



National Indicators for Local Authorities
and Local Authority Partnerships:
Handbook of Definitions
First release (February 2008)

Annex 1: Stronger and Safer Communities

Introduction

On 11 October 2007 the Secretary of State for Communities and Local Government announced a new set of 198 national indicators for English local authorities and local authority partnerships. The set underpins the new performance framework for local government and meets the Government's commitment, as set out in the local Government White Paper *Strong and Prosperous Communities*, to introduce a clear set of national outcomes and a single set of national indicators by which to measure them.

A consultation exercise on the Government's proposed technical definitions for the 198 indicators ran from 8 November to 21 December 2007. Communities and Local Government have been working with other Government Departments and stakeholders to agree final definitions for inclusion in the handbook, taking into account the many helpful and informed comments received from consultees on individual indicators.

We have completed this process for 138 indicators and are publishing in February 2008 final definitions for these. The technical definitions for the remaining 60 indicators have not yet been finalised, including those that are also part of the Assessments of Police and Community Safety framework and/or are to be collected through the new Place Survey, both of which were subject to separate consultations running to a later timetable than that for the national indicator set definitions.

We are publishing the first tranche of 138 for 2008 now in order to provide as much information as possible for local authorities and their partners in the run-up to the introduction of the set. The full Handbook, containing definitions for the remaining indicators for introduction in April 2008, will be published by the end of March.

In line with the consultation document the indicator definitions are split into four annexes as follows.

Annex 1: Stronger and Safer Communities

Annex 2: Children and Young People

Annex 3: Adult Health & Well-being and Tackling Exclusion & Promoting Equality

Annex 4: Local Economy and Environmental Sustainability

This document is Annex 1 to the document National indicators for Local Authorities and Local Authority Partnerships: Update on publication of the final definitions for the national indicator set.

List of Definitions for Stronger and Safer Communities

Title of national indicator
<p>Outcome: Stronger Communities</p> <p>NI 7 Environment for a thriving third sector CO DSO</p> <p>NI 8 Adult participation in sport and active recreation DCMS DSO</p> <p>NI 9 Use of public libraries DCMS DSO</p> <p>NI 10 Visits to museums and galleries DCMS DSO</p> <p>NI 11 Engagement in the arts DCMS DSO</p> <p>NI 13 Migrants' English language skills and knowledge HO DSO</p> <p>NI 14 Avoidable contact: The proportion of customer contact that is of low or no value to the customer STA</p>
<p>Outcome: Safer Communities</p> <p>NI 39 Rate of Hospital Admissions per 100,000 for Alcohol Related Harm PSA 25</p> <p>NI 40 Number of drug users recorded as being in effective treatment PSA 25</p> <p>NI 43 Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody MoJ DSO</p> <p>NI 44 Ethnic composition of offenders on Youth Justice System disposals MoJ DSO</p> <p>NI 45 Young offenders' engagement in suitable education, employment or training MoJ DSO</p> <p>NI 46 Young offenders' access to suitable accommodation MoJ DSO</p> <p>NI 48 Children killed or seriously injured in road traffic accidents DfT DSO</p> <p>NI 49 Number of primary fires and related fatalities and non-fatal casualties (excluding precautionary checks) CLG DSO</p>

NI 7: Environment for a thriving third sector					
Is data provided by the LA or a local strategic partner?		N	Is this an existing indicator?		N
Rationale		<p>A vibrant, diverse, and independent third sector is a vital component of a fair and enterprising society. It can help communities to be more cohesive and inclusive, and help individuals to have more say over issues that affect them. In addition, the third sector can help local statutory agencies to address a wide range of community concerns. These issues range from strengthening community cohesion, to increasing environmental sustainability, to tackling many of the causes and consequences of social and economic disadvantage.</p> <p>Local statutory agencies can be influential in shaping the environment in which independent third sector organisations operate. This could be, for example, through their approaches to partnership working, consultation, funding relationships, or in the way that they commission and procure services. Sometimes this influence will be direct and specific, other times diffuse and broad. Taking account of these influences, this indicator is designed to capture the overall contribution made by local statutory agencies to the environment in which third sector organisations operate.</p>			
Definition		<p>This indicator will measure the contribution that local government and its partners make to the environment in which independent third sector organisations can operate successfully.</p> <p>The indicator will be scored according to the proportion of third sector organisations who answer the following question as 'positive' or 'very positive' on a five point scale:</p> <p>“...how do the local statutory bodies in your local area influence your organisation's success?”</p> <p>In answering the question, third sector organisations will be encouraged to take a wide view of the influence of local statutory bodies on the success of their organisations.</p> <p>The indicator will be measured in 2008 and again in 2010 by a new, bespoke, centrally-administered survey of registered and incorporated third sector organisations based in each local area.</p>			

NI 7: Environment for a thriving third sector (continued)	
Definition (continued)	<p>The new third sector survey</p> <ul style="list-style-type: none"> • The survey will be postal and will use tested and methodologically robust methods. It will be mailed to approximately 97,000 organisations nationally, with the expectation of around 55,000 completed returns. • A pilot survey of 1,500 third sector organisations showed that the questions are clear and relevant, and the questionnaire achieved a very satisfactory response rate, taking about 15 minutes to complete. • The survey will include contextual questions to give local bodies more information to understand what may be driving their performance against the headline indicator. • These questions will also cover local and national issues that can help or hinder the success of third sector organisations – such as human resources, and grant and contract opportunities. It will also assess the quality of local partnerships and opportunities for third sector organisations to influence local decision making. • Local areas could also draw on existing sources of data to provide further diagnostic evidence. <p>What organisations will be covered by the survey?</p> <ul style="list-style-type: none"> • The survey seeks to include all third sector organisations that serve social, cultural and environmental objectives (public benefit) including social enterprises. • The sample will be drawn from a comprehensive list of registered charities, supplemented by national lists of Community Interest Companies (CICs), Companies Limited by Guarantee (CLGs) and Industrial and Provident Societies (IPs). It will also include housing associations. • A random sample will be drawn from these lists for each local authority area, ensuring a good spread by type of organisation (eg income band). • Because it will include those organisations which can be listed and sampled in a consistent and comprehensive way across all local authorities, the survey will not include unincorporated and unregulated organisations, such as some small community-based organisations.
Formula	$\left(\frac{X}{Y}\right) * 100$ <p>Where, using weighted data:</p> <p>X = the number of third sector organisations giving a positive rating of local statutory bodies' influence on the success of organisations in the local third sector.</p> <p>Y = the total number of third sector organisations responding to the survey.</p> <p>Data will be weighted to compensate for any differences in survey response rates between various types of third sector organisation in each area. This will reduce the possibility of bias so that the results are representative of the local third sector.</p>

NI 7: Environment for a thriving third sector (continued)			
Worked example	Based on evidence from the pilot survey, in an averaged size LA, we might expect 350 third sector organisations in the local authority area to respond to the survey, and for 77 of these to give a positive rating. X = 77 Y = 350 Proportion = $(77/350) \times 100$ = 22.0%	Good performance	Good performance is typified by a higher percentage. For most LAs (around 139 out of 149) we expect the confidence intervals to range from under +/-3% to +/-5%, thus requiring movement of around 4 to 7 percentage points for statistically significant change over time. This will depend mainly on the level of the baseline, the size of the third sector population in each lead authority area and response rates to the survey. In the pilot survey, 22% of TSOs gave a positive rating on the indicator.
Collection interval	Baseline measurement during Autumn 2008 and a follow-up in Autumn 2010. There will be headline local reports on the baseline in January 2009, and local data available in Feb-March 2009.	Data Source	A new, bespoke, centrally funded and centrally administered local survey of third sector organisations, designed for this indicator. This will limit the burden on LAs and increase the reliability and comparability of the findings. The survey will be postal, and a random sample of TSOs will be drawn from nationally held registers and lists. The survey will be managed by the Third Sector Research Team in Communities and Local Government.
Return Format	Percentage Other contextual information from the survey will also be provided.	Decimal Places	One
Reporting organisation	Third Sector Research Team, Communities and Local Government		
Spatial level	Single tier and county council		
Further Guidance	www.cabinetoffice.gov.uk/thirdsector		

NI 8: Adult participation in sport and active recreation			
Is data provided by the LA or a local partner?	N	Is this an existing indicator?	Y
Rationale	<p>To measure participation in sport and active recreation at the local level. Participation in sport and active recreation is an important part of a full and fulfilling life and provides unique personal and intrinsic benefits. They also have wide ranging impacts, so increased levels of participation will impact on other local priority outcomes such as community cohesion and improved health.</p> <p>The measure will focus on participation amongst the whole target population, including those whose opportunities are limited. Evidence shows that there are inequities in levels of participation amongst some groups – lower socio-economic groups, women, older people, black and other ethnic minority populations, and people with a limiting longstanding illness or disability have particularly low levels of participation.</p> <p>This indicator relates to the DCMS's broad Departmental Strategic Objectives to encourage both more widespread enjoyment of culture and sport and to support talent and excellence.</p> <p>This indicator previously formed part of the Culture Service Assessment for Comprehensive Performance Assessment (ref. C 17, although NI 8 also measures certain light intensity sports for those who are 65 and over). CPA will end in 2009.</p>		
Definition	<p>The percentage of the adult population in a local area who participated in sport and active recreation, at moderate intensity, for at least 30 minutes on at least 12 days out of the last 4 weeks (equivalent to 30 minutes on 3 or more days a week).</p> <p>Adults: 16 years and above</p> <p>Sport and active recreation are the sport and recreation activities as measured in the Active People Survey (including for example recreational walking and recreational cycling). The technical note to this indicator provides a list of those activities that are included (as well as examples of excluded activities) and is available on the DCMS and Sport England websites.</p> <p>Moderate intensity: this includes 'brisk' walking, those activities that 'raise the breathing rate' and some lighter intensity activities for those aged 65 years and over – yoga; pilates; indoor and outdoor bowls; archery and croquet.</p> <p>Weighting: Survey data will be weighted to be representative of the 16+ population of each local authority using the following weighting variables: age within gender, ethnic groups (white v non white), number of persons in household, working status by gender, socio economic classification (NS-SEC).</p>		
Formula	<p>The numerator is the weighted count of those participating.</p> <p>The denominator is the weighted number of respondents in a given geographical area.</p>		

NI 8: Adult participation in sport and active recreation (continued)			
Worked example	200 adults (based on weighted response) in a local area say they have participated in moderate intensity sport for at least 30 minutes on at least 12 days out of the last 4 weeks (equivalent to 30 minutes on 3 or more days a week). Local weighted number of respondents = 1,000 Adult participation rate = $(200/1,000) * 100 = 20.0\%$	Good performance	A statistically significant increase in the percentage of the adult population who participate in sport and active recreation, at moderate intensity, for at least 30 minutes on 3 or more days a week. Baseline is October 2005 to October 2006 from the Active People Survey.
Collection interval	The Active People Survey is set up from October 2007 as a continuous survey – a contract is in place until October 2010. Collection example: data for reporting year April 2008 to March 2009 will be reported in November 2009, based on Active People data collected between October 2007 and October 2009. Figures will be published with associated confidence intervals.	Data Source	Active People Survey
Return Format	Percentage	Decimal Places	One
Reporting organisation	The Active People Survey will be undertaken by Sport England. Reporting will be coordinated by DCMS		
Spatial level	Single tier, district and county councils		
Further Guidance	Guidance on the Active People Survey can be found on the Sport England website http://www.sportengland.org/active_people		

NI 9: Use of public libraries			
Is data provided by the LA or a local partner?	N	Is this an existing indicator?	N
Rationale	<p>To measure use of public library services at the local level.</p> <p>Public libraries can make an important contribution to a full and fulfilling life and provide unique personal and intrinsic benefits. The services they provide are capable of giving positive outcomes for a wide variety of enquiries and purposes, including promoting community cohesion, education and well-being.</p> <p>The measure will focus on engagement by the whole adult resident population, including by those whose opportunities are limited.</p> <p>This indicator relates to the DCMS's broad Departmental Strategic Objectives to encourage both more widespread enjoyment of culture and sport and to support talent and excellence.</p>		
Definition	<p>The percentage of the adult population in a local area who say they have used a public library service at least once in the last 12 months.</p> <p>Adults: 16 years and above</p> <p>Use of a public library service: Means use, in any of a variety of ways, of a public library service at least once in the last 12 months. The respondent will be asked a question that will give examples of how a public library service can be used, and the interviewer will have a more detailed list (below) to which they can refer for prompting or guidance. Note – usage will only be included if it is done during spare/leisure time, and not as part of full-time work, formal education or formal volunteering.</p> <p>Use of a public library can include:</p> <ul style="list-style-type: none"> • a visit to a public library building or mobile library to make use of library services (including to print/use electronic resources or to take part in an event such as a reading group or author visit) • the use of on-line library resources or services remotely (i.e. used a computer outside the library to view the website, catalogue or databases) • access, and receipt, of the library service by email, telephone, fax or letter • receipt of an outreach service such as home delivery or library events outside a library building • use of other libraries and archives services is excluded. <p>Weighting: Survey data will be weighted to be representative of the 16+ population of each local authority using the following weighting variables: age within gender, ethnic groups (white v non white), number of persons in household, working status by gender, socio economic classification (NS-SEC).</p>		
Formula	<p>The numerator is the weighted count of those who say they have used a public library service.</p> <p>The denominator is the weighted number of respondents in a given geographical area.</p>		

NI 9: Use of public libraries (continued)			
Worked example	<p>350 adults (based on weighted response) in a local area say they have used a public library service at least once in the last 12 months.</p> <p>Local weighted number of respondents = 1,000</p> <p>Adult participation rate = $(350/1,000) * 100 = 35.0\%$</p>	Good performance	A statistically significant increase in the percentage of the adult population who say they have used a public library service during the last 12 months.
Collection interval	The Active People Survey is set up from October 2007 as a continuous survey – a contract is in place until October 2010. Questions on usage of public library services will be asked from April 2008. Figures will be published with associated confidence intervals.	Data Source	Active People Survey
Return Format	Percentage	Decimal Places	One
Reporting organisation	The Active People Survey will be undertaken by Sport England. Reporting will be coordinated by DCMS		
Spatial level	Single tier and county council		
Further Guidance	Guidance on the Active People Survey can be found on the Sport England website http://www.sportengland.org/active_people		

NI 10: Visits to museums and galleries			
Is data provided by the LA or a local partner?	N	Is this an existing indicator?	N
Rationale	<p>To measure at the local level attendance at museums and galleries.</p> <p>Museums and galleries can make an important contribution to a full and fulfilling life and provide unique personal and intrinsic benefits. They also have a range of local impacts, including promoting education and well-being and a sense of identification with their locality.</p> <p>The measure will focus on attendance by the whole adult resident population, including by those whose opportunities are limited. Evidence shows that there are inequities in levels of participation amongst some groups – lower socio-economic groups, older people, black and other ethnic minority populations, and people with a disability have particularly low levels of participation.</p> <p>This indicator relates to the DCMS's broad Departmental Strategic Objectives to encourage both more widespread enjoyment of culture and sport and to support talent and excellence.</p>		
Definition	<p>The percentage of the adult population in a local area who say they have attended a museum or gallery at least once in the last 12 months.</p> <p>Adults: 16 years and above</p> <p>Attendance: Means a trip to any museum or gallery at least once in the last 12 months. Online access to collections and outreach services will not be counted.</p> <p>Note – attendance will only be included if done during spare/leisure time, and not as part of full-time work, formal education or formal volunteering.</p> <p>Museums and galleries: The survey question asked may give examples, but on the whole this will be left for the respondent to define.</p> <p>Weighting: Survey data will be weighted to be representative of the 16+ population of each local authority using the following weighting variables: age within gender, ethnic groups (white v non white), number of persons in household, working status by gender, socio economic classification (NS-SEC).</p>		
Formula	<p>The numerator is the weighted count of those who say they have attended a museum or gallery.</p> <p>The denominator is the weighted number of respondents in a given geographical area.</p>		

NI 10: Visits to museums and galleries (continued)			
Worked example	<p>400 adults (based on weighted response) in a local area say they have attended a museum or gallery at least once in the last 12 months.</p> <p>Local weighted number of respondents = 1,000</p> <p>Adult participation rate = $(400/1,000) * 100 = 40.0\%$</p>	Good performance	A statistically significant increase in the percentage of the adult population who say they have visited a museum or gallery at least once in the past 12 months.
Collection interval	The Active People Survey is set up from October 2007 as a continuous survey – a contract is in place until October 2010. Questions on attendance at museums and galleries will be asked from April 2008. Figures will be published with associated confidence intervals.	Data Source	Active People Survey
Return Format	Percentage	Decimal Places	One
Reporting organisation	The Active People Survey will be undertaken by Sport England. Reporting will be coordinated by DCMS		
Spatial level	Single tier and county council		
Further Guidance	Guidance on the Active People Survey can be found on the Sport England website http://www.sportengland.org/active_people		

NI 11: Engagement in the Arts			
Is data provided by the LA or a local partner?	N	Is this an existing indicator?	N
Rationale	<p>To measure attendance at, and/or participation in, the arts at the local level.</p> <p>Participation in the arts is an important part of a full and fulfilling life and provides unique personal and intrinsic benefits. It can also have a range of local impacts, including promoting health, education and well-being.</p> <p>The measure will focus on engagement by the whole adult resident population, including by those whose opportunities are limited. Evidence shows that there are inequities in levels of participation amongst some groups – lower socio-economic groups, older people, black and other ethnic minority populations, and people with a disability have particularly low levels of participation.</p> <p>This indicator relates to the DCMS’s broad Departmental Strategic Objectives to encourage both more widespread enjoyment of culture and sport and to support talent and excellence.</p>		
Definition	<p>The percentage of the adult population in a local area that have engaged in the arts at least three times in the past 12 months.</p> <p>Adults: 16 years and above</p> <p>Engagement: Either attend an arts event or participate in arts activity at least three times in the past 12 months. All arts activities and events are included, not just those funded by local authorities.</p> <p>Artistic activity and events: Whether an activity or event qualifies as ‘attending or participating in the arts’ is ultimately for the survey respondent to decide. However, the question they are asked will give examples of types of activities and events that could be included, and the interviewer will have a list of activities and events to which they can refer for prompting or guidance. Guidance on what activities and events could be included will be available on the DCMS website.</p> <p>Weighting: Survey data will be weighted to be representative of the 16+ population of each local authority using the following weighting variables: age within gender, ethnic groups (white v non white), number of persons in household, working status by gender, socio economic classification (NS-SEC).</p> <p>Note – participation will only be included if done during spare/leisure time, and not as part of full-time work, formal education or formal volunteering.</p>		
Formula	<p>The numerator is the weighted count of those participating.</p> <p>The denominator is the weighted number of respondents in a given geographical area.</p>		

NI 11: Engagement in the Arts (continued)			
Worked example	<p>500 adults (based on weighted response) in a local area say they have either attended an arts event or participated in an arts activity at least three times in the last 12 months.</p> <p>Local weighted number of respondents = 1,000</p> <p>Adult participation rate = $(500/1,000) * 100 = 50.0\%$</p>	Good performance	A statistically significant increase in the percentage of the adult population who have engaged in the arts at least three times in the past 12 months.
Collection interval	The Active People Survey is set up from October 2007 as a continuous survey – a contract is in place until October 2010. Questions on engagement with the arts will be asked from April 2008. Figures will be published with associated confidence intervals.	Data Source	Active People Survey
Return Format	Percentage	Decimal Places	One
Reporting organisation	The Active People Survey will be undertaken by Sport England. Reporting will be coordinated by DCMS		
Spatial level	Single tier and county council		
Further Guidance	<p>Further information on qualifying activities and events can be found at http://www.culture.gov.uk/what_we_do/Communities_local_government/</p> <p>Guidance on the Active People Survey can be found on the Sport England website http://www.sportengland.org/active_people</p>		

NI 13: Migrants' English language skills and knowledge (continued)			
Formula	<p>People successfully completing the course as a percentage of those who applied to go on it is calculated as</p> $\left(\frac{x}{y}\right) * 100$ <p>Where: x = Total number of people achieving an ESOL Skills for Life qualification at any level; and y = Total number of people that have applied and met the criteria for entry onto such a course y should include those applicants who have met the criteria (where applicable) for entry onto the course regardless of whether they are then eventually accepted onto it or not. Where double counting can be identified in the calculation of y (through multiple applications during the lifetime of the LAA or to more than one institution), it should be discounted.</p>		
Worked example	<p>100 non-English speaking third country nationals have applied for an ESOL programme. A Further Education College is able to accommodate 50, of whom 40 manage to progress from one ESOL level to the next as evidenced by obtaining a recognised ESOL Skills for Life Certificate at any level from one of the Qualifications and Curriculum Authority approved Awarding Bodies. Therefore the percentage of non-English speaking applicants for courses progressing from one ESOL level to the next in this example will be 40%.</p>	Good performance	<p>Good performance is typified by a higher percentage figure.</p>

NI 13: Migrants' English language skills and knowledge (continued)			
Collection interval	Annually – end of academic year	Data Source	Data is obtained from LA education statistics – waiting lists for ESOL courses, provision and take-up of programmes, learning outcomes. Key contacts will be principals of Further Education, Adult and Community Colleges, and/or the Local Education Authority.
Return Format	Annual report of percentages plus supporting figures to the Data Interchange Hub. <u>Optional:</u> provision of additional figures for ESOL programmes delivered through non-LA channels e.g. employers, where the LA has information about this or is providing practical support.	Decimal Places	None
Reporting organisation	Data is obtained from local authorities sourced through delivery organisations – Applicants, Take Up, Learning Outcomes. Key contacts will be the Learning Skills Councils, Principals of Further Education, Adult and Community Colleges, and/or the Local Education Authority.		
Spatial level	Single tier and county council		
Further Guidance	www.bia.homeoffice.gov.uk www.niace.org.uk/projects/esolcitizenship www.lifeintheuktest.gov.uk		

NI 14: Avoidable contact: the proportion of customer contact that is of low or no value to the customer			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	<p>Local authorities are fundamental points of contact for the citizen when seeking access to public services. They provide key services for their local communities that greatly affect the quality of life for individual citizens and the overall community.</p> <p>In accord with the vision of the Local Government Delivery Council and the principles of the Service Transformation Agreement (www.hm-treasury.gov.uk/media/B/9/pbr_csr07_service.pdf), the customer experience for both citizens and businesses when contacting their local council should be one which is responsive, timely and efficient.</p> <p>By identifying customer contact that is 'avoidable', the local authority and its partners are better placed to redesign the way services and information are made more accessible for their customers, so they do not have to make unnecessary, valueless contacts which are both frustrating for the customer and inefficient for the provider.</p>		
Definition	<p>The proportion of customer contact that is avoidable.</p> <p>The indicator is calculated in aggregate across all service channels, across selected key service areas. The assessment of whether a contact is avoidable relates only to what <u>caused</u> the customer to make contact (as opposed to evaluating the customer satisfaction with the contact or whether follow-up contacts will subsequently be needed).</p> <p><u>Customer contact</u>: an external customer (citizen or business) contacting the council across any channel (telephone, e-mail, post, website or face-to-face) with regard to the specified services. It includes customer requests for a service or information, reports of failure to deliver a service, and responses to council requests. Website contact is assessed as the number of transactions rather than the number of hits.</p> <p><u>Avoidable Contact</u>: to promote a clear and focussed definition in line with the issues raised in the rationale above, avoidable contact should be assessed by the adviser for a given contact if <i>one or more</i> of the following occurs or has occurred for the service areas defined for the appropriate tier of council.</p> <ul style="list-style-type: none"> • A. Unnecessary clarification by the customer: Any query received as a result of a previous contact during which the council was not able to provide the necessary information or service, for example: <ul style="list-style-type: none"> – phone call resulting from online service being unavailable or inadequate information on the website; – email asking for clarification of a council letter or other communications material which is poorly worded or presented; incomplete, inaccurate or out of date; 		

NI 14: Avoidable contact: the proportion of customer contact that is of low or no value to the customer (continued)

Definition (continued)

- B. Avoidable contact caused by poor signposting, or poor call transfer to council services – for example, customer rings wrong number because contact points not clearly advertised, or customer is passed to planning services when their query relates to parking;
- C. Repeat contact with the customer having to pass on the same notification of information to carry out transactions with the council and its partners – for example, customers being asked to provide information about a change of address to multiple parts of the council;
- D. Customers are progress chasing, asking for reassurance or making other unnecessary service delivery follow-up: any contact which results from council/partner inability to deliver a service as expected or promised (for example, missed appointment to collect sofa for disposal or faulty boiler in council house not properly fixed). This holds force regardless of whether or not customer expectations exceeds service standards, and whether or not the problem is the responsibility of the council or service delivery partners;
- E. Repeat contact after premature closure of a previous contact (for example, customer returns to one-stop shop at a later time when the queues are much shorter than previously).

Ideally the assessor should be the agent handling the contact.

Sampling

The primary way of collecting data for this indicator will be through the use of a contact management or Customer Relationship Management (CRM) system. Where councils do not currently have this in place, they will need to undertake surveys of a sample of contacts. Guidance to be issued by June 2008 will include advice in respect of sampling methodology.

Further detail and advice on assessing avoidable contact will be provided to local councils before the end of June 2008.

Service areas

Councils will record the proportion of avoidable contacts in respect of contacts relating to selected key service areas, which cover high volume citizen and business transactions, across a number of typical council departments. These are:

District Councils:

- Planning services (local planning issues);
- Building control;
- General council tax enquiries, billing and recovery process for payment of council tax & national non-domestic rates;
- Environmental Health services (licensing, food safety, pollution and pest control);
- Street scene – waste collection and street cleaning, including recycling, street furniture and fly-tipping;
- Housing (benefit claims, council tax benefit, repairs, allocations and lettings process for social housing);
- Electoral register (including registration and enquiries on electoral services);
- Parking permits and Parking Control Notices.

NI 14: Avoidable contact: the proportion of customer contact that is of low or no value to the customer (continued)

Definition (continued)	<p>Unitary Council, Metropolitan Borough Councils, London Borough Councils and City of London:</p> <ul style="list-style-type: none"> • Children’s services (school admissions, free school meals, youth services); • Highways (condition of roads, street lighting); • Housing (benefit claims, council tax benefit, repairs, allocations and lettings process for social housing); • Environmental Health services (licensing, food safety, pollution and pest control); • Street scene – waste collection and street cleaning, including recycling, street furniture and fly-tipping; • General council tax enquiries, billing and recovery process for payment of council tax and national non-domestic rates; • Planning services (local planning issues); • Building control; • Trading standards; • Adult Social Services (care packages, dial-a-ride, home helps, meals on wheels); • Electoral register (including registration and enquiries on electoral services); • Parking permits and Parking Control Notices. <p>County Councils:</p> <ul style="list-style-type: none"> • Children’s services (school admissions, free school meals, youth services); • Highways (condition of roads, street lighting); • Trading standards; • Adult Social Services (care packages, dial-a-ride, home helps, meals on wheels). 		
Formula	$(x/y) * 100 = z\%$ <p>x = the number of customer contacts that are assessed as avoidable; y = the total number of customer contacts within the relevant services; z = percentage of customer contacts that are assessed as avoidable.</p>		
Worked example	<p>If 600 contacts are assessed as avoidable out of a total of 1,000 contacts, the proportion of avoidable contacts is 60.0%</p>	Good performance	<p>Improved performance is typified by a lower percentage.</p>
Collection interval	<p>Annual (Financial year)</p>	Data Source	<p>Varied: Local authorities and/or councils through Customer Relationship Management Systems and/or other forms such as emails, call centres and websites</p>

NI 14: Avoidable contact: the proportion of customer contact that is of low or no value to the customer (continued)			
Return Format	Percentage	Decimal Places	One
Reporting organisation	Local authority		
Spatial level	Single tier, county and district council		
Further Guidance	<p><i>a) Sources of advice</i></p> <p>Local Authorities will be expected to have effective processes in place to underpin their assessment.</p> <p>To ensure that effective processes are in place in Local Authorities, the requirement to assess NI 14 will take hold as of October 2008. Training and guidance packs will be worked up in consultation with the sector, and issued before the end of June 2008 on the IDeA website (www.idea.gov.uk) and Business Improvement Package (www.bip.rcoe.gov.uk). These will also set out any refinements to the definition of the indicator (such as the wording of the services covered) in the light of lessons learned through piloting of the indicator.</p> <p><i>b) Collecting data</i></p> <p>The primary way of collecting data for this indicator will be through the use of a contact management or CRM system. Where councils do not currently have this in place, they will need to undertake surveys – adding up the number of contacts assessed as avoidable within the sample number of contacts, divided by the sample number of contacts. The guidance to be issued by June 2008 will include advice in respect of sampling methodology.</p> <p><i>c) Supplementary data for use on voluntary basis</i></p> <p>To enhance local understanding of customer needs, councils may wish to consider voluntary use of:</p> <ul style="list-style-type: none"> • Disaggregation by service and channel (with a particular focus on priority areas) for use as an internal service audit and improvement tool; • Disaggregation with respect to equalities where appropriate (gender, age, ethnic background etc); • The Contact Council's Performance Management Framework (www.cabinetoffice.gov.uk/public_service_reform/contact_council/workplan.aspx); <p>Where the council carries out customer satisfaction surveys on these services, feedback can be used to assess the robustness of the processes in place to measure the indicator, as well as being a valuable management information tool in its own right to improve the way that customers access information and services from the council.</p>		

NI 14: Avoidable contact: the proportion of customer contact that is of low or no value to the customer (continued)

Further Guidance (continued)

d) Other elements of good practice

The indicator does not measure all aspects of behaviour to reduce time spent in contact that is of low or no value to them. Councils may therefore also wish to consider other elements of good practice, including reducing the need to repeat information when passed from agent to agent; and the ability of customers to get through to call centres.

e) Background – redesigning services for greater customer satisfaction, increased staff engagement and enhanced efficiency

The vision of the Local Government Delivery Council and Service Transformation Agreement is for local government and its partners to deliver services that are “better for customers, better for staff and better for the taxpayer”.

These services will be organised in ways that make sense to their users, rather than being convenient for the organisations that are delivering them; handled by staff who have the appropriate training, skills and access to information to be able to assist the citizen effectively; and delivered both effectively and efficiently through all channels which are designed for the user so that they are simpler, clearer and more accessible.

Effective action requires councils to:

- Understand their local customers and their needs;
- Recognise the extent and causes of customer contact;
- Understand the stages of the delivery chain from end to end in terms of the value each adds to the customer experience;
- Assess the capability that exists compared to what is needed to deliver that value, and the barriers that prevent enhanced customer service;
- Engage customers to help shape how services are designed and delivered;
- Monitor changes over time including an analysis of the factors that lie behind changes in performance as measured by the indicator;
- Take a multi-channel approach, both enabling customers to self serve and empowering staff and intermediaries to assist effectively those who need help through whichever channel they choose to approach their council; and
- Work with local and central government partners through LSP and LAA arrangements to find better ways to deliver joined up customer focussed services.

By understanding the causes of ‘avoidable contact’ in this way, councils can then work to address key barriers to efficient and effective service delivery.

NI 39: Rate of Hospital Admissions per 100,000 for Alcohol Related Harm			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	N
Rationale	<p>To reduce the trend in the increase of alcohol related hospital admissions.</p> <p>Annual healthcare costs related to alcohol misuse add up to £1.7 billion per year. The bulk of these costs are borne by the NHS. Alcohol-related illness or injury accounts for nearly a million hospital admissions per year and they are increasing. The rate of admission increases with age; and the largest increase in the rate of admission is among men and women aged 50 or more. The peak age for alcohol-related deaths is now around 55-59 for men and women, with between 15,000 and 22,000 premature deaths annually. In 2005, 4,160 people in England and Wales died from alcoholic liver disease – almost doubling in ten years.</p> <p>There are substantial differences in the health consequences of alcohol use between affluent and deprived communities. Deprived areas suffer higher levels of alcohol related mortality, hospital admission, crime, absence from work, school exclusions, teenage pregnancy and road traffic accidents linked to greater levels of alcohol consumption. Areas where young, highly qualified but not very well-off people live experience higher than expected levels of mortality, life lost and admission to hospital (indicating places where alcohol issues are likely to worsen in the future).</p> <p>Much of this harm is preventable – one in eight harmful drinkers will reduce their drinking to within sensible drinking levels if they receive brief advice – reaping economic and health benefits for individuals and communities.</p> <p>Hospital Episode Statistics (HES) are considered to be sensitive to the impact of prevention interventions – i.e. when prevention interventions are improved, hospital admission for specific chronic and acute conditions should slow in the short, medium and long term. This indicator will therefore measure the impact of prevention interventions, without creating an additional burden for local healthcare organisation.</p>		
Definition	<p>This indicator measures the rate of alcohol related admissions per 100,000 population using Hospital Episode Statistics.</p> <p>The rate is calculated using data on those finished in-year admissions that are classified as ordinary or day cases and that have a primary or subsidiary diagnosis code shown in Table 1 for the first episode in the spell.</p> <p>Each admission is assigned an attributable fraction based on the diagnosis codes and age and sex of the patient. The attributable fraction represents the proportion of admissions that can be attributed to alcohol and were based on a review of the available research. Where an admission has more than one relevant diagnosis code, the highest attributable fraction is used. Only those alcohol-related diagnoses with a sufficiently high attributable fraction (an all-age fraction greater than 0.2 for either males or females) are used in order to reduce the 'noise' created by confounding factors.</p>		

NI 39: Rate of Hospital Admissions per 100,000 for Alcohol Related Harm (continued)			
Formula	The indicator is the rate of alcohol related admissions per 100,000 population, derived from the method detailed above.		
Worked example	n/a	Good performance	Good performance is typified by an improvement on the long-term trend in the rate of admission.
Collection interval	Quarterly: Q1 = April-June Q2 = July-September Q3 = October-December Q4 = January-March	Data Source	Hospital Episode Statistics
Return Format	Rate per 100,000 population (European Age Standardised)	Decimal Places	None
Reporting organisation	Department of Health. Local healthcare providers provide data on admissions through the Nationwide Clearing Service (NWCS). These are used by the Department of Health, along with the Office for National Statistics' Mid-Year Population Estimates, to calculate national and local age-standardised rates. These are made available to local delivery agents. The rates will be made available through the Local Alcohol Profiles site in due course (http://www.nwph.net/alcohol/lape/).		
Spatial level	Primary Care Trust, single tier and county council		
Further Guidance	To support the development and targeting of interventions, significant supporting analysis to assist in planning actions to change the rate of admissions is available from the Local Alcohol Profiles from the NWPHO. This includes local estimates of hazardous and harmful drinking, attributable ill health and crime. The profiles are available for LA geographies. www.nwph.net/alcohol .		

NI 40: Number of drug users recorded as being in effective treatment			
Is data provided by the LA or a local partner?	N	Is this an existing indicator?	N
Rationale	<p>This indicator contributes to the Home Office PSA 25: Reduce the harm caused by Alcohol and Drugs. It will drive a reduction in harm caused by the misuse of those drugs known to cause the highest harm to individuals, their families and the communities in which they live.</p> <p>It focuses attention on meeting both the demand for and the effectiveness of drug treatment and reinforces the gains made in the last drug strategy in improving the capacity and the quality of drug treatment. Progress on this indicator will have a wider impact on ill health, crime and social cohesion.</p>		
Definition	<p>This indicator shows the change in the total number of drug users, using crack and/or opiates recorded as being in effective treatment, when compared with the number of drug users using crack and/or opiates recorded as being in effective treatment in the baseline year of 2007/8.</p> <p>Effective treatment is defined as:</p> <ul style="list-style-type: none"> • discharged from the treatment system 12 weeks or more after triage, • or that remain in treatment 12 weeks after triage, • or that were discharged in less than 12 weeks in a care planned way. <p>Use of crack and/or opiates is determined by use of either substance recorded in any of the clients presenting substances. (This is as defined in NDTMS reference data: http://www.nta.nhs.uk/areas/ndtms/docs/core%20data%20set/ndtms_core_data_set_reference_data_v5.2.pdf.)</p> <p>The number of users in effective treatment should be measured by the local drug partnership in which the client/patient was resident at the point of triage and over the latest continuous episode/ treatment journey. If there is more than one episode admission into the treatment system in the reporting period, an individual will only be counted once.</p> <p>This indicator includes:</p> <ul style="list-style-type: none"> • drug misusers being triaged for tier 3 or 4 services as described in Models of Care including those referred from the criminal justice system; (http://www.nta.nhs.uk/publications/documents/nta_modelsofcare_update_2006_moc3.pdf) • drug misusers in tier 3 or 4 services treatment who are resident in the DAT area regardless of where they are being treated, the setting or funding; • drug users who are under 18 at the date of triage; • drug misusers who move from one episode to another where the time elapsed does not exceed 21 days from discharge at one agency to modality start date at a subsequent agency (inclusive of discharge and modality start date) or where episodes run concurrently and a modality has commenced in the later episode (both of which form the definition of continuous treatment); • It will also include drug treatment in prisons¹. 		

NI 40: Number of drug users recorded as being in effective treatment (continued)	
Definition (continued)	<p>It should not include:</p> <ul style="list-style-type: none"> • drug misusers in tier 1 and 2 services; • drug misusers with alcohol as their main problem drug; • drug misusers in treatment within the DAT area but resident elsewhere ; • drug misusers who have been triaged, but whose treatment has not yet begun (as recorded by the modality start date). <p>For the purpose of this measurement 12 weeks is defined as 84 days, inclusive of triage and discharge dates.</p> <p>Care planned discharge will include all those that have been recorded on NDTMS as having being discharged in a planned way (as this denotes active care planning and treatment goals achieved) and will include all those admitted into treatment in the financial year who were discharged from the treatment system and not re-admitted within 21 days.</p> <p>A client will be counted once within each financial year that they are recorded as being in effective treatment, as defined above. It is noted that if a client is in effective treatment across more than one reporting period they will be counted in each reporting year covered, even in cases where they may not be in treatment for a full 12 weeks in each period counted.</p>
Formula	<p>$(Y - X)$</p> <p>Where:</p> <p>x = Total number of drug-users recorded as being in effective treatment in baseline year 2007/08.</p> <p>y = Total number of drug-users recorded as being in effective treatment in current financial year.</p>

NI 40: Number of drug users recorded as being in effective treatment (<i>continued</i>)			
Worked example	<p>Suppose the total number of drug-users recorded as being in effective treatment in the baseline year 2007/08 = 4,757.</p> <p>And if the total number of drug-users recorded as being in effective treatment in 2008/09 = 6,121</p> <p>Therefore the difference in the number of drug-users recorded as being in effective treatment from the baseline year 2007/08 =</p> $(6,121 - 4,757) = 1,364 \text{ (Increase)}$	Good performance	<p>Good performance will be demonstrated by an assessment of progress against the plans set by local drug partnerships/PCTs and will typically show an increase in the number of drug users recorded as being in effective treatment.</p> <p>Plans set against this indicator should take into account local needs including the prevalence estimates provided to local partnerships.</p>
Collection interval	<p>Annual – financial year</p> <p>Note: monthly data is available for performance monitoring purposes on www.ndtms.net</p>	Data Source	National Drug Treatment Monitoring System (NDTMS) Core Data Set.
Return Format	Number	Decimal Places	0
Reporting organisation	The National Treatment Agency through the National Drug Treatment Monitoring System (NDTMS)		
Spatial level	The indicator is measured across the local drug partnership, sometimes known as the Drug Action Team. Details of these can be found on www.nta.nhs.uk		

NI 40: Number of drug users recorded as being in effective treatment (*continued*)**Further Guidance**

Note: Finalised baseline data for 2007/8 will not be available until August 2008 therefore local drug partnerships/PCTs are being requested to agree plans as a % change on projected performance in the first instance. This will be applied to the baseline to give a numerical value once the baseline is confirmed.

Further support and guidance is available from NTA regional teams. For contact details, go to – <http://www.nta.nhs.uk/areas/regions/default.aspx>.

For Needs Assessment Guidance for Adult Drug Treatment, go to – http://www.nta.nhs.uk/areas/treatment_planning/needs_assessment.aspx

For Adult Treatment Planning Guidance, go to – http://www.nta.nhs.uk/areas/treatment_planning/default.aspx

Local drug partnerships are mapped to lead PCTs for the purpose of performance assessment in the small number of cases where there is not co-terminosity.

¹ Note: Recording of treatment for prisoners will be the subject of a technical note update following the completion of the cross-government review of prison treatment and a ministerial decision on the outcome. This is expected early in the 2008.

NI 43: Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	<p>This indicator measures the percentage of custodial sentences issued to young people as a proportion of all young people's convictions (given in court only and so does not include pre-court disposals).</p> <p>Custodial sentence rates can vary from area to area, with the courts ultimately responsible for sentencing. However the effectiveness of work by local agencies in providing preventative interventions, and of local community alternatives to custody can be successful in reducing the likelihood of young people's behaviours escalating to a point where custody becomes inevitable.</p> <p>This indicator is currently a Youth Justice Board set Key Performance Indicator (KPI) for Youth Offending Teams.</p>		
Definition	<p>The proportionate use of custody is the percentage of young people (aged 10-17) sentenced to custody out of all those receiving a conviction in court (total of first-tier disposal, community service, and custodial sentence).</p> <p>Age is measured at time of arrest.</p>		
Formula	<p>Youth custodial sentence rate = $\left(\frac{x}{y}\right) \times 100$</p> <p>Where:</p> <p>x = Number of young people sentenced to custody</p> <p>y = Number of young people sentenced in court. In does not include pre-court disposals (reprimands and final warnings).</p> <p>All these figures relate to disposals in the reporting period.</p>		
Worked example	<p>If the number of young people sentenced to custody is 3</p> <p>And the number of young people sentenced in court not including pre-court disposals (reprimands and final warnings) is 50 then the youth custodial sentence rate would be:</p> $\frac{3}{50} \times 100 = 6.0\%$	Good performance	Good performance is typified by a low rate

NI 43: Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody (*continued*)

Collection interval	Quarterly (Apr-Jun, Jul-Sep, Oct-Dec, Jan-Mar)	Data Source	Youth Offending Team (LA a partner)
Return Format	Percentage	Decimal Places	One
Reporting organisation	Youth Justice Board		
Spatial level	YOT, single tier and county council		
Further Guidance	See YJB counting rules 2007/08 for details of current YOT measure (pp 40-57): http://www.yjb.gov.uk/en-gb/practitioners/MonitoringPerformance/CountingRules/		

NI 44: Ethnic composition of offenders on Youth Justice System disposals			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	<p>This indicator aims to identify differences in representation within the youth justice system and in order to help in reducing disproportionate representation for Black and Minority Ethnic (BME) groups.</p> <p>It is recognised that, alongside the Youth Offending Team (YOT), other local agencies can play an important role in preventing and reducing disproportionate involvement in youth offending by different ethnic groups. The Home Affairs Select Committee recently recommended that the current YOT indicator is shared at local level with other local authorities to support achievement of the objective.</p> <p>Youth Justice Board (YJB) data currently indicates that in 90 YOT areas, black young people are overrepresented in the youth justice system and of those in 38 areas there is 5% points or more of over-representation.</p> <p>Data cannot be disaggregated from the other proposed indicators on youth justice, so this separate indicator is necessary.</p> <p>This focuses on the overall levels of BME groups of offenders on youth justice disposals, as opposed to first time entrants only, reoffending only or with access to specific services for young offenders.</p> <p>There is also currently a Youth Justice Board set Key Performance Indicator for Youth Offending Teams to reduce differences in representation.</p> <p>Disposal is defined as reprimands, final warnings, and all court disposals. The full list is as follows: sentence deferred, absolute or conditional discharge, fine, bind over, compensation order, referral order, reparation order, action plan order, attendance centre order, supervision order, community rehabilitation order, community punishment order, community punishment and rehabilitation order, drug treatment and testing order, curfew order, detention and training order, custody under section 90-91 & 226/228.</p>		
Definition	<p>This measures percentage point difference in the proportions of each BME group of young people on youth justice disposals against the proportions of each BME group in the equivalent local population.</p> <p>BME main groups as classified by main groups in 2001 census. The ONS latest mid-year estimated figures used for the local youth population by BME group.</p> <p>It is important to do the analysis by each of the ethnic groups and not the overall BME group, otherwise the under-represented groups counter-balance the over-represented groups – giving the false impression there is no over-representation of particular BME groups.</p> <p>Areas would only need to submit values for the number of offenders in each ethnic group, as the local population data would be sourced from ONS to do the required calculations.</p> <p>Young people are those aged 10-17 years.</p>		

NI 44: Ethnic composition of offenders on Youth Justice System disposals (continued)			
Formula	$\left(\left(\frac{b_1}{p_1} \right) - \left(\frac{b_2}{p_2} \right) \right) \times 100$ <p>Where:</p> <p>b_1 = Count of minority sub group 1 youth offenders given a disposal</p> <p>p_1 = Total number of youth offenders given a disposal</p> <p>b_2 = LA total number of minority sub group 1 (10-17 year olds)</p> <p>p_2 = LA total number of young people (10-17 year olds)</p> <p>This is done for each BME group (white, mixed, black or black british, asian or asian british, chinese/other)</p>		
Worked example	<p>Count of minority sub group 1 youth offenders given a disposal is 300 and the total number of youth offenders given a disposal is 6,000 and;</p> <p>The LA total number of minority sub group 1 (10-17 year olds) is 4,500 and the LA total number of young people (10-17 year olds) is 115,000. The percentage point difference in the proportions of each BME group of young people on youth justice disposals against the proportions of each BME group in the equivalent local population would be:</p> $\left(\frac{300}{6,000} - \frac{4,500}{115,000} \right) \times 100 = 1.1\%$ <p>Statistical significance can then be tested against previous year's difference. This is repeated for each BME group.</p>	Good performance	Good performance, (i.e. no BME disproportionality), would be zero
Collection interval	Annual (in final quarter Jan-March)	Data Source	Youth Offending Team and ONS latest mid-year estimates of local population of 10-17 year olds by ethnicity
Return Format	Percentage	Decimal Places	1

NI 44: Ethnic composition of offenders on Youth Justice System disposals (<i>continued</i>)	
Reporting organisation	Youth Justice Board
Spatial level	YOT, single tier and county council
Further Guidance	See YJB counting rules 07/08 for current YOT data collection details (pp 40-57): http://www.yjb.gov.uk/en-gb/practitioners/MonitoringPerformance/CountingRules/ :

NI 45: Young offenders' engagement in suitable education, training and employment			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	<p>The indications are that young offenders' engagement in education, training and employment is a key protective factor against reoffending, and key outcome for young people by itself. It also provides a strong indication of the effectiveness of Youth Offending Teams (statutory local partnerships that include LAs) and their wider partnership arrangements with education authorities and providers</p> <p>This indicator is currently a YJB set Key Performance Indicator for Youth Offending Teams.</p>		
Definition	<p>This indicator measures the proportion of young offenders who are actively engaged in education, training or employment.</p> <p>Active engagement is counted as at least 25 hours, (and those above statutory school age at least 16 hours), of Education, Training and Employment (ETE) in the last full working week of the disposal. If the disposal closes during a holiday period, the last full working week before the holiday is counted. Hours planned for ETE where the young person does not attend are not counted.</p> <p>Young offenders are defined as all those aged 10-17 on youth justice disposals.</p> <p>Disposal is defined as those final warnings accompanied by a YOT intervention, plus the following court disposals: referral order, reparation order, action plan order, supervision order, community rehabilitation order, community punishment and rehabilitation order, drug treatment and testing order, detention and training order, custodial sentence under section 90-91 & 226/228.</p>		
Formula	$\% \text{ young offenders engaging with ETE} = \frac{x}{y} \times 100$ <p>Where:</p> <p>x = Young offenders completing the required Education, Training or Employment in the last full working week of the disposal.</p> <p>y = Total number of young offenders completing their disposal in the reporting period (i.e. total of all those receiving the required ETE and all those not receiving it).</p>		

NI 45: Young offenders' engagement in suitable education, training and employment (continued)			
Worked example	<p>If the number of young offenders completing the required Education, Training or Employment in the last full working week of the disposal is 15; And the total number of young offenders completing their disposal in the reporting period (i.e. total of all those receiving the required ETE and all those not receiving it) is 30; The % young offenders engaging with ETE =</p> $\left(\frac{15}{30}\right) \times 100 = 50.0\%$	Good performance	Good performance is typified by a higher percentage
Collection interval	Quarterly (April-June, July-Sept, Oct-Dec, Jan-March)	Data Source	Youth Offending Team
Return Format	Percentage	Decimal Places	1
Reporting organisation	Youth Justice Board		
Spatial level	YOT, single tier and county council		
Further Guidance	See YJB counting rules 07/08 for details of current YOT measure (pp 40-57): http://www.yjb.gov.uk/en-gb/practitioners/MonitoringPerformance/CountingRules/		

NI 46: Young Offenders' access to suitable accommodation			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	<p>This indicator measures a key factor associated with offending for young people in the youth justice system. It also provides a measure of the effectiveness of partnership arrangements between Youth Offending Teams (YOT) and housing authorities and providers.</p> <p>This indicator is currently a Youth Justice Board (YJB) set Key Performance Indicator for Youth Offending Teams.</p>		
Definition	<p>This indicator measures the proportion of known young offenders who have access to suitable accommodation.</p> <p>'Suitable accommodation' is defined according to the Children (Leaving Care) (England) Regulations 2001 (www.opsi.gov.uk/si/si2001/20012874.htm).</p> <p>Suitable accommodation means accommodation (a) which so far as reasonably practicable is suitable for the child in the light of his needs, including his health needs and any needs arising from any disability; (b) in respect of which the responsible authority has satisfied itself as to the character and suitability of the landlord or other provider; and (c) in respect of which the responsible authority has so far as reasonably practicable taken into account the child's:</p> <ul style="list-style-type: none"> (i) wishes and feelings; and (ii) education, training or employment needs. <p>Young offenders are defined as all those aged 10-17 on youth justice disposals.</p>		
Formula	$\left(\frac{x}{y} \right) \times 100$ <p>Where:</p> <p>x = Numbers of young offenders living in suitable accommodation</p> <p>y = Total number of young offenders with closed interventions or completed custodial sentences, or those transferring from custody to a community intervention, during the reporting period.</p> <p>Closed intervention being a referral order, reparation order, action plan order, supervision order, community rehabilitation order, community punishment and rehabilitation order, or drug treatment and testing order.</p> <p>Custody to community intervention being those on a detention and training order (DTO) on transfer to the second part of the DTO which takes place in the community, or those in custody under section 90-91 or 226/228 on transfer to the community on licence.</p>		

NI 46: Young Offenders' access to suitable accommodation (continued)			
Worked example	If the number of young offenders living in suitable accommodation is 24 and the total number of young offenders with closed interventions or completed custodial sentences, or those transferring from custody to a community intervention, during the reporting period is 30, the proportion of known young offenders who have access to suitable accommodation = $\left(\frac{24}{30}\right) \times 100 = 80.0\%$	Good performance	Good performance is typified by higher percentage
Collection interval	Quarterly (April-June, July-Sept, Oct-Dec, Jan-March)	Data Source	Youth Offending Team
Return Format	Percentage	Decimal Places	1
Reporting organisation	Youth Justice Board		
Spatial level	YOT and single tier and county council		
Further Guidance	See YJB counting rules 07/08 for current YOT measure (pp 40-57): http://www.yjb.gov.uk/en-gb/practitioners/MonitoringPerformance/CountingRules/		

NI 48: Children killed or seriously injured in road traffic accidents			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	To measure the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic accidents. This contributes to the national casualty reduction target of reducing by 2010 the number of children (under 16 years of age) killed or seriously injured in road traffic accidents by 50%, compared with the average for 1994-1998.		
Definition	<p>The percentage change in number of children killed or seriously injured during the calendar year compared to the previous year. Figures are based on a 3 year rolling average, up to the current year.</p> <p>This indicator is an updated version of the former best value performance indicator BVPI 99b, last collected in 2007/08.</p> <p>Include all children killed or seriously injured in road traffic accidents in an authority's area on public roads, including those that are not the authority's direct responsibility, such as motorways and trunk roads and, for London boroughs, Transport for London roads.</p> <p>'Children' are defined as less than 16 years of age at date of accident.</p> <p>The definitions of 'Killed' and 'Seriously Injured' are given in the Department for Transport (DfT) document <i>Road Casualties Great Britain and Stats 20 – Instructions for the Completion of Road Accident Reports</i>.</p> <p>http://www.dft.gov.uk/pgr/statistics/datatablespublications/accidents/ http://www.dft.gov.uk/pgr/statistics/datatablespublications/accidents/casualtiesgbar/stats20instructionsfortheom5094</p>		
Formula	<p>Use calendar years.</p> <p>Return a percentage change figure (to 1 decimal place) for the last reported 3-year rolling average compared to the previous year 3-year rolling average (e.g. 2006/7/8 compared to 2005/6/7).</p> <p>e.g. The return next year would be x.x%, where:</p> $a = (2005 + 2006 + 2007)/3$ $b = (2006 + 2007 + 2008)/3$ $\frac{(a - b) * 100}{a} = x.x\%$		

NI 48: Children killed or seriously injured in road traffic accidents (<i>continued</i>)			
Worked example	<p>In 2004 a London Borough had 16 children killed or seriously injured in a road traffic accident. For 2005, 2006 and 2007 the figures were 11, 12, and 11 respectively.</p> <p>Total casualties for 2004/5/6 = 39</p> <p>so 3 year rolling average is;</p> $a = 39/3 = 13$ <p>Total casualties for 2005/6/7 = 34</p> <p>so 3 year rolling average is;</p> $b = 34/3 = 11.3$ <p>so percentage change =</p> $\frac{13 - 11.3}{13} * 100 = 13.1\%$	Good performance	Good performance is typified by a positive percentage change. Poor performance will return a negative figure suggesting an increase in children killed or seriously injured in traffic accidents compared with previous 3 year rolling average.
Collection interval	Annual (Calendar)	Data Source	Statistical returns from local authorities (obtained from their police authorities, or their agents or other data processing authority)
Return Format	Percentage	Decimal Places	One
Reporting organisation	DfT		
Spatial level:	Single tier, district and county councils		
Further Guidance	<p>DfT will publish figures based on the statistical returns submitted to it by local authorities. Baseline figures (1994 to 1998), the actual number of casualties and the percentage difference between the baseline and the most recent year will also be published.</p> <p>Department for Transport (DfT) document <i>Road Casualties Great Britain</i>: http://www.dft.gov.uk/pgr/statistics/datatablespublications/accidents/casualtieslatables/roadcasualtieslocal06</p>		

NI 49: Number of primary fires and related fatalities and non-fatal casualties (excluding precautionary checks)			
Is data provided by the LA or a local partner?	Y	Is this an existing indicator?	Y
Rationale	<p>The rationale for the indicator is linked to DSO4: <i>“To support local government that empowers individuals and communities so citizens feel they have a voice and can influence decisions; and promotes sustainable development and high quality services”</i>.</p> <p>The indicator assists in this by measuring the incidence of fire and related casualties, and is therefore a means by which individuals and communities can assess the fire safety support provided by their local fire service as well as supporting performance assessment by the Audit Commission.</p>		
Definition	<p>The indicator is in three parts:</p> <p>(1.) Total number of primary fires per 100,000 population;</p> <p>(2.) Total number of fatalities due to primary fires per 100,000 population;</p> <p>(3.) Total number of non-fatal casualties (excluding precautionary checks) per 100,000 population.</p> <p>A primary fire is any fire involving property (including non-derelict vehicles) and/or casualties and/or involves 5 or more fire appliances.</p> <p>The indicator will be presented in financial years (2005/6, 6/7 and so forth).</p> <p>All relevant data for the component parts of the indicator are available from each individual incident report.</p> <p>Population figures used in denominator are provided by the Office for National Statistics.</p> <p>All the information necessary for this indicator is available to the local authority (Fire & Rescue Authorities have access to the data they supply to CLG; and CLG publish finalised figures; and population statistics are available to all local authorities).</p>		
Formula	<p>(1.) Total number of primary fires per 100,000 population:</p> $\left(\frac{x}{y}\right) * 100,000$ <p>Where:</p> <p>x = number of primary fires y = population</p> <p>(2.) Number of fatalities in primary fires/population:</p> $\left(\frac{x}{y}\right) * 100,000$ <p>Where:</p> <p>x = number of fatalities in primary fires y = population</p>		

NI 49: Number of primary fires and related fatalities and non-fatal casualties (excluding precautionary checks) (continued)

Formula (continued)	(3.) Number of non-fatal casualties in primary fires, excluding precautionary checks: $\left(\frac{x}{y}\right) * 100,000$ Where: x = number of non-fatal casualties in primary fires, excluding precautionary checks y = population		
Worked example	In 2005/06 a Fire Authority with population 300,000 suffered 8,000 primary fires, resulting in 17 fatalities and 247 non-fatal casualties (excluding precautionary checks). The scores for this indicator would therefore be: Total number of fires: $(8,000/300,000) * 100,000 = 2,666.7$ per 100,000 population Related fatalities: $(17/300,000) * 100,000 = 5.7$ per 100,000 population Related non-fatal casualties: $(247/300,000) * 100,000 = 82.3$ per 100,000 population	Good performance	The lower the number, the better the performance
Collection interval	Quarterly	Data Source	CLG, based on statistical returns supplied by FRAs. Population data from ONS
Return Format	Rate per 100,000	Decimal Places	1 decimal place (required mainly for the fatalities target)
Reporting organisation	CLG (Fire and Resilience Directorate)		
Spatial level	Fire & Rescue Authority area		
Further Guidance	Fire and Resilience Directorate, Communities and Local Government: http://www.communities.gov.uk/fire/working/bestvalueperformance/bestvalueperformance/		