

December 28, 2007

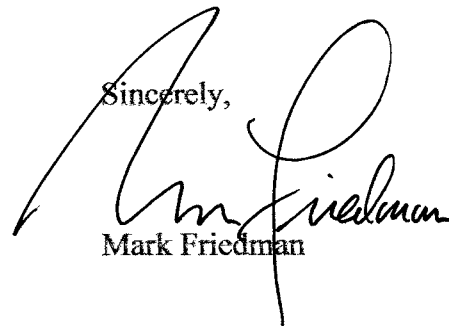
National Indicator Consultation  
Local Government Quality and Performance Division  
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Enclosed is a set of comments on the National Indicators for Local Authorities and Local Authority Partnerships, Draft for Consultation, released November, 2007. I hope you will please excuse the delay in the submission of these comments.

I would be glad to answer questions or provide additional information. Contact information is given below.

Thanks for your consideration.

Sincerely,



Mark Friedman

Comments on the  
National Indicators for Local Authorities and Local Authority Partnerships  
Draft for Consultation

Submitted by Mark Friedman, Fiscal Policy Studies Institute  
December 28, 2007

First the government should be commended for developing a national set of measures against which to regularly assess progress. Assessing current status, trends and progress is the necessary starting point for effective national and local action. The comments below will not address the selection of the indicators but rather some ways in which the presentation of the outcomes and indicators in the draft document can be improved.

1. Population vs. Performance Accountability: The document mixes together two very different kinds of accountability that both have bearing on local authorities and local partnerships.

Population accountability is about the well-being of a whole populations in a geographic area (e.g. all children in the UK, or all people with disabilities in Kent). This first kind of accountability is bigger than any one service or agency. It is, in fact, bigger than government. **Population outcomes** are conditions of well-being for children, adults, families or communities. Population outcomes include such things as Healthy Children, Safe Communities and a Sustainable Environment. They are conditions for which local authorities share, but do not own, responsibility. Population outcomes are necessarily the province of broadly based partnerships. **Population indicators** can be used to assess the extent to which these quality of life conditions are achieved.

Performance accountability is about the performance of services, agencies and service systems with defined service populations e.g. looked after children or elders receiving home care services. Service systems include the entire education or health service system as well as the entire service delivery system of a local council. Performance accountability focuses on **Customer outcomes** as distinct from population outcomes. **Performance indicators** can be used to assess both how well the service is provided and the extent to which customer outcomes are achieved.

Population and performance indicators allow for two very different kinds of assessments:

Quality of life in a local council area: It is useful to know if quality of life is getting better or worse. Reporting on quality of life indicators can spur local partners to take action to improve quality of life.

Quality of performance of local council services: It is necessary to know how well local council services are performing. Reporting on service quality can spur councils and service managers to improve performance.

The problem arises when there is confusion about which of these assessments is being made. It is a profoundly different matter for a local council to be responsible for the overall rate of serious violent crime (NI 15) as opposed to the effectiveness of council services designed to prevent re-offending by offenders in custody (NI 30). While it is fair to hold councils to account for the

performance of their services, it is unfair to rate a local council's performance on the basis of whether quality of life conditions improve or decline.

The distinction has to do with who is responsible. Population accountability is about shared responsibility where a local authority is one of many partners. With performance accountability there is a specific manager or group of managers to hold responsible. Local authorities can be expected to show leadership with regard to quality of life outcomes,<sup>1</sup> but judgment about progress must be a judgment about how well the people of the council area are doing, and not about the council alone.

Consider a few more examples. Compare the difference between local council responsibility for:

<u>Population indicators</u>	versus	<u>Performance indicators</u>
1. Hospital admissions caused by unintentional and deliberate injuries to children and young people (NI 70)		1. Initial assessments for children's social care carried out within 7 working days of referral (NI 59)
2. Healthy life expectancy at age 65 (NI 137)		2. Timeliness of social care assessment (NI 132)
3. Overall employment rate (NI 151)		3. Bus services running on time (NI 178)

The consultation document mixes together population and performance indicators. The attached document shows them sorted into two categories for each outcome: Where there was some question about the correct category the detailed templates and measure definitions were consulted.

**Population Indicators** (Measures of the extent to which the population quality of life outcome is being achieved)

**Performance Indicators** (Measures of the quantity and quality of service delivery by local authorities and other local organizations, as their contribution to quality of life)

Note that the classification of an indicator has to do with its intended use and not an intrinsic characteristic of the measure itself. Where measures are used to assess population well-being they are population indicators. Where they are used to assess service performance they are performance indicators. In some cases a given measure can play both roles. This occurs with very large service systems (most commonly education and health services) where the customer population is very close in size to the total population. In the attached tables, this dual role is described for some education measures under Outcome 3c. Enjoy and Achieve.

2. Construction of Outcomes: The outcomes presented in the report show an inconsistency of definition and lack of parallel construction. If population outcomes are defined as conditions of well-being for children, adults, families and communities, then certain changes appear to be needed.

a. Use of comparative adjectives: In constructing outcome statements it is best not to use comparative adjectives such as "improved, better, stronger, or safer." These convey a level of

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<sup>1</sup> For future consideration, this leadership can be assessed and measured. And such measures can be added to the set of performance indicators.

ambition less than what is intended. If a community becomes safer because crime rates go down by one percent, this meets the definition of “safer” but it is not what is intended. The real intention is “Safe communities,” and progress on the crime rate indicator can show the extent to which this condition is being achieved. So in the attached tables:

- |                         |         |                    |
|-------------------------|---------|--------------------|
| 1. Stronger communities | becomes | Strong communities |
| 2. Safer communities    | becomes | Safe communities   |

b. Mixing the concept of population with the concept of outcome: If population outcomes are quality of life statements then “Children and Young People” is not an outcome statement, but rather the population about which outcome statements are made. So in the attached tables:

- |  |         |  |
|--|---------|--|
| 3. Children and young people<br>(population) | becomes | Healthy and successful<br>children and young people<br>(end condition) |
|--|---------|--|

The five Every Child Matters outcomes follow below this as a second tier of outcomes, or what might be called “sub-outcomes”.

c. Other suggested construction changes: Outcome statements are best when they convey a sense of purpose. So in the attached tables:

- |   |         |  |
|---|---------|--|
| 4. Adult health and wellbeing<br>(topic)                              | becomes | Healthy & successful adults<br>(end condition)                     |
| 5. Tackling exclusion and<br>promoting equality<br>(action statement) | becomes | Communities that achieve inclusion<br>and equality (end condition) |
| 6. Local economy<br>(topic)   | becomes | Communities with a thriving local<br>economy (end condition)       |
| 7. Environmental sustainability<br>(characteristic)                   | becomes | Communities with a sustainable<br>environment (end condition)      |

3. Lay vs. technical definitions of indicators: The attached table for Outcome 1: Strong communities, shows the difference between the lay definition of an indicator and the technical definition for eight measures (NI 3 and NI 5 to NI11). The lay definition is a simple description of the measure that lay citizens can easily understand, e.g. Adult participation in sport. The technical definition shows the exact metric, e.g. % of adult (age 16 plus) population who participate in sport for at least 30 minutes on 3 or more times a week. The consultation sometimes shows the lay definition and sometimes shows the technical definition. The two part presentation for these 8 indicators should be shown for all other indicators.

Conclusion: The principle benefit of clarity about population outcomes and indicators vs. performance outcomes and indicators will be much greater clarity in the working relationship between the national and local governments and greater effectiveness in addressing the urgent challenges of improving both quality of life and quality of government services.

**National Outcomes and Indicators**  
**for Local Authorities and Local Authority Partnerships**  
(separated by population quality of life indicators vs. service performance indicators)

**Outcome 1: STRONG COMMUNITIES**

**POPULATION: ALL RESIDENTS OF THE LOCAL AREA**

**POPULATION INDICATORS** (Measures of the extent to which the population quality of life outcome is being achieved)

- NI 1 % of people who believe people from different backgrounds get on well together in the local area PSA 21
- NI 2 % of people who feel that they belong to their neighbourhood (NEW) PSA 21
- NI 3 **Civic participation in the local area:** rate of civic participation in the local area (NEW) PSA 15
- NI 4 % of people who feel they can influence decisions in their locality PSA 21
- NI 5 **Overall/general satisfaction with local area:** Rate of overall/general satisfaction with (quality of life in) local area (NEW) CLG DSO
- NI 6 **Participation in regular volunteering:** Rate of participation in regular volunteering (NEW) CO DSO
- NI 7 **Environment for a thriving third sector:** % of third sector organizations giving a high rating of the local environment for a thriving third sector (NEW) CO DSO
- NI 8 **Adult participation in sport:** % of adult (age 16 plus) population who participate in sport for at least 30 minutes on 3 or more times a week DCMS DSO
- NI 9 **Use of public libraries:** % of adult (age 16 plus) population who say they have used their public library service during the last 12 months (NEW) DCMS DSO
- NI 10 **Visits to museums and galleries:** % of adult (age 16 plus) population who say they have attended a museum or art gallery in the local area at least once in the preceding 12 months (NEW) DCMS DSO
- NI 11 **Engagement in the arts:** % of adult (age 16 plus) population that have engaged in the arts at least three times in the past 12 months (NEW) DCMS DSO

**PERFORMANCE INDICATORS** (Measures of the quantity and quality of service delivery by local authorities and other local organizations, as their contribution to quality of life)

- NI 12 **Refused and deferred houses in multiple occupation:** % of refused and deferred Houses in Multiple Occupation (HMO) license applications leading to immigration enforcement activity (NEW) HO DSO
- NI 13 **Migrants English language skills and knowledge:** % of non-English speaking third country nationals applying for ESOL courses in LA supported Further Education, Adult or Community Colleges who are accepted on programmes and who successfully complete those programmes (by obtaining a recognised ESOL qualification) in each academic year (NEW) HO DSO
- NI 14 **Avoidable contact:** Average number of customer contacts per resolved customer request(NEW) STA

**National Outcomes and Indicators**  
**for Local Authorities and Local Authority Partnerships**  
 (separated by population quality of life indicators vs. service performance indicators)

**Outcome 2: SAFE COMMUNITIES**

**POPULATION: ALL RESIDENTS OF THE LOCAL AREA**

**POPULATION INDICATORS** (Measures of the extent to which the population quality of life outcome is being achieved)

- NI 15 Serious violent crime rate PSA 23
- NI 16 Serious acquisitive crime rate PSA 23
- NI 17 Perceptions of anti-social behavior PSA 23
- NI 20 Assault with injury crime rate PSA 25
- NI 22 Perceptions of parents taking responsibility for the behaviour of their children in the area HO DSO
- NI 23 Perceptions that people in the area treat one another with respect and consideration HO DSO
- NI 28 Serious knife crime rate HO DSO
- NI 29 Gun crime rate PSA 23
- NI 33 Arson incidents
- NI 34 Domestic violence – murder PSA 23
- NI 38 Drug-related (Class A) offending rate PSA 25
- NI 39 Alcohol-harm related hospital admission rates PSA 25
- NI 41 Perceptions of drunk or rowdy behaviour as a problem PSA 25
- NI 42 Perceptions of drug use or drug dealing as a problem PSA 25
- NI 47 People killed or seriously injured in road traffic accidents DfT DSO
- NI 48 Children killed or seriously injured in road traffic accidents DfT DSO
- NI 49 Number of primary fires and related fatalities and non-fatal casualties excluding precautionary checks CLG DSO

**PERFORMANCE INDICATORS** (Measures of the quantity and quality of service delivery by local authorities and other local organizations, as their contribution to quality of life)

- NI 18 Adult re-offending rates for those under probation supervision PSA 23
- NI 19 Rate of proven re-offending by young offenders PSA 23
- NI 21 Dealing with local concerns about anti-social behaviour and crime by the local council and police PSA 23
- NI 24 Satisfaction with the way the police and local council dealt with anti-social behaviour HO DSO
- NI 25 Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour HO DSO
- NI 26 Specialist support to victims of a serious sexual offence PSA 23
- NI 27 Understanding of local concerns about anti-social behaviour and crime by the local council and police HO DSO
- NI 30 Re-offending rate of prolific and priority offenders HO DSO
- NI 31 Re-offending rate of registered sex offenders PSA 23
- NI 32 Repeat incidents of domestic violence PSA 23

NI 35 Building resilience to violent extremism PSA 26  
NI 36 Protection against terrorist attack PSA 26  
NI 37 Awareness of civil protection arrangements in the local area CO DSO  
NI 40 Drug users in effective treatment PSA 25  
NI 43 Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody MoJ DSO  
NI 44 Ethnic composition of offenders on Youth Justice System disposals MoJ DSO  
NI 45 Young offenders engagement in suitable education, employment or training MoJ DSO  
NI 46 Young offenders access to suitable accommodation MoJ DSO

**National Outcomes and Indicators**  
**for Local Authorities and Local Authority Partnerships**  
(separated by population quality of life indicators vs. service performance indicators)

**Outcome 3: HEALTHY & SUCCESSFUL CHILDREN AND YOUNG PEOPLE**  
**Sub-Outcome 3a: BE HEALTHY**

**POPULATION: ALL CHILDREN AND YOUNG PEOPLE IN THE LOCAL AREA**  
**POPULATION INDICATORS** (Measures of the extent to which the population quality of life outcome is being achieved)

- NI 50 Emotional health of children PSA 12
- NI 53 Prevalence of breastfeeding at 6 – 8 weeks from birth PSA 12
- NI 55 Obesity among primary school age children in Reception Year PSA 12
- NI 56 Obesity among primary school age children in Year 6 DCSF DSO
- NI 57 Children and young people’s participation in high-quality PE and sport DCSF DSO

**PERFORMANCE INDICATORS** (Measures of the quantity and quality of service delivery by local authorities and other local organizations, as their contribution to quality of life)

- NI 51 Effectiveness of child and adolescent mental health (CAMHS) services DCSF DSO
- NI 52 Take up of school lunches PSA 12
- NI 54 Services for disabled children PSA 12
- NI 58 Emotional and behavioural health of children in care DCSF DSO



**National Outcomes and Indicators**  
**for Local Authorities and Local Authority Partnerships**  
(separated by population quality of life indicators vs. service performance indicators)

**Outcome 3: HEALTHY & SUCCESSFUL CHILDREN AND YOUNG PEOPLE**  
**Sub-Outcome 3b: STAY SAFE**

**POPULATION: ALL CHILDREN AND YOUNG PEOPLE IN THE LOCAL AREA**  
**POPULATION INDICATORS** (Measures of the extent to which the population quality of life outcome is being achieved)

- NI 69 Children who have experienced bullying DCSF DSO
- NI 70 Hospital admissions caused by unintentional and deliberate injuries to children and young people PSA 13
- NI 71 Children who have run away from home/care overnight DCSF DSO

**PERFORMANCE INDICATORS** (Measures of the quantity and quality of service delivery by local authorities and other local organizations, as their contribution to quality of life)

- NI 59 Initial assessments for children's social care carried out within 7 working days of referral DSCF DSO
- NI 60 Core assessments for children's social care that were carried out within 35 working days of their commencement DCSF DSO
- NI 61 Timeliness of placements of looked after children adopted following an agency decision that the child should be placed for adoption DCSF DSO
- NI 62 Stability of placements of looked after children: number of moves DSCF DSO
- NI 63 Stability of placements of looked after children: length of placement DSCF DSO
- NI 64 Child protection plans lasting 2 years or more DCSF DSO
- NI 65 Children becoming the subject of a Child Protection Plan for a second or subsequent time DCSF SDO
- NI 66 Looked after children cases which were reviewed within required timescales DSCF DSO
- NI 67 Child protection cases which were reviewed within required timescales DSCF DSO
- NI 68 Referrals to children's social care going on to initial assessment DCSF DSO

**National Outcomes and Indicators**  
**for Local Authorities and Local Authority Partnerships**  
 (separated by population quality of life indicators vs. service performance indicators)

**Outcome 3: HEALTHY & SUCCESSFUL CHILDREN AND YOUNG PEOPLE**  
**Sub-Outcome 3c: ENJOY AND ACHIEVE**

**POPULATION: ALL CHILDREN AND YOUNG PEOPLE IN THE LOCAL AREA**  
**POPULATION INDICATORS** (Measures of the extent to which the population quality of life outcome is being achieved)

NI 72 Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy PSA 10

Some education service system performance indicators can also serve as population indicators, reflecting the well-being of all school age children. As a general rule, the education measures used as population indicators should be the most powerful measures and should be kept small to allow greater clarity about well-being at the population level. Suggested measures with this double role are listed below. Performance Indicators shown with an asterisk below do not qualify for this double role.

NI 74 Achievement at level 5 or above in both English and Maths at Key Stage 3 (Threshold) PSA 10

NI 75 Achievement of 5 or more A\*-C grades at GCSE or equivalent including English and Maths (Threshold) PSA 10

NI 80 Achievement of a Level 3 qualification by the age of 19 PSA 10

NI 81 Inequality gap in the achievement of a Level 3 qualification by the age of 19 DCSF SDO

NI 87 Secondary school persistent absence rate DCSF DSO

NI 91 Participation of 17 year-olds in education or training DCSF DSO

NI 102 Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stages 2 and 4 PSA 11

NI 106 Young people from low income backgrounds progressing to high education PSA 11

NI 108 Key Stage 4 attainment for Black and minority ethnic groups DCSF DSO

**PERFORMANCE INDICATORS** (Measures of the quantity and quality of service delivery by local authorities and other local organizations, as their contribution to quality of life)

NI 73 Achievement at level 4 or above in both English and Maths at Key Stage 2 (Threshold) PSA 10

NI 74 Achievement at level 5 or above in both English and Maths at Key Stage 3 (Threshold) PSA 10

NI 75 Achievement of 5 or more A\*-C grades at GCSE or equivalent including English and Maths (Threshold) PSA 10

NI 76 Achievement at level 4 or above in both English and Maths at KS2 (Floor) DCSF DSO

NI 77 Achievement at level 5 or above in both English and Maths at KS3 (Floor) DCSF DSO

NI 78 Achievement of 5 or more A\*-C grades at GCSE and equivalent including GCSE's in English and Maths (Floor) PSA 10

NI 79 Achievement of a Level 2 qualification by the age of 19 PSA 10

NI 80 Achievement of a Level 3 qualification by the age of 19 PSA 10

NI 81 Inequality gap in the achievement of a Level 3 qualification by the age of 19 DCSF SDO

NI 82 Inequality gap in the achievement of a Level 2 qualification by the age of 19 DCSF SDO  
 NI 83 Achievement at level 5 or above in Science at Key Stage 3 DCSF DSO  
 NI 84 Achievement of 2 or more A\*-C grades in Science GCSE's or equivalent DCSF DSO  
 NI 85 Post-16 participation in physical sciences (A Level Physics, Chemistry and Maths) DCSF DSO  
 \*NI 86 Secondary schools judged as having good or outstanding standards of behaviour DCSF DSO  
 NI 87 Secondary school persistent absence rate DCSF DSO  
 \*NI 88 Number of Extended Schools DCSF DSO  
 \*NI 89 Number of schools in special measures DCSF DSO  
 NI 90 Take up of 14-19 learning diplomas DCSF DSO  
 NI 91 Participation of 17 year-olds in education or training DCSF DSO  
 NI 92 Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest PSA 11  
 \*NI 93 Progression by 2 levels in English between Key Stage 1 and Key Stage 2 PSA 11  
 \*NI 94 Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2 PSA 11  
 \*NI 95 Progression by 2 levels in English between Key Stage 2 and Key Stage 3 PSA 11  
 \*NI 96 Progression by 2 levels in Maths between Key Stage 2 and Key Stage 3 PSA 11  
 \*NI 97 Progression by 2 levels in English between Key Stage 3 and Key Stage 4 PSA 11  
 \*NI 98 Progression by 2 levels in Maths between Key Stage 3 and Key Stage 4 PSA 11  
 \*NI 99 Children in care reaching level 4 in English at Key Stage 2 PSA 11  
 \*NI 100 Children in care reaching level 4 in Maths at Key Stage 2 PSA 11  
 \*NI 101 Children in care achieving 5 A\*-C GCSE's (or equivalent) at Key Stage 4 (including English and Maths) PSA 11  
 NI 102 Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stages 2 and 4 PSA 11  
 \*NI 103 Special Educational Needs – statements issued within 26 weeks DCSF DSO  
 NI 104 The Special Educational Needs (SEN/non-SEN gap – achieving Key Stage 2 English and Maths threshold DCSF DSO  
 NI 105 The Special Educational Needs (SEN/non-SEN gap – achieving 5 A\*-C GCSE's inc. English and Maths DCSF DSO  
 NI 106 Young people from low income backgrounds progressing to high education PSA 11  
 NI 107 Key Stage 2 attainment for Black and minority ethnic groups DCSF SDO  
 NI 108 Key Stage 4 attainment for Black and minority ethnic groups DCSF DSO  
 \*NI 109 Number of Sure Start Children Centres DCSF DSO

**National Outcomes and Indicators**  
**for Local Authorities and Local Authority Partnerships**  
(separated by population quality of life indicators vs. service performance indicators)

**Outcome 3: HEALTHY & SUCCESSFUL CHILDREN AND YOUNG PEOPLE**  
**Sub-Outcome 3d: MAKE A POSITIVE CONTRIBUTION**

**POPULATION: ALL CHILDREN AND YOUNG PEOPLE IN THE LOCAL AREA**  
**POPULATION INDICATORS** (Measures of the extent to which the population quality of life outcome is being achieved)

- NI 110 Young people's participation in positive activities PSA 14
- NI 111 First time entrants to the Youth Justice System aged 10 – 17 PSA 14
- NI 112 Under 18 conception rate PSA 14
- NI 113 Prevalence of Chlamydia in under 20 year olds DCSF DSO
- NI 115 Substance misuse by young people PSA 14

**PERFORMANCE INDICATORS** (Measures of the quantity and quality of service delivery by local authorities and other local organizations, as their contribution to quality of life)

- NI 114 Rate of permanent exclusions from school DSCF DSO

**National Outcomes and Indicators**  
**for Local Authorities and Local Authority Partnerships**  
(separated by population quality of life indicators vs. service performance indicators)

**Outcome 3: HEALTHY & SUCCESSFUL CHILDREN AND YOUNG PEOPLE**  
**Sub-Outcome 3e: ECONOMIC WELL-BEING**

**POPULATION: ALL CHILDREN AND YOUNG PEOPLE IN THE LOCAL AREA**  
**POPULATION INDICATORS** (Measures of the extent to which the population quality of life outcome is being achieved)

NI 116 Proportion of children in poverty PSA 9

NI 117 16 to 18 year olds who are not in education, employment or training (NEET) PSA 14

**PERFORMANCE INDICATORS** (Measures of the quantity and quality of service delivery by local authorities and other local organizations, as their contribution to quality of life)

NI 118 Take up of formal childcare by low-income working families DWP DSO

**National Outcomes and Indicators**  
**for Local Authorities and Local Authority Partnerships**  
(separated by population quality of life indicators vs. service performance indicators)

**Outcome 4: HEALTHY & SUCCESSFUL ADULTS**

**POPULATION: ALL ADULTS IN THE LOCAL AREA**

**POPULATION INDICATORS** (Measures of the extent to which the population quality of life outcome is being achieved)

- NI 119 Self-reported measure of people's overall health and wellbeing DH SDO
- NI 120 All age all cause mortality rate PSA 18
- NI 121 Mortality rate from all circulatory diseases at ages under 75 DH DSO
- NI 122 Mortality rate from all cancers at ages under 75 DH DSO
- NI 123 16 + current smoking rate prevalence PSA 18
- NI 137 Healthy life expectancy at age 65 PSA 17
- NI 138 Satisfaction of people over 65 with both home and neighbourhood PSA 17
- NI 139 The extent to which older people receive the support they need to live independently at home PSA 17

**PERFORMANCE INDICATORS** (Measures of the quantity and quality of service delivery by local authorities and other local organizations, as their contribution to quality of life)

- NI 124 People with a long-term condition supported to be independent and in control of their condition DH DSO
- NI 125 Achieving independence for older people through rehabilitation/intermediate care DH DSO
- NI 126 Early access for women to maternity services PSA 19
- NI 127 Self reported experience of social care users PSA 19
- NI 128 User reported measure of respect and dignity in their treatment DH DSO
- NI 129 End of life care – access to appropriate care enabling people to choose to die at home DH DSO
- NI 130 Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets) DH DSO
- NI 131 Delayed transfers of care from hospitals DH DSO
- NI 132 Timeliness of social care assessment DH DSO
- NI 133 Timeliness of social care packages DH DSO
- NI 134 The number of emergency bed days per head of weighted population DH DSO
- NI 135 Carers receiving needs assessment or review and a specific carer's service, or advice and information DH DSO
- NI 136 People supported to live independently through social services (all ages) PSA 18

**National Outcomes and Indicators**  
**for Local Authorities and Local Authority Partnerships**  
(separated by population quality of life indicators vs. service performance indicators)

**Outcome 5: COMMUNITIES THAT ACHIEVE INCLUSION AND EQUALITY**

**POPULATION: ALL RESIDENTS OF THE LOCAL AREA**

**POPULATION INDICATORS** (Measures of the extent to which the population quality of life outcome is being achieved)

NI 145 Adults with learning disabilities in settled accommodation PSA 16

NI 146 Adults with learning disabilities in employment PSA 16

**PERFORMANCE INDICATORS** (Measures of the quantity and quality of service delivery by local authorities and other local organizations, as their contribution to quality of life)

NI 140 Fair treatment by local services PSA 15

NI 141 Number of vulnerable people achieving independent living CLG DSO

NI 142 Number of vulnerable people who are supported to maintain independent living CLG DSO

NI 143 Offenders under probation supervision living in settled and suitable accommodation at the end of their order or license PSA 16

NI 144 Offenders under probation supervision in employment at the end of their order or license PSA 16

NI 147 Care leavers in suitable accommodation PSA 16

NI 148 Care leavers in employment, education or training PSA 16

NI 149 Adults in contact with secondary mental health services in settled accommodation PSA 16

NI 150 Adults in contact with secondary mental health services in employment PSA 16

**National Outcomes and Indicators**  
**for Local Authorities and Local Authority Partnerships**  
 (separated by population quality of life indicators vs. service performance indicators)

**Outcome 6: COMMUNITIES WITH A THRIVING LOCAL ECONOMY**

**POPULATION: ALL RESIDENTS OF THE LOCAL AREA**

**POPULATION INDICATORS** (Measures of the extent to which the population quality of life outcome is being achieved)

- NI 151 Overall employment rate PSA 7,8
- NI 152 Working age people on out of work benefits PSA 8
- NI 153 Working age people claiming out of work benefits in the worst performing neighbourhoods DWP DSO
- NI 154 Net additional homes provided PSA 20
- NI 155 Number of affordable homes delivered (gross) PSA 20
- NI 165 Working age population qualified to at least level 4 or higher PSA 2
- NI 166 Average earnings of employees in the area BERR DSO
- NI 167 Congestion – average journey time per mile during the morning peak PSA 5
- NI 170 Previously developed land that has been vacant or derelict for more than 5 years CLG DSO
- NI 171 VAT registration rate BERR DSO
- NI 172 VAT registered businesses in the area showing growth BERR DSO
- NI 173 People falling out of work and on to incapacity benefits DWP DSO
- NI 174 Skills gaps in the current workforce reported by employers DIUS DSO
- NI 175 Access to services and facilities by public transport, walking and cycling DfT DSO
- NI 176 Working age people with access to employment by public transport (and other specified modes) DfT DSO

**PERFORMANCE INDICATORS** (Measures of the quantity and quality of service delivery by local authorities and other local organizations, as their contribution to quality of life)

- NI 156 Number of households living in Temporary Accommodation PSA 20
- NI 157 Processing of planning applications as measured against targets for major, minor and other application types CLG DSO
- NI 158 % decent council homes CLG DSO
- NI 159 Supply of ready to develop housing sites CLG DSO
- NI 160 Local authority tenants' satisfaction with landlord services CLG DSO
- NI 161 Learners achieving a Level 1 qualification in literacy PSA 2
- NI 162 Learners achieving a Level 3 qualification in numeracy PSA 2
- NI 163 Working age population qualified to at least level 2 or higher PSA 2
- NI 164 Working age population qualified to at least level 3 or higher PSA 2
- NI 168 Principal roads where maintenance should be considered DfT DSO
- NI 169 Non-principal roads where maintenance should be considered DfT DSO
- NI 177 Local bus passenger journeys originating in the authority area DfT DSO
- NI 178 Bus services running on time DfT DSO
- NI 179 Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year CLG DSO
- NI 180 Changes in Housing Benefit/Council Tax Benefit entitlements within the year DWP DSO



NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events  
DWP DSO

NI 182 Satisfaction of businesses with local authority regulation services BERR DSO

NI 183 Impact of local authority regulatory services on the fair trading environment BERR DSO

NI 184 Food establishments in the area that are broadly compliant with food hygiene law

**National Outcomes and Indicators**  
**for Local Authorities and Local Authority Partnerships**  
(separated by population quality of life indicators vs. service performance indicators)

**Outcome 7: COMMUNITIES WITH A SUSTAINABLE ENVIRONMENT**

**POPULATION: ALL RESIDENTS OF THE LOCAL AREA**

**POPULATION INDICATORS** (Measures of the extent to which the population quality of life outcome is being achieved)

- NI 191 Residual household waste per head Defra DSO
- NI 192 Household waste recycled and composted Defra DSO
- NI 193 Municipal waste land filled Defra DSO
- NI 195 Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting) Defra DSO
- NI 196 Improved street and environmental cleanliness – fly tipping Defra DSO
- NI 197 Improved local biodiversity – active management of local sites Defra DSO
- NI 198 Children traveling to school – mode of travel usually used DfT DSO

**PERFORMANCE INDICATORS** (Measures of the quantity and quality of service delivery by local authorities and other local organizations, as their contribution to quality of life)

- NI 185 CO2 reduction from Local Authority operations PSA 27
- NI 186 Per capita reduction in CO2 emissions in the LA area PSA 27
- NI 187 Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating Defra DSO
- NI 188 Adapting to climate change PSA 27
- NI 189 Flood and coastal erosion risk management Defra DSO
- NI 190 Achievement in meeting standards for the control system for animal health Defra DSO
- NI 194 Level of air quality – reduction in NO2 and primary PM 10 emissions through local authority estate and operations PSA28