Communities and Local Government

HM Government

National Indicators for Local Authorities and Local Authority Partnerships: Handbook of Definitions

Draft for Consultation

Annex C4: Local Economy and Environmental Sustainability

Introduction

The new performance framework for local government, which we outlined in the White Paper *Strong and Prosperous Communities* is about improving the quality of life in places and better public services. It brings together national standards and priorities set by Government with local priorities informed by the vision developed by the local authority and its partners. A clear set of national outcomes and a single set of national indicators by which to measure progress against them are a key building block for the new framework.

In October, as part of the Comprehensive Spending Review (CSR), the Government announced a new single set of 198 national indicators for English local authorities and local authority partnerships. A list of these indicators, which flow from the priorities identified in Public Service Agreements and Departmental Strategic Objectives announced in the CSR, was published on 11 October, 2007. http://www.communities.gov.uk/publications/localgovernment/nationalindicator

This document is Annex C4 to the consultation document *National Indicators for Local Authorities and Local Authority Partnerships: Handbook of Definitions Draft for Consultation* which seeks views on the Government's proposed detailed definitions for the 198 national indicators which will be included in the final handbook of definitions to be published in February 2008 for implementation from 1 April 2008.

This Annex contains detailed technical definitions of the indicators that measure outcomes relating to the Local Economy and Environmental Sustainability (national indicator numbers 151-198).

List of Templates for Local Economy and Environmental Sustainability (NI151-198)

Templates for Local Economy and Environmental Sustainability

<table>
<tr><th colspan="5">NI 151: Overall Employment rate</th></tr>
<tr><td colspan="2">Is data provided by the LA or a local partner?</td><td>N</td><td>Is this an existing indicator?</td><td>Y</td></tr>
<tr><td>Rationale</td><td colspan="4">This indicator measures a local area's contribution towards the aspiration to achieve full employment, and, in combination with the indicator measuring the numbers of people on out of work benefits (152), it will help measure progress on reducing worklessness.</td></tr>
<tr><td>Definition</td><td colspan="4">This is the proportion of the working age population (16-59 for females and 16-64 for males) who are in employment according to the International Labour Organisation (ILO) definition.

These are National Statistics collected via ONS' Annual Population Survey (essentially a version of Labour Force Survey with a boosted sample size for better accuracy at local area levels) and can be accessed via ONS' NOMIS website: https://www.nomisweb.co.uk/Default.asp</td></tr>
<tr><td>Formula</td><td colspan="4">$\frac{x}{y} \times 100$

Where:

x = number of ILO employees of working age

y = Working age population (16-64 Males, 16-59 Females)</td></tr>
<tr><td>Worked example</td><td>$\frac{240,000}{300,000} \times 100$

= 80%</td><td colspan="2">Good performance</td><td>Good performance is typified by a higher employment rate</td></tr>
<tr><td>Collection interval</td><td>Quarterly</td><td colspan="2">Data Source</td><td>Annual Population Survey</td></tr>
<tr><td>Return Format</td><td>Percentage</td><td colspan="2">Decimal Places</td><td>One</td></tr>
<tr><td>Reporting organisation</td><td colspan="4">This data is collected by the Office for National Statistics</td></tr>
<tr><td>Spatial level</td><td colspan="4">Single tier and district council</td></tr>
<tr><td>Further Guidance</td><td colspan="4">Further guidance on the strategy for increasing the overall employment rate will be made available to Local Authorities via Government Offices, and DWP will be working with Government Offices to produce this guidance.

Information on how Employment is measured can be found here http://www.statistics.gov.uk/downloads/theme_labour/employment.pdf</td></tr>
</table>

<table>
<tr><th colspan="4">NI 152: Working age people on out of work benefits</th></tr>
<tr><td colspan="2">Is data provided by the LA or a local partner? N</td><td colspan="2">Is this an existing indicator? N</td></tr>
<tr><td>Rationale</td><td colspan="3">This indicator will measure progress on reducing worklessness and, in combination with the indicator on the overall employment rate (NI 151), assesses a local area's contribution towards the Government's aspiration to achieve full employment.</td></tr>
<tr><td>Definition</td><td colspan="3">This indicator measures the percentage of the working age population who are claiming out of work benefits.

Working age benefits include the main out-of-work client group categories (unemployed people on Jobseekers Allowance, Lone Parents on Income Support, Incapacity Benefits customers, and others on income-related benefits with the exception of carers who are not subject to activation policies in the same way as other groups).

The working age population is defined as the sum of females aged 16-59 plus males aged 16-64.

Data are presented as a rolling average of 4 quarters to account for seasonal variation</td></tr>
<tr><td>Formula</td><td colspan="3">$$\left(\frac{q_1 + q_2 + q_3 + q_4}{y_1 + y_2 + y_3 + y_4}\right) \times 100$$
Where:

q1 to q4 = Number of working age people claiming out of work benefits in quarters 1 to 4.

Y = Working age population (16-64 males, 16-59 females) in quarters 1 to 4</td></tr>
<tr><td>Worked example</td><td>$\left(\frac{65300 + 64700 + 64500 + 65700}{487000 + 488500 + 488800 + 489200}\right) \times 100$

= 13.3%</td><td>Good performance</td><td>Good performance will be typified by a reduction in the rate.</td></tr>
<tr><td>Collection interval</td><td>Quarterly (with a 6 month time lag).</td><td>Data Source</td><td>Work and Pensions Longitudinal Study</td></tr>
<tr><td>Return Format</td><td>Percentage</td><td>Decimal Places</td><td>One</td></tr>
<tr><td>Reporting organisation</td><td colspan="3">Jobcentre Plus (administrative data)</td></tr>
<tr><td>Spatial level</td><td colspan="3">Single tier and district council</td></tr>
<tr><td>Further Guidance</td><td colspan="3">http://www.dwp.gov.uk/asd/statistics.asp

Further guidance on the strategy for increasing the overall employment rate will be made available to Local Authorities via Government Offices, and DWP will be working with Government Offices to produce this guidance.</td></tr>
</table>

NI 153: Working age people claiming out of work benefits in the worst performing neighbourhoods			
Is data provided by the LA or a local partner?	**N**	**Is this an existing indicator?**	**N**

Rationale	This indicator measures where concentrations of worklessness exist within each LAA and provides an indication of how severe those concentrations are in each place. An improvement in this indicator would demonstrate that polarisation of economic opportunity is reducing within the area – that job opportunities are being taken up by those furthest from the labour market and not just those who are most able to find and secure work without support. It will be for the key partners within each local area to undertake an economic assessment of their area. The economic assessment will need to examine the employment and skills needs of the area. This evidence base will allow them to determine whether tackling concentrations of employment deprivation is a priority for their area and, if so, the most appropriate way in which to align their efforts and resources to deliver improved employment outcomes for their workless residents. Jobcentre Plus, the local authority and the Learning and Skills Council will work in partnership in undertaking the assessment and in determining appropriate actions and targets that flow from that analysis. The indicator supports: CLG's neighbourhood strategy for neighbourhood renewal, and the aim to ensure that no-one is disadvantaged by where they live; and DWP's employment PSA targets, to improve the employment rate of disadvantaged groups and places. The majority of areas identified by this indicator fall within DWP 'worst wards' and improvements within these places will directly contribute towards the delivery of DWP's worst wards target.
Definition	Working age benefits include the main out-of-work client group categories (unemployed people on Jobseekers Allowance, Lone Parents on Income Support, Incapacity Benefits customers, and others on income-related benefits with the exception of carers who are not subject to activation policies in the same way as other groups). Worst performing neighbourhoods are defined as Lower Super Output Areas (LSOAs) with an out of work claim rate of 25% or more based on a 4 quarter average between May 2006 and February 2007. LSOAs are statistical areas smaller than wards. An average LSOA contains around 1,500 people. The working age population is defined as the sum of females aged 16-59 plus males aged 16-64. This indicator gives the mean out of work benefit rate for the aggregate of all the worst performing neighbourhoods in the LAA, not for each individual neighbourhood.

<table>
<tr><th colspan="4">NI 153: Working age people claiming out of work benefits in the worst performing neighbourhoods (continued)</th></tr>
<tr><td>Formula</td><td colspan="3">In the worst performing neighbourhoods:
$\frac{x}{y}*100$
Where:
x = Number of working age people claiming out of work benefits
y = Working age population (16-64 males, 16-59 females)</td></tr>
<tr><td>Worked example</td><td>$\frac{105,600}{280,400}*100$
= 37.7%</td><td>Good performance</td><td>Good performance is typified by a reduction in the rate.</td></tr>
<tr><td>Collection interval</td><td>Quarterly</td><td>Data Source</td><td>Work and Pensions Longitudinal Study – Benefit data
ONS – Population estimates</td></tr>
<tr><td>Return Format</td><td>Percentage (Rate)</td><td>Decimal Places</td><td>One</td></tr>
<tr><td>Reporting organisation</td><td colspan="3">Jobcentre Plus (administrative data)</td></tr>
<tr><td>Spatial level</td><td colspan="3">Single tier and county council</td></tr>
<tr><td>Further Guidance</td><td colspan="3">Neighbourhood Renewal Analysis Division, CLG</td></tr>
</table>

<table>
<tr><th colspan="4">NI 154: Net additional homes provided</th></tr>
<tr><td colspan="2">Is data provided by the LA or a local partner?</td><td>Y</td><td>Is this an existing indicator?   Y</td></tr>
<tr><td>Rationale</td><td colspan="3">Encourage a greater supply of new homes in England to address the long term housing affordability issue.</td></tr>
<tr><td>Definition</td><td colspan="3">This indicator measures the number of net increases in dwelling stock over one year.

Dwelling stock – The definition of dwelling (in line with the 2001 Census) is a self-contained unit of accommodation. Self-containment is where all the rooms in a household are behind a door, which only that household can use. Non-self contained household spaces at the same address should be counted together as a single dwelling. Therefore, a dwelling can consist of one self-contained household space or two or more non-self-contained spaces at the same address.</td></tr>
<tr><td>Formula</td><td colspan="3">The net increase in dwelling stock over one year is calculated as the sum of new build completions, minus demolitions, plus any gains or losses through change of use and conversions:

$a - b + c + d$

where,
a = new build completions;
b = demolitions;
c = change of use (net gain)
d = conversions (net gain)</td></tr>
<tr><td>Worked example</td><td>For example, 2005/06:
New Build = 522
Demolitions = 135
Change of Use
Gains = 0
Losses =2
Net gain = 0 - 2 = -2
Conversions
Gains = 12
Losses = 4
Net gain = 12 - 4 = 8

Net Additions =
522 – 135 – 2 + 8 = 393</td><td>Good performance</td><td>Good performance is typified by an increase in numbers of net additional homes.

Green paper target to reach 240,000 net additions per annum in England by 2016. Latest figure for 2005/06 is 185,000 net additions per annum.</td></tr>
</table>

NI 154: Net additional homes provided *(continued)*			
Collection interval	Annual. Data collected for each financial year. Housing Flows reconciliation form is collected mid September following the financial year end. The Joint Return is collected around December or January.	**Data Source**	Net additional supply is collected by CLG through 2 streams: (1) Northern and Midlands local authorities provide net additions information to CLG through the Housing Flows Reconciliation return. (2) Southern (London, SE,E and SW), local authorities provide net additions information to their Regional Assemblies through the "Joint Return", which is jointly badged between the regional assemblies and CLG. Information is shared with CLG
Return Format	Number	**Decimal Places**	No decimal places
Reporting organisation	Northern and Midlands local authorities directly through the Housing Flows Return. Southern local authorities report to their regional assemblies through the "joint return", which is jointly badged by the regional assembly and CLG.		
Spatial level	Single tier and district council		
Further Guidance			

NI 155: Number of affordable homes delivered (gross)			
Is data provided by the LA or a local partner?	**Y**	**Is this an existing indicator?**	**Y**
Rationale	To promote an increase in the supply of affordable housing.		
Definition	Total supply of social rent housing and intermediate housing. As set in PPS3 (Planning Policy Statement 3), "The Government defines affordable housing as including **social-rented** and **intermediate** housing". PPS3 specifies further: **Social-rented housing** • Rented housing owned by local authorities and registered social landlords for which guideline target rents are determined through the national rent regime, set out in the 'Guide to Social Rent Reforms' published in March 2001. • Also rented housing owned by other persons and provided under equivalent rental arrangements to the above, as agreed with the local authority or funded with grant from the Housing Corporation, as provided for in the Housing Act 2004. **Intermediate housing** Housing at prices or rents above those of social-rent but below market prices or rents. This can include shared equity products (for example HomeBuy) and intermediate rent (i.e. rents above social-rented level but below market rents). **Gross supply** – Affordable housing is measured as the numbers of affordable dwellings provided in each year, through new build and acquisitions. This does not take account of losses through sales of affordable housing and demolitions.		
Formula	Figure represents the simple count of affordable housing units provided (newly built or acquired). Total supply is the sum of social rent housing and intermediate housing (low cost home ownership and intermediate rent): $a+b$ where, a = sum of social rented housing; b = sum of intermediate housing.		
Worked example	Social rent homes provided = 160 Intermediate homes provided = 124 Affordable homes provided = 160+124= 284	**Good performance**	Good performance is typified by high numbers. Specific targets to be set out in local authority development plans.

NI 155: Number of affordable homes delivered (gross) *(continued)*			
Collection interval	Annual. Housing Corporation data is provided to CLG in May following the end of the financial year. P2 – Information available in May following the end of the financial year. Housing Strategy Statistical Appendix (HSSA) information is available in September.	**Data Source**	The Housing Corporation information management system provides a breakdown of centrally funded 'social rent' and 'intermediate' units. Local authority returns to Communities: – HSSA provides information on units funded solely through planning agreements (S106) P2 – local authority new build social rent.
Return Format	Number	**Decimal Places**	No decimal places
Reporting organisation	Housing Corporation, local authorities.		
Spatial level	Single tier and district council		
Further Guidance			

NI 156: Number of households living in temporary accommodation			
Is data provided by the LA or a local partner?	**Y**	**Is this an existing indicator?**	**Y**

Rationale	To monitor progress towards halving the number of households in temporary accommodation from 101,000 households in Q4 2004 to 50,500 households by 2010.		
Definition	This indicator measures the numbers of households living in temporary accommodation. **Temporary accommodation under homelessness provisions** – The duty owed to a household accepted by a local housing authority as eligible for assistance, unintentionally homeless and in priority need is to secure suitable accommodation. If a settled home is not immediately available, the authority may secure temporary accommodation until a settled home becomes available. **Household** – One person living alone, or a group of people living at the same address who share common housekeeping or a living room. Data collected on the P1E housing return includes "snapshot" information on the numbers of households being housed in various types of temporary accommodation by the local authority on the last day of the quarter. The figures include both those households who have been accepted as owed the main homelessness duty, and those for which enquiries into whether they are owed the duty are pending.		
Formula	Simple count of households living in temporary accommodation.		
Worked example	Number of households living in temporary accommodation in Q4 2004 = 101,000	**Good performance**	Each LA has submitted projections showing how they plan to reach their own target, which we monitor against actual performance each quarter.
Collection interval	Quarterly	**Data Source**	P1E data - total households in temporary accommodation
Return Format	Number	**Decimal Places**	No decimal places
Reporting organisation	Reported by local housing authorities		
Spatial level	Single tier and district council		
Further Guidance			

<table>
<tr><th colspan="4">NI 157: Processing of planning applications as measured against targets for "major", "minor" and "other" application types</th></tr>
<tr><td colspan="1">Is data provided by the LA or a local partner?</td><td>Y</td><td>Is this an existing indicator?</td><td>Y</td></tr>
<tr><td>Rationale</td><td colspan="3">To ensure local planning authorities determine planning applications in a timely manner.</td></tr>
<tr><td>Definition</td><td colspan="3">This indicator measures the percentage of planning applications dealt with in a timely manner: major, minor and other.

All local planning authorities except county councils should use CLG form PS2 for supplying information on the planning applications determined.

A timely manner is defined as within 13 weeks for Major applications and within 8 weeks for Minor and Other applications. Subject to the outcome of the recent consultation paper applications that are part of a Planning Performance Agreement and the timetable agreed with developers is adhered to will be excluded from the calculations.

Definitions for Major, Minor and Other applications are given on the PS2 form. Major applications are entered in rows 1-5; minor applications in rows 6-10; other applications in rows 11-18

For county councils, percentage of total planning decisions determined in 13 weeks as shown in the section giving details of all planning decisions made on CLG form CPS1/2. Decisions where environmental assessments have taken place should be excluded from this calculation by county councils but not by other local authorities. County councils assess time for completion of all other applications within 13 weeks regardless of whether major or not.

The first day counts as day zero and is when the local authority receives the completed application and the correct fee and not when that application and fee are entered on the authority's system if that is later.

The notes to the PS2 state that 'Time spent in abeyance should be included in the total time taken (on no account should the clock be stopped) and the processing period must not be suspended awaiting amended plans nor restarted upon receipt of amended plans.'

Situations where the applicant withdraws a planning application, for example, they have changed their mind about the development, should not be counted.

Cases where the decision goes to appeal: the clock stops ticking on the date when the local authority issues a decision notice. Therefore the period of the appeal is not taken into account.</td></tr>
</table>

<table>
<tr><th colspan="4">NI 157: Processing of planning applications as measured against targets for "major", "minor" and "other" application types (continued)</th></tr>
<tr><td>Formula</td><td colspan="3">$\left(\frac{x}{y}\right)*100$

where,
x = number of major planning applications determined in 13 weeks (or 8 weeks for minor or other applications);
y = total number of major planning applications (or minor or other applications).</td></tr>
<tr><td>Worked example</td><td>For Major applications:
The number of Major planning applications determined in 13 weeks is 120, while the total number of major planning applications is 670. The proportion of major planning applications dealt with in a timely manner is therefore:
$\left(\frac{120}{670}\right)*100 = 17.91\%$

Similar calculations will be done for Minor, Other and County Matter planning applications.</td><td>Good performance</td><td>Good performance is typified by a high percentage</td></tr>
<tr><td>Collection interval</td><td>Quarterly</td><td>Data Source</td><td>From CLG-PS2 form.
CLG – CPS1/2 form for county councils</td></tr>
<tr><td>Return Format</td><td>Percentage</td><td>Decimal Places</td><td>Two decimal places</td></tr>
<tr><td>Reporting organisation</td><td colspan="3">Local planning authorities</td></tr>
<tr><td>Spatial level</td><td colspan="3">Single tier, district, county council and national parks authority</td></tr>
<tr><td>Further Guidance</td><td colspan="3"></td></tr>
</table>

NI 158: % decent council homes			
Is data provided by the LA or a local partner?	**Y**	**Is this an existing indicator?**	**Y**
Rationale	To measure progress in ensuring all council homes meet the decent homes standard.		
Definition	This indicator measures the number of non decent council homes and the proportion this represents of the total council housing stock. This is being calculated in order to demonstrate the progress towards making all council housing decent. The numbers of council homes and non-decent council homes is recorded by each authority in its Business Plans Statistical Appendix at the end of each financial year. This process is well established and the definitions and time frames are clearly understood by authorities. Guidance on completing the BPSA is available at: www.communities.gov.uk.		
Formula	$\left(\frac{x}{y}\right)*100$ where, x = the number of non-decent council housing stock y = the total council housing stock		
Worked example	Number of non-decent council houses is 487; the total council housing stock is 2,755. The proportion of non-decent housing stock is therefore: $\left(\frac{487}{2755}\right)*100 = 18\%$	**Good performance**	Good performance is typified by lower percentages of non-decent council homes
Collection interval	Annual (financial year)	**Data Source**	Business Plan Statistical Appendix from the LA
Return Format	Percentage and stock numbers	**Decimal Places**	Zero
Reporting organisation	Housing authority		
Spatial level	Single tier and district council		
Further Guidance	Decent Homes Guidance at www.communities.gsi.gov.uk		

<table>
<tr><th colspan="2">NI 159: Supply of ready to develop housing sites</th><th colspan="2"></th></tr>
<tr><td>Is data provided by the LA or a local partner?</td><td>Y</td><td>Is this an existing indicator?</td><td>Y</td></tr>
<tr><td>Rationale</td><td colspan="3">This indicator requires Local Planning Authorities to maintain, at least annually, a 5 year supply of deliverable sites for housing. These housing sites must be drawn from information from their Strategic Housing Land Availability Assessment and or other relevant evidence.

A comprehensive initial Assessment is required of all authorities but this is not a one-off study, and updating the assessment should be integral to and part of the Annual Monitoring Report process. It should therefore be reviewed when necessary to allow authorities to maintain the 5 year supply of specific deliverable sites for housing.

Local Planning Authorities should identify sufficient specific sites to deliver housing for at least five years. To be considered deliverable sites should:
• Be Available – the site is available now.
• Be Suitable – the site offers a suitable location for development now and would contribute to the creation of sustainable, mixed communities.
• Be Achievable – there is a reasonable prospect that housing will be delivered on the site within five years.

Authorities will be required to publish their Assessment at the end of April each year based upon data up until 31st March of that year. This information should then inform the production of the authority's Annual Monitoring Report.</td></tr>
<tr><td>Definition</td><td colspan="3">The indicator measures the proportion of the total number of dwellings that can be built on sites that are ready to develop.

Local Planning Authorities should use, where available, housing provision figures as set out in the trajectory in the most relevant adopted development plan. The relevant development plan is the Regional Spatial Strategy or a development plan document, where one has been adopted and where it contains a trajectory setting out how the level of housing for the local area, as identified in the Regional Spatial Strategy, will be delivered.

The definition of dwelling (in line with the 2001 Census) is a self-contained unit of accommodation. Self-containment is where all the rooms in a household are behind a door, which only that household can use. Non-self contained household spaces at the same address should be counted together as a single dwelling. Therefore, a dwelling can consist of one self-contained household space or two or more non-self-contained spaces at the same address.

The total number of dwellings is the number of net additional dwellings defined as new dwellings completed plus gains from conversions less losses from conversions, plus gains from change of use less losses from change of use.</td></tr>
</table>

NI 159: Supply of ready to develop housing sites *(continued)*			
Formula	The proportion of total number of dwellings that can be built on sites that are ready to develop is calculated as follows: $\left(\frac{x}{y}\right)*100$ where, x = the number dwellings that can be built on deliverable housing sites; y = the housing supply requirement.		
Worked example	The housing supply requirement from 1st April 2006 - 31st March 2012 is 2232 dwellings. The current supply of deliverable sites for housing will provide 2046 dwellings, based on those sites assessed as deliverable. The supply of ready to develop housing sites is therefore: $\left(\frac{2046}{2232}\right)*100 = 91.67\%$	**Good performance**	Good performance will be where a Local Planning Authority can demonstrate a supply of sites that are ready to develop and on which housing schemes can be built quickly over a minimum of 5 years or more. Specifically, where LAs exceed their target for housing supply (that is when the proportion of housing supply is over 100%).
Collection interval	Local authorities will undertake ongoing monitoring and renew the 5 year supply as is necessary. Strategic Housing Land Availability Assessment or other relevant Assessment.	**Data Source**	Local Planning Authority.
Return Format	Percentage	**Decimal Places**	Two
Reporting organisation	Local Planning Authorities will report in their Assessment on the extent to which they have at least a 5 year supply of sites that are ready to develop and on which housing schemes can be built quickly.		
Spatial level	Single tier and district council		
Further Guidance	Guidance Note on How to Demonstrate a 5 Year Supply of Deliverable Sites: http://www.planning-inspectorate.gov.uk/pins/advice_for_insp/advice_produced_by_dclg.htm Practice Guidance - Strategic Housing Land Availability Assessment (Identifying a 15 year supply of developable land for housing) http://www.communities.gov.uk/index.asp?id=1511886		

<table>
<tr><th colspan="4">NI 160: Local authority tenants’ satisfaction with landlord services</th></tr>
<tr><td>Is data provided by the LA or a local partner?</td><td>Y</td><td>Is this an existing indicator?</td><td>Y</td></tr>
<tr><td>Rationale</td><td colspan="3">To encourage delivery of good housing management services by local authorities where they retain ownership of council housing (covering management retention of LAs and those with ALMOs).This will help make sure authorities and management organisations focus on effectively delivery of those core services which matter most to tenants (customer services, responsiveness, involvement opportunities and quality of service, including performance on lettings, repairs, rent collection and tenancy & estate management).</td></tr>
<tr><td>Definition</td><td colspan="3"><u>Satisfaction with landlord</u>

The percentage of local authority tenants who say that they are “Very satisfied” or “Fairly satisfied” with the overall service provided by their landlord.

The data source will be the standard tenant satisfaction survey that all social landlords will be required to carry out, which will ask the question:

“Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?”

Respondents will have the choice of five response categories. These are:

Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied.</td></tr>
<tr><td>Formula</td><td colspan="3">$X = \frac{(z + y)}{N} * 100$ Where:

Z = the number of respondents who are very satisfied with the overall service provided by their landlord.

Y = the number of respondents who are fairly satisfied with the overall service provided by their landlord

N = the total number of respondents to the question</td></tr>
</table>

NI 160: Local authority tenants' satisfaction with landlord services *(continued)*			
Worked example	1,120 people respond to the survey. Of the total, 233 responded that they were "Very satisfied" and 513 that they were "Fairly satisfied". The percentage would therefore be calculated as: X = (z + y) * 100 Where: N Or in this case X = (233 + 513) *100 1,120 x = (0.6660) * 100 x = 66.6%	**Good performance**	Good performance is indicated by higher percentages.
Collection interval	Bi-annual	**Data Source**	Representative sample surveys of tenants carried out by local authorities in accordance with the guidance
Return Format	Percentage	**Decimal Places**	1
Reporting organisation	Local authority		
Spatial level	Single tier and district councils retaining ownership of council housing		
Further Guidance	Guidance will specify that local authorities must use the STATUS standard tenant satisfaction survey. This was previously specified for the BVPI tenant satisfaction surveys so there will be continuity in methods and authorities, regulators and residents will be able to track results over time.		

NI 161: Learners achieving a Level 1 qualification in literacy			
Is data provided by the LA or a local partner?	**N**	**Is this an existing indicator?**	**N**

Rationale	Improving basic numeracy levels and other skills activities related directly to economic development in which LAs have an important role.		
Definition	Number of learners achieving a Level 1 qualification in literacy, from 2008/09 to 2010/11. Levels: learning aims are given a "level" in the National Qualifications Framework (NQF). Discussions are ongoing on whether learners who jump to qualifications above Level 1 should count (decision expected by end October). Literacy: those qualifications which count as literacy are defined in the NQF. Still under discussion is whether any ESOL (English as a second or other language) courses should count (a decision is expected by end October). All learners achieving via an LSC funded course are covered.		
Formula	This is a count of a full census of administrative data.		
Worked example	No calculation required. Simple count.	**Good performance**	Good performance is typified by higher numbers
Collection interval	Annually for academic year (August to July).	**Data Source**	The Learning and Skills Council's Individualised Learner Record (ILR)
Return Format	Number	**Decimal Places**	Zero
Reporting organisation	Learning and Skills Council		
Spatial level	Single tier and county council		
Further Guidance	Details of the ILR are available on the LSC web site. http://www.lsc.gov.uk/		

NI 162: Learners achieving an Entry Level 3 qualification in numeracy			
Is data provided by the LA or a local partner?	**N**	**Is this an existing indicator?**	**N**

Rationale	Improving basic numeracy levels and other skills activities related directly to economic development in which LAs have an important role.		
Definition	Number of learners achieving an Entry Level 3 qualification in numeracy, from 2008/09 to 2010/11. Level: learning aims are given a "level" in the National Qualifications Framework (NQF). Discussions are ongoing on whether learners who jump to qualifications above Entry Level 3 should count. Numeracy: those qualifications which count as literacy are defined in the NQF. All learners achieving via an LSC funded course are covered.		
Formula	This is a count of a full census of administrative data.		
Worked example	No calculation required	**Good performance**	Good performance is typified by higher numbers
Collection interval	Annually (academic year, August to July)	**Data Source**	The Learning and Skills Council's Individualised Learner Record (ILR)
Return Format	Number	**Decimal Places**	Zero
Reporting organisation	Learning and Skills Council		
Spatial level	Single tier and county council		
Further Guidance	Details of the ILR are available on the LSC web site. http://www.lsc.gov.uk/		

<table>
<tr><th colspan="4">NI 163: Working age population qualified to at least Level 2 or higher</th></tr>
<tr><td colspan="2">Is data provided by the LA or a local partner?   N</td><td colspan="2">Is this an existing indicator?   N</td></tr>
<tr><td>Rationale</td><td colspan="3">This indicator is needed because of the important role local authorities have with regard to economic development and the key part which skills and qualifications play in supporting economic development.</td></tr>
<tr><td>Definition</td><td colspan="3">Proportion of working age (19 years to retirement age) population qualified to at least level 2 or higher.

<u>Qualified to level 2 and above</u>

People are counted as being qualified to level 2 and above if they have achieved at least either 5 GCSEs grades A*-C (or equivalent, i.e., O levels, CSE Grade 1s), two A/S levels, or any equivalent or higher qualification in the Qualifications and Credit Framework.

<u>Age group</u>

19 to 59 inclusive for women and 19-64 inclusive for men.

<u>Reference period and data source</u>

Calendar year data from the ONS Annual Population Survey (essentially a locally boosted Labour Force Survey) to be used, the results of which are available the following August.</td></tr>
<tr><td>Formula</td><td colspan="3">Proportion of working age (19yrs to retirement age) population qualified to at least level 2 or higher is calculated as follows:

$\left(\frac{x}{y}\right)*100$

where,

x = number of people of working age (19yrs to retirement age) qualified to at least level 2 or higher;

y = the population of working age (19yrs to retirement age).</td></tr>
<tr><td>Worked example</td><td>E.g., 50,000 people out of 100,000 have a Level 2+ qualification. Proportion qualified to level 2+ is therefore:

$\left(\frac{50000}{10000}\right)*100 = 50.0\%$</td><td>Good performance</td><td>Typified by higher percentages</td></tr>
<tr><td>Collection interval</td><td>Annually (calendar year)</td><td>Data Source</td><td>Derived by DIUS from the ONS Annual Population Survey (LFS/IHS)</td></tr>
</table>

NI 163: Working age population qualified to at least Level 2 or higher *(continued)*			
Return Format	Percentage	**Decimal Places**	One
Reporting organisation	DIUS		
Spatial level	Regional- LSC		
Further Guidance	The Annual Population Survey, which is effectively a boosted Labour Force Survey sample, can provide annual estimates of the working age population at Level 2+, Level 3+ and Level 4+ by LSC.		

NI 164: Working age population qualified to at least Level 3 or higher			
Is data provided by the LA or a local partner?	**N**	**Is this an existing indicator?**	**N**
Rationale	This indicator is needed because of the important role local authorities have with regard to economic development and the key part which skills and qualifications play in supporting economic development.		
Definition	Proportion of working age (19 years to retirement age) population qualified to at least level 3 or higher. <u>Qualified to level 3 or above</u> People are counted as being qualified to level 3 or above if they have achieved either at least 2 A-levels grades A-E, 4 A/S levels graded A-E, or any equivalent (or higher) qualification in the Qualifications and Credit Framework. <u>Age group</u> 19 to 59 inclusive for women and 19-64 inclusive for men. <u>Reference period and data source</u> Calendar year data from the ONS Annual Population Survey (essentially a locally boosted Labour Force Survey) to be used, the results of which are available the following August.		
Formula	Proportion of working age (19yrs to retirement age) population qualified to at least level 3 or higher is calculated as follows: $\left(\frac{x}{y}\right)*100$ where, x = number of people of working age (19 yrs to retirement age) qualified to at least level 3 or higher; y = the population of working age (19 yrs to retirement age).		
Worked example	E.g., 50,000 people out of 100,000 have a Level 3+ qualification. Proportion qualified to level 3+ is therefore: $\left(\frac{50000}{10000}\right)*100 = 50.0\%$	**Good performance**	Typified by higher percentages
Collection interval	Annually (calendar year)	**Data Source**	Derived by DIUS from the ONS Annual Population Survey (LFS/IHS)
Return Format	Percentage	**Decimal Places**	One

NI 164: Working age population qualified to at least Level 3 or higher *(continued)*	
Reporting organisation	DIUS
Spatial level	Regional-LSC
Further Guidance	The Annual Population Survey, which is effectively a boosted Labour Force Survey sample, can provide annual estimates of the working age population at Level 2+, Level 3+ and Level 4+ by LSC.

<table>
<tr><th colspan="4">NI 165: Working age population qualified to at least Level 4 or higher</th></tr>
<tr><td colspan="2">Is data provided by the LA or a local partner? N</td><td colspan="2">Is this an existing indicator? N</td></tr>
<tr><td>Rationale</td><td colspan="3">This indicator is needed because of the important role local authorities have with regard to economic development and the key part which skills and qualifications play in supporting economic development.</td></tr>
<tr><td>Definition</td><td colspan="3">Proportion of working age (19 years to retirement age) population qualified to at least level 4 or higher.
<u>Qualified to Level 4 and above</u>
Holding qualifications equivalent to NQF levels 4-8. (Level 4-6 qualifications include foundation or first degrees, recognised degree-level professional qualifications, teaching or nursing qualifications, diploma in higher education, HNC/HND or equivalent vocational qualification. Qualifications at level 7-8 include higher degrees, and postgraduate level professional qualifications.
<u>Age group</u>
19 to 59 inclusive for women and 19-64 inclusive for men.
<u>Reference period and data source</u>
Calendar year data from the ONS Annual Population Survey (essentially a locally boosted Labour Force Survey) to be used, the results of which are available the following August.</td></tr>
<tr><td>Formula</td><td colspan="3">Proportion of working age (19yrs to retirement age) population qualified to at least level 4 or higher is calculated as follows:
$\left(\frac{x}{y}\right)*100$
where,
x = number of people of working age (19 yrs to retirement age) qualified to at least level 4 or higher;
y = the population of working age (19 yrs to retirement age).</td></tr>
<tr><td>Worked example</td><td>E.g., 50,000 people out of 100,000 have a Level 4+ qualification. Proportion qualified to level 4+ is therefore:
$\left(\frac{50000}{10000}\right)*100 = 50.0\%$</td><td>Good performance</td><td>Typified by higher percentages</td></tr>
<tr><td>Collection interval</td><td>Annually (calendar year)</td><td>Data Source</td><td>Derived by DIUS from the ONS Annual Population Survey (LFS/IHS)</td></tr>
</table>

NI 165: Working age population qualified to at least Level 4 or higher *(continued)*			
Return Format	Percentage	**Decimal Places**	One
Reporting organisation	DIUS		
Spatial level	Regional- LSC		
Further Guidance	The Annual Population Survey, which is effectively a boosted Labour Force Survey sample, can provide annual estimates of the working age population at Level 2+, Level 3+ and Level 4+ by LSC.		

NI 166: Average earnings of employees in the area			
Is data provided by the LA or a local partner?	**N**	**Is this an existing indicator?**	**Y**
Rationale	While Gross Value Added per job can be used in many areas to measure productivity, the geographical scope does not allow it to be used for all local authorities. Earnings per job is a suitable proxy that can, ie measurement of earnings allows all local authorities to monitor a rough proxy for productivity. Used with the employment rate this indicator allows local areas to make a broad assessment of their economic output.		
Definition	Average earnings by employees in an area. Several measures of earnings are available. The one proposed here, as the most appropriate indicator of average earnings, is median gross weekly pay of full-time employees on a workplace basis. This measure is available directly in the results of ASHE (see data source below). As estimates are based on survey data, they are subject to statistical margins of error. In many cases, these errors will be sizeable. Although the data are robust for large authorities, for smaller authorities apparent changes in earnings from one year to the next should be treated with caution. For a minority, even apparent changes over two years or more may not reflect real changes. More information on statistical errors in the ASHE dataset can be found at the Data Source listed below.		
Formula	Median ***gross weekly pay*** of full-time employees on a workplace basis.		
Worked example	N/A	**Good performance**	Good performance is typified by a higher number.
Collection interval	Averages based on the pay period containing a particular date in April each year. Data are published in October of the same year.	**Data Source**	Annual Survey of Hours and Earnings (ASHE) – National Statistics website – http://www.statistics.gov.uk/StatBase/Product.asp?vlnk=13101
Return Format	Currency (£/week)	**Decimal Places**	0
Reporting organisation	Office for National Statistics		
Spatial level	Single tier and county council		
Further Guidance	http://www.statistics.gov.uk/StatBase/Product.asp?vlnk=13101		

NI 167: Congestion – average journey time per mile during the morning peak			
Is data provided by the LA or a local partner?	**Y**	**Is this an existing indicator?**	**Y**

Rationale	To monitor the level of congestion during morning peak times. Congestion is one of the four shared transport priorities. It impacts on people's quality of life, imposes significant and increasing economic costs as identified in the Eddington Report, and relates to other important priorities including air quality and climate change. The indicator contributes to the evidence about how well an authority is performing its network management duties. Congestion is a consequence of high volumes of traffic on particular roads at particular times of day, and is typically most acute going into towns during the morning peak. This means that congestion is a local phenomenon, experienced and perceived locally by a majority of people across the country. This indicator takes advantage of recent technological developments to obtain an unprecedented level of detail about traffic conditions. It is an outcome based indicator, since it directly measures journey times. It can be tracked over time to see how an authority is managing the road network, and how well it is managing the impact of changing demand for travel, and to assess the impact of its planned improvement. Consequently, the indicator enables an evidence-based, targeted approach to tackling congestion. The indicator as calculated by authorities in the largest urban areas forms the national Public Service Agreement (PSA) target for urban congestion.
Definition	This indicator measures the average journey time per mile during the morning peak on major routes in the authority. Each authority reporting the indicator should do so using one of three methodologies: (1) Person journey time per mile during the morning peak on major inbound routes in the larger urban centres. This is reported by Transport for London, metropolitan councils (where the spatial scale is each former metropolitan county), Bristol, Nottingham and Leicester[1]. The methodology is as agreed between the Department for Transport (DfT) and the local authorities for the purposes of monitoring the DfT's PSA urban congestion target. Basically the methodology is the same as methodology (2) with additional weighting information collected by the local authorities to calculate a person journey time indicator, rather than a vehicle journey time indicator. (2) Vehicle journey time per mile during the morning peak on major inbound routes in the larger urban centres, weighted by the relative traffic flow on those different routes. This is the Department's preferred method for all authorities (excluding those reporting methodology 1 above) where there is sufficient data available.

[1] Other local authorities that are partners in joint local transport plans with Bristol, Leicester and Nottingham City Councils may also report this as a joint indicator at their discretion.

NI 167: Congestion – average journey time per mile during the morning peak *(continued)*	
Definition *(continued)*	Details: • the urban centres for which inbound routes are chosen should be the largest commuting centres in the local authority. The indicator does not need to cover all centres, or all inbound routes into each centre, but it should capture the more important ones. • local authorities will identify a network of inbound routes into their major urban centres, reflecting a selection of the most important and congested urban routes managed by the authority. Criteria to bear in mind include: principal arterial commuting routes; routes that link with the trunk road network; routes scheduled for improvement; levels of congestion; routes with high levels of traffic flow. Ordinarily routes should end near to the town centre (for example, the inner cordon line) and extend out as far as there are congested conditions, or where there is a link to a trunk road. Sufficient routes should be selected to provide a representation of the network, whilst bearing in mind the implications of weighting the data. Further guidance will be provided on route selection. • journey time data will be provided to local authorities, calculated using anonymised data from vehicles equipped with global positioning system monitoring devices. Local authorities will be able to use these data to help manage traffic flow on their networks, and calculate and monitor the journey time indicator. • "inbound" means roads going into urban centres during the morning peak – that is, roads used for commuting into the town centre. • morning peak means 7:30-9:30 am, Monday to Friday. This is most consistent with the approach taken for the existing congestion targets underpinning the PSA, and reflects the busiest period looking at national data. **Consultation question: is this the most appropriate peak period, or would a narrower one of 8-9 am better reflect when congestion occurs? Or should individual local authorities choose?** • each route will be weighted within the indicator by relative traffic flow. It is expected that local authorities will already be conducting traffic flow surveys in order to help them manage their networks and meet the Network Management Duty. It is not necessary that all local authorities use the same traffic measurement methodology, only that the methodology used is consistent over time for, and within, an authority and adequately reflects the relative traffic flow on each route. Traffic flow surveys need only to be conducted once for weighting the indicator, although authorities may wish to conduct further surveys in the future, for example if traffic flows are expected to change substantially on some of the routes.

NI 167: Congestion – average journey time per mile during the morning peak *(continued)*	
Definition *(continued)*	(3) Vehicle journey time per mile during the morning peak on all major 'A' roads across the local authority. This is for generally smaller or less urban authorities that do not yet have the capacity to calculate the indicator, for example because they are not able to handle large databases of link level journey time data. This should only apply to authorities where congestion is less of a problem. In such cases, a simplified version of the indicator will be used. This is journey time per mile during the morning peak on all major A roads across the local authority. In this case the indicator includes both urban and rural A roads where there are sufficient data to calculate reliable journey times, and each included road has the same weight; no traffic surveys are used to increase the weight of busy roads. For this version of the indicator, DfT will calculate the indicator on behalf of the local authority. The DfT will check that this version of the indicator is sufficiently robust to represent a meaningful return and where it is not, they will instruct the local authority to file a 'nil' return.
Formula	DfT will make available for download journey time data sets for local authorities where sufficient data are available to calculate these robustly. Similarly, DfT intend to make available database queries and/or spreadsheets for local authorities to customise for their own purposes to calculate route journey times and the overall indicator. Work is under way to establish when these will be delivered and how. Each route is divided up into a series of 'links' – a section of road between two junctions. The average vehicle journey time for a route is simply the total of the link journey times divided by the total length of the route (vehicle flow is assumed to be constant along the route). To calculate the overall indicator, that is, average vehicle journey time across all the routes, vehicle flow weights for each route are used: Total journey time = total journey time for route 1 x flow weight for route 1 + total journey time for route 2 x flow weight for route 2 + etc… Total distance travelled = length of route 1 x flow weight for route 1 + length of route 2 x flow weight for route 2 + etc… Average journey time across all routes = total journey time/total distance travelled Authorities in the ten largest urban areas in England are already working with a version of this indicator that uses person flows rather than vehicle flows for weighting purposes, to produce person journey times. Since those authorities who will produce this version of the indicator are already familiar with it, the formula is not reproduced here. In cases where authorities use a simpler version of the indicator looking at un-weighted vehicle journey times across all A roads for which journey time data are robust, the indicator will be calculated centrally by DfT.

NI 167: Congestion – average journey time per mile during the morning peak *(continued)*			
Worked example	A worked example is not provided here due to its complexity. However DfT will make available database queries and/or spreadsheets for local authorities to implement in their own systems to calculate route journey times and the overall indicator.	**Good performance**	Good performance is where the impact on journey times of an increase in traffic is minimised, and where the impact of a planned improvement has a demonstrably positive impact on journey times. In cases where traffic does not increase, or where it increases by a small amount, decreases in journey time would represent good performance.
Collection interval	Annual	**Data Source**	Journey time data are collected centrally by an independent contractor of DfT, through GPS devices in around 50,000 vehicles which record speed and location. These are then collated, digitally mapped and matched to the road network. Traffic flows, used for weighting, to be collected once by local authorities for weighting routes within the indicator, as described under definition.
Return Format	Number, average journey time per mile, minutes and seconds	**Decimal Places**	Minutes and seconds
Reporting organisation	Transport for London[2], metropolitan councils, county councils, unitary councils		
Spatial level	As above except in metropolitan areas the spatial level is the former metropolitan county[3]		

[2] Department for Transport is liasing specifically with the Greater London Authority/Transport for London about the operation of this indicator in London.

[3] Outside metropolitan areas information may also be collected following Local Transport Plan geography if partner councils agree to this and subject to agreement with DfT about data and reporting continuity and robustness.

NI 167: Congestion – average journey time per mile during the morning peak *(continued)*	
Further Guidance	To assist authorities, DfT will make available database queries and/or spreadsheets for local authorities to implement within their own systems in order to calculate journey times. The majority of local authorities will be able to report against this indicator. Journey time data will be processed and provided by DfT to around 75% of top/single tier local authorities based on the current work programme rolling out the data to authorities. This includes: • 39 authorities who will report in groups in the six metropolitan areas, Bristol, Nottingham and Leicester. These are already monitoring the indicator using methodology (1) as part of the PSA urban congestion target. • a second tranche of 15 further authorities, who have already received processed journey time data. These authorities were identified in the Local Transport Planning guidance as the next largest urban areas in England. • a third tranche of around 35 top tier authorities, which have asked for journey time data for local purposes to assist them with managing their road network, who will shortly be receiving processed journey time data. • Journey time data for London has already been made available to Transport for London. Together these authorities constitute the set of authorities where traffic and congestion are most likely to be a problem. This is the approximate extent of the authorities for which the Department for Transport anticipates that there will be sufficient data for the indicator to be reported in 2008/09.

NI 168: Principal roads where maintenance should be considered			
Is data provided by the LA or a local partner?	**Y**	**Is this an existing indicator?**	**Y**

Rationale	Provides an indication of the proportion of principal roads where structural maintenance should be considered. This is a significant indicator of the state of the highways asset.
Definition	This indicator is an updated version of the former best value performance indicator (BVPI) 223 (formerly BVPI 96). The indicator measures the percentage of the local authority's A-road and M-road network where maintenance should be considered. The performance indicator is derived from a survey of the surface condition of the local authority's classified carriageway network, using survey vehicles that are accredited as conforming to the SCANNER (Surface Condition Assessment for the National Network of Roads) specification and processing software that is accredited as conforming to the UKPMS (UK Pavement Management System) standards. Results are reported for either (a) 100% of the network surveyed in one direction; or (b) 50% of the network surveyed in both directions. Roads not surveyed in the previous year must be surveyed in the present year. All road surface types should be included (including principal motorways). Surveys should physically cover the required network lengths; grossed-up figures from shorter surveys are not permitted.
Formula	The indicator is the length of carriageway identified as having a condition indicator greater than or equal to 100, as a percentage of the total length surveyed. $\left(\frac{x}{y}\right)*100$ where x = length of carriageway surveyed identified as having a condition indicator greater than or equal to 100; y = total length of principal roads surveyed. Results are calculated automatically by the UKPMS software.

NI 168: Principal roads where maintenance should be considered *(continued)*			
Worked example		**Good performance**	Good performance is typified by a low percentage. A reduction in levels represents improvement. In 2007/08 in more than half authorities, 9% or less of their networks needed maintenance considering, with values of 14% or more being in the bottom quartile
Collection interval	Annual survey, taken at any point in the survey year	**Data Source**	Local highway authority
Return Format	Percentage	**Decimal Places**	None
Reporting organisation	Single tier and county councils, Transport for London		
Spatial level	As above in reporting organisation. Each highway authority reports on the network for which it is responsible. So all returns exclude trunk roads, returns from London Boroughs also exclude Transport for London roads and the Transport for London return relates to its roads only.		
Further Guidance	The specification of survey requirements, procurement arrangements and accreditation processes to be followed are given in the SCANNER specification which is published by the UK Roads Board and is available from www.ukroadsliaisongroup.org or www.ukpms.com.		

<table>
<tr><th colspan="2">NI 169: Non-principal classified roads where maintenance should be considered</th><th></th><th></th></tr>
<tr><td colspan="2">Is data provided by the LA or a local partner?</td><td>Y</td><td>Is this an existing indicator? Y</td></tr>
<tr><td>Rationale</td><td colspan="3">Provides an indication of the proportion of B and C-class roads where structural maintenance should be considered. This is a significant indicator of the state of the highways asset.</td></tr>
<tr><td>Definition</td><td colspan="3">This indicator is an updated version of the former best value performance indicator (BVPI) 224a (formerly BVPI 97a). The indicator measures the percentage of the local authority’s B-road and C-road network where maintenance should be considered.

The performance indicator is derived from a survey of the surface condition of the local authority’s classified carriageway network, using survey vehicles that are accredited as conforming to the SCANNER (Surface Condition Assessment for the National Network of Roads) specification and processing software that is accredited as conforming to the UKPMS (UK Pavement Management System) standards.

Results are reported annually, based on surveys conducted at any point in the relevant reporting year. Results are reported for a sample of the network comprising (a) 100% of the B-class network surveyed in one direction; and (b) 50% of the C-class network surveyed in one direction. Roads not surveyed in the previous year must be surveyed in the present year.

All road surface types should be included. Surveys should physically cover the required network lengths; grossed-up figures from shorter surveys are not permitted.</td></tr>
<tr><td>Formula</td><td colspan="3">The indicator is the length of classified non-principal carriageway identified as having a condition indicator greater than or equal to 100, as a percentage of the total length surveyed.

$$\left(\frac{x}{y}\right)*100$$

where

x = length of non-principal classified carriageway surveyed identified as having a condition indicator greater than or equal to 100;

y = total length of non-principal classified roads surveyed.

Results are calculated automatically by the UKPMS software.</td></tr>
</table>

NI 169: Non-principal classified roads where maintenance should be considered (continued)			
Worked example		**Good performance**	Good performance is typified by a low percentage. A reduction in levels represents improvement. In 2007/08 a value of less than 10% represented a top quartile position, with values of 18% or more being in the bottom quartile.
Collection interval	Annual survey, taken at any point in the survey year	**Data Source**	Local highway authority
Return Format	Percentage	**Decimal Places**	None
Reporting organisation	Single tier and county councils		
Spatial level	As above in reporting organisation. Each highway authority reports on the network for which it is responsible.		
Further Guidance	The specification of survey requirements, procurement arrangements and accreditation processes to be followed are given in the SCANNER specification which is published by the UK Roads Board and is available from www.ukroadsliaisongroup.org or www.ukpms.com.		

NI 170: Previously developed land that has been vacant or derelict for more than 5 years			
Is data provided by the LA or a local partner?	**Y**	**Is this an existing indicator?**	**N**

Rationale	To gauge the success of local authorities in facilitating the re-use of brown field land as a contribution to regeneration and economic growth.
Definition	This indicator measures the proportion of the area of developed land that is vacant or derelict. The total area of developed land is the area recorded for the relevant local authority for 2001 in the urban land figures published in the Urban Settlements report by DCLG. The National Land Use Database of Previously-Developed Land (NLUD-PDL) contains a typology of previously developed land covering a number of different categories including vacant and derelict land: *'Previously developed land which is now vacant' is land that could be developed without treatment. Treatment includes any of the following: demolition, clearing of fixed structures or foundations and levelling. Land previously used for mineral extraction or waste disposal which has been or is being restored for agriculture, forestry, woodland or other open countryside use is excluded.* *'Vacant buildings' are buildings that have been unoccupied for one year or more, that are structurally sound and in a reasonable state of repair (i.e. capable of being occupied in their present state). Includes buildings that have been declared redundant or where re-letting for their former use is not expected. Includes single residential dwellings where they could reasonably be developed or converted into 10 or more dwellings.* *'Derelict land and buildings' is land so damaged by previous industrial or other development that it is incapable of beneficial use without treatment. Treatment includes any of the following: demolition,* *clearing of fixed structures or foundations and levelling. Includes abandoned and unoccupied buildings (including former single residential dwellings) in an advanced state of disrepair i.e. with unsound roof(s).* *It excludes land damaged by development which has been or is being restored for agriculture, forestry, woodland or other open countryside use. It also excludes land damaged by a previous development where the remains of any structure or activity have blended into the landscape in the process of time (to the extent that it can reasonably be considered as part of the natural surroundings), and where there is a clear reason that could outweigh the re-use of the site – such as its contribution to nature conservation – or it has subsequently been put to an amenity use and cannot be regarded as requiring redevelopment.* The information needed to make the calculation is included in the NLUD-PDL reflecting information collected annually based on site returns made by local authorities. The most recent data is for 2006. All of the information is available to the local authority.

<table>
<tr><th colspan="4">NI 170: Previously developed land that has been vacant or derelict for more than 5 years (continued)</th></tr>
<tr><td>Formula</td><td colspan="3">The proportion of the area of developed land that is vacant or derelict is calculated as follows:
$$\left(\frac{a+b+c}{d}\right)*100$$
where,
a =the number of hectares of previously developed land which have been vacant for more than 5 years as recorded on the NLUD database;
b = the number of hectares of buildings that have been vacant for more than 5 years as recorded on the NLUD database;
c = the number of hectares of land and buildings which have been derelict for more than 5 years as recorded on the NLUD database;
d = the area in hectares of developed land within the area of the local authority.</td></tr>
<tr><td>Worked example</td><td>In 2006 there were 14 hectares (ha) of vacant and derelict land on NLUD-PDL for more than 5 years, 15 ha of vacant buildings on the database for more than 5 years, and 5 ha of derelict land and buildings in NLUD-PDL for more than 5 years. The total hectares of developed land within the area of the local authority is 1,158 ha.
The proportion of developed land represented by vacant and derelict land is therefore:
$$\left(\frac{14+15+5}{1158}\right)=2.94\%$$</td><td>Good performance</td><td>A low and reducing percentage, based on baseline 2006</td></tr>
<tr><td>Collection interval</td><td>Annual</td><td>Data Source</td><td></td></tr>
<tr><td>Return Format</td><td>Percentage</td><td>Decimal Places</td><td>Two</td></tr>
<tr><td>Reporting organisation</td><td colspan="3">Local authorities</td></tr>
<tr><td>Spatial level</td><td colspan="3">Single tier and district council</td></tr>
<tr><td>Further Guidance</td><td colspan="3">CLG statistical release ‘Previously developed land that may be available for redevelopment: England 2006’
National Land Use Database of Previously-Developed Land</td></tr>
</table>

NI 171: VAT registration rate			
Is data provided by the LA or a local partner?	**N**	**Is this an existing indicator?**	**Y**

Rationale	To measure the business start-up rate for each local area. There are clear benefits to local economies of having vibrant start-up markets. It creates competitive pressure and drives up business performances as well as the provision of variety of goods and services.		
Definition	**The proportion of VAT registrations per 10,000 adults.** Adult VAT registrations include those adults aged 16 plus and is a proxy measure for business start ups. They measure new businesses registering for VAT and some smaller businesses reaching the VAT threshold for the first time. These figures do not, however give the complete picture of start-up and closure activity in the economy. Some VAT exempt sectors and businesses operating below the VAT registration are not covered. At the start of 2006 the VAT threshold was an annual turnover of £60,000 and 1.85 million of the estimated 4.3 million enterprises in the UK were VAT registered.		
Formula	$\left(\frac{X}{Y}\right)$ *10,000 *Where:* X = the number of VAT registrations. Y = the resident population.		
Worked example	Number of VAT registrations in year = 6,874 Resident population = 3M (6,874/3,000,000) * 10,000 = 22.9 (hypothetical data)	**Good performance**	Good performance is typified by a higher number.
Collection interval	Calendar Year	**Data Source**	Department of Business, Enterprise and Regulatory Reform Website
Return Format	Number (rate per 10,000)	**Decimal Places**	One
Reporting organisation	Office for National Statistics		
Spatial level	Single tier and county council		

NI 171: VAT registration rate *(continued)*	
Further Guidance	http://www.dtistats.net/smes/vat/index.htm VAT registrations and de-registrations is an annual publication based on administrative data from the Office for National Statistics. Data are timely – October publications relate to the previous year, so in August 2007 we will be publishing the number of registrations in 2006 and the stock of businesses at the start of 2007. Some adjustments are made to allow for late registrations and de-registrations. It is a National statistics publication and so complies with the standards for publication set out by the Office for National Statistics. Data for registrations, de-registrations and the stock of businesses in actual numbers and rates (per 10,000 adults) are published for each local authority district, unitary authority or London borough. An influx of people into an area may result in an increase in the number of businesses, solely due to the increase in population. For this reason we recommend using the registration rate for comparisons. One and three year business survival rates are also published annually. We do not recommend that these be used as an indicator of local performance as a low survival rate is not necessarily consistent with poor performance. Productive churn is can occur when new firms entering the market are more productive and displace existing firms. We see high levels of registrations and de-registrations and low survival rates but the overall effect is to increase productivity in the area. In planning for this indicator, account should be taken of the work being undertaken across government to simplify business support. http://www.dti.gov.uk/bbf/small-business/streamlining-government/bssp/page41661.html

<table>
<tr><th colspan="4">NI 172: VAT registered businesses in the area showing growth</th></tr>
<tr><td colspan="2">Is data provided by either the LA or a local partner?</td><td>N</td><td>Is this an existing indicator? N</td></tr>
<tr><td>Rationale</td><td colspan="3">To monitor employment growth within existing businesses to show the strength of the small business sector.</td></tr>
<tr><td>Definition</td><td colspan="3">Percentage of VAT registered businesses showing year-on-year employment growth.

At the start of 2006 the VAT threshold was an annual turnover of £60,000 and 1.85 million of the estimated 4.3 million enterprises in the UK were VAT registered.

This indicator will include those businesses registered for VAT with less than 50 employment (around 98% of all VAT registered enterprises). It will measure the proportion of those businesses showing year on year employment growth, where employment is measured as the number of employees (full and part-time) plus the number of self-employed people that run the business. Businesses in VAT exempt sectors and businesses operating below the VAT registration threshold are not covered by this indicator.</td></tr>
<tr><td>Formula</td><td colspan="3">$\left(\frac{X}{Y}\right)$ *100

Please Note: The dataset should only include businesses that are VAT registered in both calculating years and have less than 50 employment. If this is true the following calculation follows:

Where:

X = Total number of VAT registered businesses that reported higher employment numbers in 2005 than in 2006

Y = Total number of VAT registered businesses in 2006 that were also registered in 2005</td></tr>
<tr><td>Worked example</td><td>If the total number of VAT registered businesses in both 2005 and 2006= 13,873

And 962 of those businesses reported higher employment numbers in 2005 than in 2006

Then the proportion of VAT registered businesses showing growth = 962/13,873 = 6.9%

(hypothetical data)</td><td>Good performance</td><td>Good performance is typified by a higher percentage.</td></tr>
</table>

NI 172: VAT registered businesses in the area showing growth *(continued)*			
Collection interval	Financial Year	**Data Source**	Inter Departmental Business Register- available from ONS at local authority level
Return Format	Percentage	**Decimal Places**	1
Reporting organisation	Office for National Statistics		
Spatial level	Single tier and district council		
Further Guidance	http://www.statistics.gov.uk/idbr/idbr.asp If for example we were calculating the growth from 2005-2006 we would need to exclude from the calculation all businesses newly registered in 2006 and all businesses registered in 2005 no longer registered in 2006. Any increases/ decreases in employment would then be attributable to growth within existing businesses. ONS record data on the IDBR at two levels, enterprise level and local unit level. Given complications around accessing IDBR, this is likely to need to be done by central government for all local authorities. While the IDBR supports longitudinal analysis of enterprises very well, the same is not true of local units. ONS suggest that we start with an enterprise approach, defining the subset of small enterprises "(< 50 persons employment" and not in a larger enterprise group. Measuring change in employment would require some care because of the imputation for employment in VAT only based enterprises. In planning for this indicator, account should be taken of the work being undertaken across government to simplify business support. http://www.dti.gov.uk/bbf/small-business/streamlining-government/bssp/page41661.html		

NI 173: People falling out of work and on to incapacity benefits			
Is data provided by the LA or a local partner?	**N**	**Is this an existing indicator?**	**N**

Rationale	The cross-government strategy on Health, Work and Well-being, led by DWP, DH and HSE, seeks to improve the health of working age people and ensure that people with health conditions or disabilities are able to enter, remain in or quickly return to work. The strategy is central to the Government's aspirations of full employment and improved health and well-being for all. This indicator helps monitor the impact of local partnership activity to reduce the numbers of people leaving work and moving on to incapacity benefits as a result of health conditions and disabilities. Such activity may include joint working between LAs, DWP, HSE, NHS and employers to ensure healthier and safer workplaces, the implementation of better sickness absence management procedures, and improved provision of health interventions, workplace adaptations and return to work support to working age people. The indicator complements the Department of Health's indicator looking at the percentage of people to whom health is a barrier to work.
Definition	This indicator measures the proportion of the working population living in a local authority who move directly from employment to incapacity benefits (IB) each year. The number of those claiming incapacity benefits used for this indicator refers to those: • claiming Incapacity Benefit , Severe Disablement Allowance or Income Support paid on the grounds of ill health or incapacity (from 2008 these benefits will be replaced for new claimants with Employment and Support Allowance); • who were employed immediately prior to claiming incapacity benefits; • and living in the local authority area at the time of their claim. IB data will be sourced from the DWP IB 5% Terminations database wherein data for the number of new IB claimants is available quarterly. The number in employment – including those in full or part-time employment and the self-employed – will be taken from the Annual Population Survey (APS). APS datasets are produced quarterly with each dataset containing 12 months of data. APS data is published for the 12 months preceding each calender quarter (Mar, June, Sept, Dec) and IB sample data is available at seasonal quarters (Feb, May, Aug, Nov). To calculate the indicator, therefore, APS data will in effect precede IB data by two months; eg IB data from May (plus the three preceding quarters) will be combined with APS data from Mar.

NI 173: People falling out of work and on to incapacity benefits *(continued)*			
Formula	$\frac{x}{y} * 100$ Where: x = Number of IB claimants who moved directly from employment to incapacity benefits during the latest four quarters. y = Number of Employees in the corresponding four quarters according to the APS.		
Worked example	$\frac{400 \times 100}{68000} = 0.59\%$	**Good performance**	Good performance is typified by a lower rate
Collection interval	Collected quarterly	**Data Source**	DWP's IB 5% Terminations database; and the Labour Force Survey
Return Format	Percentage	**Decimal Places**	Two
Reporting organisation	DWP		
Spatial level	Single tier and district council		
Further Guidance			

<table>
<tr><th colspan="4">NI 174: Skills gaps in the current workforce reported by employers</th></tr>
<tr><td colspan="2">Is data provided by the LA or a local partner?</td><td>N</td><td>Is this an existing indicator? Y</td></tr>
<tr><td>Rationale</td><td colspan="3">This indicator helps understand whether employer skills needs are being met, and is directly related to economic development in which local authorities have an important role.</td></tr>
<tr><td>Definition</td><td colspan="3">Skills gaps: skills gaps exist where employers report having employees who are not fully proficient at their job.

The source of the data is the National Employer Skills Survey (NESS) commissioned by the LSC, DCSF and SSDA. NESS is a large-scale, robust and representative survey of 75,000 employers across England. Surveys in the series were undertaken in 2003, 2004, and 2005 and are expected to continue every two years. Data from the 2007 study will be available from November 2007. Data relate to the workforce in the establishment at the time of survey.

Local authorities can access to the data and survey reports at http://researchtools.lsc.gov.uk/ness/home/home.asp?LoggingIn=TempVar

The LSC currently communicates findings to local authorities via a number of routes, including the Regional Director’s strategic briefings and the Regional Strategic analysis document. There are plans for the LSC to share NESS data with each local authority directly through local and multi area agreements (as data becomes available in Nov/ Dec) and through representation at local strategic partnership meetings.</td></tr>
<tr><td>Formula</td><td colspan="3">The proportion of establishments reporting any skills gaps in the current workforce is calculated as follows:

$$\left(\frac{x}{y}\right)*100$$
where,

x = the number of employers who report having any skills gaps in their existing workforce;

y = the total number of employers.</td></tr>
<tr><td>Worked example</td><td>4,000 employers report having any skills gap out of a total of 80,000 employers. The proportion of employers with skills gaps is therefore:

$$\left(\frac{4000}{80000}\right)*100 = 5\%$$</td><td>Good performance</td><td>Typified by lower numbers</td></tr>
</table>

NI 174: Skills gaps in the current workforce reported by employers *(continued)*			
Collection interval	From 2007, data is expected to be collected by the two-yearly NESS survey.	**Data Source**	LSC's National Employers Skills Survey (NESS)
Return Format	Percentage	**Decimal Places**	Two decimal places
Reporting organisation	Learning and Skills Council		
Spatial level	Regional- LSC level		
Further Guidance	*Details of NESS can be found at http://research.lsc.gov.uk/LSC+Research/published/ness/*		

NI 175: Access to services and facilities by public transport, walking and cycling			
Is data provided by the LA or a local partner?	**Y**	**Is this an existing indicator?**	**Y**
Rationale	This indicator monitors fostering social inclusion through access via public transport, walking and cycling to core services and facilities. It is a key social inclusion and quality of life outcome. The indicator cuts across a number of service areas and can assist how they are planned and delivered. The exact measure used depends on local policy priorities.		
Definition	This indicator measures access to core services and facilities by individuals through public transport, walking and cycling. For all areas (except in London and the Isles of Scilly), the indicator must follow the definition used for indicator number LTP1 in the final second local transport plan approved by the authority, unless (exceptionally) a revised definition is specifically agreed with the Department for Transport. Within Greater London, an indicator definition will be developed by Transport for London and finalised with Department for Transport by March 2008. The Department for Transport will finalise an indicator definition for the Isles of Scilly in discussion with the council. In metropolitan areas, the indicator should be reported at council level, but following the common definition approved in the relevant joint local transport plan.[4]		
Formula	Most of the second local transport plan indicators used DfT data as detailed in the 2005 Core Accessibility Indicators technical report (http://www.dft.gov.uk/pgr/statistics/datatablespublications/ltp/coreaccessindicators2005).		
Worked example	n/a	**Good performance**	Measured by improvement against chosen measure
Collection interval	Annual	**Data Source**	Local authority. Where a core indicator is used this will be derived from information published by DfT.
Return Format	Usually % (but depends on indicator definition)	**Decimal Places**	Usually one decimal place (but depends on indicator definition)
Reporting organisation	Local authority		
Spatial level	Single tier and county council[5]		

[4] Within each PTA area, information may be returned at a PTA wide (or other supra-district level provided the whole of the PTA area is covered) on request from a PTA and subject to agreement with DfT.

[5] Within each PTA area, information may be returned at a PTA wide (or other supra-district level provided the whole of the PTA area is covered) on request from a PTA and subject to agreement with DfT. Outside PTA areas, information may also be collected following Local Transport Plan geography if partner councils agree to this and subject to agreement with DfT about data and reporting continuity and robustness.

NI 175: Access to services and facilities by public transport, walking and cycling *(continued)*	
Further Guidance	Further information is contained in the following Department for Transport guidance: • 'Technical Guidance on Accessibility Planning in Local Transport Plans' December 2004 • 'Guidance on Accessibility Planning in Local Transport Plans' December 2004 • 2005 Core Accessibility Indicators technical report • 'Full Guidance on Local Transport Plans' second edition December 2004.

<table>
<tr><th colspan="4">NI 176: Working age people with access to employment by public transport (and other specified modes)</th></tr>
<tr><td colspan="2">Is data provided by the LA or a local partner?</td><td>N</td><td>Is this an existing indicator? Y</td></tr>
<tr><td>Rationale</td><td colspan="3">Information on the accessibility of sites of employment to population of working age by public transport, walking and cycling to enable local authorities to direct interventions (transport and planning measures related to both economic and residential sites) to encourage economic growth and reduce social exclusion.</td></tr>
<tr><td>Definition</td><td colspan="3">This indicator measures the percentage of people of working age (aged 16 to 74 years) living within the catchment area of a location with more than 500 jobs by public transport and/or walking.

Public Transport Mode – timetabled Bus Service

Catchment area – calculated by DfT as part of the Core Accessibility Indicators and is based on the sensitivity of the population to travel time for employment (i.e. the further away the employment location, the less likely an individual would be to travel to it). Separate catchment areas are calculated for public transport/ walking and cycling. The overall catchment area is then calculated by weighting the two together using National Travel Survey figures for modal split. Further details can be found in the 2005 Core Accessibility Indicators technical report (http://www.dft.gov.uk/pgr/statistics/datatablespublications/ltp/coreaccessindicators2005).

Other specified modes (walking and cycling) – journey by timetabled bus service includes time spent walking to reach destination and wholly walking or cycling journeys where these are quicker

Employment opportunities – locations (Lower Super Output Areas) with 500 or more jobs as defined in 2001 census.

Working age – 16 -74 age range.</td></tr>
<tr><td>Formula</td><td colspan="3">Please see the 2005 Core Accessibility Indicators technical report: (http://www.dft.gov.uk/pgr/statistics/datatablespublications/ltp/coreaccessindicators2005).</td></tr>
<tr><td>Worked example</td><td>N/A</td><td>Good performance</td><td>Good performance is an increase in the proportion of those of working age (aged 16-74) within the catchment area of a location (at LSOA level) with more than 500 jobs by public transport and/or walking or cycling.</td></tr>
<tr><td>Collection interval</td><td>Annual</td><td>Data Source</td><td>Detailed in the 2005 Core Accessibility Indicators technical report (http://www.dft.gov.uk/pgr/statistics/datatablespublications/ltp/coreaccessindicators2005)

Excel spreadsheet produced nationally by DfT.</td></tr>
</table>

NI 176: Working age people with access to employment by public transport (and other specified modes) *(continued)*			
Return Format	Percentage	**Decimal Places**	One decimal place
Reporting organisation	Local authority		
Spatial level	Data will be calculated for all county councils, unitary authorities, metropolitan districts (within PTE areas) & London boroughs by DfT and provided to those authorities to report the indicator.		
Further Guidance	Further information is contained in the Department for Transport guidance • 'Technical Guidance on Accessibility Planning in Local Transport Plans' December 2004 • 2005 Core Accessibility Indicators technical report • 'Full Guidance on Local Transport Plans' second edition December 2004. • 'Guidance on Accessibility Planning in Local Transport Plans' December 2004		

NI 177: Local bus passenger journeys originating in the authority area			
Is data provided by the LA or a local partner?	**Y**	**Is this an existing indicator?**	**Y**

Rationale	Bus patronage is a key outcome of the partnerships between local authorities and bus operators, which together play an important role in delivering better local transport services and are supported by approximately £2.5bn of public funding per year. Bus patronage can also be a key marker of the level of accessibility to services and congestion. Local authorities can make major contributions to improving bus patronage through tendered services, the management of their road networks and giving priority to bus passengers.		
Definition	This indicator measures the total number of local bus passenger journeys originating in the authority area in a given year. This indicator is an updated version of the former best value performance indicator 102: 'Total local bus passenger journeys originating in the authority area in a year'. There have been no methodological changes from last year. Local Public Transport – includes all bus operators serving the general public but excludes school buses, or 'dial-a-ride' services. However school children travelling on a bus operating a local service available to the general public whether for free or not, should be counted. Journeys – passengers boarding buses within the authority, regardless of whether they alight in the authority or a neighbouring authority. To avoid double-counting with other authorities, do not include bus passengers who boarded the bus outside your authority. N.B. Local service is defined in section 2 of the Transport Act 1985 or the Greater London Authority Act 1999.		
Formula	Count of local bus journeys originating in the authority area		
Worked example	Simple count (e.g. 1,589) of bus journeys originating in the authority area	**Good performance**	Good performance is typified by a high and/or increasing number
Collection interval	Financial Year	**Data Source**	Bus Companies with agreed local adjustments or DfT approved on-board passenger surveys carried out by the authority. All survey estimates must exclude infants under 5 years old.
Return Format	Number (in full), (e.g., 22,000,000 not 22)	**Decimal Places**	None

NI 177: Local bus passenger journeys originating in the authority area *(continued)*	
Reporting organisation	Local authority
Spatial level	County councils, unitary councils, Passenger Transport Authorities, Transport for London[6]. In parallel with this consultation the Department for Transport will discuss further the feasibility of more detailed reporting within London and the metropolitan areas with TfL and PTEs.
Further Guidance	

[6] Outside PTA areas, information may also be collected following Local Transport Plan geography if partner councils agree to this and subject to agreement with DfT about data and reporting continuity and robustness.

NI 178: Bus services running on time			
Is data provided by the LA or a local partner?	**Y**	**Is this an existing indicator?**	**Y**

Rationale	Bus punctuality is a key outcome of the partnerships between local authorities and bus operators, which together play an important role in delivering better local transport services and are supported by approximately £2.5bn of public funding per year. Bus punctuality is also a key marker of the level of congestion. Local authorities can make major contributions to improving bus punctuality by the management of their road networks and giving priority to bus passengers. Improved bus punctuality not only benefits bus passengers but can help attract more travellers to buses and hence reduce road congestion.
Definition	Bus punctuality – defined as keeping public service buses to their scheduled bus departure times. This indicator is measured in two different ways: the percentage of non-frequent buses on time; and the average excess waiting time for frequent services. Scheduled services – those services timetabled by bus companies (both commercial and those supported by local authorities). Non-frequent services (fewer than 6 buses per hour) – measured by whether the bus departs within its "on-time" window of 1 minute early to 5 minutes late. Frequent services (6 or more buses per hour) – measured by the excess waiting time experienced by passengers over and above what might be expected with a service that was always on time. Local Transport Authorities have already been collecting and reporting this information for their Local Transport Plans (mandatory indicator LTP5). The information required for LTP5 related to non-timing points for non-frequent services should not be returned or used.
Formula	The indicator is reported as two parts: (1) The proportion of non-frequent scheduled services on time, given by: (0.5) x (% of buses starting their route on time) [(a)] + (0.5) x (% of buses on time at intermediate timing points) [(a)] [a] Defined as between 1.0 minute early and 5.0 minutes late (2) For frequent services (not applicable to all areas), the excess waiting time is the total of the differences between the average and schedule waiting times (in minutes). An example of calculation is shown at http://clip.local.gov.uk/lgv/aio/36711.

NI 178: Bus services running on time *(continued)*			
Worked example	See guidance below	**Good performance**	An increase in levels of punctuality of bus services in the reporting area. In other words, an increase in the percentage of non-frequent services on time and a reduction in the excess waiting time for frequent services. Attainment of levels of punctuality included in the Traffic Commissioners standards and standards for Local Transport Plan targets
Collection interval	Annual	**Data Source**	Bus Company data (including electronic information) with local authority spot surveys. Or PTE/local authority electronic monitoring subject to DfT approval. In London, TfL service monitoring will be used. In all cases data should relate to weekdays during term time and between 7am and 7pm.
Return Format	Percentage of non-frequent services on time. Excess waiting time of frequent services (number of minutes).	**Decimal Places**	Non frequent services – percentage with one decimal place (e.g., 93.2%) Frequent services: minutes with two decimal places (e.g., 1.74 minutes).
Reporting organisation	Local authority		
Spatial level	County councils, unitary authorities, Metropolitan Passenger Transport Authorities, Transport for London[7]. The feasibility of reporting bus punctuality at London borough level is also being examined in parallel with this consultation.		

[7] Within each PTA area, information may be collected at metropolitan district or supra-district level provided the whole of the PTA area is covered, on request from a PTA and subject to agreement with DfT about data and reporting continuity and robustness. Outside PTA areas, information may also be collected following Local Transport Plan geography if partner councils agree to this and subject to agreement with DfT about data and reporting continuity and robustness.

NI 178: Bus services running on time *(continued)*	
Further Guidance	Punctuality is generally measured according to the guidance provided by the Department for Transport on the CLIP website. See: http://clip.local.gov.uk/lgv/core/page.do?pageId=36703. This guidance corresponds to the general principles laid down by the Traffic Commissioners. See: http://www.dft.gov.uk/pgr/regional/buses/bpf/performancemonitoringandbusp3533 For further information about indicator LTP5 see also the Technical Guidance about Monitoring Local Transport Plan Indicators published in December 2004 (page 13): http://www.dft.gov.uk/pgr/statistics/datatablespublications/ltp/technicalguidanceonmonitorin5174 and the Full Guidance on Local Transport Plans second edition published December 2004 (page 110).

NI 179: Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year			
Is data provided by the LA or a local partner?	**Y**	**Is this an existing indicator?**	**Y**

Rationale	All parts of the public sector need to continue to seek and implement ways to deliver higher quality public services with the resources that are available. This means enhancing value for money and the whole public sector has been set a target of achieving at least 3% per annum value for money gains during the 2007 Comprehensive Spending Review period, all of which should be cash-releasing, i.e. free up resources that can be redeployed elsewhere. The response to pressure on available resources should be to seek greater value for money, rather than to simply reduce the effectiveness of public services. Therefore, this indicator records the value of ongoing net cash-releasing value for money gains achieved by councils. This is the figure for total cumulative cashable efficiency gains that until now has been reported in the Annual Efficiency Statement (which is being rescinded).
Definition	**The total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 Financial Year.** Net: Value for money gains should be reported net of any investment and ongoing costs required for their implementation. Ongoing: Value for money gains that are expected to persist for at least the next two full financial years after the year they first accrue. Cash-releasing: Value for money gains that require less resource to achieve the same – or better – outputs, allowing resources to be redeployed. Value for money gains: Actions that lead to improvements in value for money and the overall effectiveness of service delivery. Impacted: Value for money gains may be the result of actions taken before 2008-09, but only where they impact on a council's expenditure for the first time after 31 March 2008 (except that councils may also count the value of any cash-releasing gains achieved in before this date where they are both ongoing *and* in excess of the council's 7.5% efficiency target for the 2004 Spending Review period).
Formula	For areas where actions have been taken to improve value for money – i.e. real costs (costs taking account of the impact of inflation, for which the GDP deflator is the default rate, and changes in the volume of activity) have been reduced without any deterioration in the overall effectiveness of service delivery – councils should compare the real costs (in £) of providing the service in the previous financial year and the one being reported on. The difference between the two figures, less any investment and ongoing costs required to implement the action, is the value of the gain.

<table>
<tr><th colspan="4">NI 179: Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year (continued)</th></tr>
<tr><td>Formula</td><td colspan="3">The formula for calculation is as follows:
$x_t - x_{t+1}$
where
x_t = the real cost of providing service delivery in the previous financial year;
x_{t+1}= the real cost of providing service delivery in the current financial year.
Detailed guidance on how to apply this basic principle in more complicated areas of activity, including capital expenditure and income generation from increased demand (rather than new or increased charges), and an indication of what actions do not result in eligible value for money gains is published separately (see below).</td></tr>
<tr><td>Worked example</td><td>In Year 1, Council A spends £100,000 on providing service X.
In Year 2, it spends £90,000 to provide the service, with no deterioration in its overall effectiveness.
The value for money gain is therefore:
100,000 – 90,000 = £10,000</td><td>Good performance</td><td>Good performance is typified by higher numbers.
However, the indicator will not provide evidence on absolute value for money against which different councils can be judged. The scope for gains will be different in each area, and the ability to report higher numbers may be limited in any organisation that is genuinely delivering excellent value for money.</td></tr>
<tr><td>Collection interval</td><td>Biannual:
July – <u>Actual</u> gains achieved since 1 April 2008 up to the end of the previous financial year.
October – <u>Forecast</u> cumulative position at end of current financial year.</td><td>Data Source</td><td>Local Authorities.</td></tr>
</table>

NI 179: Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year *(continued)*			
Return Format	Number (£)	**Decimal Places**	Zero
Reporting organisation	Local authorities (liaising as appropriate with any partners with which they have jointly undertaken actions to improve value for money, to allocate the value of the value for money gains accordingly and avoid double counting).		
Spatial level	Single tier, district and county council		
Further Guidance	While councils will no longer be reporting the detail formerly required in the Annual Efficiency Statement (i.e. recording actions planned and undertaken, assuring maintenance of service quality, and breaking down gains achieved by service sector), they will be expected to have their own processes in place to track value for money improvements from the projects undertaken, ensuring there has been no deterioration in the overall effectiveness of service delivery, and be able to demonstrate these to auditors. Detailed guidance on measurement of value for money gains and the principles underpinning what counts towards this indicator will continue to be produced in partnership with the Measurement TaskForce and published online. For now, councils should continue to work on the basis of the current guidance, published on the Regional Centres of Excellence website (www.rce.gov.uk), but focusing on cash-releasing gains. Non-cashable gains, including where the level of service quality improves proportionately more than increases in costs, will still be important for councils in helping them to deliver better services, but these gains will not need to be evaluated and reported to central government in CSR07.		

NI 180: Changes in Housing Benefit/ Council Tax Benefit entitlements within the year			
Is data provided by the LA or a local partner?	**Y**	**Is this an existing indicator?**	**Y**

Rationale	To ensure that customers receive the correct amount of Housing Benefit/Council Tax Benefit. This will contribute to reducing both child and pensioner poverty and will reduce fraud and error, thereby saving taxpayers' money. The majority of both underpayment and overpayment is a result of customers undergoing changes in their circumstances during the life of the claim. In order to ensure that benefit remains correct, local authorities need to ensure they are informed of all these changes. The total cost of HB/CTB is £19bn of which we estimate that 1.4% is underpaid and 5.5% is overpaid.
Definition	The number of changes to customers' HB/CTB benefit entitlement that are processed by the local authority in a year. Changes include those that result in an increase in benefit that would have resulted in an underpayment if left unactioned and those that result in a decrease in benefit that would lead to an overpayment if left unactioned. The latter includes a termination of benefit entitlement. Since the volume of changes that are generated by the claimants within each LA will depend on the characteristics of the claimants that make up the LA's benefit caseload, good performance will be defined relative to the number of changes that each individual LA caseload of HB/CTB claimants would be estimated to generate in a year. These estimates for the number of changes generated by the claimants within each LA are calculated according to the number of each different type of claimant that are present within the LA. Regression analysis provides an estimate for the expected number of changes in details that each type of claimant would be expected to undergo in a year. These estimates will be published in advance. N.B. The indicator only covers claims that are already in payment and includes neither the number of unsuccessful benefit claims, nor does it attempt to capture take-up of unclaimed benefits.
Formula	$\left(\frac{x+y+z}{e}\right)*100$ Where: x = Total number of increases in benefit y = Total number of decreases in claimant's benefit entitlement amount z = Total number of terminations of claimant's benefit entitlement e = Modelled estimate of the expected number of changes to benefit

NI 180: Changes in Housing Benefit/ Council Tax Benefit entitlements within the year *(continued)*			
Worked example	DWP estimates that the HB/ CTB claimants in LA1 would generate 10000 changes to benefit in a year. LA1 processes 4500 increases and 2500 decreases in benefit entitlement as well as 1000 terminations to benefit. It will therefore have found: $\left(\frac{4,500+2,500+1,000}{10,000}\right)*100$ = 80% of the estimated number of changes.	**Good performance**	Good performance is typified by higher percentages
Collection interval	Monthly (according to a schedule fixed by DWP)	**Data Source**	Data is collected by a scan of the local authorities benefit systems, which they then submit to DWP. The denominator will be calculated by DWP
Return Format	Percentage	**Decimal Places**	1
Reporting organisation	Local authority		
Spatial level	Single tier and district council		
Further Guidance	Further guidance can be found on the DWP website.		

<table>
<tr><th colspan="4">NI 181: Time taken to process Housing Benefit/Council Tax Benefit new claims and change events</th></tr>
<tr><td>Is data provided by the LA or a local partner?</td><td>Y</td><td>Is this an existing indicator?</td><td>N</td></tr>
<tr><td>Rationale</td><td colspan="3">HB/CTB of £19bn is paid to over 5 million low income households. Delays in the administration of these benefits can impact on some of the most vulnerable people in our society by:
• Leading to rent arrears and evictions
• Preventing access to housing because landlords are reluctant to rent to HB customers
• Acting as a deterrent to people moving off benefits into work because of the disruption to their claim
If HB/CTB customers receive a prompt service from their local authority there are positive outcomes across a range of agendas specifically reducing the number of people living in poverty, reducing homelessness and supporting people into work. An indicator similar to this has helped to deliver significant improvements in recent years, but many customers still have to wait longer than five weeks for their claims to be decided.
This indicator is designed to ensure that local authorities deal promptly with both new claims to HB and CTB and changes of circumstances reported by customers receiving those benefits. The indicator supports DWP's DSO 6 and is complemented by the Right Benefit indicator (165) which is designed to ensure that the benefit in payment is correct.</td></tr>
<tr><td>Definition</td><td colspan="3">The average time taken in calendar days to process all new claims and change events in Housing Benefit and Council Tax Benefit
New Claims: Any new claim to HB/CTB
Change Event: Notification of a change of circumstances which requires a decision to be made by the local authority but excluding automatic up-rating and annual council tax increases.
Time taken to process: The time elapsed between receipt of claim or notification of change event and a decision being recorded
Decision: As defined in HB and CTB regulations
Date of receipt: Date that notification of the claim or change event was received by the authority. Either from the customer, Jobcentre Plus or The Pensions Service or other third party.</td></tr>
</table>

NI 181: Time taken to process Housing Benefit/Council Tax Benefit new claims and change events *(continued)*			
Formula	$$\frac{\sum x_n}{(y+z)}$$ Where: *xn* = The total number of calendar days taken to process new claims and change events, xn in the reporting period, where n=1,2,3,…. *y* = The number of new claims in the reporting period. *z* = Number of change events in the reporting period.		
Worked example	An authority processes 1,000 new claims and 2,000 changes in a quarter and these take 48,000 calendar days in total to process. $\frac{48{,}000}{(1{,}000+2000)}=16.0$ days	**Good performance**	Good performance is typified by a lower average number of calendar days taken to process new claims and change events
Collection interval	Monthly	**Data Source**	Existing HB data extract returned to DWP by authorities on a monthly basis. The score is calculated by DWP.
Return Format	Average number of calendar days	**Decimal Places**	One
Reporting organisation	Local authorities		
Spatial level	Single tier and district council		
Further Guidance	HB/CTB Performance Standards Guide		

<table>
<tr><th colspan="4">NI 182: Satisfaction of business with local authority regulation services</th></tr>
<tr><td>Is data provided by the LA or a local partner?</td><td>Y</td><td>Is this an existing indicator?</td><td>N</td></tr>
<tr><td>Rationale</td><td colspan="3">The continuing success of the UK economy depends on having a genuinely business friendly environment. As markets become more competitive, more must be done to ensure the right conditions are in place to enable businesses and individuals to respond to new opportunities and incentives. Improving the quality of regulation is important including how it is enforced and administered. Local authorities carry out 80% of inspections on businesses and have direct, day-to-day relationships with them. This indicator measures the experience of businesses who have dealt with regulatory services.</td></tr>
<tr><td>Definition</td><td colspan="3">The percentage of satisfied customers with regulatory services. The term "regulatory services" corresponds to local authority core functions of trading standards, environmental health and licensing:
• Trading standards, including:
– Fair trading
– Product safety
– Weights and measures
– Animal health and welfare
– Food standards
• Environmental health, including:
– Housing standards
– Pollution control
– Noise control
– Health, safety and welfare
– Food safety
– Port Health
– Infectious diseases
– Health education
– Animal welfare
– Smoke-free premises
– Other public health
• Licensing, including alcohol and gambling
The term 'business' is defined as an individual or organisation acting in the course of business or profession.
The performance measure will be calculated by considering the response to the following question.
Do you agree or disagree that:
'Your business has been treated in a fair and proportionate way by regulatory services?'
There are five response categories to the question. These are: 'strongly agree', 'slightly agree', 'neither agree nor disagree', 'slightly disagree' and 'strongly disagree'.</td></tr>
</table>

<table>
<tr><th colspan="5">NI 182: Satisfaction of business with local authority regulation services (continued)</th></tr>
<tr><td>Definition (continued)</td><td colspan="4">The categories are weighted. These are: a factor of 3 for ‘strongly agree’, a factor of 2 for ‘slightly agree’, a factor of 1 for ‘neither agree nor disagree’ and a factor of 0 for ‘slightly disagree’ and ‘strongly disagree’.

The businesses surveyed should be representative of the range of interactions and engagement that include inspections and audits; verification and surveillance; sampling; test purchasing; advice and education; information gathering; and including businesses against which sanctions have been imposed.

The survey should be statistically sound based on a stratified probability sample which allows for changes in the mix of the full range of interactions and engagements.</td></tr>
<tr><td>Formula</td><td colspan="4">$\left(\frac{X}{Y}\right)$ *100

Where:

X = weighted total number of respondents who strongly agree, slightly agree or neither agree nor disagree that they have been treated in a fair and proportionate way.

Y = weighted total number of respondents.</td></tr>
<tr><td>Worked example</td><td colspan="2">125 businesses responded to the survey question. The results were as follows:

Do you agree or disagree that your business has been treated in a fair and proportionate way?

Strongly agree 47

Slightly agree 58

Neither agree nor disagree 15

Slightly disagree 3

Strongly disagree 2

The proportion would therefore be calculated:</td><td>Good performance</td><td>Good performance is typified by a higher percentage</td></tr>
</table>

NI 182: Satisfaction of business with local authority regulation services *(continued)*			
Worked example *(continued)*	The proportion would therefore be calculated: $N = \left(\frac{X}{Y}\right) * 100$ X = (47 *3)+(58*2) +(15*1) Y = (47+58+15+3+2)*3 Y = 125*3 N = (272/375) *100 N = 0.7253 * 100 N = 72.5%	**Good performance**	
Collection interval	Monthly survey with annual reporting, subject to BRE consultation	**Data Source**	Survey of business customers
Return Format	Percentage	**Decimal Places**	1
Reporting organisation	Local authorities		
Spatial level	Single tier, district and county council		
Further Guidance	The Better Regulation Executive is carrying out a parallel consultation on the survey methodology. This is available on: http://bre.berr.gov.uk/regulation/reform/local Technical guidance can be found at – http://www.communities.gov.uk/documents/localgovernment/doc/145998.doc http://www.communities.gov.uk/localgovernment/localregional/servicedelivery/usersatisfaction/		

NI 183: Impact of local authority regulatory services on the fair trading environment			
Is data provided by the LA or a local partner?	**Y**	**Is this an existing indicator?**	**N**

Rationale	The indicator measures outcomes of activities carried out by local authorities in order to create /maintain a fair trading environment for business and consumers. Activities include enforcement action to remedy unfair trading practices and education and awareness raising through provision of advice and assistance to consumers and business, by local authorities (Trading Standards Services). This action by local authorities contributes to the national objectives of creating the right conditions for business to succeed. For example, targeting problem traders increases confidence in markets and provides a level playing field for business to compete fairly. Increasing consumer confidence and knowledge empowers consumers as citizens and encourages business to innovate. Measurement will allow a strategic assessment of how well markets are working for consumers and fair trading business and where more needs to be done.
Definition	Number of incidences of unfair trading. Key Terms: Unfair trading practices Unfair trading practices are categorised and recorded nationally on the Consumer Direct (CD) database. For the purpose of this template these practices will be termed 'category x' practices. Counting procedure We will measure the proportion of businesses complained against, where complaints are referred from CD to Local Authority Trading Standards Services (TSS). Businesses are only recognised in the calculation where they have generated more than the agreed minimum threshold of complaints. Choice of threshold (and whether one threshold is appropriate for businesses of all sizes in all sectors) requires further consideration. Data on complaints will be obtained via the CD database. Further discussion is required on the businesses to be included – for example, is it relevant to manufacturing industry – and on how counts of businesses should be sourced.
Formula	The performance measure will be calculated by: A percentage increase or decrease in the number of complained about businesses (within category x) referred to local authorities (annually) by CD.

NI 183: Impact of local authority regulatory services on the fair trading environment *(continued)*			
Worked example	Local authority 'A' has 2500 traders within it. During the year 07/08 there are unfair trading complaint referrals from CD to local authority A relating to 250 traders within local authority A. Businesses are only recognised in the calculation where they have generated more than the agreed minimum threshold* of category x referred complaints. (*Businesses that receive less than an agreed amount of complaints are removed from the calculation). Therefore for the year 07/08 there are unfair trading complaint referrals in respect of 10% of traders within local authority A. During the year 08/09 this number decreases to 125 representing a cut to 5 % and therefore an overall improvement in performance.	**Good performance**	Performance is calculated on change A substantially lower % of referred traders with a substantial amount of category x complaints within each authority represents good performance.
Collection interval	Annually	**Data Source**	CD database and a source still to be determined on business numbers
Return Format	Percentage and number *Estimated whole numbers*	**Decimal Places**	Not applicable
Reporting organisation	Local authorities		
Spatial level	Single tier and county council		
Further Guidance	Office of Fair Trading (OFT)		

<table>
<tr><th colspan="2">NI 184: Food establishments in the area which are broadly compliant with food hygiene law</th></tr>
<tr><td colspan="2">Is data provided by the LA or a local partner? Y | Is this an existing indicator? Y</td></tr>
<tr><td>Rationale</td><td>To protect public health by ensuring food is safe and fit to eat by monitoring local authorities' performance in increasing compliance in food establishments with food law.

This is a proxy indicator which measures effectiveness of local authority food safety interventions on food safety compliance as opposed to measuring inputs such as inspections. Food hygiene was identified as a national regulatory priority in the recent Rogers Review recommendations which were accepted in full by the government.</td></tr>
<tr><td>Definition</td><td>The percentage of food establishments within the local authority area which are "broadly compliant" with food law.

"Broadly Compliant" is an outcome measure which the FSA has developed, with local authorities to monitor the effectiveness of the regulatory service relating to food law.

It is based on a numerical scoring system which is currently used by food law enforcement officers to assess premises which pose the greatest risk to consumers failing to comply with food law. The scoring system is contained within the Annex 5 of the statutory Code of Practice on Food Law Enforcement.

Six factors are assessed within the risk assessment process carried out by local authority food enforcement officers. Three are considered relevant to local authority performance when measuring premises which are "broadly compliant". These are
a. level of compliance with hygiene requirements under food law ;
b. level of compliance with structural requirements under food law; and
c. level of confidence in management.

A food establishment is "Broadly Compliant" if it scores 10 points or less in each of the three categories.</td></tr>
<tr><td>Formula</td><td>The percentage of food establishments within the local authority area which are "broadly compliant" with food law is calculated as follows:

$\left(\frac{x}{y}\right)*100$

where,

x = the number of food establishments within the local authority area deemed to be "Broadly Compliant";

y = the total number of food establishments.</td></tr>
</table>

NI 184: Food establishments in the area which are broadly compliant with food hygiene law *(continued)*			
Worked example	Example of food premises risk scores. Food Hygiene 5 Premises, Structure 10 'Confidence in Management' 10 **Overall score 25** Of 480 food establishments, 410 are deemed to be broadly compliant. The percentage of food establishments within the local authority area which are "broadly compliant" with food law is therefore: $\left(\frac{410}{480}\right)*100 = 85\%$	**Good performance**	Good performance will be demonstrated by higher percentages of premises deemed to be "Broadly Compliant".
Collection interval	Annual	**Data Source**	LA data transferred electronically to the Food Standards Agency database
Return Format	Percentage	**Decimal Places**	Zero
Reporting organisation	Local authority		
Spatial level	Single tier and district council		
Further Guidance	(i) Annex 5 , Food Law ,Code of Practice (ii) The Framework Agreement on Local Authority Food Law enforcement. Both documents are available on the FSA website at www.food.gov.uk		

NI 185: CO_2 reduction from local authority operations			
Is data provided by the LA or a local partner?	**Y**	**Is this an existing indicator?**	**N**

Rationale	Action by local authorities is likely to be critical to the achievement of Government's climate change objectives. The public sector is in a key position to lead on carbon emissions reduction by setting a behavioural and strategic example to the private sector and the communities they serve. Through activities such as management of their own operations and local procurement they can achieve CO_2 emissions reductions. The aim of this indicator is to measure the progress of local authorities to reduce emissions from their own operations which are directly under their control and to encourage them to demonstrate leadership on tackling climate change. Measurement against this indicator will require each LA to calculate their carbon emissions from analysis of energy/fuel bills and outsourced services. The Carbon Trust currently provides support to LAs to guide them through the process of calculating carbon footprints and to help them develop carbon reduction plans.
Definition	Percentage CO_2 reduction from LA operations: The indicator being assessed will comprise of an annually measured reduction of emissions against a set baseline (2008-2009) Carbon emissions: is the total amount of direct and indirect CO_2 emitted as a result of LA operations. LA Operations: Those activities involved in the daily functions of a Local Authority which result (either directly or indirectly) in the emissions of CO_2 into the atmosphere.
Formula	The indicator is proportion of CO_2 reduction measured against a 2008-09 baseline, calculated as follows: $\left(\frac{x_{t+1} - x_t}{x_t}\right) * 100$ where: x_{t+1} = amount of CO_2 emission in year t+1 x_t = amount of CO_2 emission in year t Return a percentage reduction figure (to 2 decimal places) for the last reported year compared to the previous year.