

PI Ref / LPSA	Promise Measures 2003-04	<i>BVPP Topic Group Member Comments and Requested Actions and Responses</i>
1. work with the community to protect and enhance our environment		<i>The measures don't reflect key community concerns e.g. air pollution, noise, urban issues and land management - They do reflect land management, whereas air pollution and noise are the responsibility of others like the Environment Agency and district councils. Topic Group still unhappy as they feel that very specific measures are being used to 'measure' a general promise – they want to see appropriate measures.</i>
Local L206	Percentage of Wildlife Sites receiving appropriate and positive conservation advice	<i>What does appropriate and positive mean? Appropriate = ecological valid. Positive = supplied by accredited body.</i>
Local L207	Percentage of Hertfordshire covered by a detailed Landscape Characterisation Assessment.	
Local L205	Percentage of standard information on all local Biodiversity Action Plan habitats and priority species held on computer	<i>This measure is more about e-govt than biodiversity itself. Yes, though computerisation and electronic transfer enables more timely decision making on protection/enhancement.</i>
2. fight the loss of green fields and avoid, wherever possible, development on green areas in our towns by encouraging buildings of high quality on previously developed land		
Local L002	Proportion of new homes built on previously developed land since 1991	
Local L003	Area of greenfield land lost to development not in accordance with the development plan	<i>Could this be re-worded to emphasise whether its about greenfield development or planning? It is about building on greenfield sites despite the development plan (Structure and Local plans) and is an indicator of the overall effectiveness of the plan. We will include this as a note to the indicator in the BVPP.</i>
3. support the building of affordable quality housing to meet the needs of local people		

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Local L075	Number of affordable homes built.	<i>What does affordable mean? Definition required. Definition drawn from planning circulars: any housing where a “subsidy” i.e. discount, shared equity etc allows access to someone who would not previously have been in a position to obtain it.</i>
Lpsa 13	Number of key workers able to access suitable and affordable accommodation.	<i>Challenge to the use of subjective use of terms (suitable and affordable) in the indicator. What is suitable, affordable? These terms are defined and are drawn from the Hertfordshire Key Worker Housing Strategy, covering access to housing by teachers, care workers, police etc. The indicator is still under review</i>
4. double the amount of household waste that is recycled by 2005 without the use of incineration in Hertfordshire		
BVPI 082a	Percentage of the total tonnage of household waste arisings which have been recycled.	<i>Definition of arisings – This is the percentage of household waste sent for recycling</i>
BVPI 082b	Percentage of the total tonnage of household waste arisings which have been composted	<i>Definition of arisings – This is the percentage of household waste sent for composting</i>
Local L212	We will recycle at least 33% of the waste collected at household waste recycling centres by 2005-06	<i>Members preference is for wording to be “percentage of the waste collected at household waste recycling centres” The target would then be x% (relevant target for the year being monitored) Indicator being analysed</i>
5. improve the condition of our roads		<i>Target 9 of the LPSA is under review. If Target 9 is not included the associated indicators will be reviewed.</i>
BVPI 096	Condition of principal roads	
Lpsa 9 BVPI 097 (RAC 1)	Condition of non-principal roads a) non-principal classified roads, b) unclassified road network	<i>What does RAC mean? Road Average Condition.</i>

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BVPI 100	Number of days of temporary traffic controls or road closure on traffic sensitive streets or the road was closed, due to local authority roadworks or utility street works per km of traffic sensitive streets.	
Local BVPI 093	Cost of highway maintenance per 100 km travelled by a vehicle on principal roads.	<i>If this cannot be done for all roads, how valuable an indicator is this? Also we prefer not to use cost indicators as promise measures. Multiplier/denominators are probably not reliable enough for application to other types of roads. Not being used as a promise measure</i>
Lpsa 9 RAC 2	Average condition index for carriageways	<i>Does average only apply to RAC 2? What does RAC mean? Road Average Condition (of Carriageway only)</i>
Lpsa 9 RAC 3	Non carriage way condition index	<i>As above Road Average Condition (non Carriageway)</i>
Lpsa 9 RAC 4	Structures Condition index	<i>As above Road Average Condition (Structures)</i>
Lpsa 9 RAC 5	Carriageway, footway asset valuation	<i>As above Road Average Condition (Carriageway + Footway)</i>
6. cut the number of people killed or seriously injured on our roads		<i>Concern raised again about the word “cut” To be re-considered for 04/05 promise wording</i>
BVPI 099	Road safety (Number of road accident casualties per 100,000 population broken down by: nature of casualties and road user type a)pedestrians b) pedal cyclists c) two-wheeled motor vehicle users d) car users e) other vehicle users)	<i>Is this a useful measure for the traffic light monitor because of being multi –part would 004/004a suffice? Could concentrate upon 004/004a although the full list is relevant for Hertfordshire, informing road safety, safety engineering, local schemes and education policies/priorities.</i>
LPSA 8 Local L004	Number of killed and seriously injured casualties per year	

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Local L004a	Number of child killed and seriously injured casualties per year	
Local L005	Proportion of vehicles travelling faster than the speed limit in urban areas.	<i>Isn't this %? What methodology is used? Surveys? Police data? Two survey methods used, typically. Helps give snapshot of general trends. DELETED because of limitations of methodology.</i>
Local L213	Number of slight injuries per 100 million vehicle km	
Local L214	Percentage of schools contacted per year to encourage inclusion of road safety education in the curriculum	<i>Delete this as too little challenge - all we need to do is write to every school!! Could be managerial, but not at promise level - DELETED</i>
7. save lives and prevent injuries through raising awareness of fire safety		
BVPI 142(ii)	Number of calls to fire attended: (ii) primary fires per 10,000 population;	
BVPI 142(iii)	Number of calls to fire attended (iii) accidental fires in dwellings per 10,000 dwellings.	
BVPI 143(i)	Number of deaths arising from accidental fires in dwellings per 100,000 population.	
BVPI 143(ii)	Number of injuries arising from accidental fires in dwellings per 100,000 population.	

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Local L032	Increase fire safety awareness by utilising our "Quick Strike" initiative at every domestic fire incident.	<i>Measure questioned as it lacks challenge. We measure quick strike not impact so if kept, measure should be " % of domestic fires incidents where Quick Strike" initiative was utilised" The method of measurement for this promise was under review and has been changed from April 2003, so that we report the % of domestic fire incidents where a "Quick strike" was carried out.</i>
Local L033	Increase in smoke detector ownership by instigating our "Safe Havens" initiative so that every school child has a smoke detector in their home by 2004.	<i>Members raised some concerns here as the measure is rather convoluted. Increase in smoke detector ownership is the aim but doesn't need to be the indicator. We measure the number of schools not the number of children so should the wording be changed or the outcome measured differently WORDING CHANGED - Increase in smoke detector ownership by instigating our "Safe Havens" initiative so that every school is visited by fire fighters and every school child has had the opportunity to get a smoke detector fitted by March 2005. Subsequently simplified to: Number of schools visited by firefighters as part of the "Safe Havens" initiative</i>
Lpsa 12	Reduction in the number of deliberate fires	<i>How are these assessed? presumably suspicion of arson is insufficient (question from Chairman outside the meeting) - The Incident commander must declare whether a fire was started deliberately or was accidental in nature when sending a 'Stop' message. The commanders decision will be based on the balance of probabilities and not on confirmation of arson by the Police.</i>
8. work with the Police and other organisations to reduce crime, and prevent offending by children and young people (revised promise)		<i>Measures being considered to reflect new wording</i>

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Local L250	Increase the percentage of Young Offenders in the community accessing full-time education	<i>Members preference is for “the percentage of Young Offenders in the community accessing full-time education” (with an increased target figure) – MEMBERS WORDING AGREED</i>
Local L254	Reduce the number of young people coming to the notice of the police	<i>Members preference is for “the number of young people coming to the notice of the police” (with a reduced target figure) How is ‘coming to the notice of the police’ defined? - MEMBERS WORDING AGREED Coming to the notice of the police is arrest and referral to youth offending teams.</i>
9. work with business to increase prosperity, protect jobs and improve standards of living for local people		<i>Members felt that these were ineffective measures of the promise. If this a promise primarily about prosperity then alternatives could be e.g. Gross commercial rateable value of business, vacant spaces.</i>
BVPI 102	Local bus services (passenger journeys per year).	<i>Suggest moving to Promise no. 1 as it can be seen as more about enhancing the environment The Environment Department prefer to see this as a means-to-an-end: an environmental dimension of economic development. Members still unconvinced MOVED to PROMISE 1</i>
Local L208	Number of Green Travel Plans (GTP)	<i>Suggest moving to Promise no. 1 as it can be seen as more about enhancing the environment The Environment Department prefer to see this as a means-to-an-end: an environmental dimension of economic development. Members still unconvinced MOVED to PROMISE 1</i>
Local 260.00	The number of food samples per 1,000 population	<i>Emphasis is on consumer protection (should this be another promise?) In the absence of a promise on consumer protection this is about compliance to the law and hence the link to business.</i>

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Local L055	The average number of consumer protection visits per high and medium risk premises (This is a measure of how often we visit these premises)	<i>Emphasis is on consumer protection (should this be another promise?) In the absence of a promise on consumer protection this is about compliance to the law and hence the link to business.</i>
Local L215	Percentage of consumer complaints and enquiries dealt with within 5 working days	<i>Emphasis is on consumer protection (should this be another promise?) MOVED TO PROMISE 22</i>
Local L216	Meet Department of Environment, Food and Rural Affairs targets for visits to high and medium risk food premises	<i>Emphasis is on consumer protection (should this be another promise?) In the absence of a promise on consumer protection this is about compliance to the law and hence the link to business.</i>
10. ensure children at risk of harm are identified early and given support so they make maximum progress		<i>As we have deleted L 256 should there be something to cover child protection e.g. new measure speed of being seen by a social worker for those at risk? – BVPI 162 (below) provides a reasonable quality measure in this area. Members would still like a measure of ‘prevention’ Being explored by CSF</i>
Lpsa 5 BVPI 050	Educational qualifications of children looked after (interface indicator with Education Services) by reference to the percentage of young people leaving care aged 16 or over with at least one GCSE at grades A* - G, or GNVQ.	
Lpsa 4 BVPI 161	Employment, education and training for care leavers.	<i>What is being measured here? – the number of children who have left care and at their 19th birthday are in employment etc.</i>

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BVPI 049	Stability of placements of children looked after by the authority by reference to the percentage of children looked after on the 31st of March in any year with three or more placements during the year.	
BVPI 162	Reviews of child protection cases. (The percentage of cases which should have been reviewed during the year that were reviewed).	
BVPI 163	Adoptions of children looked after (by the authority)	
Lpsa 5	Percentage of care leavers achieving 1 A* - G	
11. improve educational outcomes, as measured by Key Stage results		
Local L257	Improve the percentage of Key Stage 1 pupils achieving Level 2 or above in: Reading - Test	<i>Members prefer the percentage of Key Stage 1 pupils achieving Level 2 or above in: Reading – Test (with an increased target figure) – MEMBERS WORDING AGREED</i>
Local L258	Improve the percentage of Key Stage 1 pupils achieving Level 2 or above in: Maths - Test	<i>Members prefer the percentage of Key Stage 1 pupils achieving Level 2 or above in: Maths - Test (with an increased target figure) – MEMBERS WORDING AGREED</i>
BVPI 040	Percentage of pupils in schools maintained by the Local Education Authority achieving Level 4 or above in the Key Stage 2 Mathematics test	

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BVPI 041	Percentage of pupils in schools maintained by the Local Education Authority achieving Level 4 or above in the Key Stage 2 English test.	
BVPI 181	Percentage of 14-year-old pupils in schools maintained by the Local Education Authority achieving Level 5 or above in the Key Stage 3 test in: a) English b) Maths c) Science	
BVPI 038	Percentage of 15 year old pupils in schools maintained by the Local Education Authority achieving 5 or more GCSEs at grades A* – C or equivalent.	<i>Question about why 15 year olds (question from Chairman outside the meeting) The ODPM definition states: ‘The percentage of pupils, aged 15 on 31 August 2002 and on roll in the authority’s secondary schools at the time of the annual Schools’ Census in January 2003...’</i>
Lpsa 1 BVPI 039	Percentage of 15 year old pupils in schools maintained by the local education authority achieving 5 GCSEs or equivalent at grades A* to G including English and Maths (2002 definition)	
Local L260	Increase the average points per entry for AS/A2 Level and Advanced GNVQ and Vocational Certificate of Education	
12. assist schools with the lowest current levels of performance to make accelerated progress		
BVPI 048	Percentage of schools maintained by the Local Education Authority subject to special measures.	<i>Although the national PI is cross phase, it would be useful to have a primary/secondary breakdown – It would be possible for CSF to provide this information to any member who requested it</i>

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13. help people to continue learning throughout their lives		Are there more indicators from the Adult Learning Plan which could be used here? – Yes, one new indicator added below. The appendix shows 4 indicators, but three of these are seen as too specific for the BVPP.
Local L267	Increase number on adult learning	<i>Members prefer “number on adult learning” (with an increased target figure) – MEMBERS WORDING AGREED</i>
Local L209	Number of drivers attending courses	<i>This was seen as being rather specific - DELETED</i>
Local L311	Number on basic skills provision	New Indicator referred to above
14. ensure that all children benefit from the diversity of schools within Hertfordshire		
Local L303	Target around specialist schools (to be developed) Wording now: The number of specialist schools in Hertfordshire	
Local L304	Target around extended schools (to be developed) Wording now: Further develop the provision of extended schools within Hertfordshire	
15. enable parents and carers to understand and support their children’s learning		Should guardians be included? – To be considered for 04/05 promise wording Members would like to see further indicators for this promise <i>Being explored by CSF</i>
Local L306	Increase the number of family learning opportunities in schools	<i>Members prefer “number of family learning opportunities in schools” (with an increased target figure) MEMBERS WORDING AGREED</i>
Local L210	Reduction in child casualties	<i>Members were surprised that this only covered Traffic casualties (links to issue raised on child protection promise). MOVED TO PROMISE 6 and re-worded</i>
16. enhance provision for gifted and talented pupils both in school and through experiences which complement their work at school		

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Local L270	Increase the percentage of pupils achieving 5 or more A* GCSE grades at Key Stage 4	<i>Question about whether this measures enhanced provision or the ability of the students (question from Chairman outside the meeting) - it is not possible to distinguish between enhanced provision and ability of students. Clearly in some years, there will be stronger and weaker cohorts. However, given the size of the sample, this shouldn't have a significantly distorting affect from year to year. For this promise, this should be possible. There should be input measures Being explored by CSF</i>
17. Promote the learning of all children by tackling problems with behaviour (new promise)		
	<i>New promise - indicator being explored</i>	
18. work with the NHS, voluntary organisations and other councils to improve health and care services		<i>We should also have a bed blocking PI based on numbers or costs of blocked beds – New Local L309 Number of acute hospital beds occupied by people whose hospital treatment is complete and are waiting for social care</i>
Local L221	Proportion of mental health cases that have completed a carer assessment.	
Local L307	Number of hospital admissions prevented	
19. fight for the interests of elderly and disabled people and their carers. We will help them to maintain their independence and get easy access to our services		<i>For some of these PIs good performance needs to be clearly indicated as it is not always obvious from the PIs wording – Good performance is high on all these indicators</i>
BVPI 053	Intensive home care per 1,000 population aged 65 or over.	

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Lpsa 3 BVPI 054	Older people aged 65 or over helped to live at home per 1,000 population aged 65 or over.	<i>Question about those <u>not</u> known by ACS(question from Chairman outside the meeting) We identify people 'not known' through referrals by GP/Health workers and other partners. In addition, the Customer Service Centre signposts services for those with a need. Further information can be found in the Promises text.</i>
BVPI 056	Percentage of items of equipment costing less than £1,000 delivered within three weeks.	
BVPI 165	The percentage of pedestrian crossings with facilities for disabled people	
Local 250.00	Percentage of people going into residential and nursing care who were offered single rooms	
Local 252.00	People aged 18-64 with learning disabilities receiving community based services per 1,000 head of population aged 18-64.	
Local 253.00	People aged 18-64 with Physical disabilities receiving community based services per 1,000 head of population, aged 18-64.	
Local L062	Households receiving intensive home care as a percentage of households receiving intensive home care PLUS supported residents	<i>What is the impact of supporting people on this?(question from Chairman outside the meeting) - supporting people does not impact on this directly as in itself it is about low level support in housing. Intensive homecare is measured as more than 10 hours per week in 6 or more visits.</i>

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Local L217	The number of informal carers receiving an assessment as a proportion of the total number of clients and carers receiving assessments	
Local L218	The % of assessments which lead to service being provided	
Lpsa 11 Local L219	Number of over 18's who arrange their own services via the Direct Payments Scheme	<i>Drop the words over 18's here – The words need to be retained to distinguish different client groups</i>
20. improve employment prospects for disadvantaged people		
BVPI 017 (fire)	To increase the number of people employed from the black and ethnic minority Communities.	<i>Move to promise 21 – MOVED TO PROMISE 21</i>
Local L077	The number of disadvantaged people who are employed or are training for employment (<i>revised wording</i>)	
Lpsa 10	Numbers of disabled people within the following definitions placed in sustained jobs/training for a continuous period of 13 weeks. <ul style="list-style-type: none"> • Mental health problems • Learning difficulties • Physical disabilities • Sensory disabilities • People who meet the JCP definition 	
21. promote equality and improve access to our services, employment and buildings		

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BVPI 002	The level (if any) of the Equality Standard for Local Government to which the authority conforms. Now there are 2 BVPIs 002a as above and 002b “The duty to promote race equality”	
BVPI 016	The percentage of Local Authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the Authority area	
BVPI 017	The percentage of Local Authority employees from minority ethnic communities compared with the percentage of the economically active minority ethnic community population in the Authority area	
BVPI 157	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery	
Local L026	Number of public PCs in libraries with Internet access	
Local L027	Public PCs in libraries in use x% of time	<i>Is data collection automated for this?(question from Chairman outside the meeting) NO, INDICATOR DELETED</i>

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Lpsa 7	Customer satisfaction survey results covering all public access e-channels (telephone, web, digital tv) and focusing on helpfulness and quality of response, and speed of response and resolution.	
22. make it easier for people to get the advice and information they need from us		
BVPI 117	The number of physical visits per 1,000 population to public libraries.	
Local 257.00	The number of information enquiries dealt with	<i>What is included here? - we use the CIPFA defn "any questions, however received leading to the active involvement of staff in identifying and answering problems posed by library users" we don't include requests for directions within the library or for paperwork etc</i>
Local L056	The number of books and other items issued by the authority's libraries per head of population	
23. give local communities a better voice to tackle local problems		Indicators do not reflect key concerns from communities. Issues such as parking are much more often raised than rights of Way. Officers do a lot of work with communities including talks etc – should these be included? <i>Poverty of indicators reflects the few direct HCC responsibilities at community level beyond schools, roads etc. already picked up in other sections of the BVPP. Could include a (current Charter) measure on numbers of community based forums serviced.</i>
BVPI 001	Community Strategy	

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Local L227a	Right of way (a) The % of Rights of Way network (ex urban) covered by Parish Paths Partnership membership.	
Local L227b	Right of way. (b) Number of action plans submitted / approved.	<i>Members view - delete as too specialised</i> DELETED
Local L231	Herts Together will a) identify a set of themes to guide its work Y/N? b) map the partnerships to take the work forward Y/N? propose PIs for each theme Y/N?	<i>Members view - delete as too specialised</i> DELETED
24. To give the public value for money by getting more cost efficient every year		
P14.1	Measure efficiency savings	
Lpsa 6	Basket of indicators is currently being compiled to support this target	

APPENDIX*CSF PERFORMANCE MEASURES**Excerpt from STRATEGIC AREA 4 of CSF Plan*

CSF Plan Ref	<i>Full Definition</i>
4.5	Achieve targets in the Adult Education Plan: Increase number on basic skills provision
4.5	Achieve targets in the Adult Education Plan: Increase percentage of learners with learning difficulties and disabilities
4.5	Achieve targets in the Adult Education Plan: Increase percentage of learners from ethnic minorities
4.5	Achieve targets in the Adult Education Plan: Increase percentage of learners from disadvantaged wards