

PI Code	Short Name	Managed By	Code	Type of Indicator	LAA?	Reporting Frequency	Notes	Reason for inclusion
BV63	Energy Efficiency of Housing Stock	Alan Jenks	Caring for the environment	Local		Quarterly		
DCSH26	Average time taken to complete non-urgent repairs (days)	Alan Jenks	Homes for local people	Local		Quarterly		
NI 179	Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	Andrea Hirst-Gee	Delivering first class public services	National		Bi-annual		
BV02a	Equality Standard for Local Government	Ann Duncan	Organisational improvement	Local		Quarterly		
BV02b	Duty to Promote Race Equality	Ann Duncan	Organisational improvement	Local		Quarterly		
NI 1	% of people who believe people from different backgrounds get on well together in their local area	Ann Duncan	Safer and stronger communities	National	y	Two-yearly	Place Survey	
BV174	Racial Incidents Recorded	Ann Duncan	Safer and stronger communities	Local		Bi-annual		
BV175	Racial incidents resulting in further action	Ann Duncan	Safer and stronger communities	Local		Bi-annual		
BV91b	Kerbside collection of recyclables (two recyclables)	Debi Rowe	Caring for the environment	Local		Quarterly		
NI 196	Improved street and environmental cleanliness – fly tipping	Debi Rowe	Caring for the environment	National		Annual	Reported via the FlyCapture Database	
NI 185	CO2 reduction from local authority operations	Debi Rowe	Caring for the environment	National	y	Annual	Reported by Defra	
NI 186	Per capita reduction in CO2 emissions in the LA area	Debi Rowe	Caring for the environment	National	y	TBC	Reported by Defra	
NI 187(i)	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (i) Low energy efficiency	Debi Rowe	Caring for the environment	National		Annual		
NI 188	Planning to Adapt to Climate Change	Debi Rowe	Caring for the environment	National		Annual		
NI 191	Residual household waste per household	Debi Rowe	Caring for the environment	National		Annual	Submitted via WasteDataFlow	

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NI 193	Percentage of municipal waste land filled	Debi Rowe	Caring for the environment	National	y	Annual	Reported by NYCC	
NI 192	Percentage of household waste sent for reuse, recycling and composting	Debi Rowe	Caring for the environment	National	y	Quarterly	Submitted via WasteDataFlow	
NI 195a	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	Debi Rowe	Caring for the environment	National		four-monthly	Reported by Defra	
NI 195b	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	Debi Rowe	Caring for the environment	National		four-monthly	Submitted via FlyCapture Database	
NI 195c	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	Debi Rowe	Caring for the environment	National		four-monthly	Submitted via FlyCapture Database	
NI 195d	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	Debi Rowe	Caring for the environment	National		four-monthly	Submitted via FlyCapture Database	
NI 187(ii)	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (ii) High energy efficiency	Debi Rowe	Caring for the environment	National		Annual		
BV86	Cost of household waste collection	Debi Rowe	Caring for the environment	Local		Annual		
BV90b	Satisfaction with waste recycling	Debi Rowe	Caring for the environment	Local		Two-yearly		
LBV13	Voluntary leavers as a percentage of staff in post	Dianne Adams	Organisational improvement	Local		Quarterly		
BV11c	Top 5% of Earners: with a disability	Dianne Adams	Organisational improvement	Local		Quarterly		
BV11a	Top 5% of Earners: Women	Dianne Adams	Organisational improvement	Local		Quarterly		
BV11b	Top 5% of Earners: Ethnic Minorities	Dianne Adams	Organisational improvement	Local		Quarterly		
BV12	Working Days Lost Due to Sickness Absence	Dianne Adams	Organisational improvement	Local		Quarterly		

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BV14	Percentage of Early Retirements	Dianne Adams	Organisational improvement	Local		Quarterly		
BV15	Percentage of Ill-health Retirements	Dianne Adams	Organisational improvement	Local		Quarterly		
BV16a	Percentage of Employees with a Disability	Dianne Adams	Organisational improvement	Local		Quarterly		
BV16b	Percentage of Economically Active People who have a Disability	Dianne Adams	Organisational improvement	Local		Quarterly		
BV17a	Ethnic Minority representation in the workforce - employees	Dianne Adams	Organisational improvement	Local		Quarterly		
LCE7	Number of District Panel consultations per year	Fiona Friday	Organisational improvement	Local		Annual		
LCE8	Percentage of District Panel satisfied with the District Panel	Fiona Friday	Organisational improvement	Local		Annual		
LCE9	Percentage of District Panel satisfied with the topics on which they were consulted	Fiona Friday	Organisational improvement	Local		Annual		
LCE11	Percentage of community engagement and consultation that met its objectives	Fiona Friday	Organisational improvement	Local		Annual		
LCE12	% where feedback has been given to the people consulted	Fiona Friday	Organisational improvement	Local		Annual		
LCE13	% where there is evidence of the consultation results being used in the decision making process	Fiona Friday	Organisational improvement	Local		Annual		
LIB007	Percentage of road traffic accidents involving death or personal injury	John Burton	Safer and stronger communities	Local		Quarterly		
NI 48	Children killed or seriously injured in road traffic accidents	John Burton; Nicky Garside	Safer and stronger communities	National		Annual	data provided by Department for Transport	
LDT47	% of 10 year-olds undertaking "On the Road" cycling training	John Burton	Safer and stronger communities	Local		Quarterly		
LDT48	Number of road traffic casualties	John Burton	Safer and stronger communities	Local		Quarterly		
LDT48a	Number of people killed or seriously injured	John Burton	Safer and stronger communities	Local		Quarterly		

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LDT48b	Number of children -15 killed or seriously injured	John Burton	Safer and stronger communities	Local		Quarterly		
LIB004	Percentage of car parks covered by the police Safer Parking Scheme "Park Mark" Award	John Burton	Traffic and transport	Local		Annual		
LIB0012	Number of permits for half price travel or less on eligible services issued to elderly persons per 1,000 population of pensionable age	John Burton	Traffic and transport	Local		Quarterly		
LIB0014	Number of designated car parking spaces for people with disability per 100 public car park spaces	John Burton	Traffic and transport	Local		Quarterly		
LIB0015b	Percentage of penalty charge notices which were subject to appeal	John Burton	Traffic and transport	Local		Quarterly		
LIB0015c	Percentage of these appeals which were successful	John Burton	Traffic and transport	Local		Quarterly		
LDDS01	Traffic flows in Harrogate and Knaresborough Agency Area	John Burton	Traffic and transport	Local		Annual	data provided by NYCC	
LDT55	Number of travel concessions aged 60+ (1,000 pop)	John Burton	Traffic and transport	Local		Quarterly	Consistently meet targets on this indicator	
NI 47	People killed or seriously injured in road traffic accidents	John Burton; Nicky Garside	Safer and stronger communities	National		Annual		
NI 194	Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations	John Hayton	Caring for the environment	National		Annual	data provided by Defra	
BV156	Buildings Accessible to People with a Disability	John Hayton	Delivering first class public services	Local		Quarterly	Consistently meet targets on this indicator	
NI 173	Flows on to incapacity benefits from employment	John Hayton	Safer and stronger communities	National		Annual	data provided by DWP and ONS	
L 36	Grow the Creative Industries Sector	John Hayton	Safer and stronger communities	Local	y	Quarterly		

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LED07	Percentage unemployment in the District	John Hayton	Supporting our local economy	Local		Quarterly		
LED09	Highest ward unemployment rate (%)	John Hayton	Supporting our local economy	Local		Quarterly		
LED12	Percentage of occupancy of Council workspace	John Hayton	Supporting our local economy	Local		Quarterly		
LED25	Amount by which the District Unemployment Rate is below the national average	John Hayton	Supporting our local economy	Local		Quarterly		
LED29	Yorkshire Forward £ received by 31.03.09 via the SRIP	John Hayton	Supporting our local economy	Local		Quarterly		
LED30	Amount by which the average unemployment rate in the District, excluding towns with a population of 10,000, is less than the district average	John Hayton	Supporting our local economy	Local		Quarterly		
LED31	Average shop vacancy rate across the district's market towns	John Hayton	Supporting our local economy	Local		Quarterly		
LED32	Membership of RMT Partnership (Boroughbridge)	John Hayton	Supporting our local economy	Local		Quarterly		
LED33	Membership of RMT Partnership (Knaresborough)	John Hayton	Supporting our local economy	Local		Quarterly		
NI 172	Percentage of small businesses in an area showing employment growth	John Hayton	Supporting our local economy	National		Annual	Data provided by ONS	
NI 151	Overall Employment rate (working-age)	John Hayton	Supporting our local economy	National		Annual	data provided by ONS	
NI 171	New business registration rate	John Hayton	Supporting our local economy	National	y	Annual	Data provided by ONS	
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	John Murray	Delivering first class public services	National		Monthly	Change in definition of PI - no targets set	
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	John Murray	Delivering first class public services	National		Monthly	Change in definition of PI - no targets set	
LH9	Venue days occupancy of the conference and exhibition complex	John Noland	Supporting our local economy	Local		Quarterly		
LBS01	Recoverable sundry debt as a percent of total debt raised	Marion Wrightson	Organisational improvement	Local		Quarterly		

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NI 3	Civic participation in the local area	Mark Codman; Peter Jordan	Safer and stronger communities	National	y	Two-yearly	Place Survey	
NI 4	% of adults surveyed who feel they can influence decisions affecting their local area	Mark Codman; Peter Jordan	Safer and stronger communities	National		Two-yearly	Place Survey	
NI 182	Satisfaction of business with local authority regulation services	Nicky Garside	Delivering first class public services	National		Monthly	We are only going to report an annual baseline figure this year and then will consider what reporting timescale we can support and is useful ready for 09/10	
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	Nicky Garside	Delivering first class public services	National		Annual	Submitted via the Food Standards Agency Database	
LDL18	Parks and open spaces: total percentage occupancy of council owned allotments	Patrick Kilburn	Caring for the environment	Local		Quarterly		
NI 14	Avoidable contact: the proportion of customer contact that is of low or no value to the customer	Paula Newson Smith	Delivering first class public services	National		Annual		
L 41	Percentage of population within 5 miles of a Joint Access Centre	Paula Newson Smith	Delivering first class public services	Local	y	Quarterly		
LBV5	Number of complaints to an Ombudsman classified as maladministration	Peter Jordan	Delivering first class public services	Local		Quarterly		
LCS01	Percentage of complaints meeting our response target	Peter Jordan	Delivering first class public services	Local		Quarterly		
LBV6	Percentage turnout for local elections	Peter Jordan	Safer and stronger communities	Local		Annual		
LBV7	Percentage of electoral registration forms 'A' returned	Peter Jordan	Safer and stronger communities	Local		Annual		

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LCSU01	Percentage of customer interactions resolved at the first point of contact for services delivered by the Customer Services Unit	Peter Jordan; Paula Newson Smith	Delivering first class public services	Local		Quarterly		
NI 189	Flood and coastal erosion risk management	Roy Firth	Delivering first class public services	National	y	Annual	Data provided by the Environment Agency	
NI 35	Building resilience to violent extremism	Roy Firth	Delivering first class public services	National		Annual	data provided by the Home Office	
NI 36	Protection against terrorist attack	Roy Firth	Delivering first class public services	National		Annual	Data reported via the CDRP	
NI 37	Awareness of civil protection arrangements in the local area	Roy Firth	Delivering first class public services	National		Two-yearly	Place Survey	
NI 152	Working age people on out of work benefits	Simon Johnson	Safer and stronger communities	National		Annual	Data reported by Jobcentre Plus	
NI 2	% of people who feel that they belong to their neighbourhood	Simon Johnson	Safer and stronger communities	National		Two-yearly	Place Survey	
NI 5	Overall/general satisfaction with local area	Simon Johnson	Safer and stronger communities	National		Two-yearly	Place Survey	
NI 153	Working age people claiming out of work benefits in the worst performing	Simon Johnson	Supporting our local economy	National		Annual	Data reported by Jobcentre Plus	
L 37	Increase the value of tourism earnings	Stuart Quin	Supporting our local economy	Local	y	Quarterly		
BV106	New homes built on previously developed land	Tim Richards	Caring for the environment	Local		Quarterly		
BV219b	Preserving the Special Character of Conservation Areas: Character Appraisals	Tim Richards	Caring for the environment	Local		Quarterly		
NI 170	Previously developed land that has been vacant or derelict for more than 5 years	Tim Richards	Caring for the environment	National		Annual		

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NI 197	Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented	Tim Richards	Caring for the environment	National	y	Annual		
NI 157a	Processing of planning applications: Major applications	Tim Richards	Delivering first class public services	National		Quarterly	Consistently meet targets on this indicator	
LDT3	Net expenditure per head of population on building	Tim Richards	Delivering first class public services	Local		Quarterly		
LDT60(i)	Percentage of enforcement complaints acknowledged within 3 days	Tim Richards	Delivering first class public services	Local		Quarterly		
LDT2	Average number of site inspections per development	Tim Richards	Delivering first class public services	Local		Quarterly		
LDT62	Percentage of overturned recommendations	Tim Richards	Delivering first class public services	Local		Quarterly		
LDT63	Percentage of overturned recommendations which are approvals	Tim Richards	Delivering first class public services	Local		Quarterly		
LDT61(i)	Number of complaints of alleged breaches of planning control closed	Tim Richards	Delivering first class public services	Local		Quarterly		
LDT61(ii)	Percentage which result in the issue of enforcement notices	Tim Richards	Delivering first class public services	Local		Quarterly		
LDT61(iii)	Percentage of breaches of planning control resolved by negotiation or action instigated	Tim Richards	Delivering first class public services	Local		Quarterly		
LDT61(iv)	Percentage found on investigation not to be a material breach of planning control	Tim Richards	Delivering first class public services	Local		Quarterly		
LDT61(v)	Number which remain unresolved	Tim Richards	Delivering first class public services	Local		Quarterly		
LDT60(ii)	Percentage of enforcement complaints responded to within 28 days	Tim Richards	Delivering first class public services	Local		Quarterly		

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PS1	PS1 - application caseload per case officer per year	Tim Richards	Delivering first class public services	Local		Quarterly		
NI 157b	Processing of planning applications: Minor applications	Tim Richards	Delivering first class public services	National		Quarterly	Consistently meet targets on this indicator	
NI 157c	Processing of planning applications: Other applications	Tim Richards	Delivering first class public services	National		Quarterly	Consistently meet targets on this indicator	
LDT1	Proportion of building control work open to competition carried out by the Council	Tim Richards	Delivering first class public services	Local		Quarterly		
NI 159	Supply of ready to develop housing sites	Tim Richards	Homes for local people	National	y	Annual		