

Possible performance indicator links to Scrutiny Committees

Annex A

Code	Lead for Collection	Indicator definition	LAA indicator (35? local? Education NPI?)	Link to scrutiny committee
NPI 1	Corporate Services	% of people who believe people from different backgrounds get on well together in their local area	35	Effective Org
NPI 2	Corporate Services	Participation - % of people who feel they belong in their neighbourhood	No	Effective Org
NPI 14	Corporate Services	Avoidable contact: The average number, of customer contacts per received customer request	No	Effective Org
NPI 126	PCT	Early access for women to maternity services	No	Effective Org
NPI 140	Corporate Services	Fair treatment by local services	No	Effective Org
NPI 181	Corporate Services	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events DWP DSO	No	Effective Org
ARM 1	Corporate Services	Number of Housing Benefit and Council Tax Benefit fraud investigations completed per year	No	Effective Org
ARM 2	Corporate Services	Number of HB and CTB prosecutions and sanctions per year	No	Effective Org
ARM 3	Corporate Services	Total value of fraudulent benefits payments detected by the local authority each year	No	Effective Org
BR1	Corporate Services	Non Domestic Rates reduction in prior year's balances	No	Effective Org
BVPI 10	Corporate Services	% of non-domestic rates (NNDR) due for the financial year which were received by the authority	No	Effective Org
BVPI 79bi	Corporate Services	The amount of Housing Benefit overpayments (HB) recovered as a percentage of all HB overpayments.	No	Effective Org
BVPI 8	Chief Executive's	% of invoices paid within 30 days in Chief Executives	No	Effective Org
BVPI 9	Corporate Services	% of council tax collected	No	Effective Org
NPI 3	Neighbourhood	Civic participation in the local area	No	
NPI 4	Neighbourhood	% of people who feel they can influence decisions in their locality	35	
NPI 5	Neighbourhood	Overall/general satisfaction with local area	No	
CYP13.1	LCCS	#N/A	No	
CYP13.2	LCCS	#N/A	No	