

Report of	Meeting	Date
Assistant Chief Executive (Policy and Performance) (Introduced by the Executive Member for Policy and Performance)	Executive Cabinet	28 th May 2009

4th QUARTER PERFORMANCE REPORT 2008/09

PURPOSE OF REPORT

1. This monitoring report sets out performance against the Corporate Strategy and the Council's National Indicators for the fourth quarter of 2008/09, 1st January to 31st March 2009.

RECOMMENDATION(S)

2. That the report be noted.

EXECUTIVE SUMMARY OF REPORT

3. This report sets out performance against the Corporate Strategy and the Council's National Indicators for the fourth quarter of 2008/09, 1st January to 31st March 2009. Performance is assessed based on the delivery of Key Projects in the Corporate Strategy and the performance against the National Indicators for which the Council is responsible.
4. The Corporate Strategy 2008/9 – 2010/11 identifies 36 Key Projects. 97% of projects (35) are complete or rated 'Green' and progressing ahead of, or on, plan by the end of March 2009 or are in their initiation phase with work planned to start later in the year. This figure includes 3 projects (8%) which have completed since the last quarterly report. 1 project is now rated as being 'red' due to falling behind schedule.
5. At the end of the fourth quarter 19 national indicators can be reported. 17 of these indicators have targets set and 2 are being reported for the first time. Of the 17 the majority (12) have matched or exceeded target, 1 has missed target but by less than 5% and 4 have missed target by 5% or more.
6. Action plans have been included for those indicators where performance is lower than anticipated. It is not possible to compare Chorley's performance against other authorities as comparative data has not yet been published. Comparative performance will be covered in a future report when information is available.

REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

7. To facilitate the ongoing analysis and management of the Council's performance.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

8. None.

CORPORATE PRIORITIES

9. This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the Central Lancashire sub-region	✓	Develop local solutions to climate change.	✓
Improving equality of opportunity and life chances	✓	Develop the Character and feel of Chorley as a good place to live	✓
Involving people in their communities	✓	Ensure Chorley Borough Council is a performing organisation	✓

BACKGROUND

10. The Corporate Strategy is the key strategic document for the authority and is focused on delivering the Council's six strategic objectives that underpin the priorities of: people, place, prosperity and performance. The Corporate Strategy mirrors, and outlines the Council's contribution to, the Sustainable Community Strategy, delivery of which is taken forward by the Chorley Partnership.
11. The Corporate Strategy 2008/9 identifies a programme of 36 key projects, which contribute to the achievement of our objectives. These key projects are delivered using the Council's corporate project management toolkit, which has been used successfully to improve performance for other key areas of work, such as the Capital Programme. The Strategy also contains a series of key measures to monitor the success in delivering improved outcomes for residents.
12. National Indicators (NIs) are indicators collected in accordance with definitions issued by the Department for Communities and Local Government.
13. Quarterly Business Plan Monitoring Statements have also been produced by directorates separately, and will be sent to the Overview and Scrutiny Committee. Quarterly Business Plan Monitoring Statements outline the performance of key Directorate Performance Indicators and the key messages emerging from Directorates in the fourth quarter of 2008/09.

REPORT OVERVIEW

14. The report provides information covering the following areas:
 - The Council's progress in delivering the 36 key projects identified in the Corporate Strategy 2008/9.
 - The Council's progress in achieving against targets that can be measured on a quarterly or an annual basis at this point in time.
 - Action Plans which outline reasons for lower than expected performance, and the action to be taken to improve performance in the next quarter are included for those indicators which have missed targets by 5% or more.

KEY PROJECT PERFORMANCE OVERVIEW

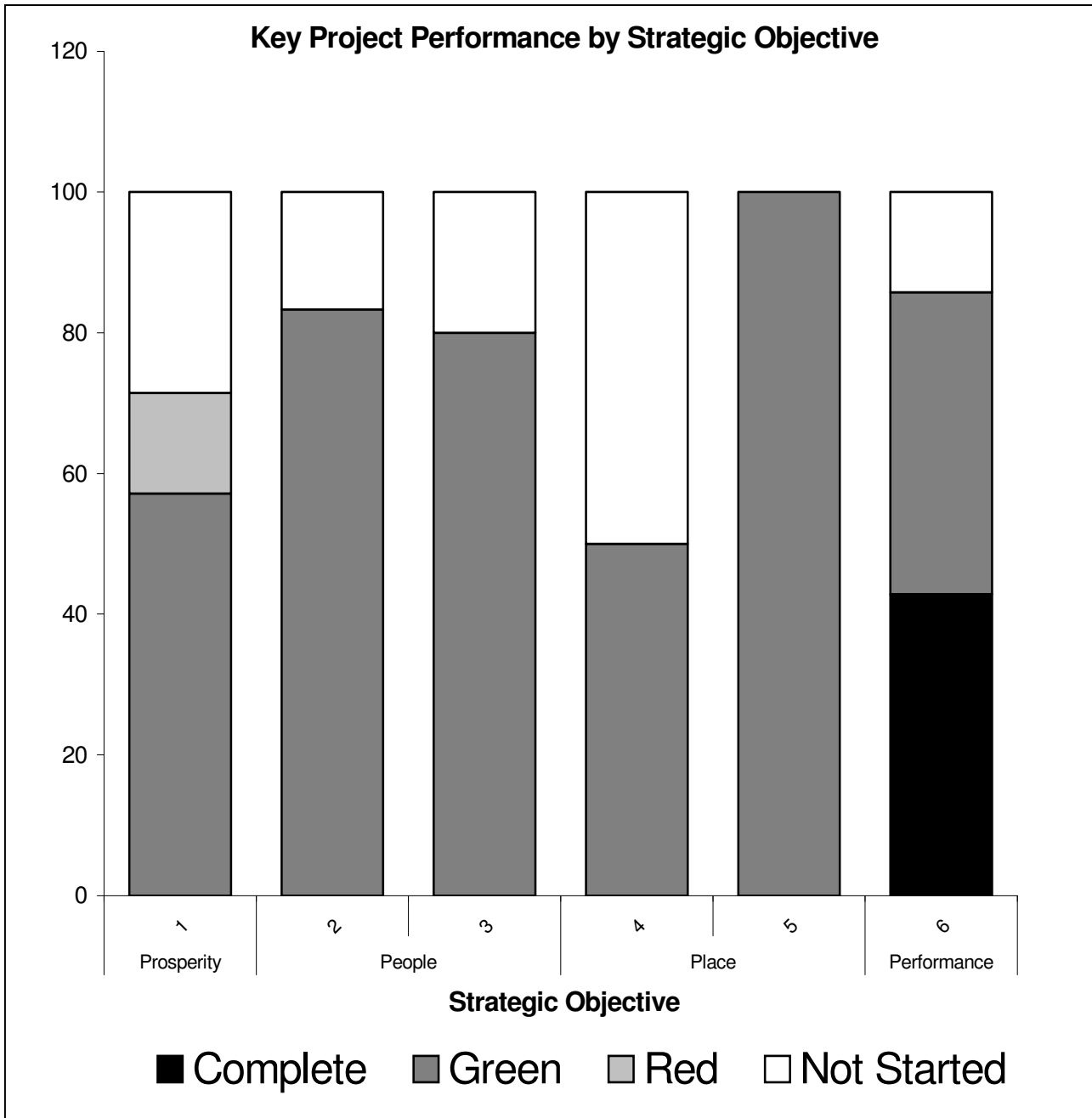
15. This section looks at the performance of the key projects to the end of the fourth quarter of 2008/09, 1st January to 31st March 2009.
16. In order to manage our key projects lead officers have been asked to complete a high-level project plan, a business case, project initiation documentation and quarterly highlight reports.
17. The highlight reports provide a brief update on the work carried out during the last quarter (1st January to 31st March 2009), what achievements are expected in the next quarter, any current risks and issues affecting the project, and an overall rating of either 'Green', 'Amber' or 'Red'.
18. If the project is not going as planned, then an exception report is produced instead. This is similar to the action plans used for performance indicators that are below target. They provide a brief analysis of the problem(s), and options for bringing the project back on track.
19. It should be noted that while this is a year-end report, the key projects have only been running since the Corporate Strategy was refreshed in November 2008. Therefore this report on key projects is essentially a mid-year report as far as the key projects are concerned.
20. The table below shows the overall performance of the key projects is excellent. 97% of projects are rated 'Green' and progressing ahead of, or on, plan by the end of March 2009 or are in their initiation phase with work scheduled to start later in the year. 3 projects (8%) have completed since the last quarterly report. 70% (25 out of 36 projects) are rated 'Green' and progressing ahead of, or on, plan. 19% (7) projects are in their initiation phase and have yet to start, while only one project is behind schedule. In the case of this project plans are in place to address the issues affecting the project which are described in more detail below.

	QTR 3	QTR 4	Variance
Completed projects	0 (0%)	3 (8%)	+3 (+8%)
Projects rated as 'Green'	26 (72%)	25 (70%)	-1 (-2%)
Projects rated as 'Amber'	1 (3%)	0 (0%)	-1 (-3%)
Projects rated as 'Red'	0 (0%)	1 (3%)	+1 (+3%)
Projects yet to start	9 (25%)	7 (19%)	-2 (-6%)

Table 1 - Summary of key project performance for the 4th Qtr (Jan-March 09)

21. The table shows improved performance in comparison with the third quarter. There has been an 8% increase in the number of completed projects. 78% of projects are now either rated green or complete in comparison with 72% in the last quarter.
22. The council's performance on the Key Projects has improved when compared to the end of the 4th quarter 2007/8 when fewer projects (55%) were rated green and more were rated amber (19%).

KEY PROJECT PERFORMANCE BY CORPORATE PRIORITY & STRATEGIC OBJECTIVE



Priority	Strategic Objective	Complete	Green	Amber	Red	Not Started
Prosperity	1	0	4	0	1	2
People	2	0	5	0	0	1
	3	0	4	0	0	1
Place	4	0	2	0	0	2
	5	0	7	0	0	0
Performance	6	3	3	0	0	1

23. The graph and table above demonstrate that all projects addressing Strategic Objective; Two 'Improving equality of opportunity and life chances'; Strategic Objective Three 'Involving people in their communities; Strategic Objective Four 'Develop local solutions to global climate change'; Strategic Objective Five 'Develop the character and feel of Chorley as a good place to live' and Six 'Ensure Chorley is a performing organisation' are either completed, on track, or are in their initiation phase.

24. Of the 36 key projects, only 1 has been identified as 'Red', which means that there is a problem which has had an impact in terms of time or budget. The graph above shows that this affects Strategic Objective One 'Strengthen Chorley's Position in the Central Lancashire Sub-region'.
25. Explanations and recommended actions to address the issues which have delayed this project are detailed later in the report (in paragraph 30).

COMPLETED KEY PROJECTS

26. The table below shows the key outcomes from the projects which have completed in the fourth quarter of 2008/09, 1st January to 31st March 2009. In total 3 (8%) of the key projects in the Corporate Strategy 2009/10 have now been completed, an improvement on the position at the end of the third quarter.

Key Project	Key Outcomes
Achieve Level 3 of the Equality Standard	<p>The project has established Chorley Council as a Level 3 Authority under the Equality Standard for Local Government, and therefore to immediately migrate the Council to 'Achieving' status on the new Equality Framework for Local Government. The award of 'Achieving' is formally recognised under the new Comprehensive Area Assessment (CAA) Framework.</p> <p>Outcomes include:</p> <ul style="list-style-type: none"> • 280 staff carrying out online Equality and Diversity training. A member learning hour was provide on our approach to equality and diversity. • All high risk services, and new policies have received Equality Impact Assessments. • Equality monitoring introduced across all services. • The Council's procurement process has been strengthened. The procurement handbook was particularly praised by the inspection team.

<p>Implement Shared Financial Services with SRBC</p>	<p>The shared financial services project has been completed on time and on budget. The project has helped to strengthen relationships between the two Councils which may provide a much stronger platform for further strategic and operational alliances.</p> <p>Outcomes include:</p> <ul style="list-style-type: none"> • A new staffing structure which will release an annual cashable efficiency savings saving of £101,643 in 2009/10 - the first full year of operation. • Projected procurement savings of £100,000 <p>Non-cashable efficiencies:</p> <ul style="list-style-type: none"> • Combined internal audits – for example in relation to the new shared financial systems only one audit will be required rather than two. • Streamlining of financial processes – for example in relation to the management, completion and assessment of the closure of accounts processes. • The project will provide both Councils the potential to make further efficiency gains as the service develops and expands such as reductions in the spend with third parties from increased joint spending power and from sharing appropriate procurement approaches.
<p>Establish New CRM solution</p>	<p>The project was successfully delivered on time and within the 5% budget tolerance. The CRM went live with 7 waste management processes and corporate complaints having been migrated on the 1st April 09. The completion of the project will help the council to meet increasing customer expectations.</p> <p>Outcomes and improvements include:</p> <ul style="list-style-type: none"> • Enabling the council to use innovative technology such as confirmation of completion of service requests via SMS or email to customer. • Efficiencies being realised as service requests go directly to the waste contractor in real-time and payments are taken within CRM as part of the process. • The council's new CRM will allow customer contact to be better recorded. NI14 data will be collected for every contact giving a more accurate picture of levels of avoidable contact. Every front-line customer contact is recorded, this contact history will provide us with a complete picture of the customers interactions with us. As such the new CRM will help the council to reduce avoidable contact and generate future efficiencies.

KEY PROJECTS IDENTIFIED AS 'GREEN'

27. A 'green' rating indicates that project performance is as planned or ahead of schedule with progress on target and costs within or under budget. The following projects are rated green.

1	Develop a succession strategy to sustain businesses for the future
2	Implement new car parking contract arrangements

3	Develop and deliver an action plan to support businesses through the economic downturn
4	Deliver the redundancy support project
5	Deliver the Families First project
6	Involve young people in their communities and deliver Chorley's Children's Trust priorities for year one
7	Implement the Chorley elements of the play strategy
8	Implement the 50+ Active Generation project
9	Develop an action plan to reduce health inequalities in the borough
10	Develop an action plan for leisure and cultural provision for 2009-2012
11	Develop a framework for Buckshaw Village
12	Deliver the next phase of Chorley Smile
13	Deliver a major public event in summer 2009
14	Develop and deliver the first year of the council's climate change action plan
15	Implement recycling and refuse contract - mobilisation
16	Continue to improve the green corridor of Chorley
17	Investigate the extension of the green corridor to Ellerbeck
18	Develop seven neighbourhood action plans working with parish councils, other partners and community groups
19	Develop and implement a solution for temporary accommodation
20	Work with partners to make sites available for the development of affordable housing
21	Establish a choice based lettings scheme
22	Pilot and review the proposed Chorley SRBC CDRP merger
23	Develop and embed a new staff competency framework
24	Achieve Level 2 of the Member Development Charter
25	Develop a customer service and insight action plan

KEY PROJECTS IDENTIFIED AS 'NOT STARTED'

28. The following projects are in their planning and initiation phase but are still on schedule to be delivered on time as they are not due to start until later in the year.

1	Develop options for the next phase of Town Centre development
2	Identify and design key projects from the Town Centre Audit and Urban Design Strategy
3	Deliver the Rurality Awareness Project
4	Develop community governance options in response to the Local Government and Public Involvement in Health Act
5	Develop a green travel plan for staff
6	Deliver an invest to save programme for the Council's use of energy
7	Prepare for the I&DeA Peer Review of the LSP

LIST OF KEY PROJECTS RATED 'AMBER'

29. An 'amber' rating indicates that project performance is forecast to overrun on time or cost. It is an early warning that there may be a problem. No projects are currently rated as amber.

KEY PROJECTS IDENTIFIED AS 'RED'

30. Projects can be identified as 'red', meaning that they are not on track. This could be that they are behind schedule, over budget, or there is a serious risk affecting the delivery of the project. One key project has been identified as 'red' at the end of the fourth quarter.

Develop and Deliver a markets action plan

Work on the covered market is now behind schedule due to incorrectly installed steelwork on insufficient foundation pads which do not meet building control requirements. The following elements have been completed: Painting, Electrical works, Café, Drains, and Flooring but as a consequence of the poorly installed steelwork the entrance canopies and follow-on trades cannot be completed until the steelwork faults are rectified.

As a result the market opening has been postponed. Liberata have worked with the contractors to resolve issues with the steelwork and foundations and despite the delays caused by the contractor the project should be delivered in the first quarter 2009/10.

PERFORMANCE OVERVIEW: NATIONAL INDICATOR SET

31. It is not yet possible to undertake the full analysis on performance that was previously undertaken in the quarterly performance reports which measured BVPIs, as information on performance at a national level is not yet available to enable this. This includes, analysis of trend compared to previous years and quartile positioning. As it becomes possible to make these comparisons, information and analysis will be included in future performance reports.

PERFORMANCE AGAINST TARGET

32. The performance of the national indicators that can be reported at the end of the fourth quarter is shown in the tables in Appendix 1.
33. This is a smaller subset of the total number of NIs for which the Council is responsible, as it is not possible to collect and report against the full suite of NIs at this point. All the indicators for which the Council is responsible that can be reported on at this point in time have been reported. However for several indicators the Council is reliant on third parties such as DEFRA to provide information. Performance on these indicators will be reported when this data is available. In addition, a report is made on a bi-annual basis to report on the progress made against a wider set of indicators for which the LSP is responsible.
34. The majority of the indicators are performing at, or above, target. At the end of the fourth quarter, of the 17 indicators for which targets have been set, 12 have matched or exceeded target, 1 has missed target but by less than 5% and 4 have missed target by 5% or more.

Trend Analysis

35. Analysis has been undertaken where possible to compare the performance of indicators in this quarter to when they were reported earlier in the year. It is possible to make this comparison for fifteen indicators.
36. Seven indicators out of the fifteen have shown an improvement and achieved target at the end of the year.
37. One indicator, NI 182 (Satisfaction of businesses with local authority regulatory services) has shown static performance, but has achieved target by some margin.
38. Three indicators have deteriorated slightly in performance, but are still above target. They are:
 - NI 16 (Serious acquisitive crime)
 - NI 157b (Processing of planning applications as measured against targets for 'minor')
 - NI 192 (Household waste recycled or composted)
39. One indicator, NI 195c (Improved street and environmental cleanliness: levels of graffiti) has improved in performance since earlier in the year, but has still missed target. An action plan has been prepared at paragraph 52.
40. Three indicators have deteriorated in performance and missed target. Action Plans have been prepared for these indicators at paragraph 52. The indicators are:
 - NI 195a Improved street and environmental cleanliness: levels of litter
 - NI 195b Improved street and environmental cleanliness: levels of detritus
 - NI 195d Improved street and environmental cleanliness: levels of fly posting

More information about specific indicators

National Indicator 14: Reducing Avoidable Contact

41. NI14 is designed to highlight the need for possible improvements in the way the council deals with contact from customers and provides information. This new National Indicator is a complex one so the following section is designed to provide some contextual background and information.
42. NI 14 measures the proportion of contacts made by customers with the Council that are avoidable. A contact that is avoidable is a contact that is of low or no value to a customer. This is any circumstance when a customer should not have had to contact us, and includes seeking clarification about a contact from the Council, reporting that a service has not been completed properly, or a customer chasing progress on a particular issue.
43. In line with the definition four collection days were held during 2008/2009 to make an accurate representation of contact by taking in the average peaks and troughs in customer contact through the year. Over the four days, 2484 contacts were recorded. 20.5% (509 contacts) of these were classified as 'avoidable'. This is below the level initially predicted by CLG of around 40% and, as such, could be seen as an initial indication that the authority is performing well. However benchmarking data which would make comparisons to be made will not be available until later in the year.
44. The Council has benchmarked performance across all services and means of contact to identify trends and issues that should be tackled and provide a platform to improve, Telephone contact has been identified as the most common contact channel and also that with the highest level of avoidable contact. Service improvements have been highlighted to reduce the level of avoidable contact and improvement actions have been agreed by Directors. For example, standard letters sent to residents by the Council are being

reviewed to ensure that they are clear and easy to understand to prevent customers from having to contact the Council for more information.

Food Safety Service Performance

45. During 2008/09, the Food Standards Agency undertook an audit of the Council's food safety service. The audit found that the service complied with the overall standards framework, and identified some areas of best practice. One requirement is that the Council should report annually on the performance of the service.
46. Performance of the service has remained consistently high this year. There are approximately 850 registered food businesses within the Chorley area and each one is risk rated according to the nature of food preparation, the confidence in food safety management systems, the structure and hygiene of the premises and the vulnerability of target customers. The level of risk rating dictates the frequency of visit and in 2008/09 we were required to undertake 468 inspections of food business. All inspections were undertaken, ensuring the service maintained its 100% inspection rate. In addition, two new National Indicators NI 182 (satisfaction of local business with regulation visits) and NI 184 (% food business broadly compliant with food safety legislation) were introduced and hit target.

Place Survey Indicators

47. Several of the new National Indicators are measured through the new biennial Place Survey. The survey is a Government requirement and all councils across the country during October to December 2008 asked the same questions of their local residents enabling national trends and comparisons to be made. The survey was sent to over 3,000 households across the district to enable them to give their views on a whole range of issues from crime and anti-social behaviour to health and well-being. 1287 surveys were returned, this represents a return rate of 39% which is higher than the Lancashire response rate of 37.5%.
48. The National Indicators which are measured through the Place Survey are set out in Appendix 2 **However, please note the results of the survey are provisional and may be subject to change nationally as the final data is being checked and has not yet been signed off by the Department for Communities and Local Government. Comparative data is available for Lancashire and our position compared to the other districts is set out in Appendix 2. National comparative data will not be available until later in the year.**

DELIVERING ACTION PLANS

49. In the third quarter performance report, five indicators were below target (NI 156 'Number of Households in Temporary Accommodation', NI 157a 'Processing time of 'major' planning applications', NI 181 'Average time taken to process changes to Council Tax and housing benefits', NI 195b 'levels of detritus' and NI 195d 'levels of fly posting') and triggered the production of 5 action plans.
50. Four of the five indicators with action plans have shown an improvement in performance: NI 156, NI 181, NI 157a and NI 195d, one indicator NI 195b 'levels of detritus' did not improve.
51. NI 156 'Households in Temporary Accommodation' has improved and exceeded target with a reduction from 32 households to 24. Performance on NI 181 improved dramatically from a processing time of 12.33 days to 8.93 days, exceeding the target of 9.35 days. NI 157a 'Processing time of 'major' planning applications' has also shown an improvement from 76.19% to 80.77% of applications being processed within 13 weeks, very narrowly

missing the target of 81%. An improvement in performance on NI 195d 'Improved street and environmental cleanliness: Fly posting' from 3% down to 2% was also achieved but the final out-turn remained below target at year-end. An action plan has been produced to improve performance (see below).

ACTION PLANS: INDICATORS BELOW TARGET

52. The following indicators have actions plans as they have fallen below the targets for 2008/9:

- NI 195a Improved street and environmental cleanliness: levels of litter
- NI 195b Improved street and environmental cleanliness: levels of detritus
- NI 195c Improved street and environmental cleanliness: levels of graffiti
- NI 195d Improved street and environmental cleanliness: levels of fly posting

Indicator Number	NI 195a & NI 195b
Indicator Short Name	Improved street and environmental cleanliness: levels of litter (NI 195a) and detritus (NI 195b)

Quarter Four	
Performance	Target
Litter NI 195a - 6%	Litter NI 195a - 4.5%
Detritus NI 195b - 10%	Detritus NI 195b – 4.5%

Please explain the reasons why progress has not reached expectations

The definition of the street cleanliness indicators changed for 2008/09, including the re-labelling of some of the scoring categories. This may have had some impact on the overall scoring in this indicator.

Performance in Chorley remains high, when compared to other councils for street cleanliness. In addition, the lower than anticipated performance relates to a small number of streets falling below the required standard, normally by a small margin.

The transition period to neighbourhood based operations has involved re-scheduling of work in areas which may have resulted in a longer gap between cleansing operations and which have been noted through the inspection regime.

Please detail corrective action to be undertaken

As the neighbourhood operations are now established, issues with scheduling should now have been overcome.

Analysis of the inspection results identified some hotspot areas. These are now being targeted. For example, we have undertaken a targeted operation within the Chorley East area.

Areas included in the inspection, such as industry and warehousing and other highways, are also those which the Council does not have direct responsibility for. As established in response to our current Local Environmental Quality Survey of England (LEQSE) report, we are attempting to work with other agencies to influence their standards of cleanliness.

Indicator Number	NI 195c
Indicator Short Name	Improved street and environmental cleanliness: levels of graffiti

Quarter Four	
Performance	Target
2%	1%

Please explain the reasons why progress has not reached expectations

The second and third tranche inspections revealed a spate of graffiti on recreational areas which was reacted to and the graffiti removed within service standard time periods. Similarly the third tranche identified an increase in graffiti in the main retail/commercial areas. Again these were removed within specified times.

Please detail corrective action to be undertaken

Neighbourhood officers have increased proactive patrols to identify graffiti incidents and our graffiti removal contractor is targeting recreational and retail areas on a weekly basis.

Indicator Number	NI 195d
Indicator Short Name	Improved street and environmental cleanliness: levels of fly posting

Quarter Four	
Performance	Target
2%	1%

Please explain the reasons why progress has not reached expectations

The first tranche of inspections identified a hotspot of fly posting in 5 streets throughout the inspection area which have been subsequently dealt with. No subsequent inspections have identified any issues and therefore the target was not achieved as a result of the first tranche inspection.

Please detail corrective action to be undertaken

Neighbourhood officers have increased proactive patrols to identify fly post incidents and particularly target the hotspot areas identified.

CONCLUSION

53. The performance in this fourth quarter report shows that the Council continues to perform well. The progress made in delivering key projects is excellent and the performance against indicator targets also demonstrates that we continue to deliver against our priorities.
54. The action plans and other steps to be taken where performance is lower than anticipated should help to drive improvement in performance indicators and project delivery.

IMPLICATIONS OF REPORT

55. This report has implications in the following areas and the relevant Corporate Directors' comments are included:

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal		No significant implications in this area	X

LESLEY-ANN FENTON
ASSISTANT CHIEF EXECUTIVE (POLICY AND PERFORMANCE)

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
David Wilkinson	5248	April 28th 2009	Fourth Quarter Performance Report 2008 09

Appendix 1: National Indicator Performance

Performance Against Target



= Performance is better than the target set for 2008/09.



= Performance is within the 5% tolerance set for this indicator.



= Performance is worse than the 5% tolerance.

The performance symbols denote performance against the target.

Code	Indicator Title	Target	Quarter 4	Performance
NI 14	Avoidable contact	Set Baseline	20.49	N/A
NI 16	Serious acquisitive crime	8.09 per 1,000 population (211 incidents in this quarter)	6.82 per 1,000 population (183 incidents in this quarter)	★
NI 20	Assault with injury crime rate	6.3 per 1,000 population (165 incidents in this quarter)	5.97 per 1,000 population (129 incidents in this quarter)	★
NI 156	Number of households living in Temporary Accommodation	30 households	24 households	★
NI 157a	Processing of planning applications as measured against targets for 'major' application types	81%	80.77%	●
NI 157b	Processing of planning applications as measured against targets for 'minor'	80%	82.42%	★
NI 157c	Processing of planning applications as measured against targets for 'other' application types	89%	93.62%	★
NI 180 ¹	Changes in Housing Benefit/ Council Tax Benefit entitlements within the year	8928 changes	12,528 changes	★
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	9.35 days	8.93 days	★
NI 182	Satisfaction of businesses with local authority regulation services	80%	92%	★
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	75%	96%	★
NI 187	Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating	Baseline year	4.26%	N/A

¹ NI 180 and 181 are taken directly from the Council's systems by the Department for Work and Pensions. Therefore, the nationally published result may not exactly match this reported outturn, although the figure gives a good indication.

NI 188	Planning to adapt to climate change	1	1	★
NI 192 ²	Household waste recycled and composted	48%	48.43%	★
NI 195a	Improved street and environmental cleanliness: levels of litter	4.5%	6%	▲
NI 195b	Improved street and environmental cleanliness: levels of detritus	4.5%	10%	▲
NI 195c	Improved street and environmental cleanliness: levels of graffiti	1%	2%	▲
NI 195d	Improved street and environmental cleanliness: Fly posting	1%	2%	▲
NI 196	Improved street and environmental cleanliness: fly tipping	1%	1%	★

² The waste figures are up-to-date in the current position at the end of February. The outturn for these figures will change as more information is received.

Appendix 2 : Place Survey National Indicators Performance

The following National Indicators are measured through the new biennial Place Survey.

Please note these figures are provisional and may be subject to change as the final data has not yet been signed off by the Department for Communities and Local Government.

Code	Indicator Title	Chorley's Provisional Result	Rank in Lancashire (of 12)
NI 1	% of people who believe people from different backgrounds get on well together in their local area	81.9%	4 th
NI 2	% of people who feel that they belong to their neighbourhood	63.4%	5 th
NI 3	Civic participation in the local area	13.7%	7 th
NI 4	% of people who feel they can influence decisions in their locality	31.4%	2 nd
NI 5	Overall / general satisfaction with local area	84.2%	3 rd
NI 6	Participation in regular volunteering	23%	8 th
NI 17	% rating ASB as problem in their area (lower % is good)	13.5%	3 rd
NI 21	Dealing with local concerns about anti social behaviour and crime by the local council and police	30.6%	6 th
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area	32.9%	4 th
NI 23	Perceptions that people in the area treat one another with respect and consideration (lower % is good)	23.5%	2 nd
NI 27	Understanding of local concerns about anti social behaviour and crime by the local council and police	28.2%	7 th
NI 37	Awareness of civil protection arrangements in the local area	15%	4 th
NI 41	Perceptions of drunk or rowdy behaviour as a problem (lower % is good)	24%	3 rd
NI 42	Perceptions of drug use or drug dealing as a problem (lower % is good)	27.5%	6 th
NI 119	Self reported measure of people's overall health and wellbeing	73.2%	7 th
NI 138	Satisfaction of people over 65 with both home and neighbourhood	84.2%	7 th
NI 139	The extent to which older people receive the support they need to live independently at home	32.9%	7 th
NI 140	Fair treatment by local services	73.4%	6 th