded (days)	Low	Regeneration & Culture	Not Set	12	Not set	15	20	-25.00%
LCEN 44	Average response time for cleaning fly-posting from buildings and street furniture (days)	Low	Regeneration & Culture	3.5	2.8	3.5	3.25	3.5	-16.07%
LCEN 058	Total pedestrian casualties per 100,000 population	Low	Regeneration & Culture	106.7	101.1	105.5	116.4	113.7	-15.13%
LCAL 36c	Number of people using Voluntary sector advice services	High	Regeneration & Culture	Being Developed	30,086	32,000	25904	30000	-13.90%
LCEN 057	Children per 100,000 children population - SI	Low	Regeneration & Culture	376.7	370.3	370.3	413.56	378.2	-11.68%
LCAL 15	Number of GP referrals for exercise.	High	Regeneration & Culture	6,099	4,794	4,314	4247	4299	-11.41%
LCAL 21	Total number of visitors to all Arts events	High	Regeneration & Culture	894,670	1,063,793	903,617	976229	912386	-8.23%
LCEN 58b	Total number of road accident casualties per 100,000 population, where people were Slightly Injured (SI).	Low	Regeneration & Culture	476.6	504.3	493.6	521.51	496.8	-3.41%
LCAL 1	The number of swims and other visits per 1000 population	High	Regeneration & Culture	5,858	6,550	6,413	6371	6460	-2.73%
LCEN 025	Repairs to dangerous damage to roads and pavements	High	Regeneration & Culture	100%	99%	100%	98.40%	99%	-0.61%
LCEN 12	The percentage of highways that are either of a high or acceptable standard of cleanliness	High	Regeneration & Culture	97%	98%	97%	97.60%	No data	-0.41%
LCEN 041	Number of the 28 electoral wards included in the most deprived 10% in England.	Low	Regeneration & Culture	13	13	13	13	13	0.00%
LCAL 22	Total number of participants in Cultural Services (PSA indicator, including museums visits in person, sports centre usages (swims and sports centre usage only), arts usages and libraries visits).	High	Regeneration & Culture	4,633,828	4,664,735	4,807,035	4742023	4963320	1.66%
LCEN 47	% of street inspections meeting the grade acceptable or above in the City Centre under the Public Cleansing Contract Cleansing Index.	High	Regeneration & Culture	72%	84.2%	75%	85.60%	75%	1.66%
LCEN 7	Number of killed or seriously injured (KSI) road accident casualties in Central Leicestershire (see BVPI 99 for City rate per 100,000 population)	Low	Regeneration & Culture	Not Set	183	170	172	174	6.01%
LCAL 36a	Number of people using Welfare Rights advice services	High	Regeneration & Culture	3200	1942	3200	2135	No data	9.94%

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LCEN 11	Percentage of missed bins put right next working day	High	Regeneration & Culture	99.0%	89.0%	95.00%	98%	99%	10.11%
LCAL 36b	Number of people using Employment Rights advice services	High	Regeneration & Culture	350	432	350	490	No data	13.43%
LCEN 070	The percentage of links of footpaths and other rights of way which were signposted where they leave a road.	High	Regeneration & Culture	70%	57%	75%	66%	80%	15.79%
LCEN 43	Total number of road accident casualties where people were Killed or Seriously Injured (KSI). Actual number	Low	Regeneration & Culture	97	97	95	72	105	25.77%
LCEN 080	Percentage of street lamps not working as planned	Low	Regeneration & Culture	0.54%	0.46%	0.45%	0.34%	0.40%	26.09%
LCEN 58a	Total number of road accident casualties per 100,000 population, where people were Killed or Seriously Injured (KSI).	Low	Regeneration & Culture	40.4	35.5	25.4	25.39	36.9	28.48%
LCEN 056	Children per 100,000 children population - KSI	Low	Regeneration & Culture	30.3	41.7	27.3	27.25	29.4	34.65%
LCEN 8	Number of child road accident casualties in Central Leicestershire	Low	Regeneration & Culture	Not Set	37	24	24	30	35.14%
LCAL 17	Number of play areas developed or refurbished to comply with the European Standards for Playgrounds (cumulative total)	High	Regeneration & Culture	22	21	29	33	41	57.14%
LCEN 46	Number of refugees who are helped into sustainable employment by the City Council and JobCentre Plus (per annum)	High	Regeneration & Culture	10	0	90	61	90	100.00%
LCSS 3	% of LAC leaving care aged 16+ who have achieved at least 5 GCSE Grades A* - C	High	Social Care and Health	Not Set	1.70%	3.40%	0%	1.70%	-100.00%
PAF C21	% of de-registered children who had been on the child protection register for more than 2 years.	Low	Social Care and Health	8.0%	5.6%	5.6%	9.39%	7%	-67.68%
PAF A3	The percentage of children registered during the year on the Child Protection Register who had been previously registered.	Low	Social Care and Health	17%	14.5%	14.50%	20.25%	17%	-39.66%
LCSS 2	Number of Looked After Children being looked after by Local Authority per 1000	Low	Social Care and Health	5.4	6.8	6.55	7.48	7.5	-10.00%
LCSS 5c	Number of smokers aged 16 and over quitting after 52 weeks within the 10 most deprived wards in Leicester	High	Social Care and Health	646	0	364	0	646	0.00%
PAF C26	Number of admissions of supported residents aged 65 or over to residential/nursing care per 1000 population over 65.	Low	Social Care and Health	98	84	83.8	78.7	75	6.31%
PAF C31	Number of adults with mental health problems helped to live at home per 1000 population aged 18-64	High	Social Care and Health	2.1	1.81	1.9	1.98	2.09	9.39%
PAF C29	Number of adults with physical disabilities helped to live at home per 1000 population aged 18-64	High	Social Care and Health	4.8	4.6	4.8	5.2	5.61	13.04%

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PAF C30	Number of adults with learning disabilities helped to live at home per 1000 population aged 18-64	High	Social Care and Health	2	2.6	3.2	3.09	3.41	18.85%
PAF E47	Proportion of ethnic minority adults and older people receiving assessments compared with all people receiving an assessment.	High	Social Care and Health	Not Set	1.03	1	1.28	1.2	24.27%
PAF D40	% of adults/older people receiving a review of their support as a % of all adults receiving a service.	High	Social Care and Health	60%	32%	50%	53.30%	70%	66.56%
QP 9	Proportion of LAC excluded from school	Low	Social Care and Health	4%	1.52%	1.5%	0%	1.50%	100.00%
LCSS 5b	Number of smokers aged 16 and over quitting after 4 weeks within the 10 most deprived wards in Leicester	High	Social Care and Health	422	194	729	421	1292	117.01%
LCSS 5a	Number of smokers aged 16 and over seen by smoking cessation services within the 10 most deprived wards in Leicester	High	Social Care and Health	851	309	1488	1650	2605	433.98%
PAF A5 (LCSS 6)	Increase in emergency admissions to Hospital (with Health)	Low	Social Care and Health	Not Set	4.30%	No Data	No Data	No data	No Data