

Guidance on Best Value performance indicators for 2003/04

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Foreword

The Government is committed to delivering improvements in service quality across the whole of the public sector. Local Government is equally committed to delivering service improvements across the range of vital local services for which it is responsible.

In our Local Government White Paper, Strong Local Leadership - Quality Public Services, we set out the actions we would take to help local authorities to deliver sustained improvements in the delivery of local services. Over the last year we have:

- introduced a framework for regular and comprehensive assessment of a council's performance (including a proportionate and co-ordinated inspection);
- streamlined and reformed the best value framework thereby reducing the administrative burden on local authorities while ensuring that key local services continue to be monitored;
- reduced the statutory planning burden;
- agreed a range of freedoms and flexibilities particularly for the very best authorities;
- agreed the first set of shared priorities through the Central Local Partnership (CLP) and put in place a national Public Service Agreement (PSA) for local government informed by these priorities which draws together all relevant outcome targets;
- devolved these targets to local services through best value and local PSA's;
- ensured that, as far as possible, these local targets are aligned across different public services; and
- updated and integrated the Spending Review 2000 floor targets relating to deprived areas.

To deliver the service improvements that local people have a right to expect, it is vital that authorities have a comprehensive baseline of performance against which they and the people they serve, can judge the progress they are making. All effective organisations need to know how well they are performing and what their strengths and weaknesses are. The Government equally must ensure that high level priorities are being delivered and that standards are being met across the range of public services.

The Best Value Performance Indicators provide valuable information on the key services delivered locally. The out turn data for the two years since BVPIs were first set in 2000/01 has provided valuable information to all with an interest in local services. It has enabled authorities to assess where they are and to set meaningful targets for further performance improvements. It has provided local people with the opportunity to make an informed assessment on the quality and value of the local services they are receiving. It has also provided vital information to help the Audit Commission to reach its conclusions in the first round of the Comprehensive Performance Assessment of the upper tier authorities.

Taken together with the changes that have been made to the wider reporting framework for local government, the BVPIs provide an essential reporting link for local authorities and local people. They cover the key services and provide an essential picture of the quality of local service delivery. They measure the things that matter and which affect peoples lives. We believe that the indicators

we have set are a key management tool in improving performance and are confident that authorities will be able to use them to deliver real advances in the services for which they are responsible.

John Prescott

Chapter 1: Summary

This guidance sets out the Government's best value performance indicators (BVPIs) and best value standards for the financial year 2003/04. It also contains guidance on the improvement targets, which the Government considers that best value authorities should be setting in respect of those indicators.

Chapters 5-13 set out the performance indicators, which the Government intends to specify for the different categories of local services, together with their definitions. These chapters also contain statutory guidance under section 5 of the Local Government Act 1999 on the factors to which authorities should have regard when setting targets in relation to best value performance indicators. In total the Government will specify, by Order, 98 best value national PIs for 2003/04 for top tier authorities. In addition there are a further 12 user-satisfaction specific indicators linked to the surveys which authorities are required to undertake during 2003/04.

Chapter 14 details which indicators should be collected by which types of authority.

Chapter 15 details the performance targets for local government.

1.1 CONSULTATION AND FEEDBACK ON BVPIs

The Government consulted on its proposals for best value performance indicators for 2003/04 in September and October 2002. More than 300 responses were received from best value authorities, professional organisations, interest groups and members of the public. Having considered all the responses, the Government has revised its proposed BVPIs to 98 for top single authorities.

The Government will publish a feedback document shortly, similar to the one available last year, summarising the responses to the consultation. In line with the e-government policy, the feedback document will only be available on the best value website.

1.2 NATIONAL SCOPE

In general, BVPIs are specified in England by the Government and in Wales by the National Assembly for Wales. The Government retains responsibility for housing benefit and council tax benefit and for police and fire authorities in Wales and is therefore responsible for establishing BVPIs for Wales in respect of these issues. The BVPIs for police authorities will be set and published separately by the Home Office. The BVPIs set out in this volume therefore apply as follows:

- for fire, housing benefit and council tax benefit to England and Wales;
- for all other service areas to England only.

The National Assembly will specify BVPIs separately for Wales.

The Home Office will specify BVPIs separately for police authorities.

Chapter 2: Introduction

2.1 Performance Indicators under Best Value

Best Value is a key element of the Governments programme to modernise local government and places best value authorities under a duty to seek continuous improvement in the way in which they exercise their functions. The Local Government Act 1999 sets out the legislative framework and the Government has published further guidance on performance planning and reviews under best value.^[1]

The White Paper^[2] outlines the Governments intention to further review the range of performance indicators and standards that apply to local public service delivery, and to move to a more coherent and integrated system of performance measures across the range of local government services.

2.1.1 Best Value Performance Indicators

At the heart of best value is the statutory performance management framework. This provides for annual reporting by best value authorities of a set of national performance indicators and standards set by the Government and specified by Order under section 4 of the 1999 Act. In specifying indicators and targets for local government the Government has tried to ensure that they are a balanced set, reflecting the broad range of local services, to prevent performance or resources being skewed in favour of areas with a greater weight of indicators. It has also tried to ensure that they represent headline policy priorities and, to this end, that they are consistent with the existing and emerging Public Service Agreements (PSAs) between Government Departments and the Treasury.

The set of performance indicators contained in this volume has been designed to provide for a rounded view of performance. They endeavour to reflect the resources devoted to the service, the efficiency with which those resources are used, the quality of the service and the service users experience of service delivery.

The BVPIs are of two types. **The Best Value Corporate Health indicators** provide a snapshot of how well the authority is performing overall. These indicators are designed to reflect the underlying capacity and performance of local authorities and others as both democratic or locally accountable institutions and bodies responsible for managing a significant share of public expenditure.

The Best Value Service Delivery indicators reflect the national interest in the delivery of local services. These indicators are designed to enable comparisons to be made between the performance of different authorities, including different types of authorities, and within an authority over time. Authorities will need to set targets against all indicators, which are relevant to the services they provide. More details on targets are set out in Chapter 3.2 'How performance indicators, standards, and targets will be used'.

Within the service delivery indicators there are new 'cross-cutting' indicators for 2003/04. To report performance against these indicators local authorities will not only need to ensure input from the different in-house services, they will need also to obtain the support from other local partners.

In order to ensure the best value performance indicators give a balanced view of performance the government has adopted five 'dimensions' of performance. These are:

- **strategic objectives:** why the service exists and what it seeks to achieve;
- **cost/efficiency:** the resources committed to a service and the efficiency with which they are turned into outputs;

- **service delivery outcomes:** how well the service is being operated in order to achieve the strategic objectives;
- **quality:** the quality of the services delivered, explicitly reflecting users' experience of services; and
- **fair access:** ease and equality of access to services.

2.1.2 Audit Commission Performance Indicators

The Audit Commission is an independent body with a duty under Sections 44 and 46 of the Audit Commission Act 1998 to specify performance indicators for local authorities as it thinks fit. The Commission specified statutory performance indicators for local authorities for the seven years up to 2000/01. The Audit Commission has not specified any statutory indicators for local authorities for 2003/04.

2.1.3 Local Performance Indicators

Authorities are encouraged to develop and use local performance indicators, in addition to those specified by the Government. Local indicators are an important measure of local performance and of the responsiveness of the authority to meeting local needs. They allow authorities to reflect local priorities and tailor best value to suit local circumstances. They also provide service managers with necessary performance information. Targets for improvement should be set and monitored for all local indicators as well as for those set automatically. The Audit Commission has published guides to devising sets of performance indicators and to setting and monitoring local performance targets.^[3] DTLR also published similar guidance in December 2001 - 'Use of Local Performance Indicators in the Best Value Regime, 11 Dec 2001'.

The Audit Commission has together with the Improvement and Development Agency (IDeA) established a library of definitions of local performance indicators where local authorities can select and use quality approved performance indicators appropriate to local circumstances. The library is located on: www.local-pi-library.gov.uk

2.2 Changes

The consultation paper was underpinned by the following considerations:

- i. the commitment set out in the Local Government White Paper^[4] to move towards a more coherent and integrated system of performance measures across the range of local government services;
- ii. the new 7 shared priorities for local government (see Annex B);
- iii. Government should create as much synergy as possible between its various policy initiatives for local government, for example between the new National Public Service Agreements for Local Government and best value (see Annex B);
- iv. The White Papers proposals to review the number of plans requested of local government; and
- v. Continuity of indicators to allow year on year comparisons, and to ensure reliable and consistent data collection.

Having considered all the responses, the Government has revised its proposed BVPIs.

- i. It is introducing the 9 new indicators from the consultation paper with definitional changes as necessary;

- ii. Deleting an additional indicator, BV 115, cost of physical visits to public libraries; and
- iii. Taking forward definitional changes to 8 indicators, but in the light of comments retaining the existing definitions for the other 7 indicators set out in the consultation paper.

2.3 User satisfaction BVPIs

For 2000/01, the Government specified a number of BVPIs that required local authorities to survey local people. Central and local government has agreed that these user satisfaction surveys, to inform the production of the indicator information, be conducted on a triennial cycle. On that basis the user satisfaction surveys are due to be undertaken during 2003/2004. Government has conducted a review of the general survey undertaken in 2000/01 in particular the guidance issued to local authorities and the methodologies prescribed in terms of the undertaking of the surveys. The review made a number of recommendations, which the department has taken on board, and these have been reflected in the survey guidance and methodology at Annex A and in the guidance which is being developed for the dedicated website.

From March 2003 you will be able to visit the ODPM's dedicated best value survey website. This site will provide guidance and templates for running the survey and submitting the data collected. If you have responsibility for running the survey(s) you will need to register at this site.

We do not propose to run BV 189 as part of the User-Satisfaction suite for 2003/04 at the present time. This will however be incorporated into the Home Offices British Crime Survey and the police will be asked to report on this for 2003/04.

[1] Issued under DETR Circular no. 10/1999 [NB A revised Circular is currently being prepared to replace 10/1999].

[2] Strong Local Leadership Quality Public Services, DTLR, December 2001.

[3] Aiming to improve: The principles of performance measurement, Audit Commission, 2000. On target: the practice of performance indicators, Audit Commission, 2000.

[4] Strong Local Leadership Quality Public Services, DTLR, December 2001.

Chapter 3: Performance management framework

3.1 The statutory framework

3.1.1 The role of Government

Section 4 of the Local Government Act 1999 gives the Secretary of State the power to specify performance indicators and performance standards in respect of the way in which best value authorities exercise their functions. The Act requires that in specifying the performance indicators and standards, the Secretary of State aims to promote improvement in the way in which functions are exercised having regard to a combination of economy, efficiency and effectiveness. Best value performance indicators are specified by an Order of Parliament under Section 4 of the 1999 Act.

Performance targets are an important driver of improvement and allow authorities, their auditors, inspectors, and service users to judge how well a service is performing, and what needs to be done to bring performance up to the levels which are being achieved elsewhere. Section 5 of the Local Government Act 1999 provides for the Government to issue guidance to best value authorities on setting performance targets.

To ensure that clear accountability is achieved, best value authorities should report their performance against best value performance indicators and targets in their annual Performance Plan. They should set their performance data in context by reporting their out turn performance against the targets they set themselves for each indicator at the start of the year, and explain any significant differences between targets and actual performance. They should also report progress against other national targets, and local targets, standards and indicators.

The change in the deadline for the publication of performance plans to 30 June should enable authorities to include out turn performance data, that would be subject to audit, for best value performance indicators for the previous financial year. This will ensure performance plans are robust statements of performance. The Government is also proposing to change the deadline for the closure of financial accounts to 30 June, in line with the deadline for performance plans, and is consulting on how best to effect this change.^[5] In the meantime, authorities should make every effort to include final unaudited BVPI out turn data for their previous financial year in their performance plans.

3.2 How Performance Indicators, standards and targets will be used

3.2.1 Comprehensive Performance Assessment/Improvement Planning

Performance indicators are a key component of the assessment framework the Audit Commission has developed for the Comprehensive Performance Assessment process. Authorities performance against the BVPIs will be taken into account in individual assessments alongside inspection and auditors judgements.

Performance indicators will also provide key information to monitor the progress being made by authorities taking forward action detailed in improvement plans and will be taken into account as part of the refresh of CPA by the Audit Commission.

3.2.2 Beacon Councils

Performance against the BVPIs will also play an important role in the selection of Beacon councils. Applicants for the fourth year Beacon scheme have been asked to provide copies of their BVPPs and encouraged to provide details of performance against BVPIs specific to the service theme under which they are applying.

3.2.3 Audit, inspection and intervention

Local authorities are responsible for ensuring that BVPPs and the performance information they contain are accurate, and that targets have been set which are realistic and achievable. The out turn performance data for the BVPIs should be sent to the external auditor by 30 June 2003. The auditor after validating the data, will forward the information to the Audit Commission, as has been the practice in past years.

3.3 Publication, audit and advice

At the national level, the Government wishes to publish data as soon as possible after publication of best value performance plans, based on the information published in those plans. It therefore intends to publish data at the national level probably in late autumn of each year. The data will also be available on the local government performance website: www.bvpi.gov.uk

The Audit Commission provides advice to authorities wishing to clarify definitions of indicators. For telephone enquiries, phone the main Audit Commission number, 020 7828 1212 and ask for the local authority performance indicators helpline. Alternatively, the e-mail address is: pi-team@audit-commission.gov.uk

3.4 TERMINOLOGY

The 1999 Act refers to best value performance indicators, standards and targets. The following definitions might be helpful:

Performance indicator: means the measure of a best value authority's performance in exercising a function.

Performance standard: means the minimum acceptable level of service provision, which **must** be met by a best value authority in the exercise of a function and measured by reference to a performance indicator for that function. A failure to meet a performance standard where specified will be judged as failing the test of best value for that service or function

Performance target: means the level of performance in the exercise of a function that a best value authority is expected to achieve, as measured by reference to the performance indicator in relation to that function.

[5] Consultation on the Draft Account Regulations 2003 proposed amendments to the Account and Audit Regulations 1996, available from ODPM's website

Chapter 4: Performance targets and standards for 2003/04

This section contains guidance from Government under section 5 of the Local Government Act 1999 on the setting of targets by authorities in relation to BVPIs. It also outlines the role of standards in respect of BVPIs in the coming years.

4.1 Performance targets

Performance targets will indicate to local people how an authority intends to improve its performance in future. Targets will need to be challenging yet realistic, and will need to take into account formal guidance.

The framework for setting performance targets against the BVPIs for 2003/04 will work as follows.

All targets will continue to be set locally by authorities. But this document contains guidance on **the factors which authorities should take into account when setting targets.**

For all nationally specified performance indicators local authorities should set targets wherever possible and these should take account of any relevant national priorities and targets. In particular, authorities should take into account the relevant Public Service Agreement (PSA) targets under the National PSA for Local Government. Where an indicator is directly relevant to any service related PSA target, whether or not it has been included within the National PSA for local government, then details have been given within the individual BVPI definition. The targets included in the National PSA for local government and the agreed set of seven shared priorities for local government are set out fully at Annex B.

No statutory top quartile targets are to be set for any indicators in 2003/04. However, authorities should have regard to the level of performance of the best and should where possible set targets that aim to reach the upper quartile of a reasonable period of time. Details are provided at Chapter 15.3 of the quartile data for certain indicators to aid local target setting. The quartile data for all appropriate BVPIs is available on the local government performance website: www.bvpi.gov.uk

4.2 Performance standards

The Local Government Act 1999 provides powers for the Government to specify standards of performance, in respect of indicators, that **must** be met by best value authorities. Failure to meet a performance standard will normally be judged as a failure to achieve best value for that particular service. Standards are a powerful and useful tool to drive up performance. The Government has indicated that it will use them sparingly and where there is a legitimate national interest in so doing.

The existing Statutory Performance Standards for recycling and composting for 2003/04 and 2005/06 will remain unchanged.

Revised Planning Standards have been introduced, related to the development control targets underpinning BV 109 for planning applications. The standards are part of a drive to improve performance across the board. Authorities named in Annex C must, as a minimum, reach the appropriate standard indicated. Where an authority is selected for one or two standards they should also maintain or better their performance in 2001/02 or 2002/03 (whichever was higher) in the other category(ies) where standards do not apply.

4.3 Targets for cost BVPIs

Some BVPIs are concerned with the cost of providing a service, eg, cost of waste collection per household. Increases in inflation will impact upon the costs being reported upon. It is important that targets set are clear about what successful performance means in real terms. Changes in pay and prices do need to be taken into account when presenting performance for cost BVPIs with the targets set in earlier years.

In setting targets authorities should use the GDP deflator updated annually by HM Treasury, which provides a measure of price change over time in the domestic economy to be used by all local authorities when adjusting their targets for cost BVPIs. This measure reflects changes in the operating costs of councils directly in terms of the prices paid for procurement and indirectly in terms of the impact of inflation on pay settlements. All local authorities should use the GDP deflator figure, as issued in January of a given year. Details of the measure and guidance on its use are available from:

http://www.hm-treasury.gov.uk/Economic_Data_and_Tools/GDP_Deflators/data_gdp_fig.cfm

Reporting of financial BVPIs should be in accordance with the CIPFA Code of Practice on Best Value Accounting.^[6] Under the code, best value authorities are now required to account on the basis of total cost, rolling in capital charges. ODPM have adjusted RO forms to reflect that change.

4.4 Cost effectiveness

Work is ongoing to test possible methodologies for measuring cost effectiveness. In the meantime a methodology using a basket of indicators has been agreed for use by authorities negotiating local PSA agreements and guidance has been circulated to these authorities.

[6] Best Value Accounting Code of Practice, CIPFA, February 2000.

Chapter 5: Corporate Health

Corporate health BVPIs provide a snap shot of how well the authority is performing overall. These indicators reflect the underlying capacity and performance of local authorities and others as both democratic or locally accountable institutions and bodies responsible for managing a significant share of public expenditure. The indicators determine the health of the authority at the highest level in respect of managing its finances and its staff effectively.

For 2003/2004 the corporate health BVPIs reflect governments commitment to:

- the duty to promote equal opportunities;
- the duty to prepare community strategies;
- electronic service delivery and physical access to council services*;
- the equity and health of the councils' personnel structure;
- the financial health of the authority*; and
- the energy consumption of the authority.

* Public Service Agreement targets

5.1 CORPORATE HEALTH BVPIs

Strategic objectives

BV 1

1a: Does the authority have a Community Strategy developed in collaboration with the local strategic partnership, for improving the economic, social and environmental well being in a way that is sustainable?

If the authority answers yes to part (a) it should answer parts (b) and (c): If the authority answers not o part (a) it should answer part (d):

1b: By when (mm, yy) will a full review of the community strategy be completed? If such a review was scheduled for this year, was it completed on time?

1c: Has the authority reported progress towards implementing the community strategy to the wider community this year? If no, by when (mm, yy) will this be undertaken?

1d: By when (mm, yy) does the authority plan to have such a strategy in place? Are the partnership arrangements in place to support the production of the strategy?

To answer 'yes' to BV 1a the community strategy should include, in line with the statutory guidance as referenced:

- An action plan (para 78-79).
- Arrangements for monitoring the implementation of the action plan (para 98-100).

- Mechanisms for measuring economic, social and environmental progress against short and long term outcomes (para 101-104).
- A timetable for periodically rewriting it (para 105-107).
- A means of reporting this progress to the local community (para 108-110).

BV 1d should state the date (month and year) that the authority has timetabled for the completion of a community strategy in line with statutory guidance, to meet the five criteria listed above. Authorities with no timetable in place should state this in their BVPPs in order to answer this part.

While it would be inappropriate for an outcome based indicator to refer to the process of preparing a community strategy, this is very important. The role of the community and voluntary sectors, which the statutory guidance recognises as being significant, is critical in all of this. Successful engagement and involvement of the community and voluntary sectors will require an effective mechanism. One such mechanism is a local compact - setting out the principles of engagement between local authorities and voluntary and community organisations - and which helps both parties to work towards a long term, sustainable and effective relationship.

Target setting: Local Authorities should take into account how far advanced similar authorities are and take advantage of information sharing to inform best practice.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

Fair access

BV 2 (Amended)

- a. The level (if any) of the Equality Standard for Local Government to which the authority conforms.
- b. The duty to promote race equality.

a. The level (if any) of the Equality Standard for Local Government to which the authority conforms.

Levels are defined in the EO/EOC/DRC/CRE document The Equality Standard for Local Government.^[7] An additional audit toolkit document has been produced explaining how local authorities can audit their performance against the Standard www.lg-employers.gov.uk. The level reported for the authority can be no higher than for any department of the authority and for any of the four areas covered by the Standard (ie, Leadership and Corporate Commitment; Consultation and Community Development and Scrutiny; Service Delivery and Customers Care; and Employment and Training). In broad terms the levels can be described as shown below. Authorities should report the level they have reached as follows:

Level 1: The authority has adopted a comprehensive equality policy including commitments to develop equality objectives and targets, to consultation and impact assessment, monitoring, audit and scrutiny.

Level 2: The authority has engaged in an impact and needs assessment, a consultation process and an equality action planning process for employment and service delivery.

Level 3: The authority has completed the equality action planning process, set objectives and targets and established information and monitoring systems to assess progress.

Level 4: The authority has developed information and monitoring systems that enable it to assess progress towards achieving specific targets.

Level 5: The authority has achieved targets, reviewed them and set new targets. The authority is seen as exemplary for its equality programme.

To report these levels, an authority must have adopted the Equality Standard for Local Government. If the authority has not adopted the Equality Standard it should report the following:

This council has not adopted the Equality Standard for Local Government.

b. The duty to promote race equality.

1. Does the authority have a Race Equality Scheme (RES) in place?

Does the RES:

- a. list the functions and policies that are relevant to the general duty?
- b. consist of a strategy, which addresses the general duty and each of the specific duties?
- c. contain clear priorities, targets and outcomes in order to fulfil the general and specific duties?

Is the RES

- d. supported by a timetabled, three-year action plan?
- e. clearly integrated in all corporate and service level plans and strategies?
- f. clearly integrated in procurement and partnership strategies and policies and best value reviews?
- g. actively communicated to members of the public and to staff?
- h. reviewed regularly by the authority?
- i. owned by Council members and senior officers who share responsibility for ensuring outcomes are met and are involved in reviews of the scheme?

2. Are there continuing improvements for race equality from application of the RES?*

Is there evidence of measurable improvements in respect of:

- j. the representation in the workforce at all levels of the range of ethnic groups in the local area and relevant labour markets.
- k. improving staff perceptions of equal opportunities for all ethnic groups and reducing any differences?
- l. widening the ethnic profile of service users having regard to need and relative to the local population?
- m. improving satisfaction rates among service users of all ethnic groups and reducing any differences?
- n. reducing number of complaints from service users of all ethnic groups and reducing any differences?
- o. providing services that meet the needs of all ethnic groups in the communities the authority serves?
- p. improving service outcomes for all ethnic groups and reducing any differences?
- q. increasing confidence in reporting racial incidents.
- r. increasing satisfaction in the way racial incidents resulting in further action are handled.

Authorities are to score one point for each of the above items to which they can say yes.

The item score should then be expressed as a % for reporting against the PI.

*This part of the indicator is about procedures, processes and outcomes *not* just setting and achieving targets. It applies equally to all rural and urban authorities irrespective of the number and proportion of BME people in the local population, and how much work the authority has done to date in this area. Authorities must be able to show that there are *procedures* in place to measure all the information required from (j) to (r) and to carry out sound analysis and make necessary changes. For authorities starting out, initial years may be about identifying ethnic differences and putting procedures in place for addressing this. By year three, at least there should be concrete results. For some authorities that already have baseline data, they will be in a position to measure improvements in year one. However low the BME population, the process and analysis must be clearly operational. Whatever the current state of an authority, in order to meet the different parts of the indicator, year on year improvement is necessary. For some, this will be statistical improvement, for others evidence that processes and methods have improved.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, Greater London Authority, Passenger Transport Authorities, TfL, London Development Agency, Fire Authorities in England and Wales.

User Satisfaction Surveys

BV 3

The % of citizens satisfied with the overall service provided.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, Single Function Fire Authorities(See Annex A for full details).

BV 4

The % of complainants satisfied with the handling of their complaint.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London (See Annex A for full details).

Cost and efficiency

BV 8^[8]

The percentage of invoices for commercial goods and services that were paid by the authority within 30 days of such invoices being received by the authority.

The number of undisputed invoices for commercial goods and services paid to external contractors and suppliers during the year by the authority within mutually agreed terms or 30 days if such terms do not exist, as a percentage of all such invoices paid by the authority in the year. Authorities

may exclude invoices sent to schools and paid from delegated school budgets if they wish. Time starts from the date the authority (not the payment section) receives the invoice to the date of:

- dispatch of a cheque or other payment instrument;
- notification to bank for BACS payments; or
- bank processing of the payment if the authority specifies a period after which the bank is to make the payments once it has received the BACS tape.

If an invoice is received in advance, the 30 day or agreed term period starts from the satisfactory receipt of goods and/or services. Where the authority does not record the date it receives the invoice it should add two days to the date of the invoice unless it has sampled invoices during that year to get a more accurate period to add to that date.

If sampling is used, the sample should be broadly representative of all invoices received by different departments and at different times of the year, and consist of at least 500 invoices.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, National Parks Authorities, National Broad Authority, Fire Authorities in England and Wales, Greater London Authority, Passenger Transport Authorities, TfL, London Development Agency.

BV 9

Percentage of Council Tax collected.

The percentage of council tax received in year (2003/2004).

England: currently as DTLR QRC4 for 2001/02 Line 4 as a percentage of line 1, but the data collected will be for 2003/04, therefore where the definition states 2001/02 read 2003/04.

Line 1 Estimated net collectable debit in respect of 2001/2002 council taxes net of benefit.

Line 4 Total receipts of 2001/02 council taxes; net of refunds granted in respect of 2001/02 only.

Receipts should be attributed to the oldest year in which debts are outstanding, and not to the current year unless the payment is specifically for the current year.

Target setting: Top quartile.^[9]

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 10

The percentage of non-domestic rates due for the financial year which were received by the authority.

The percentage of non-domestic rates received in year (2003/2004).

England: currently as DTLR QRC4 for 2001/02 Line 18 as a percentage of Line 15, but the data collected will be for 2003/04. Therefore, where the definition states 2001/02 read 2003/04.

Line 15 Estimated net collectable debit in respect of non-domestic.

Line 18 Total receipts of non-domestic rates, net of refunds granted in respect of 2001/02 only.

Receipts should be attributed to the oldest year in which debts are outstanding, and not to the current year unless the payment is specifically for the current year.

Target setting: Top quartile. [\[10\]](#)

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 11a

The percentage of top 5% of earners that are women.

11a: To calculate this indicator, authorities should take the top 5% of earners in the authorities **excluding all staff in schools maintained by the authority**. Authorities should report on the percentage of women in the top 5% of earners. Where there are a number of employees on the same salary, straddling the 5% point, all should be included.

Please note: local authority adult education staff who are not employed by schools should be included in the calculation of the indicator in the same way as staff in other council departments. For the avoidance of doubt schools in this context means secondary schools and those catering for younger pupils.

Salaries should be based on gross pay (including London weighting, performance related pay, honoraria and market supplements) and excluding overtime and fringe benefits (such as leases of free cars, health insurance, PCs, mobiles and other non-cash benefits). For staff who work part time, salaries should be calculated pro-rata. Apply to permanent staff only. Staff on fixed term contracts who have been employed by the authority for over a year should be considered permanent. For consistency purposes, this figure is taken as a snapshot figure at the end of the financial year.

For county fire authorities, data on fire service personnel should be reported separately.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, Greater London Authority, Passenger Transport Authorities, TfL, London Development Agency, Joint Waste Disposal Authorities, Fire Authorities in England and Wales.

BV 11b

The percentage of top 5% of earners from black and minority ethnic communities.

11b: To calculate this indicator, authorities should take the top 5% of earners in the authorities **excluding all staff in schools maintained by the authority**. Authorities should report on the percentage of black and minority ethnic staff in the top 5% of earners. Where there are a number of employees on the same salary, straddling the 5% point, all should be included.

Please note: local authority adult education staff who are not employed by schools should be included in the calculation of the indicator in the same way as staff in other council departments.

For the avoidance of doubt 'schools' in this context means secondary schools and those catering for younger pupils.

Salaries should be based on gross pay (including London weighting, performance related pay, honoraria and market supplements) and excluding overtime and fringe benefits (such as leases of free cars, health insurance, PCs, mobiles and other non-cash benefits). For staff who work part time, salaries should be calculated pro-rata. Apply to permanent staff only. Staff on fixed term contracts who have been employed by the authority for over a year should be considered permanent.

For consistency purposes, this figure is taken as a snapshot figure at the end of the financial year.

For county fire authorities, data on fire service personnel should be reported separately.

'Black and Minority Ethnic' refers to the following categories:

- Mixed White and Black Caribbean
- Mixed White and Black African
- Mixed White and Asian
- Any other mixed background
- Indian
- Pakistani
- Bangladeshi
- Any other Asian background
- Caribbean
- African
- Any other Black background
- Chinese
- Other

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, Greater London Authority, Passenger Transport Authorities, TfL, London Development Agency, Joint Waste Disposal Authorities, Fire Authorities in England and Wales.

BV 12

The number of working days/shifts lost due to sickness absence.

The numerator is defined as the aggregate of working days lost due to sickness absence irrespective of whether this is self certified, certified by a GP or long term. The sickness of all permanent local authority employees, including teachers, staff employed in schools and staff employed in DLOs and DSOs should be included. Exclude the sickness of temporary or agency staff. Exclude staff on

maternity or paternity leave. The denominator is the average number of FTE staff calculated by reference to the 1/4/02 and 1/4/03 (ie, FTE 1/4/02 + FTE 1/4/03) /2. For staff who work part time, the authority should calculate the FTE for both the numerator and denominator on a consistent basis.

Working days/shifts, means days/shifts scheduled for work after holidays/leave days have been excluded.

In the instance of an employee reporting sick part way through a working day/shift authorities should record the information to the nearest half-day/shift.

Apply to permanent staff. Staff on fixed term contracts who have been employed by the authority for over a year should be considered permanent.

Include days lost through sickness due to disability or long term sickness.

Calculated as average days per employee not as a percentage.

Include all staff in schools maintained by the authority.

TfL to report on data for operational and non-operational staff separately.

Where a county fire authority is reporting, fire-fighter data should be reported separately. For further details of the application of the indicator to county fire authorities and to single-purpose fire authorities, see Fire Service Circular 6/2000, dated 28 April 2000.

Target setting: Top quartile. [\[11\]](#)

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, National Parks Authorities, National Broad Authority, Fire Authorities in England and Wales, Greater London Authority, Passenger Transport Authorities, TfL, London Development Agency, Joint Waste Disposal Authorities.

BV 14

The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force.

Early retirement on grounds of redundancy occurs where an individual employee aged 50 or over is in a job which the employer certifies is no longer needed.

Early retirement on the grounds of efficiency occurs where an employee aged 50 or over has ceased to be employed in the interests of the efficient exercise of the authority's functions.

The number of staff should be calculated by a head count (a part time employee counts the same as a full time employee). If an employee has more than one job, then each job should be counted separately.

Exclude: redundancies under 50 and redundancies where staff are not eligible for a pension.

Exclude: people who have reached their normal retirement date (section 25 of the Local Government Pension Scheme Regulations 1997) unless they are retiring under the specific grounds/conditions set out in BV 14 or 15.

Exclude: people who are over 50 and satisfy the 85-year rule (the total of the employees age and membership of pension scheme is equal to or greater than 85 years).

Include: all staff in schools maintained by the authority.

Include: people who have been retired on compassionate grounds.

Apply to permanent staff. Staff on fixed term contracts who have been employed by the authority for over a year should be considered permanent.

The denominator is all staff, not just those over 50.

County Councils which are also fire authorities should not include fire-fighters.

Target setting: Top quartile. [\[12\]](#)

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, National Parks Authorities, National Broad Authority, Greater London Authority, Passenger Transport Authorities, TfL, London Development Agency, Joint Waste Disposal Authorities.

BV 15

The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.

Ill health retirement can occur at any age where an independent registered medical practitioner qualified in occupational health has certified that the employee is permanently incapable of performing the duties of that employment or a broadly comparable local government employment with his employing authority because of ill-health or infirmity of mind or body.

Apply to permanent staff. Staff on fixed term contracts who have been employed by the authority for over a year should be considered permanent.

The number of staff should be calculated by a head count (a part time employee counts the same as a full time employee). If an employee has more than one job, then each job should be counted separately.

Exclude: people who have reached their normal retirement date (section 25 of the Local Government Pension Scheme Regulations 1997) unless they are retiring under the specific grounds/conditions set out in BV 13, 14 or 15.

Include: all staff in schools maintained by the authority.

TfL to report on data for operational and non-operational staff separately.

Where a county fire authority is reporting, data for fire service personnel should be reported separately. For single-purpose fire authorities distinguish between staff eligible for membership of (a) Fire Fighter's Pension and (b) Local Government Pension Scheme. Further details are given in Fire Service Circular6/2000, dated 28 April 2000.

Target setting: Top quartile. [\[13\]](#)

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, National Parks

Authorities, National Broad Authority, Fire Authorities in England and Wales, Greater London Authority, Passenger Transport Authorities, TfL, London Development Agency, Joint Waste Disposal Authorities.

BV 16

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.

The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active (persons aged 18-65) disabled people in the authority area.

The Disability Discrimination Act 1995 states that: a person has a disability for the purposes of this Act if he has a physical or mental impairment which has a substantial and long term adverse effect on his ability to carry out normal day-to-day activities.

1. To work out the percentage of disabled employees in the local authority **(A)** = Number of disabled employees (declaring that they meet the Disability Discrimination Act 1995 disability definition) multiplied by 100, divided by the total number of authority employees.

The number of employees should be calculated by a head count (a part time employee counts the same as a full time employee). If an employee has more than one job, then each job should be counted separately.

2. Percentage representation of economically active disabled people in local authority area is to be derived from returns on surveys conducted for BVPI 3 in 2000/2001. Where the authority has alternative data on representation which it regards as more reliable, it may use this, but should state source in its BVPP.

To work out the percentage of economically active disabled people in the local authority area: Takeout all of the people over 65 and all of those under 18 from survey returns. This will provide the total number of economically active people in the local authority area = number of people in the local authority area minus those over 65 and minus those under 18.

3. Workout how many of the above economically active people in the authority area are disabled **(A)**.

Percentage of economically active disabled people in the authority area **(B)** = (number of economically active disabled people multiplied by 100) and divided by total number of economically active people in the local authority area **(A)**.

This should be reported on as two figures (A) and (B).

If authorities decide to use the user satisfaction survey to calculate the number of economically active disabled people in the local authority area, then:

Take out all of the people over 65 and all those under 18 from the survey returns. From these people, only include those who answered yes to both of the following questions (in the survey) Do you have any longstanding illness, disability or infirmity? and Does this illness or disability limit your activities in any way?.

County councils which are also fire authorities should not include fire-fighters.

Include: all staff in schools maintained by the authority.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, National Parks Authorities, National Broad Authority, Greater London Authority, Passenger Transport Authorities, TfL, London Development Agency, Joint Waste Disposal Authorities.

BV 17

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.

The percentage of local authority employees from minority ethnic communities compared with the percentage of the economically active (persons aged 18-65) minority ethnic community population in the local authority area.

1. The percentage of minority ethnic community employees (**X**) = number of minority ethnic community employees multiplied by 100 and divided by the total number of employees in the authority.

The number of employees should be calculated by a head count (a part time employee counts the same as a full time employee). If an employee has more than one job, then each job should be counted separately.

2. Percentage representation of minority ethnic community people in local authority area is to be derived from returns on surveys conducted for BVPI 3 in 2003/2004. Where the authority has alternative data on representation which it regards as more reliable, it may use this, but should state source in BVPP.

To work out the percentage of economically active people from ethnic minority communities in the local authority area:

3. Take out all of the people over 65 and all of those under 18 from survey returns. This will provide the total number of economically active people in the local authority area = number of people in the local authority area minus those over 65 and minus those under 18.

4. Work out how many of the above economically active people in the local authority area are of an ethnic minority community (**Y**). Use 2001 census classification, Minority ethnic community means categories b, c, d or e below:

a. White

British

Irish

Any other White background (please write in)

b. Mixed

White and Black Caribbean

White and Black African

White and Asian

Any other mixed background (please write in)

c. Asian or Asian British
Indian
Pakistani
Bangladeshi
Any other Asian background (please write in)

d. Black or Black British
Caribbean
African
Any other Black background (please write in)

e. Chinese or Other ethnic group
Chinese
Other

5. Percentage of economically active ethnic community people in authority area (**Y**) = (number of economically active ethnic minority people multiplied by 100) and divided by the total number of economically active people in the local authority area.

This should be reported on as two figures (X) and (Y).

For county fire authorities, data for uniformed personnel should be reported separately, in accordance with Fire Service Circular 6/2000, dated 28 April 2000.

Include: all staff in schools maintained by the authority.

For fire authorities:

The indicator refers to percentage of ethnic minority uniformed staff and the percentage of minority ethnic community population of working age in the brigade area.

Definition:

Black or other ethnic minority staff percentage, divided by total workforce multiplied by 100.

Total number of ethnic minority uniformed staff
x 100
Total number of uniformed staff

Total number of ethnic minority persons of working age* in brigade area
x 100
Total population of working age* in the brigade area

*Persons aged 18-54 in accordance with the Labour Force Survey (1996-98, 12 quarters).

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, National Parks Authorities, National Broad Authority, Greater London Authority, Passenger Transport Authorities, TfL, London Development Agency, Joint Waste Disposal Authorities, Fire Authorities in England and Wales.

BV 156

The % of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.

Local authority buildings open to the public means buildings from which the authority provides a service, of which at least a part is usually open to members of the public, but excluding public conveniences which are not integral to such buildings and schools and educational establishments.

Accessible, suitable and disabled people as defined in Approved Document M of the Building Regulations Act 1991.

For TfL this includes bus and rail stations within its ownership.

Target Setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, National Parks Authorities, National Broad Authority, Greater London Authority, Passenger Transport Authorities, TfL, London Development Agency, Joint Waste Disposal Authorities.

Service delivery outcome

BV 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.

'Types of interactions' means any contact between the citizen and the council including:

- providing information;
- collecting revenue;
- providing benefits and grants;
- consultation;
- regulation (such as issuing licences);
- applications for services;
- booking venues, resources and courses;
- paying for goods and services; and
- providing access to community, professional or business networks; and procurement.

This is not an exhaustive list as there will be others, depending on local circumstances.

100%: should be defined within the authority's e-government strategy to take account of local circumstances based on the full list of services for which the authority is responsible and the types of interactions relevant to each service.

Enabled: this presumes that all services are capable of being enabled for electronic delivery unless there is a legal or operational reason why this cannot be done.

Electronic: means delivery through internet protocols and other ICT methods and includes delivery by telephone if the transaction carried out is electronically enabled ie, the officer receiving the call can access electronic information and/or update records on-line there and then.

Target setting: Local. National target is 100% by 2005. All local authorities are expected to achieve this level.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, National Parks Authorities, National Broad Authority, Greater London Authority, Passenger Transport Authorities, TfL, London Development Agency, Joint Waste Disposal Authorities, Fire Authorities in England and Wales.

BV 180 Amended

a. The energy consumption/m² of local authority operational property, compared with comparable buildings in the UK as a whole.

b. Average lamp circuit energy consumption for street lights, compared with the UK national average.

This PI requires local authorities in the first year to undertake an initial survey of energy consumption in their operational property and street lighting. For each building, energy should be divided into fossil fuels and electricity indicators, measured in kWh/m² of the buildings area and fossil fuels adjusted for weather changes using the usual degree day correction factors. For street lighting, it should be measured in kWh.

For this PI, operational property means operational buildings, excluding housing and schools, as set out in Annex A to DTLR guidance on Single Capital Pot, issued on 22 March 2001^[14] (Property Performance Indicator 4B). This can be found at:

<http://www.local.odpm.gov.uk/finance/capital/data/scpganxa5.htm>

When counting number of street lights authorities should include lights on all local authority roads, but should **not** include illuminated traffic bollards or road signs. The type of bollards used to illuminate footpaths should be included. If a single column supports two or more lamps, it is the number of lamps which should be counted. Authorities should also count street lamps mounted on other structures eg, buildings, where the purpose of the lamp is to illuminate the street. Lamps in highway tunnels and pedestrian subways should be included in the count. Traffic signs should **not** be included.

Local authorities need not assess all of their operational buildings: benchmark information is only available on selected building types and activity should be proportionate to the energy used in any building. Authorities should concentrate on the buildings that make up the majority of their consumption. Guidance containing the benchmark figures and which identifies those buildings likely to have the highest energy consumption is available. This guidance also addresses street lighting.

Target setting: Local.

The energy consumption for each building type should be compared with the national typical performance for that building type (the benchmark will be established in guidance) and should be expressed as a percentage. The performance for all building types should then be averaged to

produce a figure for the whole portfolio. Average performance on street lighting should also be assessed against the national average. Once performance has been established in 2002/03, local performance improvement targets should be set in this and subsequent years, with reference to national benchmarks from 2003/04. Authorities should then assess their performance against these local targets.

Scope:

a. Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

b. All Highways Authorities.

[7] For combined fire authorities in Wales, the equivalent standard for local government in Wales should apply

[8] Authorities should have regard to statutory guidance in Chapter 14 in setting local target.

[9] See Chapter 15 for top quartile data.

[10] See Chapter 15 for top quartile data.

[11] See Chapter 15 for top quartile data.

[12] See Chapter 15 for top quartile data.

[13] See Chapter 15 top quartile data.

[14] <http://www.local.dtlr.gov.uk/finance/capital/singpot.htm>

Chapter 6: Education

The Government aims to give children an excellent start in education and enable all young people to develop and to equip themselves with the skills, knowledge and personal qualities needed for life and work. The new Education Best Value Performance Indicators underpin this policy still further by measuring the quality of early years and child care services (BV 192) and providing a clear account of schools funding (BV 193). Pupil achievement at Key Stage 2, Key Stage 3 and GCSE (or equivalent) reflect important national best value targets (BV 38 to 41, BV 181 and new KS2 indicator BV 194). Other indicators reflect the importance of improving school attendance (BV 45 and 46) and making provision for the education of all children (BV 43, 48, 159). These and other BVPIs are reflected in the shared priorities and new National Public Service agreement targets (listed at Annex B).

6.1 EDUCATION BVPIs

Cost and efficiency

BV 33

Youth Service expenditure per head of population in the Youth Service target age range.

Expenditure as reported in S52 education Outturn Statement Table 3 for the financial year April 2003 to March 2004, Net Expenditure (Youth Service).

Expenditure is divided by the total number in the Youth Service target age range 13 to 19 years.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 34a

Percentage of primary schools with 25% or more of their places unfilled.

Primary schools with 25% or more and at least 30 surplus places.

These Primary schools with surplus places are divided by all LEA maintained Primary Schools.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 34b

Percentage of secondary schools with 25% or more of their places unfilled.

Secondary schools with 25% or more and at least 30 surplus places.

These Secondary schools with surplus places are divided by all LEA maintained Secondary Schools.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 38

Percentage of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A*-C or equivalent.

GCSE result definition will follow the DfES Performance Table Publications.

GCSE result The percentage of pupils, aged 15 on 31 August 2002 and on roll in the authority's secondary schools as at the time of the Annual Schools Census in January 2003, who achieve five or more GCSE grades A*-C or equivalent in the examinations held in the summer of 2003 and, where relevant, in earlier GCSE examination sessions.

Target setting: Local. In setting local targets, best value authorities should have regard to the PSA target to raise standards in schools and colleges so that between 2002 and 2006 the proportion of those aged 16 who get qualifications equivalent to 5 GCSEs at grade A*-C rises by 2 percentage points each year on average, and in all schools at least 20% of pupils achieve this standard by 2004, rising to 25% by 2006.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 39

Percentage of 15 year old pupils in schools maintained by the local education authority achieving 5 GCSEs or equivalent at grades A*-G including English and Maths.

GCSE result definition will follow the DfES Performance Table Publications.

Percentage of pupils in schools maintained by the local education authority who achieved five or more GCSEs at grades A*-G including English and Maths or equivalent in 2003 examinations. Pupils on the register on 3rd Thursday January 2003 aged 15 on 31 August 2002.

Target setting: Local. In setting local targets, best value authorities should have regard to PSA target to increase the percentage of pupils obtaining 5 or more GCSEs at grades A*-G to 92% by 2004.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 40

Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test.

Key Stage 2 result definition will follow the DfES Statistical First Release on National Curriculum Assessments.

The percentage of pupils in the final year of Key Stage 2 in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test 2003.

Target setting: Local. In setting local targets, best value authorities should have regard to the PSA target to raise the standards in Maths so that by 2004 85% of 11-year-olds achieve level 4 or above; and that by 2006, the number of schools in which fewer than 65% of pupils achieve level 4 or above is significantly reduced. Also that by 2007, 90% of pupils reach level 4 in Maths by aged 12.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 41

Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 English test.

Key Stage 2 result definition will follow the DfES Statistical First Release on National Curriculum Assessments.

The percentage of pupils in the final year of Key Stage 2 in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 English test 2003.

Target setting: Local. In setting local targets, best value authorities should have regard to the PSA target to raise the standards in English so that by 2004 85% of 11-year-olds achieve level 4 or above; and that by 2006, the number of schools in which fewer than 65% of pupils achieve level 4 or above is significantly reduced. Also that by 2007, 90% of pupils reach level 4 in English by aged 12.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

Quality

BV 43

Percentage of statements of special educational need issued by the authority in a financial year and prepared within 18 weeks (a) excluding and (b) including those affected by exceptions to the rule under the SEN Code of Practice.

a. Statements of special educational need drafted within 18 weeks as a percentage of all statements excluding cases where any of the exceptions listed in 3.40 to 3.42 of the Code of Practice apply.

b. Statements of special educational need drafted within 18 weeks including those involving other agencies, as a percentage of all statements including cases where any of the exceptions listed in 3.40 to 3.42 of the Code of Practice apply.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

Fair access

BV 44

Number of pupils permanently excluded during the year from all schools maintained by the local education authority per 1,000 pupils at all maintained schools.

The number of permanent exclusions from primary, secondary and special schools in the previous academic year (2002-03) per 1,000 full-time and part-time pupils on the register on 3rd Thursday January 2003 as recorded in Annual Schools Censuses.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 45

Percentage of half days missed due to total absence in secondary schools maintained by the local education authority.

Number of half days (sessions) missed due to absence in secondary schools as a percentage of the total number of sessions as reported in the Annual School Performance Absence Return in May 2003.

Target setting: Local. In setting local targets, best value authorities should have regard to the PSA target to reduce school truancies by 10% compared to 2002, sustain the new level and improve overall attendance levels thereafter.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 46

Percentage of half days missed due to total absence in primary schools maintained by the local education authority.

Number of half days (sessions) missed due to absence in primary schools as a percentage of the total number of sessions as reported in the Annual School Performance Absence Return in May 2003.

Target setting: Local. In setting local targets, best value authorities should have regard to the PSA target to reduce school truancies by 10% compared to 2002, sustain the new level and improve overall attendance levels thereafter.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 48

Percentage of schools maintained by the local education authority subject to special measures.

The percentage is the number of schools identified by OFSTED as requiring special measures as at the end of the Autumn term of the reporting year as a percentage of all schools maintained by the local education authority.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 159

The percentage of permanently excluded pupils provided with alternative tuition of:

- a. 5 hours or less;
- b. 6-12 hours;
- c. 13-19 hours; or
- d. 20 hours or more.

The weekly average number of hours provided to a pupil excluded in the financial year 2003-04.

Provision is calculated from the 16th school day after the governors uphold the head teachers decision to exclude or from the date the exclusion appeal panel uphold the decision to exclude.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 181 Amended

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. Mathematics
- c. Science
- d. ICT assessment

Pupils eligible for Key Stage 3 assessment in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in 2003 in each of English, Mathematics, Science and ICT assessments.

Target setting: Local. In setting targets consideration should be given to the PSA target to raise the standards of English, Maths, ICT and Science in Secondary education by 2004 so that 75% of 14-year-olds achieve level 5 or above in English, Maths, ICT (70% in Science) nationally. And by 2007 so that 85% (80% in Science). Also that by 2007 the number of schools where fewer than 60% of 14-year-olds achieve level 5 or above is significantly reduced.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 192 New

Quality of teaching for early years and childcare services. This replaces the Early Years Indicators (BV 30) and under 5s expenditure (BV 36a) which have now been deleted.

All practitioners delivering Foundation Stage education to have access to an average of 4 days relevant training and development per year;

All settings that deliver the Foundation Stage to have access to a QTS teacher with a target ratio of 1 QTS teacher to every 10 non-maintained settings;

All QTS teachers involved in delivering the Foundation Stage to have undertaken appropriate training and development to improve their specialist knowledge of early education.

Quality of teaching for early years and childcare services:

- a. Average days access to relevant training and development per practitioner delivering Foundation Stage education; and
- b. Average number of QTS teachers per 10 non-maintained settings.

A QTS teacher has Qualified Teacher Status. An early years setting is one delivering free early education as part of an LEAs Early Years Development and Childcare Plan. As well as places in the maintained school sector, LEAs are given additional funding to fund free early education places in the voluntary, private and independent sector.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 193 New

How the authority's Schools Budget compares with its Schools Funding Assessment.

This replaces indicators measuring expenditure per pupil indicators for under 5s (BV 36a), primary (BV 36b) and secondary (BV 36c) as they are measures of input rather than output and involve an estimate of the split in expenditure between different age groups in schools.

- a. Schools Budget as a percentage of the Schools Funding Assessment.
- b. Increase in Schools Budget on the previous year as a percentage of the increase in School's Funding Assessment on the previous year.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 194 New

To measure the % of pupils achieving level 5 or above in Key Stage 2.

The proposed introduction of this BVPI is to keep the key stage BVPIs in line with PSA targets.

% of pupils in schools maintained by the local education authority achieving level 5 or above in Key Stage 2: English and Maths.

Target setting: Local. In setting targets consideration should be given to the PSA target to raise the standards of English and Maths by 2004 so that 35% of 11-year-olds achieve level 5 or above with this level of performance sustained to 2006; and that by 2006 the number of schools in which fewer than 65% of pupils achieve level 4 and above is significantly reduced.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

Chapter 7: Social Services

Two of the Department of Health's aims and objectives, set out in its annual report^[15] are:

- to enable people, who are unable to perform essential activities of daily living, including those with chronic illness, disability or terminal illness, to live as full and normal lives as possible; and
- to maximise the social development of children within a stable family setting.

These themes are reflected in the Social Services Best Value Performance Indicators (and also in the public service agreement targets). Promoting independence included helping more people to live in their own homes (BV 53 and BV 54), for example. Similarly maximising the social development of children in care included improving educational outcomes (BV 50 and BV 161), and a stable family setting can often be achieved through adoption (BV 163).

Whilst the Best Value consultation proposes changes to particular indicators, it does not restrict councils to comment only on those indicators. There is one indicator that was not included explicitly in the consultation that we are making changes to as a result of comments from councils. This is BV 162, reviews of child protection reviews. These changes are to make the indicator consistent with the statutory guidance issued in *Working Together to Safeguard Children* (30 December 1999). The corresponding PSS PAF indicator (C20) will also be changed for 2003-04.

7.1 Social services BVPIs

Strategic objective

BV 49

Stability of placements of children looked after by the authority by reference to the percentage of children looked after on 31st March in any year with three or more placements during the year.

The percentage of children looked after at 31 March with three or more placements during the year. (PAF A1).

The numerator: Of the children looked after in the denominator, the number who had three or more separate placements (as defined by the SSDA903 collection) during the year. All placements are counted, regardless of duration, including placements of less than 24 hours if they form part of a longer period of care. Any placements that were already open on 1 April at the beginning of the year, and any which were open on 31 March at the end of the year are included. All placements regarded as temporary are included; the only exceptions being the following special cases:

- temporary periods on holiday or in hospital;
- where a foster carer goes on holiday and the child temporarily stays with another foster carer; and
- other temporary absences of seven consecutive days or less, where the child then returned as planned to the previous placement.

These exceptional categories of placement are likely to be infrequent; they are not recorded on the SSDA 903 for the one-third sample of looked after children, and for consistency are not included in this count of all looked after children. Where a child had placements during the year separated by periods of not being looked after, each placement is counted, even if they were with the same carer.

'Placed for adoption' is counted as a separate placement, even if with the same carer as the previous placement. Any placements that formed part of an agreed series of short term placements (under the provisions of Reg. 13 of the Arrangement for Placement of Children (General) Regulations, 1991) are not counted.

Source: CLA100 Section 2.

The denominator: The total number of children who were looked after at 31 March, excluding any children who were looked after on that date under an agreed series of short term-placements (under the provisions of Reg. 13 of the Arrangement for Placement of Children (General) Regulations, 1991)

Source: CLA100 Table 1.1C and Section 2.

Target setting: National Priorities Guidance (NPG) target for every council to have a value of 16% or less by 2000/01.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 50 Amended

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 1 GCSE at grades A*-G, or General National Vocational Qualification (GNVQ).

The percentage of young people leaving care aged 16 or over with at least 1 GCSE at grade A*-G or a GNVQ. (PAF A2)

The numerator: Of the young people in the denominator, the number who on leaving care had obtained at least 1 GCSE at grade A*-G or a GNVQ. Qualifications gained before the young person was looked after and qualifications from examinations sat while the young person was looked after are included, even if the results were announced after the young person ceased to be looked after. Qualifications gained from examinations sat after the young person ceased to be looked after are not included. GCSE short courses, part one or full GNVQs at either foundation or intermediate level, and GNVQ language units are included; NVQs are not.

Source: OC1 Count of forms where items 8 or 10 are greater than 0.

The denominator: The number of young people who ceased to be looked after during the year at the age of 16 or over regardless of how long they had been looked after but excluding:

- those aged 15 at the 31 August 2002 who leave between 1 April 2003 and 31 May 2003 and those aged 14 at 31 August 2002 who leave care before 31 March 2004;
- unaccompanied asylum seeking children (UASC) who have been looked after for less than two years at the time that they leave care; and
- young people who ceased after having been looked after during the year only under an agreed series of short term placements.

For UASC, the date on which they started to be looked after is used as a proxy for their date of entry to the country.

Source: OC1: Count all forms.

Target setting: Local. In setting local targets, best value authorities should have regard to the national target for this indicator of 75% by 2002/03, and the PSA target that at least 15% of children in care attain five good (grades A*-C) GCSEs by March 2004.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

Cost and efficiency

BV 51 (Amended)

Costs of services for children looked after by the authority by reference to the gross weekly expenditure per looked-after child in foster care or in a children's home.

Average gross weekly expenditure per looked after child in foster care or in a children's home (PAF B8).

The numerator: Gross total cost for children looked after in foster care and children's homes during the year.

Source: PSS EX1 sheet Incl. SSMSS column G (Gross total cost (Current expenditure including capital charges): Total (including joint arrangements)) lines BB1 (Children's homes) + BB3 (Fostering services).

The denominator: The total number of weeks children (other than asylum seeking children) spent in foster care, children's homes, residential schools and placed for adoption (placement codes A1, F1 to F6, H3 to H5 and S1 as defined by the SSSDA903 collection) during the year. Children's homes include community homes, voluntary homes and hostels and private registered children's homes. Any placements that formed part of an agreed series of short term-placements (under the provisions of Reg. 13 of the Arrangement for Placement of Children (General) Regulations, 1991) and any time spent in respect of respite care are included. Calculation based on the total number of days of care divided by 7.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 52

Cost of intensive social care for adults and older people by reference to the average gross weekly cost of providing care for adults and older people.

Average gross weekly expenditure per person on supporting adults and older people in residential and nursing care and providing intensive home care (PAF B12).

The numerator: Gross total cost for residential and nursing care and home help/care for all adult client groups and older people during the year.

Source: PSS EX1 sheet Incl SSMSS column G (Gross total cost (Current expenditure including capital charges): Total (including joint arrangements)) lines (C2 + C3 + C6 + D2 + D3 + D6 + E2 + E3 + E6 + F2 + F3 + F6) (nursing home placements, residential care home placements and home

care for older people(aged 65 or over) including older mentally ill, adults aged under 65 with a physical disability or sensory impairment, adults aged under 65 with learning disabilities and adults aged under 65 with mental health needs).

The denominator: The total number of weeks all adult client groups and older people were supported in residential and nursing care during the year (including both permanent and temporary residents) plus the total number of weeks that full cost paying residents spent in local authority residential care homes or if the fees are included in the expenditure for the numerator, in other residential care homes or nursing homes.

Source: PSS EX1.

Plus 52 times the number of households receiving intensive home care (More than 10 contact hours and 6 or more visits during the week) during the sample week.

Source: HH1 Table 3B. (collected on PSS EX1).

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

Service delivery outcome

BV 53

Intensive home care per 1,000 population aged 65 or over.

Households receiving intensive home care per 1,000 population aged 65 or over. (PAF C28)

The numerator: The number of households receiving intensive home care (More than 10 contact hours and 6 or more visits during the week) during a survey week.

Source: HH1 Table 3B.

The denominator: Population aged 65 or over.

Source: ONS Mid-year estimate for 30 June.

Target setting: Local. In setting local targets, best value authorities should have regard to the PSA target to improving the quality of life and independence of older people so that they can live at home wherever possible, by increasing by March 2006 the number of those supported intensively to live at home to 30% of the total being supported by Social Services at home or in residential care.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 54

Older people helped to live at home per 1,000 population aged 65 or over. (PAF C32)

The numerator: Older people aged 65 or over helped to live at home at 31 March.

Source: RAP Table P2s Pages (3+5+7) line 6 column 1 (collected on KS1).

The denominator: Population aged 65 or over.

Source: ONS Mid-year estimate for 30 June.

Target setting: Local. In setting local targets, best value authorities should have regard to the PSA target to improving the quality of life and independence of older people so that they can live at home wherever possible, by increasing by March 2006 the number of those supported intensively to live at home to 30% of the total being supported by Social Services at home or in residential care.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 56 Amended

Percentage of items of equipment delivered within 7 working days.

PAF D38 (to be amended to fit with this new definition).

The numerator: Of the items of equipment and adaptations in the denominator, the number delivered within 7 working days. The period begins when a decision to supply the equipment/adaptation is made (likely to be prior to when the order is placed) and ends when the equipment/adaptation is satisfactorily installed in the opinion of the council (the delivery/installation date, or when satisfactorily installed in the view of the council, if later). 'Working days' for this indicator is taken to mean simply Monday to Friday; bank holidays are therefore included for these purposes as working days. The period counted is where the difference between the decision to supply and the date of satisfactory installation is less than or equal to 7 'working days'.

The denominator: The number of items of equipment or adaptations for use by adults and older people delivered during the year (regardless of when ordered). The exact definition of equipment and adaptations relevant to this indicator will be included in the regulations accompanying the Community Care (Delayed Discharges etc.) Bill, which received its first reading in the House of Commons on 14 November 2002 and should be completed for implementation from April 2003. The regulations will be published shortly. The definition will exclude certain significant items of equipment or adaptations that could not be delivered within 7 working days. As a guide, the exclusions that have been made in the current version of the indicator are:

- Where the cost is greater than £1,000.
- Equipment and adaptations that required structural work but including those that only needed simple fitting (eg, bolting a wall to a floor).
- Adaptations provided by housing departments and connections to alarm systems.
- Where the time limit could not be met because of the client's actions or absence (eg, when a person was in hospital or on holiday).

Guidance on the exclusions for the 2003/04 indicator will be issued later.

Source: These data are not currently collected but similar information has been collected on delivering equipment to monitor the existing indicator on the Key Statistics form.

The existing Performance Assessment Framework indicator (D38) will be changed to this definition for 2003/04.

Target setting: National. The Secretary of State for Health announced on 23 July 2002 that all equipment will be delivered within 7 days. The target is to be reached for 2004/05. The Department of Health will confirm when performance bandings for this indicator are published whether the policy commitment requires an indicator value of 100%, or a value close to that reflecting circumstances not accounted for in the indicator definition. This target supersedes the existing best value Top Quartile target against the previous definition of this indicator.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 58

Percentage of people receiving a statement of their needs and how they will be met.

The percentage of adults and older people receiving a statement of their needs and how they will be met. (PAF D39)

The numerator: Of the adults and older people in the denominator, the number who had received by 31 March a description of what their needs were so far as these services were concerned and how those needs would be met.

Source: KS1.

The denominator: The total number of adults and older people getting a community or residential service covered by RAP return P1 during the year.

Target setting: Top quartile. [\[16\]](#)

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 161

Employment, education and training for care leavers (interface indicator with education services).

The percentage of those young people who were looked after on 1 April in their 17th year (aged 16), who were engaged in education, training or employment at the age of 19. (PAF A4)

The numerator: Of the young people in the denominator, the number who were in contact within the period 3 months before to 1 month after their 19th birthday and were engaged in education, training or employment, whether full time or part time. The responsibility for obtaining, recording and returning this information rests with the council that had looked after the young person before he or she ceased to be looked after. In the case of councils affected by local government re-organisation responsibility rests with the successor council that has taken over the responsibility for the young person.

Source: OC3: Count of forms where item 8 is coded as G1, G2 or G3.

The denominator: The number of young people whose 19th birthday falls in the year ending 31 March of the reporting year t, who were (a) looked after on 1 April year t-2 at the age of 16, and who ceased to be looked after before their 19th birthday and (b) who were looked after and turned

17 on the 1 April year t-2 and who ceased to be looked after before their 19th birthday. Young people who had been looked after on 1 April of year t-2 under an agreed series of short term placements are excluded. Each young person is counted only once even if they ceased to be looked after more than once.

Source: OC3: Count of all forms.

If the council does not know what has happened to the young person, the person should be included in the denominator but not in the numerator.

Target setting: Local. In setting local targets, best value authorities should have regard to the PSA target to improving the level of education, training and employment outcomes for care leavers aged 19, so that levels for this group are at least 75% of those achieved by all young people in the same areas by March 2004.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 162 (Amended)

Reviews of child protection cases.

The percentage of child protection cases which should have been reviewed during the year that were reviewed. (PAF C20)

The numerator: Of the children in the denominator, the number of children whose cases had been reviewed so that:

- i. the first review of the year was held within 6 months of the last review in the previous year (or within 3 months of the child being placed on the Register, if there was no review in the previous year);
- ii. the maximum gap between reviews during the year was 6 months; and
- iii. a review was held within 6 months of the end of the year (ie on or after 1 October).

(Note that the only account taken of reviews in previous years is set out at (i)).

A review should be recorded in writing and should consider the child's safety, health and development against the intended outcomes set out in the child protection plan.

Source: CPR3 return.

The denominator: The number of children on the Child Protection Register at 31 March who at that date had been on the register continuously for at least the previous 3 months.

Source: CPR3 return.

Target setting: Best value authorities should have regard to the statutory guidance issued in *Working Together to Safeguard Children* (December 1999) that all reviews are carried out with intervals of no more than 6 months, and that first reviews should be carried out within 3 months.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 163 Amended

Adoptions of children looked after.

The number of looked after children adopted during the year as a percentage of the number of children looked after at 31 March who had been looked after for 6 months or more at that date. (PAF C23)

The numerator: The number of children who ceased to be looked after during the year as a result of the granting of an adoption order excluding any unaccompanied asylum seeking children (counting only those children who were adopted after having been looked after by the council immediately prior to adoption). Children placed for adoption or freed for adoption remain looked after until the adoption order is granted.

Source: CLA100 Section 2.

The denominator: The total number of children who were looked after at 31 March and who at that date had been looked after for 6 months or more, excluding any unaccompanied asylum seeking children and children who were looked after on that date under an agreed series of short term placements (under the provisions of Reg. 13 of the Arrangement for Placement of Children (General) Regulations, 1991).

Source: CLA100 Section 2.

Target setting: Local. While taking account of the national target for a 40% increase in the number of adoptions of children looked after by 2004-05 compared to 1999-00 (or, if possible, a 50% increase).

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 195 New

Acceptable waiting time for assessment.

For new older clients, the average of (i) the percentage where the time from first contact to beginning of assessment is less than 48 hours (that is, 2 calendar days), and (ii) the percentage where the time from first contact to completion of assessment is less than or equal to four weeks (that is, 28 calendar days). (To be introduced as new PAF indicator.)

The numerator: The average of:

- i. Of new clients in the denominator, the number for whom length of time from first contact to start of assessment was less than 48 hours (that is, 2 calendar days). (This time includes weekends and bank holidays).
- ii. Of new clients in the denominator, the number for whom length of time from first contact to completion of assessment was less than or equal to 4 weeks (that is, 28 calendar days).

For clients in hospital, first contact is defined as when the hospital informs Social Services formally that the person will imminently be medically fit for discharge.

The denominator: The total number of new clients aged 65 or over during the year.

Source: The Referrals, Assessments and Packages of care return (RAP), with modifications. These modifications to be confirmed in discussion with local authority representatives at the Department of Health Technical Working Group. Detailed definitions of terms used in the definition will be set out in the RAP guidance.

Note that this will be included as a new indicator in the PSS Performance Assessment Framework indicator set for 2003/04.

Target setting: National. The Secretary of State for Health announced on 23 July 2002 that all assessments would be started within 48 hours and completed within 4 weeks. The target is to be reached for 2004/05. The Department of Health will confirm when performance bandings for this indicator are published whether the policy commitment requires an indicator value of 100%, or a value close to that reflecting circumstances not accounted for in the indicator definition.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 196 New

Acceptable waiting time for care packages.

For new older clients, the percentage where the time from completion of assessment to provision of all services in a care package is less than or equal to four weeks (that is, 28 calendar days). (PAF D43 to be amended with this new definition).

The numerator: Of new clients in the denominator, the number for whom length of time from completion of assessment to provision of all services in a care package was less than or equal to four weeks (that is, 28 calendar days).

The denominator: The total number of new clients aged over 65 or over during the year.

Source: RAP.

Notes on data sources: Information on waiting times are currently collected on RAP return P5. A change would be needed to collect this indicator. Changes will be confirmed in discussion with local authority representatives at the Department of Health Technical Working Group. Detailed definitions of terms used in the definition will be set out in the RAP guidance.

Note that the existing PSS Performance Assessment Framework indicator (D43) will be changed to match this indicator for 2003/04.

Target setting: National. The Secretary of State for Health announced on 23 July 2002 that all care packages would be in place within 4 weeks of assessment. The target is to be reached for 2004/05. The Department of Health will confirm when performance bandings for this indicator are published whether the policy commitment requires an indicator of value of 100%, or a value close to that reflecting circumstances not accounted for in the indicator definition, such as elements of a care package which are genuinely not possible to provide within four weeks.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

[15] Available at www.doh.gov.uk/dohreport/report2001/pdf_links.html. Note that a fuller set of objectives for social Services is also available at www.doh.gov.uk/scg/pssperform/module4.htm

[16] See Chapter 15 for top quartile data.

Chapter 8: Housing BVPIs

The 2003/04 housing BVPIs are unchanged from the 2002/03 set with the addition of BV 75 as part of the three yearly cycle of indicators collected through satisfaction surveys. BV 75 has been amended in line with the change made to the BV 74 user satisfaction indicator in 2002/03.

This continuity should:

- a. allow the current indicator set to bed in, and
- b. allow local authority performance on the housing Indicators to be monitored over a number of years.

The areas on which the Government places particular importance are decent homes; homelessness; race and housing; reducing reliance on bed and breakfast accommodation; affordable homes and low demand and abandonment. National BVPIs are not suitable for some of these policy areas, but we expect local authorities to set local BVPIs linked to local targets to meet government priorities. These priorities are reflected in the public service agreement targets.

The Government still considers good performance across all housing services of great importance. It is hoped that councils will consider measuring former national Performance Indicators on a local level where these would inform local management decisions and that housing authorities will make use of benchmarking techniques to drive improvements.

8.1 HOUSING BVPIs

Strategic objectives

BV 62

The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority.

The average number of unfit private sector dwellings made fit or demolished per annum as a direct result of action by the authority, expressed as a proportion of the total number of private sector dwellings judged by the authority to be unfit. An authority should include any unfit dwelling made fit or demolished as a direct result of action of the authority by:

- giving grants;
- giving loans and loan indemnities;
- action to promote good maintenance: provision of repair services; providing advice;
- demolition and clearance;
- group repair schemes;
- enforcement: repair notices, deferred action or closure; and
- sponsorship of HIA providing advice and repair services.

Local authorities should establish the baseline estimate of the number of private sector dwellings judged to be unfit, usually through a local stock condition survey including HMOs. This PI

measures the average number of private sector dwellings made fit per year since that baseline estimate was made. This can be measured by recording actions to deal with unfit dwellings. Some authorities may make annual assessments of the number of unfit private sector dwellings: in this case the PI will simply count the number of the dwellings made fit or demolished during the year compared with that assessment. In other cases, the PI will measure the average annual number made fit or demolished since the initial count took place. The baseline will need to be reset periodically to establish the net effect of activity to remedy unfitness being offset by the process of dwelling deterioration.

The denominator:

Local authorities should establish the baseline estimate of the number of private sector dwellings judged to be unfit, usually through a local stock condition survey of private sector stock including HMOs. The denominator should measure the number of dwellings judged unfit at the time of the survey and should not be amended until the next stock condition survey is carried out. ie, it should not be adjusted for dwellings becoming unfit, for dwellings that subsequently come to the authority's attention as unfit, or for dwellings made fit.

The numerator:

The numerator measures the average number of private sector dwellings made fit or demolished as a direct action by the local authority per year since that baseline estimate was made. This can be measured by recording actions to deal with unfit dwellings. Some authorities may make annual assessments of the number of unfit private sector dwellings: in this case the PI will simply count the number of the dwellings made fit or demolished during the year compared with that assessment. In other cases, the PI will measure the average annual number made fit or demolished since the initial count took place. The baseline will need to be reset periodically to establish the net effect of activity to remedy unfitness being offset by the process of dwelling deterioration.

Note: All authorities should report on this BVPI.

Target setting: Local. In setting local targets, best value authorities should have regard to the PSA target to increase the proportion of vulnerable households in the private sector who live in homes that are in a decent condition.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 63

Energy Efficiency the average SAP rating of local authority owned dwellings.

The average SAP rating of the local authority owned dwellings.

Where the standard assessment procedure (SAP) is an index of the annual cost of heating a dwelling to achieve a standard heating regime and is normally described as running from 1 (highly inefficient) to 100 (highly efficient). As such, it is a measure of its overall energy efficiency and is dependent on both the heat loss from the dwelling and the performance of the heating system.

The PI requires an energy survey to be conducted to set the baseline position. The survey should be carried out in accordance with the ODPM's local house condition survey guidance. This recommends the collection of sufficient information on the performance of the heating system and basic construction and insulation of dwellings affecting heat loss to enable a SAP rating to be

calculated. Once a baseline has been established a local authority should update the data on a yearly basis to account for works carried out each year. Periodically, new surveys should be used to form a new baseline to update from.

Note: Authorities owning fewer than 200 council dwellings at March 2003 need not report on this BVPI.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 64

The number of private sector vacant dwellings that are returned into occupation or demolished during 2003/04 as a direct result of action by the local authority.

The number of private sector vacant dwellings that are returned into occupation or demolished during 2003/04 as a direct result of action by the local authority. An authority should include any dwelling that it considers was re-occupied or demolished during the year directly as a result of action it undertook or initiated.

For the purpose of this indicator only, ODPM and the Audit Commission have agreed that '**Private Sector**' means **any non-HRA dwellings in the Local Authority area**. This includes both Housing Association stock and other public sector dwellings such as properties owned by government departments, NHS Trusts etc. In two-tier authorities properties owned by the shire authority will also count as private sector for the purpose of this indicator. The National Association of Empty Property Practitioners issued this clarification in their guidance for the 2002/2003 indicator set.

The following is an indicative list of actions that would count towards the indicator. The list is not exhaustive and local authorities may include additional actions if they are satisfied that they genuinely contributed towards the dwelling being returned to use or demolished:

- grants, loans or other financial assistance either provided or facilitated by the authority;
- leasing arrangements;
- advice given to owner which is followed and results in the empty dwelling being returned to use -for example, provision of advice on:
 - the authority's empty homes strategy;
 - options on sale and letting issues;
 - grants, other financial assistance and availability of tax concessions;
 - landlord forum or accreditation scheme;
 - repairs, including details on building contractors meeting minimum standards;
- referral to RSL or other intermediary with relevant expertise;
- enforcement action, including repair notices, CPO, works in default, enforced sale; and
- enquiries made to establish ownership of property and follow-up action.

Where a vacant dwelling is converted into several flats or units, the number of flats that are subsequently re-occupied during the year may count towards the indicator.

Where a non-residential vacant property is converted into a dwelling, that dwelling (or the number of flats or units in it) that are subsequently re-occupied during the year may count towards the indicator.

Second homes, holiday homes, and vacant dwellings that are normally occupied by students should not be counted in this indicator.

The National Association of Empty Property Practitioners has produced additional guidance on BV 64 which can be accessed on the Empty Homes Agency website at <http://www.emptyhomes.com/reportspages/bvpi64.htm>

Note: All authorities should report on this BVPI.

Target setting: Local. In setting local targets, best value authorities should have regard to the PSA target to achieve a more sustainable balance between housing availability and the demand for housing, while protecting valuable countryside and the sustainability of existing towns and cities.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

Cost and efficiency

BV 66a

Local authority rent collection and arrears: proportion of rent collected.

General note: This indicator is limited to HRA dwellings. There is no standard agreed definition of the costs that are covered in the rents charged by local authorities. There are, therefore, variations between authorities in the items/services covered by rents. These variations are generally built into authorities accounting systems and it is not considered practical to require authorities to produce adjusted rent figures based on a centrally determined common definition of areas to be covered. The fact that this performance indicator is a proportion means that comparisons between authorities are still meaningful, provided that there is consistent coverage in both the numerator and denominator. Items collected by the authority as an agent such as water and sewerage charges or those not directly part of the rent such as court costs must not be counted as rent in this indicator.

The formula for this indicator is as follows:

The numerator for the calculation is made up of the total rent collected from **current** tenants for the **current and past** years, including that met through housing benefit. This figure should exclude any pre-payments for later years, or any payments of arrears for earlier years from **former** tenants. No reduction should be made to rent collected where rent payments are subsequently found to have come from overpayments of housing benefit.

The denominator is the total rent available. This is made up of the rent available to be collected on all **occupied** dwellings plus the rent arrears from current tenants at the start of the year.

The proportion of rent collected is calculated by dividing the numerator by the denominator.

Note: Arrears and their collection on former tenancies should only be counted if they are part of the current cycle of tenancies, for instance where a tenant transfers to his current property bringing arrears from his tenancy of the previous property. If a tenant owed money on a former tenancy and

there had been an interval where he was not a tenant of the authority then those arrears would not come into the indicator.

Note: Authorities owning fewer than 200 council dwellings at 31 March 2003 need not report on this BVPI.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

Quality

BV 74

Satisfaction of tenants of council housing with the overall service provided by their landlord: with results further broken down by i) black and minority ethnic and ii) non-black and minority ethnic tenants.

Percentage of all council tenants, or a representative sample of council tenants, stating that they are **satisfied** with the overall service provided by their landlord. Leaseholders and tenants of other social or private landlords are excluded. The survey should be carried out at least every three years, starting in 2000/2001, following the National Housing Federations STATUS standard tenant satisfaction methodology. In years when there is no survey, the most recent available years results will be reported with a note highlighting the date of the survey.

In 2003/2004, local authorities should present data from the user satisfaction survey due to be undertaken this year. They should report three figures: the percentage of all tenants, the percentage of Black and Minority Ethnic tenants and the percentage of Non-Black and Minority Ethnic tenants, stating that they were satisfied. If tenants did not declare their ethnic origin then they will be included in the first figure but excluded from the other two.

Black and Minority Ethnic tenants are those who classified themselves as belonging to one of the following groups: Asian or Asian British; Black or Black British; Chinese; Mixed; and Other. Non-Black and Minority Ethnic tenants are those who classified themselves as White.

As with other Best Value User Survey Indicators, the base number of respondents in each of the three groups and the confidence intervals should also be stated.

(In some local authorities the numbers of Black and Minority Ethnic tenants will be very small and the confidence intervals will be very wide and councils may wish to highlight this in their commentary and in other information to tenants and residents. Conversely where there are large numbers of Black and Minority Ethnic tenants, local authorities may wish to give more detailed breakdowns of ethnic groups in their commentary and in other information to tenants and residents. Authorities may also wish to consider undertaking additional satisfaction surveys targeted to BME tenants. This would allow authorities to extend their understanding of BME tenant satisfaction.)

Note: Authorities owning fewer than 200 council dwellings at March 2003 need not report on this BVPI.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly. (See Annex A for full details)

Fair access

BV 75 (Amended)

Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord: with results further broken down by (i) black and minority ethnic and (ii) non-black and minority ethnic tenants.

Percentage of all council tenants, or a representative sample of council tenants, stating that they are **satisfied** with the opportunities for participation in management and decision making in relation to the housing services provided by their landlord. Leaseholders and tenants of other social or private landlords are excluded. The survey should be carried out at least every three years, starting in 2000/2001, following the National Housing Federations STATUS standard tenant satisfaction methodology. In years when there is no survey, the most recent available years results will be reported with a note highlighting the date of the survey.

In 2003/2004, local authorities should present data from the user satisfaction survey due to be undertaken this year. They should report three figures: the percentage of all tenants, the percentage of Black and Minority Ethnic tenants and the percentage of Non-Black and Minority Ethnic tenants, stating that they were satisfied. If tenants did not declare their ethnic origin then they will be included in the first figure but excluded from the other two.

Black and Minority Ethnic tenants are those who classified themselves as belonging to one of the following groups: Asian or Asian British; Black or Black British; Chinese; Mixed; and Other. Non-Black and Minority Ethnic tenants are those who classified themselves as White. As with other Best Value User Survey Indicators, the base number of respondents in each of the three groups and the confidence intervals should also be stated.

(In some local authorities the numbers of Black and Minority Ethnic tenants will be very small and the confidence intervals will be very wide and councils may wish to highlight this in their commentary and in other information to tenants and residents. Conversely where there are large numbers of Black and Minority Ethnic tenants, local authorities may wish to give more detailed breakdowns of ethnic groups in their commentary and in other information to tenants and residents. Authorities may also wish to consider undertaking additional satisfaction surveys targeted to BME tenants. This would allow authorities to extend their understanding of BME tenant satisfaction.)

Note: Authorities owning fewer than 200 council dwellings at March 2003 need not report on this BVPI.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly. (See Annex A for full details)

BV 164

Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in Tackling Racial Harassment: Code of Practice for Social Landlords?

The Good Practice Standards are listed in section 1 of Housing Research Summary Number 148, Tackling Racial Harassment: Code of Practice for Social Landlords.

Note: Authorities owning fewer than 200 council dwellings at 31 March 2003 need not report on this BVPI.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 183

The average length of stay in (i) bed and breakfast accommodation and (ii) hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.

This indicator should only include households that fulfil *both* of the following criteria:

1. Households that include dependent children or a pregnant woman for whom a local housing authority duty under s.193 of the Housing Act 1996 has come to an end at some point during 2003/2004. [\[16a\]](#)

And

2. Households that have spent some time in (i) bed and breakfast or (ii) hostel accommodation arranged by a local housing authority at any point pursuant to the homelessness application that gave rise to the s. 193 duty referred to above.

Note this means that some households may need to be included even though they have not spent anytime in either (i) bed and breakfast or (ii) hostel accommodation during 2003/2004.

Bed and breakfast accommodation should be the total of Bed and breakfast hotels; Other nightly paid/private managed accommodation; shared facilities (meals provided) and Other nightly paid/private managed accommodation: shared facilities (but no meal(s) provided) as defined on the P1E forms from April 2002 onwards.

Hostel accommodation should be classified using the definitions for Hostels (including reception centres and emergency units) on the P1E forms from April 2002 onwards.

Length of stay should be cumulative amount of time spent by the household in (i) bed and breakfast or (ii) hostel accommodation as a discharge of homelessness duties arising from one homelessness application.

Note that this includes any periods that may have been separated by stays in other forms of temporary accommodation.

Measurement should commence on the date when the household first entered this form of accommodation (eg, to discharge the s.188 duty). Note that this will not necessarily be the date on which the authority decided that the s.193 duty was owed (it may be before or after). As the indicator relates to the cumulative period spent by the household in (i) bed and breakfast and (ii) hostel accommodation it should include any relevant time before the start of the financial year 2003/2004.

Time spent by a homeless household in self contained accommodation (where the household does not share any washing, cooking or bathing facilities etc) should not be included in the calculation of the average.

In referral cases, where the **notified** local authority accepts the s. 193 duty, for the purpose of this BVPI that authority need **not** count the time spent by the household in question in accommodation provided by the **notifying** local authority.

Average should be calculated as the mean length of stay and should have **one** figure in whole weeks.

The figures should be calculated and presented separately for (i) bed and breakfast stays and (ii) hostel stays.

Note: All authorities should measure this BVPI.

Target setting: Local. In setting local targets, best value authorities should have regard to the Bed and Breakfast Units target that by March 2004 no homeless family with children should have to live in a B&B hotel except in an emergency, and even then for no more than 6 weeks.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 184

- a. The proportion of LA homes which were non-decent at 1 April 2003.
- b. The percentage change in proportion of non-decent LA homes between 1 April 2003 and 1 April 2004.

A decent home is one which meets each of the following criteria:

- a. It meets the current statutory minimum standard for housing.
- b. It is in a reasonable state of repair.
- c. It has reasonably modern facilities and services.
- d. Provides a reasonable degree of thermal comfort.

Final guidance on the definition was issued in March 2002.

Part b requires LAs to report on the percentage improvement achieved. A local authority with 40% non-decent stock in April 2002 and 30% non-decent stock in April 2003 would report a percentage change of 25%.

Final guidance on the definition and its underpinning detail was issued in March 2002.

Note: Authorities owning fewer than 200 council dwellings at 31 March 2003 need not report on this BVPI.

Target setting: Local. In setting local targets, best value authorities should have regard to the PSA target to bring all social housing into a decent condition by 2010, with most of this improvement taking place in deprived areas.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 185

Percentage of responsive (but not emergency) repairs during 2003/2004, for which the authority both made and kept an appointment.

'Appointment' is an arrangement to carry out a repair on a specific date (eg, 'March 15th' not 'only Mondays') for which access to the property was needed.

The indicator asks for the number of appointments made and kept *by the authority* as a percentage of all appointments that **could have** been made, rather than all appointments that **were** made.

The denominator is:

The number of responsive repairs that need access to the property.

The numerator is:

The *number* of appointments made and kept *by the authority*.

If an authority does not operate an appointment system it should report '0' for this indicator.

If an authority requires its contractor(s) (other than a DLO) to give appointments or the DLO gives appointments of its own volition, the indicator must contain the relevant percentage or it will be qualified. If the authority does not require its contractor (other than the DLO) to give appointments and the contractor(s) do all the relevant repairs then the indicator should be '0'.

The following should be excluded:

- Emergency repairs, which are normally responded to within 24 hours.
- Repairs to common parts.
- Repairs to exteriors of dwellings where access to the dwelling is not required.
- Repairs to voids.
- Planned/programmed/cyclical works.
- Any visits to survey work required or to do pre or post inspection (ie, not the repair).

Any appointment may be considered to be kept by the authority if it is broken by the householder but kept by the authority.

Authorities should be aware that this indicator is the same as the 2000/2001 Audit Commission performance Indicator AC-D2.

Note: Authorities owning fewer than 200 council dwellings at 31 March 2003 need not report on this BVPI.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

Housing Benefit and Council Tax Benefit

The Department for Work and Pensions (DWP) priorities for Housing Benefit (HB) and Council Tax Benefit (CTB) are to drive up standards of service, tackle fraud and error, reduce barriers to

work and tackle social exclusion. The Best Value Performance Indicators and Top Quartile targets for HB and CTB focus on key areas of benefits administration. They provide a platform from which local authorities can measure their current performance and make informed decisions about how to improve benefits administration and counter fraud effort. They are underpinned by the DWP Performance Standards for HB/CTB administration. The Performance Standards set out, comprehensive set of national standards for local authorities to aspire to and maintain, and will enable them to assess their own performance on an ongoing basis. The current indicator for HB/CTB Security has served its purpose and now needs to be replaced. The new indicator measures those activities that are most likely to reduce fraud and error.

8.2 Housing benefit and council tax benefit BVPIs

Fair access

BV 76 (Amended)

Housing Benefit Security.

Local Authorities have a statutory duty under section 151 of the Local Government Finance Act 1972 to make arrangements for the proper administration of their financial affairs. This obligation includes a duty to have effective controls and procedures in place to prevent, detect and investigate fraud and error in Housing Benefit and Council Tax Benefit.

Some consistency, taking account of LA caseload, is expected in terms of what is done to prevent fraud and error, the amount found, and how it is dealt with in terms of punishment in addition to recovery of the overpaid benefit or just recovery of the overpaid benefit.

The results gathered from the following components should be viewed in conjunction with each other so that the whole picture can be established.

1. The number of claimants visited, per 1,000 caseload.
2. The number of fraud investigators employed, per 1,000 caseload.
3. The number of fraud investigations, per 1,000 caseload.
4. The number of prosecutions and sanctions, per 1,000 caseload.

1. Number of claimants visited

The number of effective visits to claimants for the purpose of detecting or preventing fraud or error will be set against the average live caseload over the year. The count of such visits will be included in the HB and CTB Management Information System guide for 2003/04 produced by DWP. Visits to be counted are those done by fraud and non-fraud staff where the purpose was to prevent or detect fraud or error. The count will include visits done before payment is made. A visit is classed as effective if the information gained assists in confirming that the claim is correct, in the detection or prevention of an incorrect benefit payment or in a referral for fraud investigation. Where a series of visits are made on the same case in order to establish the same piece/pieces of information and more than one of these are effective, this will be counted as only one effective visit. The count will include notified and un-notified visits.

2. Number of fraud investigations

This will contrast the number of fraud investigators with the average caseload over the year. A fraud investigator will be defined as a member of staff whose principal or only duty is to undertake

fraud investigations. Where part-time staff are employed, the HB and CTB Management Information System Guide produced by DWP will give examples of how to show the data.

3. Number of fraud investigators

The number of investigations, either by reacting to information received or by the LA proactively looking for fraud, will be set against the average caseload over the year. Investigations will only count where there is something of substance to investigate. The count of such investigations will match the guidance given in the revised Fraud Investigators Manual, to be published later this year, setting out when to raise an investigation. It will be defined as being where work is carried out to gather evidence on a claimant, landlord or associated party, who is suspected of HB/CTB fraud, for example interviewing witnesses or suspects, or undertaking surveillance. In proactive fraud exercises, only those claimants or associated party that are investigated will be counted, for example, if 100 employees are checked against benefit records and 20 are claiming benefit without declaring the earnings, only 20 cases will be counted.

4. Number of prosecutions and sanctions

This will contrast the number of cases where a punishment has been appropriate will be set against the average caseload over the year. Prosecutions will be those cases resulting in a conviction. Sanctions include accepted Administrative Penalties and accepted Formal Cautions (for Scotland, guidance is about to be issued for a process similar to the Formal Cautions issued in England and Wales).

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

Service delivery outcome

BV 78a

Speed of processing: Average time for processing new claims.

This indicator measures the average processing time taken across all new claims for which the date of decision is within the period being reported on. The time for each claim is measured from the date of receipt of the claim to the date of decision, ie, the first decision that does not relate to a payment on account.

Definitions of terms and guidance on measuring performance against this indicator are set out in The Housing Benefit and Council Tax Benefit Management Information System Guide for 2003/2004 produced by DWP.

Target setting: Top quartile. ^[17]

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 78b

Speed of processing: Average time for processing notifications of changes of circumstance.

This indicator measures the average processing time taken across all written notifications of changes, which require a new decision for which the date of the new decision is within the period

being reported on. The meaning of the new decision is limited to those cases where notifications affect the persons right to benefit; or the amount of their benefit entitlement; or their right to receive payment of benefit.

Definitions of terms and guidance on measuring performance against this indicator are set out in The Housing Benefit and Council Tax Benefit Management Information System Guide for 2003/2004 produced by DWP.

Target setting: Top quartile. [\[18\]](#)

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 78c

Speed of processing: Percentage of renewal claims processed on time.

This indicator measures the number of renewal claims decided before the end of the existing benefit period as a percentage across all renewal claims for which the date of decision is within the period being reported on.

Definitions of terms and guidance on measuring performance against this indicator are set out in The Housing Benefit and Council Tax Benefit Management Information System Guide for 2003/2004 produced by DWP.

Target setting: Top quartile. [\[19\]](#)

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 79a

Accuracy of processing: Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision.

This indicator measures the percentage of cases within a random sample for which the calculation of benefit is found to be correct.

The sample size for each local authority will be determined by DWP based on the latest available caseload data. Further guidance on sample sizes and the random selection of cases can be found in Housing Benefit and Council Tax Benefit Circulars S1/2000 and S5/2000.

Definitions of terms and guidance on measuring performance against this indicator are set out in The Housing Benefit and Council Tax Benefit Management Information System Guide for 2003/2004 produced by DWP.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 79b

Accuracy of processing: The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.

This indicator measures the value of cash recovered during the period being reported on as a percentage of the value of:

- recoverable overpayments identified by the local authority on or after 1st April 2003; plus
- any recoverable overpayments identified in the period 1st April 2000 - 31st March 2003 which remain unrecovered (and have not been written off as irrecoverable) on 31st March 2003.

Definitions of terms and guidance on measuring performance against this indicator are set out in The Housing Benefit and Council Tax Benefit Management Information System Guide for 2003/2004 produced by DWP. Further guidance can be found in Housing Benefit and Council Tax Benefit Circular A3/2002.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

User satisfaction survey

BV 80

Overall satisfaction with the service.

Scope: Metropolitan Authorities, District Councils, Unitary Councils, London Boroughs, Council of the Isles of Scilly. (See Annex A for full details).

[16a] This indicator aims to measure the total time that a household has been in B&B/hostel accommodation during the duration of a whole homelessness duty flowing from one application rather than just time spent in B&B/hostel during 2003/04. Although this means some households who are still in B&B or hostel accommodation will not appear in the years average, they will appear in a future years average. This is also the most useful means of measuring how long in total households are staying in B&B or hostel accommodation.

[17] See Chapter 15 for top quartile data.

[18] See Chapter 15 for top quartile data.

[19] See Chapter 15 for top quartile data.

Chapter 9: Environment

The quality of the public space and our local environment has a direct impact on the quality of peoples lives. That is why the Government initiated a wide-ranging study on improving the public space as part of the spending review 2002. There is currently a range of best value performance indicators, and public service agreement targets that are relevant to the public space covering areas such as cleanliness, waste, planning and transport.

The Governments cross-cutting review on Improving the Public Space^[20] proposed that a new BVPI should be adopted to report on the cleanliness of the street and local environment in local authorities.

The new cleanliness BVPI is central to two of the Central-Local Partnerships six priorities. There are direct links to priority 5 transforming the environment. There are also indirect links to priority 4 safer communities as the cross-cutting review found evidence of an association between cleanliness (free of litter, graffiti etc.) and safety (free from fear and incidence of anti-social behaviour and street crime).

9.1 Cleanliness BVPI

BV 199 New

The proportion of relevant land and highways as defined under EPA 1990 Part IV section 86 (expressed as a percentage) that is assessed as having combined deposits of litter and detritus (eg, sand, silt and other debris) across four categories of cleanliness (Clean, Light, Significant, Heavy).

Relevant land and highways are defined as the 12 standard land use classes used in DEFRA's Local Environmental Quality Survey of England (LEQSE).^[21] This is substantively based on the zoning strategy that local authorities should have been undertaking since 1991 under the Code of Practice on Litter and Refuse²² issued under section 89(7) of the Environmental Protection Act 1990.

The surveying of relevant land is performed on at least 30 sites for each land use class during three seasonal periods (April-July; August-November; December-March). For the few local authorities that have all 12 land use classes this would mean 360 sites per season. A minimum total of 300 sites must be surveyed in each seasonal period to achieve statistically satisfactory results. This means, for example, that a local authority with only 6 land use classes would survey 50 sites per land use class. Therefore the number of sites that any one local authority will have to survey each year will be between 900 and 1080. A survey strategy will be set using guidance provided by DEFRA to ensure that a fair and representative distribution of sites are surveyed.

It is estimated from experience with the LEQSE that the survey process and the subsequent processing of data for returning the BVPI would involve up to 30 person days per year (split equally over the three seasonal periods) and could be carried out in parallel to existing tasks. Moreover, it would not require any significant capital costs as surveys can be conducted with pen and clipboards and data processing uses standard spreadsheet software.

The survey would give each site two grades (one for litter and one for detritus) according to the four Cleanliness Grades (A, B, C, D) defined in the Code of Practice on Litter and Refuse, plus three intermediate grades (B+, B/C, C-). The intermediate grades have been adopted to address the concerns of many local authorities that the four grade system is too crude for use as management information, especially in relation to the critical standard between A and B, and between B and C, where many survey sites fall.

The survey data would be processed to create a frequency distribution of the number of sites per grade for both litter and detritus. The data for each grade will be combined into the four cleanliness categories and the final BVPI return is expressed as a percentage. A worked example will be available on the website: www.encams.org

Training for the local authority officers who would conduct the surveys and compile data returns will be available (from January 2003) via a simple web-based package that would give guidance on creating zoning maps of relevant land and highways, producing a survey strategy, awarding grades, processing data and completing returns. The website would also have supplementary guidance on how to use the data as a management tool. The survey technique can also cover other parameters (eg, graffiti and the condition of street furniture). Data collection and processing will be audited through normal Best Value inspection procedures.

Full piloting of the BVPI for one complete seasonal period took place in four volunteer local authorities between September and December 2002. These pilots have provided detailed feedback on issues such as resource requirements and contents of the web-based training package to ensure full implementation is successful.

Target setting: Local. In setting targets, authorities should have regard to:

- DEFRA Service Delivery Agreement (SDA 10) target- By 2005-06, to improve the level of street and local environmental cleanliness (as measured in the related Best Value Performance Indicator) on 2003-04 levels by reducing the proportion of relevant land in local authorities that is significantly or heavily deposited with litter and detritus by 15%. Concentrated improvements should be made in neighbourhoods with the greatest need so that no more than 30% of the relevant land in any one local authority has significant or heavy deposits of litter and detritus.
- National and regional benchmarks set annually by DEFRA through the Local Environmental Quality Survey of England.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

Waste Management

The Government's waste strategy is based on minimising the production of waste and recycling or composting as much of what remains as is practicable, and is reflected through the BVPIs, DEFRA's PSA targets and the Statutory Performance Standards for 2003/4 and 2005/6 which have been set for local authorities in England to ensure all achieve increased levels of recycling and composting of household waste. This is particularly necessary in the municipal and household waste streams as the UK is under a legal obligation in the EU Landfill Directive to make a massive reduction in the amount of biodegradable municipal waste sent to landfill. The BVPIs therefore continue to monitor the amount of waste handled and then disposed of or treated in various ways. The Government is committed to the achievement of local authorities Statutory Performance Standards and will intervene as necessary to ensure that they are delivered.

The Waste and Emissions Trading Bill

Waste and Emissions Trading Bill was introduced into the House of Lords on 14 November 2002 and published on 15 November 2002. The Bill is available via www.publications.parliament.uk/pa/pabills.htm

The Bill will help the UK meet its European obligations under the Landfill Directive and will give statutory footing to penalties in the world's first economy wide emissions trading scheme. The Bill

is a positive measure, which will advance the UK's policy to combat climate change and to move towards sustainable waste management.

The Bill puts in place a landfill allowance scheme to reduce the amount of biodegradable municipal waste which waste disposal authorities may send to disposal in landfill sites. Progressive reductions in the landfill of biodegradable municipal waste are required by the EU Landfill Directive and are part of the UK's strategy to manage waste in a more sustainable way as outlined in the Government's Waste Strategy 2000.

The Bill will allow the total amount of biodegradable municipal waste which may be sent to landfills to be specified for the UK in target years under the Landfill Directive and for progressive cuts in that amount to be made. The amount which may be landfilled will be divided between the four countries of the UK to meet the targets set in the Directive for the years 2010, 2013 and 2020. (These years take account of a four year derogation for Member States who landfilled more than 80% of their municipal waste in 1995).

Allowances will then be allocated to each waste disposal authority permitting it to send specified amounts of biodegradable waste to landfills (likely to be set initially for the year 2004/5). The allowances will reduce progressively in line with the Directive's requirements. Regulations may be made to permit waste disposal authorities to bank, borrow or transfer allowances. This would enable authorities where reducing landfill costs less to make reductions and trade permits with areas where reductions may cost more. This will reduce the overall burden to the UK of meeting the Landfill Directive targets.

9.2 Waste management BVPIs

Quality and fair access

BV 82a

Percentage of the total tonnage of household waste arisings which have been recycled.

Categories are exclusive

'Recycled' means reprocessed in a production process for the original purpose, or for other purposes, but excluding energy recovery. Waste recycled to form compost should only be included under BV 82b.

'Household Waste' means all waste collected by Waste Collection Authorities (WCAs) under section 45(1) of the Environmental Protection Act 1990, plus all waste arisings from Civic Amenity (CA) Sites, and waste collected by third parties for which collection or disposal recycling credits are paid under Section 52 of the Environmental Protection Act 1990.

For the avoidance of doubt household waste shall include:

- Waste collection rounds (including separate rounds for collection for recyclables)
- Street cleansing and litter collection
- Bulky waste collections
- Hazardous household waste collections
- Household clinical waste collections

- Garden waste collections
- Drop-off/bring systems
- Any other household waste collected by the authority.

Community recycling programmes of household waste can be included in the recycling rate.

Note, the following is excluded:

- Incinerator residues
- Beach cleansing wastes
- Rubble
- Home composted waste
- Clearance of fly-tipped wastes
- Abandoned vehicles
- Re-used waste material.

'Civic Amenity Site' means places provided by the WDA at which persons resident in the area may deposit their household waste (services provided under Section 51(1)(b) of the Environmental Protection Act).

Calculation of recycling rate

For Waste Collection Authorities, calculate as:

$X/Y \times 100$, where:

X = Tonnage of household waste collected by the WCA which is sent for recycling (including private/voluntary collections of household waste for recycling).

Y = Total tonnage of household waste collected by the WCA (including private/voluntary collections of household waste for recycling).

For Waste Disposal Authorities, calculate as:

$X/Y \times 100$, where:

X = Tonnage of household waste collected by the WDA which is sent for recycling plus tonnage of household waste which is sent for recycling by the constituent WCAs (including private/voluntary collections of household waste for recycling).

Y = Total tonnage of household waste collected at Civic Amenity sites by the WDA plus total tonnage of household waste collected by constituent WCAs (including private/voluntary collections of household waste for recycling).

For Unitary Authorities, calculate as:

$X/Y \times 100$, where:

X = Tonnage of household waste collected by the authority which is sent for recycling (including private/voluntary collections of household waste for recycling).

Y = Total tonnage of household waste collected by the authority (including private/voluntary collections of household waste for recycling).

Target setting: Local. In setting targets, authorities should have regard to the National Waste Strategy published in May 2000. Please see <http://www.defra.gov.uk/environment/waste/strategy/index.htm>. Consideration should also be given to the PSA target to recycle or compost 17% of household waste by 2003/4 and 25% of household waste by 2005/6, as well as the Best Value Performance Standards set for each individual local authority, and the Waste and Emissions Trading Bill.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, Joint Waste Disposal Authorities.

BV 82b

Percentage of the total tonnage of household waste arisings which have been sent for composting.

To be completed by Waste Collection and Waste Disposal Authorities.

Categories are exclusive

Composted means, the controlled biological decomposition and stabilisation of organic substrates, under conditions that are predominantly aerobic and that allow the development of thermophilic temperatures as a result of biologically produced heat. It results in a final product that has been sanitised and stabilised, is high in humic substances and can be used as a soil improver, as an ingredient in growing media, or blended to produce a top soil that will meet British Standard BS 3882, incorporating amendment No 1. In the case of vermicomposting these thermophilic temperatures can be foregone at the point the worms are introduced.

Calculation of this indicator includes composting undertaken at a central, or community, composting facility. Home composting is not to be included. The tonnage to be used in calculation is the material sent for composting to these facilities.

Please see the full definition in BV 82a for total household waste arisings.

Target setting: Local. In setting targets, authorities should have regard to the National Waste Strategy published in May 2000. Please see <http://www.defra.gov.uk/environment/waste/strategy/index.htm>. Consideration should also be given to the PSA target to recycle or compost 17% of household waste by 2003/4 and 25% of household waste by 2005/6, as well as the Best Value Performance Standards set for each individual local authority, and the Waste and Emissions Trading Bill.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, Joint Waste Disposal Authorities.

BV 82c

Percentage of the total tonnage of household waste arisings, which have been used to recover heat, power and other energy, sources.

To be completed by Waste Disposal Authorities.

Categories are exclusive

'Used to recover heat, power and other energy sources' means:

- the controlled combustion of waste in specialised plant specifically to generate power and/or heat from the waste feedstock;
- the controlled combustion of refuse derived fuel (RDF) in specialised plant specifically to generate power and/or heat from the waste feedstock;
- the production of gaseous fuels by reacting hot carbonaceous waste with air, steam or oxygen (gasification);
- the thermal decomposition of organic waste to produce gaseous, liquid and solid products by pyrolysis; and
- the biological degradation of organic wastes by anaerobic digestion.

The following shall not be included:

- methane recovery from landfill.

Please see the full definition in BV 82a for total household waste arisings - percentage recycled.

Target setting: Local. In setting targets, authorities should have regard to the National Waste Strategy published in May 2000. Please see <http://www.defra.gov.uk/environment/waste/strategy/index.htm>. Consideration should also be given to the PSA target to recycle or compost 17% of household waste by 2003/4 and 25% of household waste by 2005/6, as well as the Best Value Performance Standards set for each individual local authority, and the Waste and Emissions Trading Bill,.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London, Joint Waste Disposal Authorities.

BV 82d

Percentage of the total tonnage of household waste arisings which have been landfilled.

To be completed by Waste Disposal Authorities.

CATEGORIES ARE EXCLUSIVE

Landfilled means waste deposited on, or on a structure set into, the surface of the land; or under the surface of the land (and includes land covered by water which is above the low water mark or ordinary spring tides).

Please see the full definition in BVP 82a for total household waste arisings.

Target setting: Local. In setting targets, authorities should have regard to the Waste and Emissions Trading Bill and the National Waste Strategy published in May 2000. Please see: <http://www.defra.gov.uk/environment/waste/strategy/index.htm>

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London, Joint Waste Disposal Authorities.

BV 84

Number of kilograms of household waste collected per head.

To be completed by Waste Collection Authorities and Waste Disposal Authorities.

Household waste: as defined in s.75 of the Environmental Protection Act 1990 and Schedules 1 and 2 of the Controlled Waste Regulations 1992.

For Waste Collection Authorities, calculate as:

X/Y, where

X = Total household waste arisings collected by the WCA plus arisings for which collection recycling credits are paid to third parties under Section 52(4) of the Environmental Protection Act 1990.

Y = Population in the waste collection authority area using ONS mid-year projections.

For a Waste Disposal Authority, calculate as:

X/Y, where

X = Total tonnage of household waste arising from places provided by the WDA at which persons resident in the area may deposit their household waste (Services provided under Section 51(1)b of the Environmental Protection Act).

plus

Total tonnage of household waste collected by the constituent WCAs plus arisings for which disposal recycling credits are paid to third parties under Section 52 of the Environmental Protection Act 1990.

Y = Population in the waste disposal authority area using ONS mid-year projections.

For a Unitary Authority, calculate as:

X/Y, where

X = Total household waste arisings collected by the authority.

plus

Total tonnage of household waste arising from CA Sites.

plus

Arisings for which collection or disposal recycling credits are paid to third parties under Section 52(4) of the Environmental Protection Act 1990.

Y = Population in the authority area using ONS mid-year projections.

Civic Amenity Site means places provided by the WDA at which persons resident in the area may deposit their household waste (Services provided under Section 51(1)b of the Environmental Protection Act).

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Council, Council of the Isles of Scilly, Common Council of the City of London, Joint Waste Disposal Authorities.

Cost and efficiency

BV 86

Cost of waste collection per household.

To be completed by Waste Collection Authorities.

Net cost of waste collection: calculate as:

RO6, Col 9, Line 1 plus, for authorities that are not disposal authorities Line 2 Column 9, less specific grants outside AEF for those lines divided by the number of households.

Number of households: Valuation Offices Schedule of Alterations, page entitled Statement of Numbers and Bands of All Properties Shown in the Valuation List for the Billing Authority Area, Grand Total Line. Use last statement received before 1 April 2003.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 87

Cost of waste disposal per tonne municipal waste.

To be completed by Waste Disposal Authorities.

Net cost of waste management: calculate as:

Direct expenditure as RO6, Line 2, Col 9 less specific grants outside AEF plus joint disposal authority levy as RS, Line 29 (except WDAs), less net cost of the management of old landfill sites, divided by the total tonnes of municipal waste covered by that expenditure.

Net cost of the management of old landfill sites means any costs, (including staff, central support services, revenue and capital charges) associated with the management, monitoring and pollution control of old landfill sites formerly operated by the council as WDA.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, Joint Waste Disposal Authorities.

User Satisfaction Surveys

BV 89

The % of people satisfied with the cleanliness standard in their area.

Scope: Metropolitan Council, District Councils, Unitary Council, London Boroughs, Common Council of the City of London, Council of the Isles of Scilly (See Annex A for full details).

BV 90

The % of people satisfied with (a) household waste collection (b) waste recycling and (c) waste disposal.

Scope: Metropolitan Councils, County Councils (90c only), District Councils (90 a and b only), Unitary Councils, London Boroughs, Common Council of the City of London, Council of the Isles of Scilly (See Annex A for full details).

Note: JWDA's do not need to undertake 90c in their own right, but data should be shared by constituent authorities where applicable. Therefore those LBs and Mets which are not WDAs must still collect 90c.

Quality and fair access

BV 91

Percentage of population resident in the authority's area served by a kerbside collection of recyclables.

To be completed by Waste Collection Authorities.

Population means population in the authority's area using latest ONS mid-year projections.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

Transport

For transport, the priorities are the core performance indicators that underpin some of the high-level outcomes identified in the 10-Year Plan for Transport - and our public service agreement - improved road safety, increased bus patronage, improved road maintenance. Therefore in pursuing BVPI 96, 97, 99, 102 we would expect authorities to aim to secure improvements in performance that reflect the relevant national public service agreement/10-Year Plan targets:

- Reduce the number of people killed or seriously injured in Great Britain in road accidents by 40% and the number of children killed or seriously injured by 50%, by 2010, compared with the average for 1994-98, tackling the significantly higher incidence in disadvantaged communities.
- Improve accessibility, punctuality and reliability of local public transport (bus and light rail) with an increase in use of more than 12% from 2000 levels by 2010.
- Maintenance: To halt the deterioration in the condition of local roads by 2004, and to eliminate the backlog by the end of the 10 -Year Plan period.

Before the consultation period for 2004/05 we will review the transport BVPIs to ensure that they are consistent with DfT's high-level objectives.

9.3 TRANSPORT BVPIs

BV 96

Condition of principal roads.

Percentage of the network with negative residual life, derived from deflectograph surveys, CVI or TRACS type surveys (TTS).

Authorities **must** select one of the options listed below (1-3), but **may** choose to carry out more than one type of survey this year (2003/4). This is to help establish a benchmark during the handover to TTS, option (1), which will become the only permitted survey method for BV 96 from 2004/05.

Authorities are therefore encouraged to choose option (1), either on its own or in addition to option (2) or (3), where they are able to do so.

1. The preferred option would be to derive BV 96 from TRACS type surveys based on the measurements of rut depth, longitudinal profile, texture depth, and intensity of both wheel track cracking and overall lane cracking. Guidance on the detailed specification for procuring these surveys will be available separately. Details of the standards for processing each aspect of condition will be defined in a later guidance note.

Processing of the outputs from the TTS will be undertaken in accordance with a UKPMS accredited pavement management system using the prevailing standard rules and parameters which are currently being updated to include TTS data.

TTS apply to all road surface types (ie, asphalt and concrete) and will represent the condition of 100% of the Principal Road network each year. Deemed coverage will not be permitted for TRACS type surveys.

2. Alternatively or additionally, a visual survey of all principal road length in the year using UKPMSCVI or DVI, carried out in accordance with the UKPMS Visual Survey Manual, Version 1.0, with optional use of rutbar (Appendix 11). Local authorities will be requested to indicate percentage of network with a UKPMS condition index score in excess of a figure to be defined in further guidance.

Detailed Visual Inspection (DVI) surveys may be used for BV 96, if carried out in accordance with version RP3.02 of the UKPMS Rules and Parameters.

If DVI surveys are used, they should be converted to a CVI-equivalent survey, using Version 2.00 or later of the UKPMS HMDIF Conversion Software, and processed as a CVI survey.

3. Alternatively or additionally, the percentage of the network with negative residual life, derived from deflectograph surveys of nominally 100% of the network (concrete pavements are the only exception).

When reporting on BV 96, authorities must clearly identify the survey method each set of results is based on (ie, (1), (2) or (3)). No mixture of survey methods is permitted within each set of results.

Further detailed guidance on BV 96 for 2003/04 will be published in due course that will include:

a. TTS data specification (for contract procurement).

b. Suitable accreditation procedures for TTS equipment.

c. Detailed advice to authorities that is likely to include technical guidance, advice on procurement of TTS and guidance on the calculation of the BVPI.

Target setting: Local.

Scope: County Councils, London Boroughs, Metropolitan Councils, Unitary Councils, TfL, Council of the Isles of Scilly, Common Council of the City of London.

BV 97

Condition of non-principal roads.

Coarse Visual Inspection (CVI) survey of the non-principal road network, to be carried out under UKPMS Rules and Parameters and in accordance with the UKPMS Visual Survey Manual, Version 1.0.

Detailed Visual Inspection (DVI) surveys may also be used, if carried out in accordance with version RP3.02 of the UKPMS Rules and Parameters.

If DVI surveys are used, they should be converted to a CVI-equivalent survey, using Version 2.00 or later of the UKPMS HMDIF Conversion software, and processed as a CVI survey.

As with the 2002/03 indicator, the 2003/04 indicator will be divided into BV 97 (a) for non-principal classified roads and BV 97 (b), which will be based on a proportion of the unclassified road network.

The measurement of rut depths automatically using a rut bar will remain optional for the 2003/04 indicator, although DfT strongly recommends its use where authorities are carrying out CVI surveys for 97 (a).

Further guidance on BV 97 (a) and (b) will be published in due course.

Target setting: Local.

Scope: County Councils, London Boroughs, Metropolitan Councils, Unitary Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 99

Road safety.

Number of road accident casualties per 100,000 population broken down by (i) nature of casualties and (ii) road user type.

Casualty categories: (a) killed/seriously injured; (b) slight injuries.

Road user types: (a) pedestrians; (b) pedal cyclists; (c) two-wheeled motor vehicle users; (d) car users; (e) other vehicle users.

Data will relate to the calendar year ending 15 months prior to the relevant 31 March.

TfL: Absolute population figures should be used rather than expressed as a percentage of population.

Target setting: Local. In setting local targets, best value authorities should have regard to the PSA target to reduce the number of people killed or seriously injured in Great Britain in road accidents by 40% by 2010 and the number of children killed or seriously injured by 50% by 2010, compared with the averages for 1994-1998, tackling the significantly higher incidents in disadvantaged communities.

Scope: County Councils, London Boroughs, Metropolitan Councils, Unitary Councils, TfL, Council of the Isles of Scilly, Common Council of the City of London.

BV 100

Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by roadworks per km of traffic sensitive road.

The total number of days temporary traffic controls (manual or by traffic lights) were in place on traffic sensitive streets or the road was closed, due to local authority road works per kilometre of traffic sensitive streets. (Exclude traffic controls at road works that were completed in less than a day). For TfL this indicator applies to traffic sensitive streets in the TLRN.

For roadworks lasting more than one day they should only be included within this indicator if one or more of the criteria outlined in Clause 13(1)(a)-(e) of the Street Works (Registers, Notices, Directions and Designations) Regulations 1992 are affected by the period of control/closure.

Please note that BV 100 for 2003/04 does not require authorities to measure the number of days of temporary traffic controls, or road closure on traffic sensitive roads, caused by utility works.

Further guidance will be issued in due course.

Target setting: Local. In setting local targets, best value authorities should have regard to the PSA target to reduce road congestion on the inter-urban road network and in large urban areas in England below current levels by 2010.

Scope: County Councils, London Boroughs, Metropolitan Councils, Unitary Councils, TfL, Council of the Isles of Scilly, Common Council of the City of London.

BV 102 (Amended)

Local bus services (passenger journeys per year).

The annual total number of local bus journeys originating in the authority with local bus service being defined in section 2 of the Transport Act 1985 or the Greater London Authority Act 1999. The indicator includes all bus operators serving the general public, but not school buses. Originating in the local authority meaning that the journey started in the local authority.

Target setting: Local. In setting targets, best value authorities should have regard to the PSA target of improving accessibility, punctuality and reliability of local public transport (bus and light rail) with an increase in use of more than 12% from 2000 levels by 2010.

Scope: County Councils, Unitary Councils, Passenger Transport Authorities, TfL, Council of the Isles of Scilly, Common Council of the City of London.

User satisfaction survey

BV 103

The % of respondents satisfied with local provision of public transport information.

Scope: Metropolitan Councils, County Councils, Unitary Councils, London Boroughs, Common Council of the City of London (See Annex A for full details). [The Passenger Transport Authorities (PTAs) and Transport for London (TfL) will have responsibility for publishing the aggregated data, which ODPM will supply.]

BV 104

The % of all respondents satisfied with the local bus service.

Scope: Metropolitan Councils, County Councils, Unitary Councils, London Boroughs, Common Council of the City of London (See Annex A for full details). [The Passenger Transport Authorities (PTAs) and Transport for London (TfL) will have responsibility for publishing the aggregated data, which ODPM will supply.]

Fair access

BV 165

The percentage of pedestrian crossings with facilities for disabled people.

Only include controlled crossings - pelicans, puffins, toucans and pedestrian facilities at traffic signalled junctions.

Calculate the percentage of signal controlled crossings incorporating dropped kerbs, tactile paving and audible and tactile signals (as appropriate) installed in accordance with the following guidance:

- Guidance on the use of tactile paving surfaces, DTLR 1999 (dropped kerbs and tactile paving).
- The Design of Pedestrian Crossings, LTN 2/95, TSO 1995.
- Audible and Tactile Signals at Pelican Crossings, TAL 4/91, DTLR 1991.
- Audible and Tactile Signals at Signal Controlled Junctions, TAL 5/91, DTLR 1991.
- Puffin Pedestrian Crossings, TAL 1/01.
- Installation of Puffin Pedestrian Crossings, TAL 1/02.

It will not be appropriate in every circumstance for there to be an audible signal because of the proximity of crossings. It is assumed, however, that for each of the crossings included in the BVPI an assessment will have been made by the local authority, against the above guidance, and that those crossings counted as meeting the BVPI will have the facilities appropriate to their local conditions.

Target setting: Local.

Scope: County Councils, London Boroughs, Metropolitan Councils, Unitary Councils, TfL, Council of the Isles of Scilly, Common Council of the City of London.

BV 178

The percentage of total length of footpaths and other rights of way which were easy to use by members of the public.

The indicator is the total length of right of way, which were easy to use, as a percentage of the total length of all rights of way. Rights of way appear on the definitive map of public rights of way for the highway authority area and are numbered. Easy to use means:

- i. Signposted or waymarked where they leave the road in accordance with the authority's duty under s.27 of the Countryside Act 1968 and to the extent necessary to allow users to follow the path (a public right of way wholly within a built up area and with a hard surface provided along its complete length and with a clearly defined route may be excluded from measurement);
- ii. Free from unlawful obstructions or other interference, (including overhanging vegetation) to the public's right of passage;
- iii. Surface and lawful barriers (eg, stiles, gates) in good repair and to a standard necessary to enable the public to use the way without undue inconvenience.

Surveys to assess easy to use should use the methodology developed by the Countryside Agency and the CSS as a benchmark standard, which is based on a minimum 5% random sample of lengths of paths.

For Local highway authorities: Did you use the CSS/CA methodology?.

If the answer is yes, a symbol such as an * (asterisk) should be used to signify this along with a footnote confirming that those who used the methodology also have an * (asterisk) by their name.

Target setting: Local.

Scope: County Councils, London Boroughs, Metropolitan Councils, Unitary Councils, TfL, Council of the Isles of Scilly, Common Council of the City of London.

Cost and efficiency

BV 186

Roads not needing major repair.

a. Percentage of the principal road network where major structural treatment is not considered necessary* divided by the authority's average structural expenditure per kilometre on the principal road network over the past three years.

* defined as 100 BV 96

b. Percentage of the non-principal road network where major structural treatment is not considered necessary** divided by the authority's average structural expenditure per kilometre on the non-principal road network over the past three years.

** defined as 100 BV 97

Survey results for this indicator will be taken from BV 96 and BV 97 surveys.

Further guidance will be issued in due course (this will include definitions of structural maintenance expenditure to be included).

Target setting: Local.

Scope: County Councils, London Boroughs, Metropolitan Councils, Unitary Councils, TfL, Council of the Isles of Scilly, Common Council of the City of London.

Service delivery outcome

BV 187 (Amended)

Condition of surface footway.

The indicator will be based on the collection and analysis of Detailed Visual Inspection (DVI) measurements, using the national Rules and Parameters for UKPMS, to provide the percentage length of the footway network with a Footway Condition Index greater than a defined threshold value for deficiency. These rules cover different footway types and the defects associated with the type of footway (eg, bituminous, flags) on different footway categories (hierarchies).

Authorities should measure the percentage length of the footway Category 1, 1a and 2 network with a Footway Condition Index greater than a threshold value of 20.0, calculated using the Variable Length Merge method set out within UKPMS through the approved set of Rules and Parameters. It will be based on a 50 per cent survey of Category 1, 1a and 2 footways each year, so that the complete Category 1, 1a and 2 network will be covered every two years. Footway categories are defined in the Code of Practice for Maintenance Management (The Institution of Highways and Transportation, 2001).

For 2003/04, this indicator will cover only the Category 1, 1a and 2 footway network.

Further guidance will be issued in due course.

Target setting: Local.

Scope: County Councils, London Boroughs, Metropolitan Councils, Unitary Councils, TfL, Council of the Isles of Scilly, Common Council of the City of London.

Planning

The Government endorses the good practice set out in Planning Officers Society's consultation documents *Excellence in Development Control and Excellence in Planning Policy* which was published in March 2002. Local authorities are urged to work towards the high standards set out in these documents. The Government is committed to the introduction of Local Development Frameworks to replace the present plan-making regime. However, until the new system is in place, we expect local authorities to progress their reviews of development plans under the existing arrangements as quickly as they can; since the current system can only be successful and command public confidence if plans are in place and are kept up-to-date. To this end we are introducing a new Best Value indicator on plan making under the current system.

9.4 Planning BVPIs

Strategic objectives

BV 106

Percentage of new homes built on previously developed land.

New homes includes conversions. Previously developed land is defined in Annex C to the published final version of Planning Policy Guidance note 3 on Housing issued on 7 March 2000 (ISBN 0 11 753546 X).

Target setting: Local. In setting local targets, best value authorities should have regard to the PSA target to ensure by 2008, 60% of additional housing is provided on previously developed land and through conversions of existing buildings. Brownfield land should be reclaimed at a rate of over 1,100 hectares per annum by 2004.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London, National Parks Authorities, National Broad Authorities.

Cost and efficiency

BV 107

Planning cost per head of population.

Gross planning cost. For all local planning authorities, the relevant entries on DTLR returns RO4 (line 55)+ RO6 (line 15) Columns 3 + 8.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, National Parks Authorities, National Broad Authorities.

Service delivery outcome

BV 109

Percentage of planning applications determined in line with the Government's new development control targets to determine:

- a. 60% of major applications in 13 weeks;
- b. 65% of minor applications in 8 weeks; and
- c. 80% of other applications in 8 weeks.

For all local planning authorities except county councils, DTLR form PS2. Major applications are defined as rows 1-5; minor applications as rows 6-10; other applications as rows 11-18. For county councils, percentage of total planning decisions determined in 13 weeks as shown in the section giving details of all planning decisions made on DTLR form CPS1/2. Decisions where

environmental assessments have taken place should be excluded from this calculation by county councils but not by other local authorities.

Please note: to avoid confusion the terms commercial and industrial have been removed from the standards for planning applications.

Target setting: Local. ^[23] In setting local targets, best value authorities should have regard to PSA target to ensure by 2006, authorities should be performing at or above the national best value targets for development control.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, National Parks Authorities, National Broad Authority.

User satisfaction survey

BV 111

The % of applicants satisfied with the service received.

Scope: Metropolitan Councils, County Councils, Unitary Councils, Council of the Isles of Scilly, National Park Authorities, Districts, National Broads Authority (See Annex A for full details).

BV 179

The percentage of standard searches carried out in 10 working days.

Standard search as per the statutory land search defined on Form LLC1 plus the standard search as prescribed in the Law Society's code of practice in Form COM 29, Part 1 (Standard Searches). Exclude searches that encompass any questions in Part 2. Include all the above searches not just the householder ones, and classes of searches, if any (eg, for commercial premises), where different standard search fees are charged except where there is an extra charge in return for enhanced service.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 188

The number of decisions delegated to officers as a percentage of all decisions.

For all planning authorities except county councils, use DTLR form PS2. Authorities should record the number of applications decided during the quarter by planning officers under a scheme of delegation and without referral to committee. Exclude those decisions referred for consideration by the committee even if the final decision was taken by an officer.

See DTLR form PS1 for advice about the type of applications that should be recorded.

Target setting: Target of 90% to be achieved by all authorities every year.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London, National Parks and National Broad Authority.

BV 200 New

Plan-making

(a) Do you have a development plan (or alterations to it) that has been adopted in the last 5 years and the end date of which has not expired?

(b) If 'No', are there proposals on deposit for an alteration or replacement, with a published timetable for adopting those alterations or the replacement plan within three years?

Guidance Notes:

The following must apply for councils to be able to answer 'Yes' to (a):

- local authorities responsible for preparing a district-wide local plan must have a single area-wide local plan (or alterations to it) which was adopted in the last 5 years;
- local authorities responsible for preparing a unitary development plan must have a UDP (or alterations to it) which was adopted in the last 5 years;
- National Park authorities must have, either individually or on a joint basis with other authorities, a structure plan or plans, a local plan or plans and minerals and waste local plans, the latter two or three may be combined, (or alterations to any of these) covering the whole of their area and all of which were adopted in the last 5 years;
- the Broads Authority must have an authority-wide local plan (or alterations to it) which was adopted in the last 5 years;
- unitary local authorities responsible for preparing a district wide local plan, minerals and waste local plans (either individually or on a joint basis) and for joint preparation of a structure plan must have a single area-wide local plan, minerals and waste local plans (which may be combined), and a structure plan, (or alterations to any of these) all of which were adopted in the last 5 years; and
- county authorities responsible for structure plans and minerals and waste local plans (on a joint basis if appropriate) must have a structure plan and minerals and waste local plans, the latter two may be combined, (or alterations to any of these) all of which were adopted in the last 5 years.

To answer 'Yes' to (b), district and unitary authorities and the Broads Authority must already have adopted one or more local plans or UDPs covering the whole of their area, and relevant unitary and county authorities must already have adopted a structure plan and minerals and waste local plans (the latter two may be combined). National Park authorities must already have adopted one or more structure plans, local plans and minerals and waste plans (the latter two or three may be combined), either individually or on a joint basis, covering the whole of their area. A plan must have been placed on deposit in accordance with The Town and Country Planning (Development Plan) (England) Regulations 1999 in the form of a Notice of Deposit (Form 1 Reg 11 or Form 6 Reg 22) and the published timetable for adoption is within three years of that Notice.

Target setting: Local. But regard should be had to the guidance in the Planning Policy Guidance Note12, which suggests that it is expected that plans should be reviewed in full at least once every five years.

Scope: Metropolitan Authorities, London Boroughs, County Councils, Unitary Authorities, District Councils, Council of the Isles of Scilly, Common Council of the City of London, National Parks and National Broad Authority.

Environmental Health and Trading Standards

BV 166 was introduced in 2001/02 to provide information on the performance of local authority Environmental Health and Trading Standards departments. BV 166 is a checklist rather than a performance indicator. It is our eventual intention to move away from a checklist towards performance indicators. In preparation for this, we have amended the Guidance on BV 166 to fully align it with the new developments in relation to performance standards. The BV 166 aims to enable local authorities to check that they are meeting the standard service requirements including those required by the National Performance Framework for Trading Standards, HSCs Guidance under Section18 of the Health and Safety at Work Act and FSAs Framework Agreement on Local Authority Food Enforcement. A further consultation on the development of BV 166 is proposed in 2003.

The score will reflect Trading Standards and Environmental Health services as they stand on 31 March 2004.

9.5 Environmental health and trading standards BVPIs

Quality

BV 166

Score against a checklist of enforcement best practice for environmental health/trading standards.

The proposed checklist below is drafted with 10 points, with one or more question per point. Each point is worth 1 mark. The question(s) under each point are worth a fraction of that mark. Each question requires a Yes or No answer. For example there are eight questions under point 1, so a Yes answer to one question under point 1 attracts a score of 1/8th, and a Yes answer to five questions attracts a score of 5/8th.

1. Written enforcement policies

- a. Does the authority have written and published enforcement²⁴ policy/policies, formally endorsed by its members that cover all aspects of environmental health and trading standards enforcement?
- b. Is non-compliance with statutory requirements followed up in accordance with the enforcement policy/policies?
- c. Do the policy/policies confirm that the authority has signed the Enforcement Concordat?
- d. Do the policy/policies take into account the guidance set out in The Code for Crown Prosecutors?
- e. Do the policy/policies include the criteria to be met before formal enforcement by the authority?
- f. Do the policy/policies make provision for situations where there is a shared enforcement role?

g. Do the policy/policies make provision for the particular interests of consumers within the authority's area including business owners, employees and the public?

h. Are the policy/policies mentioned above followed, monitored, and reported on, and any variations addressed within a service plan or BVPP?

2. Planned Enforcement Activity

Does the authority have risk-based inspection programmes, and sampling and surveillance regimes for regulatory services that:

a. meet legal requirements

b. otherwise have regard to official guidance

c. otherwise have regard to professional guidance and standards

The authority must be able to demonstrate that it regularly reviews its interpretation and application of legislation and guidance. For example, in the Trading Standards area, it should carry out an annual comparison of the proportion of its trading premises that it has classified as having high, medium or low inspectable risk with the figures for other authorities. It should then carry out process benchmarking with other authorities if these proportions differ significantly from the average, ie, if the authority's figures are in the upper or lower decile.

3. Are the programmes and regimes mentioned above in point 2 followed, monitored and reported on, and any variations addressed within a service plan or BVPP?

4. Does the authority have targeted educational and information programmes?

5. Are the programmes mentioned above in point 4 followed, monitored and reported on and any deviations from the planned programmes addressed within a service plan or BVPP?

Reactive and responsive enforcement activity

6. Does the authority have and implement policies, procedures and standards for:

a. responding to and dealing with complaints made to the local authority about a third party and requests for services regarding statutory enforcement functions?

b. Supporting the provision of consumer advice, including participation in a Consumer Support Network?

7. Does the authority have and implement policies, procedures and standards for responding to and dealing with:

a. Statutory notifications (eg, RIDDOR reports of accidents, occupational diseases and dangerous occurrence)?

b. The referral to other regulators of relevant information received where there is wider regulatory interest?

8. Are the policies, procedures and standards mentioned above in points 6 and 7 followed, monitored and reported on, and any variations addressed within a service plan or BVPP?

Appropriate Resources

9. Has the authority within the last five years benchmarked its resources for relevant Services against similar local authorities or comparable service providers including private and voluntary?

10. Consultation and satisfaction levels

- a. Does the authority have a range of mechanisms in place to consult stakeholders affected by their service regarding the development of the enforcement policy?
- b. Does the authority have a range of mechanisms in place to consult stakeholders affected by the service regarding satisfaction levels?
- c. And are the consultation responses considered and acted upon? See revised Guidance on BV 166 Score against a checklist of enforcement best practice for Environmental/Health Trading Standards, ODPM January 2003.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

[20] www.hm-treasury.gov.uk/mediastore/otherfiles/sr02_report_chap31.pdf

[21] www.encams.org

[22] www.defra.uk/environmental/litter/code/1-12.pdf

[23] In setting local targets district planning authorities should have regard to the Governments new national development control targets and to any performance Standards set by the Secretary of State for the authority. County councils to set their own year on year targets for county applications.

[24] Enforcement means action carried out in the exercise of, or against the background of, statutory powers. For example, the inspection of premises for the purpose of checking compliance with regulations and the provision of advice to aid compliance would be covered

Chapter 10: Cultural and Related Services

The cultural and related services are important services that can impact on the quality of life for all residents and local visitors.

The indicators included in the chapter seek to provide a measure of the quality of local service delivery.

It is recognised that the existing indicators require some further development to provide a more comprehensive assessment of the cultural sector as a whole. This review will be taken forward in readiness for 2004/05.

On 21 November, the Government announced, as part of a package of freedoms and flexibilities for local government, that Local Cultural Strategies will be subsumed within community strategies in future. Accordingly, the requirement to report against BV 114 will cease after 2003-04.

10.1 Cultural and related services BVPIs

Strategic objectives

BV 114

The adoption by the authority of a Local Cultural Strategy.

Score against a checklist of the guidance in Creating Opportunity guidance issued in December 2000.

The checklist is drafted so that each question requires a yes or no answer. Authorities that have comprehensive strategies and have covered all aspects of the guidance will answer yes to all questions and score 100%. Where questions are in multiple parts, all parts must be answered positively in order for yes to be recorded.

1. Is the strategy widely scoped, including:
 - a. arts (including libraries where applicable);
 - b. heritage (including museums where applicable);
 - c. sport;
 - d. tourism;
 - e. outdoor recreation (parks, countryside, play, carnivals and other events).
2. Have all of the following been involved in drawing up the strategy?
 - a. other public agencies including tiers of local government;
 - b. the voluntary sector;
 - c. the private sector.
3. Was consultation on the strategy both:
 - a. Inclusive?; and
 - b. Active?

Inclusive means that the authority must have obtained views from a cross section of the community including young people, black and ethnic minority populations, older people, and those with disabilities.

Active means that the authority must have a number of different methods to consult, and have tried to obtain a wide range of representative responses, by following up any deficiencies.

4. Is the strategy linked to:

- a. Other corporate strategies and plans.
- b. Other relevant local documents.
- c. To answer yes to b) there must have been discussion with adjoining authorities, and of plans and strategies produced by organisations such as the regional cultural consortium, Sport England, the Arts Council etc.

5. Is there an action plan for the Council as described in DCMS guidance?

6. Are arrangements in place to:

- a. Monitor implementation;
- b. Review the strategy.

Target setting: Local. Guidance on Local Cultural Strategies was issued in December 2000, and local authorities were strongly urged to complete strategies by the end of 2002.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

Service delivery outcome

BV 117

The number of physical visits per 1,000 population to public library premises.

An estimate of the total number of visits by members of the public to libraries for whatever purpose during the financial year. Based on a one week sample during the year using the definitions and procedure set out in CIPFAs Activity Sampling Guidance Note, or using a more accurate method of estimation. Authorities may, if they wish, base their figures on a larger statistical sample than the one suggested by CIPFA.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

User Satisfaction Surveys

BV 118

The percentage of library users who found the book/information they wanted or reserved it and were satisfied with that outcome.

Scope: To be undertaken as part of PLUS survey by Metropolitan Councils, County Councils, Unitary Councils, London Boroughs, Council of the Isles of Scilly (See Annex A for full details).

BV 119

The percentage of residents satisfied with the Local Authority Cultural services: (a) sports and leisure facilities (b) libraries (c) museums (d) arts activities and venues (e) parks and open spaces.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Common Council of the City of London (See Annex A for full details).

Services deliver outcome

BV 170

- a. The number of visits to/usage's of museums per 1,000 population.
- b. The number of those visits that were in person per 1,000 population.
- c. The number of pupils visiting museums and galleries in organised school groups (this does not include visits by sixth form colleges or adult education institutions').

Visits/usage's per 1,000 pop:

Visit/usage to those museum(s) means:

- visits by a member of the public;
- enquiries by email, post or telephone for research purposes (not including enquiries about opening hours, tickets, how to get there, or media enquiries, briefings and interviews);
- website hits for research;
- presentations by museum staff to specific audiences (do not count general events and audiences such as exhibition stands or county shows); and
- number of pupils visiting in organised school groups.

Where an authority provides the building for the museum free, or at nominal cost, or contributes at least 20% to its running costs, then 20% of visitor numbers should be included here. Where larger contributions are made, the percentage of visitors shown should be the same. eg, where 45% of the cost is contributed, 45% of visits can be shown.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

Chapter 11: Community Safety

The Government has published the list of Best Value Performance Indicators for 2003/04 in the National Policing Plan 2003-2006. Those relating to community safety are intended to inform authorities of weaknesses in their service that need to be addressed.

The indicator on violent crimes per 1,000 population, redrafted last year, will continue. It takes into account important categories of violent crime that impact on all types of authorities. It remains essential that local authorities work in conjunction with their local police authorities to help reduce the incidence of violent crimes across the country as a whole. Only the five metropolitan police authorities which currently have robbery targets (Greater Manchester, Merseyside, Metropolitan, West Midlands and West Yorkshire) will continue to report against robbery, and those local authorities in these police authority areas are expected to report on robberies per 1,000 population.

11.1 Community safety BVPIs

BV 126

Domestic burglaries per 1,000 households and percentage detected.

Domestic burglaries relates to burglary in a dwelling and aggravated burglary in a dwelling.

Number of recorded domestic burglaries

x 1,000

Number of households in the police force area

Number of recorded domestic burglaries detected

x 100

Total number of recorded domestic burglaries

Local authorities will report only on Domestic burglaries per 1,000 households.

Target setting: Police authorities to set targets in accordance with Home Office guidance of 29 February 2000. Local authorities to set local targets. In setting local targets, local authorities should have regard to the PSA target to reduce domestic burglary by 25%, from that of 1998-1999 by 2005.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, Police Authorities, Metropolitan Police Authority.

BV 127

Violent crimes per 1,000 population and percentage detected, broken down to show:

- a. violent offences committed by a stranger per 1,000 population;
- b. violent offences committed in a public place per 1,000 population;
- c. violent offences committed in connection with licensed premises per 1,000 population;

- d. violent offences committed under the influence per 1,000 population;
- e. robberies per 1,000 population and percentages detected (ONLY for authorities within five metropolitan police authority districts).

Number of recorded incidents (insert a), b), c), d) or e))

x 1,000

Total population of authority area

- a. Act of violence, which does not arise from any prior relationship or association between the victim(s) and offender(s).
- b. Act of violence which occurs in any place to which, at the material time, the public, or any section of the public, has access, on payment or otherwise, as right or by virtue of express or implied permission.
- c. Act of public place violence, which occurs in connection with a licensed premise (pub, club, or bar only).
- d. Act of violence, which is perceived by the victim(s), and/or witness (es) and/or police officer(s) to be committed by the offender(s) under the influence of an intoxicating substance (legal or otherwise).

Home Office intends that only the five metropolitan police authorities, which currently have robbery targets (Greater Manchester, Merseyside, Metropolitan, West Midlands and West Yorkshire), will continue to report against (e). Local authorities within these five areas will also be expected to set robbery reduction targets. They will report only on Robberies per 1,000 population.

Target setting: Police authorities to set targets in accordance with Home Office guidance of 29 February 2000. Local authorities to set local targets. In setting local targets, local authorities should have regard to the PSA target to reduce robbery in the ten Street Crime Initiatives areas by 14% from that of 1999-2000 by 2005 and maintain that level.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, Police Authorities, Metropolitan Police Authority.

BV 128

Vehicle crimes per 1,000 population and percentage detected.

Vehicle crimes includes **recorded** theft/unauthorised taking of a motor vehicle, **theft from a vehicle and aggravated taking of a motor vehicle.**

Vehicle interference is not included.

Number of recorded vehicle crimes (as defined)

x 1,000

Total population of the police force area

Number of recorded vehicle crimes (as defined) detected

x 100

Total number of recorded vehicle crimes (as defined)

Local authorities will report only on Vehicle crimes per 1,000 population.

Target setting: Police authorities to set targets in accordance with Home Office guidance of 29 February 2000. Local authorities to set local targets. In setting local targets, local authorities should have regard to the PSA target to reduce vehicle crime by 30% from that of 1998-99 by 2004.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London, Police Authorities, Metropolitan Police Authority.

BV 174

The number of racial incidents recorded by the authority per 100,000 population.

Racial incidents are any incidents regarded as such by the victim or anyone else. The indicator applies to all an authority's services including schools and to employment by the authority.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 175

The percentage of racial incidents that resulted in further action.

Subsequent action must be recorded in writing and would entail such things as:

- i. Detailed investigations eg, interviews with alleged perpetrator(s)
- ii. Referral to the police or other body (CRE, CAB etc.)
- iii. Mediation
- iv. Warning to the perpetrator which if oral must be recorded at the time.
- v. Relocation of the victim
- vi. Removal of graffiti

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 176

The number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority.

Places mean the number of rooms providing bed spaces for a woman and her children. Rooms not normally designated as bedrooms cannot be counted towards the total. Figures should reflect the situation as at 31 March 2004.

If the authority part funds an establishment then it can claim credit pro-rata to its contribution to the facility's running costs. Support can be financial or in kind. eg, a building or staff.

Refuge means emergency accommodation for women and children who have been referred for help having experienced threats to their physical safety and it must provide help, advice and advocacy support as well as being part of an integrated local approach involving partnership with other local and statutory bodies.

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

Fire BVPIs

The key priority for the fire service is to reduce the number of fire-related deaths and injuries. The majority of fire deaths occur as a result of accidental fires in the home. The position is recognised by the Governments national Public Service Agreement target under Spending Review 2000 *to reduce the incidence of accidental fire-related deaths in the home by 20%, averaged over the 5-year period to March 2004, compared with the average recorded in the 5-year period to March 1999.* This priority is reflected in performance indicator BV 143. The fire suite of service-delivery indicators remains unchanged from 2002-03.

11.2 Fire BVPIs

Strategic objectives

BV 142

Number of calls to fire attended:

- i. total calls (excluding false alarms) per 10,000 population;
- ii. primary fires per 10,000 population;
- iii. accidental fires in dwellings per 10,000 dwellings.

Accidental dwelling fires as recorded under Fire Damage Report (FDR) guidance divided by the number of dwellings as per the CIPFA fire service publication available at the time the data is collected.

FDR1 is used for a reportable fire (ie, an event of uncontrolled burning involving flames, heat or smoke) involving property, or casualties or rescue or fires attended by five or more appliances.

Target setting: Local.

Scope: Council of the Isles of Scilly, Fire Authorities in England and Wales. **Note: County Councils which are also Fire Authorities should include BVPIs 142-150 within their scope.**

BV 143

Number of:

i. Deaths; and

ii. Injuries - arising from accidental fires in dwellings per 100,000 population.

Accidental fire deaths (ie, attributable to the fire) and fire injuries (excluding precautionary checks) as defined in FDR1 guidance.

Target setting: Local. In setting local targets, local authorities should have regard to the PSA target to reduce the incidence of accidental fire related deaths in the home by 20%, averaged over the 5-year period to March 2004, compared with the average recorded in the 5-year period to March 1999.

Scope: Council of the Isles of Scilly, Fire Authorities in England and Wales. **Note: County Councils which are also Fire Authorities should include BVPIs 142-150 within their scope.**

BV 144a

Accidental fire in dwellings confined to room of origin in major cities and classified as A risk.

Dwelling fires as per FDR 1 guidance where fire and heat damage as per FDR1 5.8 is limited to columns (i) and (ii) as a percentage of all dwellings fires. Exclude those where item 5.1a Deliberate or Malicious fires from both parts of the equation.

Target setting: Local.

Scope: Council of the Isles of Scilly, Fire Authorities in England and Wales. **Note: County Councils which are also Fire Authorities should include BVPIs 142-150 within their scope.**

BV 144b

Accidental fire in dwellings confined to room of origin in smaller cities/larger towns and classified as B risk.

Dwelling fires as per FDR 1 guidance where fire and heat damage as per FDR1 5.8 is limited to columns (i) and (ii) as a percentage of all dwellings fires. Exclude those where item 5.1a Deliberate or Malicious fires from both parts of the equation.

Target setting: Local.

Scope: Council of the Isles of Scilly, Fire Authorities in England and Wales. **Note: County Councils which are also Fire Authorities should include BVPIs 142-150 within their scope.**

BV 144c

Accidental fire in dwellings confined to room of origin in smaller towns and urban residential areas and classified as C risk.

Dwelling fires as per FDR 1 guidance where fire and heat damage as per FDR1 5.8 is limited to columns (i) and (ii) as a percentage of all dwellings fires. Exclude those where item 5.1a Deliberate or Malicious fires from both parts of the equation.

Target setting: Local.

Scope: Council of the Isles of Scilly, Fire Authorities in England and Wales. **Note: County Councils which are also Fire Authorities should include BVPIs 142-150 within their scope.**

BV 144d

Accidental fire in dwellings confined to room of origin in rural village areas and classified as D risk.

Dwelling fires as per FDR 1 guidance where fire and heat damage as per FDR1 5.8 is limited to columns(i) and (ii) as a percentage of all dwellings fires. Exclude those where item 5.1a Deliberate or Malicious fires from both parts of the equation.

Target setting: Local.

Scope: Council of the Isles of Scilly, Fire Authorities in England and Wales. **Note: County Councils which are also Fire Authorities should include BVPIs 142-150 within their scope.**

BV 145

Percentage of calls to fire at which national standards for attendance were met.

This indicator is calculated using the information contained in Fire Service Circular 6/2000 dated 28 April 2000 but the data should be for 2003/04.

Target setting: Top quartile. [\[25\]](#)

Scope: Council of the Isles of Scilly, Fire Authorities in England and Wales. **Note: County Councils which are also Fire Authorities should include BVPIs 142-150 within their scope.**

BV 146

Number of calls to Malicious false alarms per 1,000 population.

Fire calls (false alarms): as reported in FDR3, Section 1 Malicious category only, divided by the total population, multiplied by 1,000.

Target setting: Local.

Scope: Council of the Isles of Scilly, Fire Authorities in England and Wales. **Note: County Councils which are also Fire Authorities should include BVPIs 142-150 within their scope.**

BV 147

Average time taken by fire authorities to issue fire safety certificates.

This indicator is calculated issuing the information in Dear Chief Officer Letter (DCOL) 2/2000 dated 31 January 2000 (as amended by DCOL 2/2001 dated 4 April 2001) but the data should be for 2003/04.

Target setting: Top quartile. [\[26\]](#)

Scope: Council of the Isles of Scilly, Fire Authorities in England and Wales. **Note: County Councils which are also Fire Authorities should include BVPIs 142-150 within their scope.**

BV 149

False alarms caused by automatic fire detection apparatus per 1,000 non-domestic properties.

Fire calls (false alarms): as reported in FDR 3, Section 1 Due to apparatus category only, divided by the total number of non-domestic properties, multiplied by 1,000.

Target setting: Local.

Scope: Council of the Isles of Scilly, Fire Authorities in England and Wales. **Note: County Councils which are also Fire Authorities should include BVPIs 142-150 within their scope.**

BV 150

Expenditure per head of population on the provision of fire and rescue services.

Net expenditure as RO5 line 2 col. 7 less specific grants outside AEF.

Target setting: Local.

Scope: Council of the Isles of Scilly, Fire Authorities in England and Wales. **Note: County Councils which are also Fire Authorities should include BVPIs 142-150 within their scope.**

[25] See Chapter 15 top quartile data.

[26] See Chapter 15 top quartile data.

Chapter 12: Community Legal Service

The Community Legal Service is a government initiative launched in April 2000 in order to improve access to justice. Statutory responsibility for the development of the CLS lies with the Legal Services Commission (LSC). Via its regional offices, the LSC facilitates the formation of Community Legal Service Partnerships (CLSPs) which bring together funders, providers and users of legal and advice services to strategically plan the delivery of services to meet the identified needs of local communities. There are 212 CLSPs established across England and Wales, covering 99.14% of the population and involving 396 Local Authorities. The CLS Quality Mark ensures that advice providers work to a recognised standard, demonstrating a high level of professionalism and quality in the service they provide. Local Authorities are key funders of legal and advice services, delivered both in-house and through funding to independent agencies such as Citizens Advice Bureaux. The CLS BVPI will help to measure the growing level of funding that is being directed to Quality Marked organisations by Local Authorities and in doing so will help to raise the quality of the service they provide to those most in need of it.

12.1 Community legal service BVPIs

Strategic objectives

BV 177

Percentage of authority expenditure (whether in-house or external) on legal and advice services which is spent on services which is spent on services that have been awarded the Quality Mark and meet legal needs identified in the Community Legal Service Partnership strategic plan.

Legal and advice services is defined in the preface to *Guidance for CLSPs* (published by Legal Service Commission, December 2000) and is consistent with section 4(2) of the Access to Justice Act 1999 which lists the services included under the Community Legal Services.

Community Legal Service Partnership strategic plan is defined in Chapter 4 of *Guidance for CLSPs*.

Legal Need is defined in Chapter 2 of *Guidance for CLSPs*.

Quality Mark is defined in section 2 of the publication *Quality Mark Standard* (Legal Services Commission, April 2000) and applies to any of the Quality Mark levels.

This Performance Indicator applies only to Local Authorities which have Community Legal Service Partnerships that have published their CLS Strategic Plan (or who publish it during 2003/4).

Expenditure on both in-house services (for example, housing advice service and the advice section of Trading Standards) and externally funded services should be taken into account when reporting against BVPI 177.

When reporting on in-house expenditure, costs to be taken into account include staffing, accommodation, and a proportion of management costs. Where expenditure on advice is included in a larger figure covering other services a fair and reasonable apportionment should be made.

Expenditure on **all** categories of law and client groups that are identified by the recommendations to the Strategic Plan should be taken into account when assessing achievement against BVPI 177.

Additional information on CLSPs can be found on the Just Ask website, www.justask.org.uk

Target setting: Local.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, Common Council of the City of London.

Chapter 13: Cross Cutting Indicators

Central and Local Government have agreed a set of seven shared priorities for local government. The priorities focus the efforts of Government and councils for improving public services and cover key issues that will impact most on the lives of local people. To deliver improvements for local people across areas of the shared priorities will require councils to adopt a cross-cutting approach to service delivery and to work closely with their local partners.

The Government is setting for 2003/04, two cross-cutting best value performance indicators covering specific priorities where councils, in partnership with others, can make a contribution to delivering benefits to the local community. To ensure these cross cutting indicators are given appropriate attention, they are being listed separately in this chapter.

13.1 Cross-cutting BVPIs

Cross cutting New

BV 197

Change in the number of conceptions to females aged under 18, resident in an area, per thousand females aged 15-17 resident in the area, compared with the baseline year of 1998.

To reflect that it is a cross cutting indicator, it will also be included in the NHS performance indicator set so that local authorities and health organisations are held jointly accountable for progress. It will also be considered for inclusion in the social services Performance Assessment Framework indicator set (PAF) by the PSS PAF Development Group.

The numerator: Number of conceptions among girls aged under 18 resident in an area per 1,000 girls aged 15-17 years resident in the area in 1998 (the base year for the teenage pregnancy strategy).

The indicator: Expressed as a percentage change.

Source: Conception data at local authority level are a well-established data series produced by the Office for National Statistics. They are available on a calendar year basis and are published in February each year, 14 months after the year to which they relate. Therefore the indicator presented in the 2003/04 Best Value performance indicator set will be the information that became available during 2003/04, that is, the data published in February 2004 relating to calendar year 2002. The NHS Performance Indicator for Primary Care Trusts is published on the same basis.

Target setting: Local, Teenage Pregnancy Partnerships have agreed reduction targets for 2010 varying between 40% and 60%, to reduce the inequality between the highest rate areas and the national average. These local targets contribute towards the national target of a 50% reduction by 2010. There are also interim targets of 15% nationally and in most local areas by 2004. (A small number of areas have a 10% reduction target for 2004.)

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Council of the Isles of Scilly, Common Council of the City of London.

BV 198 New

The number of problem drug misusers in treatment per thousand head of population aged 15-44.

To reflect that this is a cross cutting indicator, it will also be included in the NHS performance indicator set so that local authorities and health organisations are held jointly accountable for progress. It will also be considered for inclusion in the social services Performance Assessment Framework indicator set (PAF) by the PSS PAF Development Group.

The numerator: Number of problem drug misusers accessing drug treatment services (including referrals from the criminal justice system, and including all treatments included by the NHS and social services) during the year. (On a resident basis).

The denominator: The number of people aged 15-44.

Source

This data would be obtained from the National Drug Treatment Monitoring System. An interim computer system is currently being used which does not have full functionality. It is planned to implement a new computer system in spring 2003. This data will be made available to councils to enable them to monitor performance.

Note: this indicator is to be included in the NHS performance indicator site. The precise definition is subject to change and will be confirmed by the Department of Health and the Commission for Health Improvement shortly.

Target setting: Local, with reference to the national targets of increasing participation of problem drug users by 55% by 2004 and 100% by 2008, compared to the 1998-99 baseline.

Scope: Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, Common Council of the City of London, Council of the Isles of Scilly.

Chapter 14: Notes on Definitions

References to government or other statistical return forms are intended to define the nature of the information, not the period in relation to which it is to be published. The BVPI guidance cites the latest available versions of these forms; subsequent versions may well be different and should not be referred to in this context. References to such forms include a reference to all related guidance, including guidance still in force that may have been issued in connection with earlier years forms in the same series.

References to forms prefixed RO are to the Office of the Deputy Prime Minister(ODPM) and Revenue Outturn forms for 2001/2002.

Unless otherwise stated population figures should be the Registrar-Generals mid-year estimates for 2001 or, if these are not available, a reasonable extrapolation from his figure for the previous year.

Performance: Where an authority has a percentage target eg, to answer 90% of letters in ten days, performance should be given in absolute terms the percentage of letters actually answered in ten days and not a percentage of the 90% target.

Changes to targets or charges in the year: If a target or a charge or a policy alters during the year, the target etc. in force at the end of the year should be the one given unless all the monitoring relates to the original target. In that case the original should be given.

Agents: References to local authority buildings, services etc. include those managed by contractors on behalf of an authority or run by another authority as part of an agency agreement.

14.1 Which Performance Indicators relate to which authorities

The table below sets out which indicators are proposed for which type of Authority.

User satisfaction survey BVPIs 3, 4, 74, 75, 80, 89, 90, 103, 104, 111, 118, and 119 are **all** required to be collected in 2003/04.

Type of Authority	Performance Indicator
Metropolitan Authorities (Authorities which are both Waste Collection and Waste Disposal Authorities)	BVs: Corporate Health 1, 2, 3, 4, 8 to 10, 11 (a, b), 12, 14 to 17, 156, 157, 180; Education 33, 34 (a, b), 38 to 41, 43 to 46, 48, 159, 181, 192, 193, 194; Social Services 49 to 54, 56, 58, 161 to 163, 195, 196; Housing 62 to 64, 66a, 74, 75, 164 183 to 185; Benefits 76, 78 (a, b, c), 79 (a, b) 80; Environment 199; Waste Management 82 (a, b, c, d), 84, 86, 87, 89, 90a-c, 91; Transport 96, 97, 99, 100, 103, 104, 165, 178, 186, 187; Planning 106, 107, 109, 111, 179, 188, 200; Environmental health and trading standards 166; Libraries 117, 118; Culture 114, 119, 170; Community Safety 126 to 128, 174 to 176; Community legal service 177; Cross Cutting 197, 198.

<p>Metropolitan Authorities (Authorities which are Waste Collection Authorities but not Waste Disposal Authorities)</p>	<p>BVs: Corporate Health 1, 2, 3, 4, 8 to 10, 11 (a, b), 12, 14 to 17, 156 157, 180; Education 33, 34 (a, b), 38 to 41, 43 to 46, 48, 159, 181, 192, 193, 194; Social Services 49 to 54, 56, 58, 161 to 163, 195, 196; Housing 62 to 64, 66a, 74, 75, 164, 183 to 185; Benefits 76, 78 (a, b, c), 79 (a, b), 80; Environment 199; Waste Management 82a, 82b, 84, 86, 89, 90a- c, 91; Transport 96, 97, 99, 100, 103, 104, 165, 178, 186, 187; Planning 106, 107, 109, 111, 179, 188, 200; Environmental health and trading standards 166; Libraries, 117, 118; Culture 114, 119, 170; Community Safety 126 to 128, 174 to 176; Community legal service 177, Cross Cutting 197, 198.</p>
<p>London Boroughs (Authorities which are both Waste Collection and Waste Disposal Authorities)</p>	<p>BVs: Corporate Health 1, 2, 3, 4, 8 to 10, 11 (a, b), 12, 14 to 17, 156, 157, 180; Education 33, 34 (a, b), 38 to 41, 43 to 46, 48, 159, 181, 192, 193, 194; Social Services 49 to 54, 56, 58, 161 to 163, 195, 196, Housing 62 to 64, 66a, 74, 75, 164 183 to 185; Benefits 76, 78 (a, b, c), 79 (a, b), 80; Environment 199; Waste Management 82 (a, b, c, d), 84, 86, 87, 89, 90a-c, 91; Transport 96, 97, 99, 100, 103, 104, 165, 178*, 186, 187; Planning 106,107, 109, 111, 179, 188, 200; Environmental health and trading standards 166; Libraries, 117, 118; Culture 114, 119, 170; Community Safety 126 to 128, 174 to 176; Community legal service 177; Cross Cutting 197, 198.</p> <p>*BV 178 does not apply to inner London Boroughs London Boroughs</p>
<p>London Boroughs (Authorities which are Waste Collection Authorities but not Waste Disposal Authorities)</p>	<p>BVs: Corporate Health 1, 2, 3, 4, 8 to 10, 11 (a, b), 12, 14 to 17, 156, 157, 180; Education 33, 34 (a, b), 38 to 41, 43 to 46, 48, 159, 181, 192, 193, 194; Social Services 49 to 54, 56, 58, 161 to 163, 195, 196; Housing 62 to 64, 66a, 74, 75, 164, 183 to 185; Benefits 76, 78 (a, b, c), 79 (a, b), 80; Environment 199; Waste Management 82a, 82b, 84, 86, 89, 90a- c, 91; Transport 96, 97, 99, 100, 103, 104, 165, 178*, 186, 187; Planning 106, 107, 109, 111, 179, 188, 200; Environmental health and trading standards 166; Libraries, 117, 118; Culture 114, 119, 170; Community Safety 126 to128, 174 to 176; Community legal service 177; Cross Cutting 197, 198. *BV 178 does not apply to inner London Boroughs Unitary Authorities</p>

Unitary Authorities	<p>BVs: Corporate Health 1, 2, 3, 4, 8, to 10, 11 (a, b), 12, 14 to 17, 156, 157, 180; Education 33, 34 (a, b), 38 to 41, 43 to 46, 48, 159, 181, 192, 193, 194; Social Services 49 to 54, 56, 58, 161 to 163, 195, 196; Housing 62 to 64, 66a, 74, 75, 164, 183 to 185; Benefits 76, 78 (a, b, c), 79 (a, b), 80; Environment 199; Waste Management 82 (a, b, c, d), 84, 86, 87, 89, 90a-c, 91; Transport 96, 97, 99, 100, 102, 103, 104, 165, 178, 186, 187; Planning 106, 107, 109, 111, 179, 188, 200; Environmental health and trading standards 166; Libraries, 117, 118; Culture 114, 119, 170; Community Safety 126 to 128, 174 to 176; Community legal service 177 Cross Cutting 197, 198.</p>
County Councils (including Fire Authorities)	<p>BVs: Corporate Health 1, 2, 3, 4, 8, 11 (a, b), 12, 14 to 17, 156, 157, 180; Education 33, 34 (a, b), 38 to 41, 43 to 46, 48, 159, 181, 192, 193, 194; Social Services 49 to 54, 56, 58, 161 to 163, 195, 196; Waste Management 82 (a, b, c, d), 84, 87, 90c; Transport 96, 97, 99, 100, 102, 103, 104, 165, 178, 186, 187; Planning 107, 109, 111, 200; Environmental health and trading standards 166; Libraries, 117, 118; Culture 114, 119, 170; Fire 142 to 144 (a, b, c, d), 145 to 147, 149, 150; Community Safety 126 to 128, 174 to 176; Community legal service 177; Cross Cutting 197, 198.</p> <p>Note: fire service information to be recorded separately for BV 11, 12, 15, and 17</p>
County Councils (excluding Fire Authorities)	<p>BVs: Corporate Health 1, 2, 3, 4, 8, 11 (a, b), 12, 14 to 17, 156, 157, 180; Education 33, 34 (a, b); 38 to 41, 43 to 46, 48, 159, 181, 192, 193, 194; Social Services 49 to 54, 56, 58, 161 to 163, 195, 196; Waste Management 82 (a, b, c, d), 84, 87, 90c; Transport 96, 97, 99, 100, 102, 103, 104, 165, 178, 186, 187; Planning 107, 109, 111, 200; Environmental health and trading standards 166; Libraries 117, 118; Culture 114, 119, 170; Community Safety 126 to 128, 174 to 176; Community legal service 177, Cross Cutting 197, 198.</p>
District Councils	<p>BVs: Corporate Health 1, 2, 3, 4, 8 to 10, 11 (a, b), 12, 14 to 17, 156, 157, 180; Housing 62 to 64, 66a, 74, 75, 164, 183 to 185; Benefits 76, 78 (a, b, c), 79 (a, b), 80; Environment 199; Waste Management 82a, 82b, 84, 86, 87, 89, 90(a, b), 91; Planning 106, 107, 109, 111, 179, 188, 200; Environmental health and trading standards 166; Culture 114, 118, 170;</p>

	Community Safety 126 to 128, 174 to 176; Community legal service 177.
Council of the Isles of Scilly	BVs: Corporate Health 1, 2, 3, 4, 8 to 10, 11 (a, b), 12 to 14 to 17, 156, 157, 180; Education 33, 34 (a, b), 38 to 41, 43 to 46, 48, 159, 181, 192, 193, 194; Social Services 49 to 54, 56, 58, 161 to 163, 195, 196, Housing 62 to 64, 66a, 74, 75, 164, 183 to 185; Benefits 76, 78 (a, b, c), 79 (a, b), 80; Environment 199; Waste Management 82 (a, b, c, d), 84, 86, 87, 89, 90a-c, 91; Transport 96, 97, 99, 100, 102, 165, 178, 186, 187; Planning 106, 107, 109, 111, 179, 188, 200; Environmental health and trading standards 166; Culture 114, 170; Libraries, 117, 118; Community Safety 126, 127, 128, 174 to 176; Fire 142 to 144 (a, b, c, d), 145 to 147, 149, 150; Community legal service 177, Cross Cutting 197, 198. Note: fire service information to be recorded separately for BV 11, 12, 15, and 17
Common Council of the City of London	BVs: Corporate Health 1, 2, 3, 4, 8 to 10, 11 (a, b), 12, 14 to 17, 156, 157, 180; Education 33, 34 (a, b), 38 to 41, 43 to 46, 48, 159, 181, 192, 193, 194; Social Services 49 to 54, 56, 58, 161 to 163, 195, 196; Housing 62 to 64, 66a, 74, 75, 164, 183 to 185; Benefits 76, 78 (a, b, c), 79 (a, b), 80; Environment 199; Waste Management 82a, 82b, 82c, 82d, 84, 86, 87, 89, 90a-c, 91; Transport 96, 97, 99, 100, 102, 103, 104, 165, 178, 186, 187; Planning 106, 107, 109, 111, 179, 188, 200; Environmental health and trading standards 166; Libraries 117; Culture 114, 119, 170; Community Safety 126 to 128, 174 to 176; Community legal service 177; Cross Cutting 197, 198.
National Parks Authorities	BVs: National Parks and Broad Corporate Health
National Broad Authority	8, 12, 14 to 17, 156, 157; Planning 106, 107, 109, 111, 188, 200. Police Authorities
Police Authorities	BVs: Community Safety 126 to 128. Note: Specific BVPIs for Police Authorities will be issued separately by the Home Office.
Metropolitan Police	BVs: Community Safety 126 to 128.

Authority	Note: Specific BVPIs for Police Authorities will be issued separately by the Home Office.
Fire Authorities (including London Fire and Emergency Planning Authority)	BVs: Single Service Fire Corporate Health 2, 3, 8, 11 (a, b), 12, 15, 17, 157; Fire 142 to 144 (a, b, c, d), 145 to 147, 149, 150.
Joint Waste Disposal Authorities	BVs: Joint Waste Disposal Corporate Health 11 (a, b), 12, 14 to 17, 156, 157; Waste Management 82 (a, b, c, d), 84, 87.
Greater London Authority	BVs: Corporate Health 2, 8, 11 (a, b), 12, 14 to 17, 156, 157.
Passenger Transport Authorities	BVs: Corporate Health 2, 8, 11 (a, b), 12, 14 to 17, 156, 157; Transport 102, 103, 104.
Transport for London	BVs: Corporate Health 2, 8, 11 (a, b), 12, 14 to 17, 156, 157; Transport 96, 99, 100, 102, 165, 178, 186, 187.
London Development Agency	BVs: Corporate Health 2, 8, 11 (a, b), 12, 14 to 17, 156, 157.
Highways Authorities	BVs: Corporate Health 180 (b only).

14.2 Glossary of terms

ACPI	Audit Commission Performance Indicator
AEF	Aggregate External Finance
BV	Best Value
BVH	Best Value in Housing
BVPI	Best Value Performance Indicator
BVPP	Best Value Performance Plan
BVR	Best Value Review
CIPFA	Chartered Institute of Public Finance Accountants

CLIP	Central and Local Government Information Partnership
CLSPs	Community Legal Service Partnerships
CPA	Comprehensive Performance Assessment
CRE	Commission for Racial Equality
DATs	Drug Action Team
Defra	Department for Environment, Food and Rural Affairs
DfES	Department for Education and Skills
DfT	Department for Transport
DoH	Department of Health
DWP	Department for Work and Pensions
FDR	Fire Damage Report
GLA	Greater London Authority
HB/CTB	Housing Benefit/Council Tax Benefit
IDeA	Improvement and Development Agency
LA	Local Authority
LDA	London Development Agency
LEA	Local Education Authority
LFEPA	London Fire and Emergency Planning Authority
LEQSE	Local Environmental Quality Surveys
LGA	Local Government Association
MAPP	Measurement and Performance Project (Cabinet Office)
MPA	Metropolitan Police Authority
NHS	National Health Service
ODPM	Office of the Deputy Prime Minister
ONS	Office for National Statistics
PACE	Police and Criminal Evidence Act
PAF	Performance Assessment Framework for Social Services
PAT	Policy Action Team (Social Exclusion Unit, Cabinet Office)
PI	Performance Indicator
PSA	Public Service Agreement
PSS	Personal Social Services
PTA	Passenger Transport Authority
RAP	Referrals, Assessments and Packages of Care (Department of Health)

RO	Revenue Outturn Form
RSL	Registered Social Landlord
RTC	Road Traffic Collisions
SAP	Standard Assessment Procedure (for energy efficiency scores)
SORP	Statement of Recommended Practice (accounting framework)
TAROE	Tenants and Residents Organisations of England
TfL	Transport for London
WCAs	Waste Collection Authorities
WDA	Waste Disposal Authority

14.3 Useful links

The Audit Commission www.audit-commission.gov.uk Helpline 020 7828 1212 and ask for the local authority performance indicators helpline. Alternatively, the e-mail address is: pi-team@audit-commission.gov.uk

Improvement and Development Agency www.idea.gov.uk

Local Government Association www.lga.gov.uk

CIPFA www.cipfa.org.uk/pt/index.html
Helpline 020 7543 5608.

Performance Assessment Framework www.doh.gov.uk/scg/pssperform/index.htm

Department for Education and Skills www.dfes.gov.uk

Department for Work and Pensions www.dwp.gov.uk

Department of Culture, Media and Sport www.culture.gov.uk

The Cabinet Office www.cabinet-office.gov.uk

The Home Office www.homeoffice.gov.uk

Crime Reduction www.crimereduction.gov.uk

Waste www.defra.gov.uk/environment/waste/strategy/index.htm

Chapter 15: Guidance on Performance Targets and Top Quartile Values

This chapter contains proposed guidance to best value authorities on the setting of performance targets. The Government proposes to issue the guidance under section 5 of the Local Government Act 1999.

15.1 Performance targets

In their 2003 best value performance plans (BVPPs), best value authorities will need to set targets against all BVPIs, which relate to their responsibilities. The only exception to this rule is in respect of new BVPIs, which have been specified for 2003/04. For these, there will be a lack of historical data and it will clearly not be possible for authorities to set targets. The Government therefore proposes that authorities should set targets against such indicators from 2004/05, based upon estimated data from 2003/04. This information should be published in their 2004 BVPPs.

Certain BVPIs were designated top quartile by the Government in 1999.^[27] The Government expects best value authorities to set targets for these BVPIs, with the aspirations of reaching the top quartile of current performers, over five years. However, the statutory duty to meet those targets no longer applies, the Government sees them as aspirational targets that all authorities should hope to meet. The first targets for doing so should have been set out in BVPPs in March 2000, but authorities will be expected to set out further milestone targets at achievement of the top quartile in their BVPPs from 2001 to 2005, and for DWP on HB/CTB to 2006. The existing top quartile data are set out in the table at 15.3.

15.2 BV 8 prompt payment of invoices

The Government is committed to improving the payment culture in the UK and has introduced a package of measures to tackle late payments including the Late Payment of Commercial Debts (Interest) Act 1998. The Act currently provides small suppliers with a statutory right to claim interest on late paid invoices from large businesses and the public sector. The right to claim interest was extended during 2002 to allow all businesses to claim interest from all businesses and the public sector.

It is particularly important that the public sector sets the standard for prompt payment. All Government Departments and Local Authorities are required to settle undisputed invoices for commercial debts within 30 days or other agreed credit period. They are also required to monitor and report the percentage of bills paid on time. The Government has introduced tough targets for central Government. In line with these central Government targets, the Government proposes that authorities should adopt the following payment performance targets:

Targets for settlement of invoices

Financial Year 2001/2002	97.5%
Financial Year 2002/2003	100%
Financial Year 2003/2004	100%

15.3 Top quartile data

	Proposed	Indicator	Top	Related	London	Metropolitan		County	District	All	C
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BVPI	Indicator	type	quartile target	PI	Boroughs	Boroughs	Unitaries	Councils	Councils	England	P
CORPORATE HEALTH											
BV 9	Proportion of Council Tax collected.		All England	ACPI H1	96%	96%	97%	N/A	98%	98%	N/A
BV 10	The percentage of business rates which should have been received during the year that were received.		All England	ACPI H2	99%	98%	99%	N/A	99%	99%	N/A
BV 12	The number of working days/shifts lost to sickness absence per full time equivalent employees (1).		Authority type		8.8	10.8	8.8	7.9	8.3	8.5	
BV 14	The percentage of employees retiring early (excluding ill health retirements) as a percentage of the total workforce.		All England							0.2%	
BV 15	The percentage of employees		All England							0.3%	
	retiring on grounds of ill health as a percentage of the total workforce.										
PERSONAL SOCIAL SERVICES											

BV 58	Percentage of people Quality receiving a statement of their needs and how they will be met.		All England	DoH PAF D39 ACPI L8						94%	
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HOUSING BENEFIT

BV 78a	Average processing time for new Housing and Council Tax Benefit claims.	Service delivery outcome	All England							35 days	
BV 78b	Average processing time for Housing and Council Tax Benefit changes of circumstances .	Service delivery outcome	All England							8 days	
BV 78c	Percentage of renewal Housing and Council Tax Benefit claims processed on time.	Service delivery outcome	All England							82%	

[27] See *Best Value and Audit Commission Performance Indicators 2000/01*.

Chapter 16: Other Best Value Authorities

Best value is a duty that applies to the following authorities (as defined in Section 1 of the Local Government Act, 1999):

- Local Authorities.
- National Parks and National Broad Authorities.
- Police Authorities.
- Fire Authorities.
- Waste Disposal Authorities.
- Metropolitan Passenger Transport Authorities.
- Greater London Authority.
- Transport for London.
- London Development Agency.

16.1 Bodies in Greater London

The Greater London Authority (GLA) consists of a directly elected Mayor and separately elected Assembly. The Mayor and Assembly were elected on 4 May 2000, and the Authority assumed its full powers on 3 July 2000. The Mayor is responsible for two bodies - Transport for London (TfL) and the London Development Agency (LDA), and will have close links with two authorities - the Metropolitan Police Authority (MPA) and London Fire and Emergency Planning Authority (LFEPA). These bodies and authorities are together known as the functional bodies.

All of these functional bodies, including the GLA itself, are best value authorities and come within the Government's and the Audit Commission's performance indicator framework.

The tables at Chapter 14 set out which BVPIs apply to which of these functional bodies. Broadly speaking, all the bodies will be subject to the corporate health indicators and to those other service indicators, which are relevant to their responsibilities.

16.2 National parks and broad authorities

The Government has set a limited number of corporate health indicators and requires them to collect data on its set of planning indicators.

16.3 Passenger transport authorities

The Government has set a limited number of corporate health indicators and requires them to collect data on local bus services.

16.4 Parish and town councils

The Government does not propose to set any BVPIs for Parish or Town Councils.

Annex A

User satisfaction Performance Indicators

Background

1 Services provided by Best Value authorities have a direct effect on the quality of life of local residents. It is therefore important that the Best Value Performance Indicators(BVs) address levels of satisfaction with these services. Thus, a number of 'quality' BVs have been specified by the Government to explicitly reflect users' experience of services.

2 From March 3rd 2003 you will be able to visit a dedicated BV survey web site. This site will provide guidance and templates for running the survey and submitting the data collected. If you have responsibility for running the survey(s) you will need to register at this site.

3 The survey-based indicators are collected on a triennial basis and ODPM has given careful consideration to the arrangements for their collection. Arrangements are based on an independent review by the Office for National Statistics (ONS), of the experiences of authorities in running the 2000/01 surveys, as well as the 2003/04 consultation. The report will be published on the ODPM Local Government finance web site at www.local.odpm.gov.uk/research/bestvalue.htm

4 It was clear from the review, consultation and the survey process in 00/01 that the following is required from ODPM:

- More clarity on the requirements for collection of each of the indicators.
- Better advice and support to written guidance via telephone and email.
- A more prescriptive approach on the part of ODPM towards how the surveys should be run.

5 Each of those issues is addressed through the establishment of the Best Value Survey Web Site.

Introduction

6 This document outlines what is required of authorities running each of the five Best Value surveys. The statutory basis of the survey and other BV's is described in SI No.8962000 available at www.hms0.gov.uk/si/si2000/20000896.htm. Tools/templates and guidance to help facilitate you meeting those requirements will be provided at the Best Value Survey Web Site.

7 The Home Office and the Department of Health respectively have established the methodology to be used for surveys about the police and social surveys. You should refer to the specific indicators (as set out in the main part of this book) for details and contact those Departments for further guidance if required.

8 To ensure that you meet the requirements you will need to refer at the start of your preparations to the tools/templates. The tools/templates will facilitate the survey process from design through submission of data to publication of results. It will also allow us to supply your results directly to the Audit Commission and provide a brief report on how you undertook the survey. This will mean that you do not need to provide this information twice as was the case for the 2000/01 survey. If you fail to meet one or more of the requirements the Audit Commission will take a decision on whether the data collected within the survey will be qualified.

Further Guidance

9 For further guidance on running the Best Value surveys (General, Benefits, Planning, Tenants and Libraries) please visit the Best Value Survey Web Site.

10 This site will provide the tools/templates you require to undertake the survey according to ODPM's requirements and will also provide additional guidance if required. Also provided are details of whom to contact if you have questions not covered in the guidance and a list of regularly updated Frequently Asked Questions (FAQs).

11 Definitions of survey terminology used within this document are provided in the Glossary of Terms section.

Ensuring you meet the Requirements

12 For specific details about the data you will have to return to enable LRGRU to calculate each of the indicators you should refer to the section on the survey in which that indicator is collected. For example BV 3 will be collected in the General survey.

13 The table below summarises which indicator(s) are to be collected in which survey.

Indicator	Survey for collection
BV 3, BV 4, BV 89, BV 90, BV 103, BV 104, BV 119	General Survey
BV 80	Benefits Survey
BV 111	Planning Survey
BV 118	Libraries Survey
BV 74, BV 75	Tenants Survey

14 In summary, in preparing for each survey you should bear in mind that in order to meet the requirements you will need to:

- Produce your survey questionnaires using the 'questionnaire' and 'coding frame' templates supplied.
- Use each of the data submission tools/templates and ensure they are completed and submitted by the required date. By implication, this means that you must provide all required information/data in the correct format and use the supplied questionnaires and coding frames in full.
- Use the required sampling method for each survey (in most cases this means using either a random probability sampling or a census).
- Use the designated sampling frame for each survey.
- Use (one of) the designated method of data collection for each survey and follow the guidance relating to that method.

- Undertake the survey fieldwork within the specified timeframe.
- Take all reasonable steps to maximise the response rate.
- Achieve the required level of statistical reliability (Confidence Interval) and the required total number of respondents (Base Number).

Submitting the survey results to the Department

15 All data collected within the Best Value surveys should be submitted to the Local and Regional Government Research Unit (LRGRU) at the Office of the Deputy Prime Minister (ODPM) via the Best Value Survey Web Site.^[28]

16 Authorities will also need to submit specified data on how they ran the survey so that the quality of the results can be assessed by the Audit Commission.

17 Authorities should not pass the BV results for the BV indicators collected in the General, Benefits, Planning, Tenants or Libraries surveys to the Audit Commission. The indicator results will be passed on by LRGRU.

18 All required data and information must be submitted to LRGRU using the tools/templates provided at the Best Value Survey Web Site.

19 All authorities should register at the Best Value Survey Web Site, read the relevant guidance thoroughly and familiarise themselves with all the tools/templates before undertaking any survey work. This will ensure that they are able to submit all necessary data and information.

20 The table below summarises when data needs to be submitted to LRGRU:

Survey	Sampling windows	Fieldwork period starts (Questionnaires issued)	Fieldwork period ends (Questionnaires issued)	Data submission to LRGRU from	Data submission to LRGRU ends
General	Not Applicable	Sept. 1st 2003	Nov. 30th 2003	Dec. 1st 2003	Feb. 27th 2004
Benefits	1st window: June 2nd 2003 to July 31st 2003	Aug. 1st 2003	Aug. 31st 2003	Oct. 1st 2003	Dec. 31st 2003
	2nd window: Nov. 3rd 2003 to Dec. 31st 2003	Jan. 1st 2004	Jan. 30th 2004	March 1st 2004	May 31st 2004
Planning	Single window: April 1st 2003 to Sept. 30th 2003	Oct. 1st 2003	Nov. 30th 2003	Jan. 1st 2004	March 31st 2004

Tenants	Not Applicable	April 1st 2003	March 31st 2004	Aug. 1st 2003	May 31st 2004
Libraries ^[29]	Not Applicable	Oct. 1st 2003	Nov. 28th 2003	Nov. 3rd 2003	March 31st 2004

General survey requirements

21 This is what ODPM will require each participating authority to do when it carries out the General Survey in 2003/04:

Indicator Collection

22 The following BVs need to be collected within the General survey

Indicator	Authority type	Notes/exceptions
Corporate health		
BV 3 overall satisfaction	<ul style="list-style-type: none"> • County Councils • District Councils • Metropolitan Authorities • London Boroughs • City of London • Unitary Councils • Council of the Isles of Scilly • Single Function Fire Authorities 	National Park Authorities/Broads Authority/Waste Disposal Authorities are not required to collect BV 3.
BV 4 satisfaction with complaint handling	<ul style="list-style-type: none"> • County Councils • District Councils • Metropolitan Authorities • London Boroughs • City of London • Unitary 	Single Function Fire Authorities/ National Park Authorities/Broads Authority/Waste Disposal Authority are not required to collect BV 4.

	<p>Councils</p> <ul style="list-style-type: none"> • Council of the Isles of Scilly 	
Environment		
BV 89 satisfaction with cleanliness	<ul style="list-style-type: none"> • District Councils • Metropolitan Authorities • London Boroughs • City of London • Unitary Councils • Council of the Isles of Scilly 	
Waste		
<p>BV 90 satisfaction with:</p> <p>A.Waste collection.</p> <p>B.Waste recycling (local facilities)*¹</p> <p>C.Waste disposal (local tips)*²</p>	<ul style="list-style-type: none"> • County Councils (BV 90C only) • District Councils (BV 90A and BV 90B only) • Metropolitan Authorities • London Boroughs • City of London • Unitary Councils • Council of the Isles of Scilly 	<p>*¹ Authorities who also have doorstep/kerbside collection of waste for recycling should include the additional question on this but must still include BV 90B.</p> <p>*² Joint Waste Authorities do not need to undertake this in their own right, but data should be shared by constituent authorities where applicable. Therefore those LBs and Mets which are not Waste Disposal Authorities must still collect BV 90C.</p>
Transport		
BV 103 satisfaction with transport information	<ul style="list-style-type: none"> • County Councils • Metropolitan Authorities*¹ • London Boroughs*² • City of London*² 	<p>*² On behalf of TfL.</p> <p>*¹ On behalf of PTA.</p>

	<ul style="list-style-type: none"> • Unitary Councils. 	
BV 104 satisfaction with bus services	<ul style="list-style-type: none"> • County Councils • Metropolitan Authorities*¹ • London Boroughs*² • City of London*² • Unitary Councils 	<p>*² On behalf of TfL.</p> <p>*¹ On behalf of PTA.</p>
Culture		
<p>BV 119 satisfaction with cultural and recreational activities:</p> <p>A. Sports/leisure facilities</p> <p>B. Libraries.</p> <p>C. Museums/galleries</p> <p>D. Theatres/concert halls</p> <p>E. Parks and open space</p>	<ul style="list-style-type: none"> • County Councils • Metropolitan Authorities • London Boroughs • City of London • Unitary Councils 	<p>All authorities are required to collect this data irrespective of the level of direct funding of these aspects of cultural activity within the authority. Authorities have a wider enabling role which must be assessed.</p>

Target population

23 All adult (aged 18 and over) residents of the local authority.

Sampling frame

24 The sampling frame for the 2003/04 General Survey is the Post Office small users address File (PAF).

25 A random sample of local addresses drawn from the Post Office small users address File(PAF) will be supplied to each authority via the Best Value Survey Web Site.

26 Authorities may choose to vary that the sample design if they so wish. For example, they may stratify the sample. More information will be provided at the Best Value Survey Web Site.

Confidence Interval

27 A maximum +/- 3 percentage points at the 95% confidence level for each of the indicators collected in the General Survey.

28 Further clarification:

- The confidence interval to be reported is based on the total number of respondents to the specified headline indicator questions (in the case of each indicator and designated part of that indicator collected within this survey). The maximum confidence interval figure required for the General Survey is not based on:
 - The total number of respondents to the survey.
 - The number of respondents to non-indicator questions.
 - The number of respondents to sub-group breakdowns of indicators (eg, users/non-users).

Achieved sample

29 The achieved sample size must be no smaller than 1,100.

30 The achieved sample is based on the total number of respondents to the survey, not the number of respondents to individual questions.

31 Further clarification:

- The size of the population being surveyed (ie, the number of adult residents living in the authority) will not be taken into account when assessing the size of sample required to ensure a given level of statistical reliability (as measured by the confidence interval figure). Theoretically this calculation can be adjusted where the population being surveyed is very small, but for the purposes of clarity, comparability and simplicity all authorities must meet the minimum sample size of 1,100.

Data protection

32 In order to meet the requirements of the data protection act a covering letter stating the purposes for which the data is being collected must be sent with each questionnaire.

33 Authorities should use the 'covering letter' template.

Postcodes

34 The full postcode (six/seven digit) of each respondent must be supplied with the data set.

Questions

35 The General Survey questionnaire template should be used in full to collect the BVs and related data.

36 As well as the questions relating to the BVs, all other questions in the questionnaire templates must be included in your questionnaires.

37 No questions may be omitted. ^[30] No question wording may be altered.

Coding of survey data

38 All survey data and data relating to the survey must be supplied to LRGRU using the variable codes specified in the 'coding frame' template.

Method of sample selection

39 The sample must be chosen from the PAF using random probability sampling (simple or stratified).

Response Rate

40 Authorities should take all reasonable steps possible to maximise their response rates and should in no circumstances stop making efforts to boost them.

Minimum reasonable steps:

Postal survey

41 Two reminder letters should be sent to non-respondents. Each reminder letter must include a copy of the questionnaire and not simply a postcard or letter asking for the previously sent survey to be completed.

42 The covering letter sent with reminders must be adjusted to reflect the fact that it is a reminder while still meeting data protection requirements.

43 All correspondence (including envelopes) should include the authority logo. Where contractors are used, any corporate logo should be less prominent than the authority logo, if included at all. Contractors logo should not appear on envelopes.

Face-to-face survey

44 If an interview is not achieved on the first call, up to 4 follow-up calls must be made at each address at different times of the day and on different days of the week, including weekends.

Telephone survey

45 If an interview is not achieved on the first call, up to 10 call-backs must be made at different times of the day and on different days of the week, including weekends.

Citizens panel

46 The steps needed to boost response to a panel survey will depend on the method used to survey the selected panel members, that is postal, face-to-face or telephone.

47 Additionally:

- Panels must consist of a random sample of residents aged 18 and over.
- Calculation of response rates to the General Survey will take into account the response rate to the recruitment exercise that set up the panel. For example, a panel with a 10% take up from the original recruitment and a 50% response to the General Survey will result in a response rate of just 5% (50% of 10%).
- If the panel was used for the 2000/01 Best Value survey it must have been 100% refreshed since that time. In other words no members of the 2000/01 panel should be present in the 2003/04 panel. Alternatively those members from 2000/01 who are still on the panel must be excluded from the panel for the purposes of the Best Value survey in 2003/04. [note: 3 years is a standard period over which to completely refresh a panel but it is recognised that

this may not be the case for very large panels or that the cycle of refreshment may not coincide with the BV survey cycle]

- Authorities should refer to the guidance on using a citizens panel for more details and contact LRGRU if they plan to use a panel.
- All other requirements vis a vis the General survey apply.

Weighting

48 All survey results will be weighted by LRGRU.

49 Authorities are **required** to complete the weighting tools/templates that provide the data needed by LRGRU to carry out weighting.

50 Authorities are **required** to submit unweighted data only to LRGRU.

Timing of the fieldwork

51 Fieldwork for the General Survey should take place between September 2003 and November 2003.

52 Further clarification:

- That is to say that questionnaires should be administered (by the chosen method of data collection - post, telephone or face-to-face) between September 1st 2003 and November 30th 2003. Steps to improve response, including sending reminders, maybe taken after November 2003.

53 The minimum requirement is to undertake the survey every 3 years. The first surveys were undertaken in 2000/01, the present survey will take place in 2003/04 and the next round of surveys after that is scheduled for 2006/07.

54 Authorities may choose to undertake the survey during the interim years but must still undertake the survey in the year of the established triennial time frame.

Submission of data

55 The results of the survey and all data relating to the way the survey was undertaken should be submitted to LRGRU using the tools/templates provided on the Best Value Survey Web Site.

56 Data may be submitted from December 1st 2003.

57 The final date for submission is February 29th 2004.

Calculating the BV

58 The indicator figures are based on the percentage of respondents stating they are very satisfied + the percentage stating they are fairly satisfied as a proportion of all those answering the overall satisfaction questions.

Benefits survey requirements

59 The following requirements must be met in respect of the 2003/04 Best Value Benefits survey:

Indicator Collection

60 The following BV needs to be collected within the Benefits survey

Indicator	Authority type
Benefits	
BV 80 - satisfaction with the Benefit service	
A. Contact with the office	<ul style="list-style-type: none">• District Councils
B. Service in the office	<ul style="list-style-type: none">• Metropolitan Authorities
C. Telephone service	<ul style="list-style-type: none">• London Boroughs
D. Staff in the office	<ul style="list-style-type: none">• City of London
E. Forms	<ul style="list-style-type: none">• Unitary Councils
F. Speed of service	<ul style="list-style-type: none">• Council of the Isles of Scilly
G. Overall satisfaction	

Target population

61 The target population is all individuals who pursue a new or renewal claim for Housing and/or Council Tax Benefit and are notified of the decision on that claim during the course of the two designated sampling windows.

62 Further clarification:

- Within each window the sample is one of claimants not claims. Similarly, it is not a sample of the address from which claims are made.

Sampling frame

63 The sampling frame should be a comprehensive list compiled by the authority, of all local authority Housing and/or Council Tax Benefit claimants whose claims have been determined within the sampling windows.

64 A claim is said to have been determined if:

- a claim form has been submitted;
- a decision has been made; and
- the individual has been notified of that decision.

65 In order to be part of the Benefit Survey target population a claimant must have been notified of the decision within the defined window, irrespective of when the previous steps took place.

66 The list of claimants should include:

- New and renewal claims.
- Rent allowances and rebate claims.
- Successful and unsuccessful claims.
- Claims for Council Tax Benefit including second adult rebates.
- Claims from different individuals within a single household.

67 This list should exclude:

- Claims withdrawn before the individual has been notified of a decision.

68 Further clarification:

- If a determination is made about more than one claim made by an individual claimant within any given window that claimant should only be included in the sampling frame once within that sampling window. This also applies if the application is made by a single individual from different addresses (obviously change of address should be noted for the purposes of administering the survey).
- If a claimant is notified in two different windows about decisions on two separate claims, the claimant may appear in both samples.
- Two or more claimants submitting claims from the same address are all eligible to be members of the target population if they are notified of the decision about their claims in a sampling window.

Confidence Interval

69 A maximum of +/- 4 percentage points at the 95% confidence level for indicator BV 80G.

70 Further clarification:

- The confidence interval to be reported is based on the total number of respondents to be specified headline indicator questions (in the case of each indicator and designated part of that indicator collected within this survey). The maximum confidence interval figure required for the Benefits Survey is not based on:

- The total number of respondents to the survey.

- The number of respondents to BVs 80A-80F.

The number of respondents to non-indicator questions.

The number of respondents to sub-group breakdowns of indicators (eg, users/non-users).

Achieved sample

71 The total number of respondents to the Benefits survey should be a minimum of 625.

72 This is based on the total respondents to the survey not the number of respondents to individual questions.

73 As the sample is based on two windows authorities should aim to achieve a minimum of 312/313 responses from each window.

74 Authorities will need to take all reasonable steps possible to maximise response rate in both windows.

75 BV 80 is broken down into several components. The achieved sample will be reported for each element but does not need to be a minimum of 625 for each element. Minimum response of 625 needs to be achieved in terms of overall responses to the Benefits Survey.

76 For avoidance of doubt:

- If the response from the first window is higher than expected the size of the sampling frame in the second window should not be adjusted.

For example:

Authority X expected a response rate of 50% and therefore sent out 616 questionnaires in the first window. It actually achieved a 75% response rate (462 responses).

Therefore 163 responses are required in the second window to achieve the minimum requirement of 625 responses overall.

But the authority should not adjust the second window in the light of the achieved response from the first window.

Therefore in the second window they should send out 616 questionnaires and take all possible steps to maximise the response rate.

Assuming they also achieved a 75% response rate (462 responses) in the second window this would result in a total sample of 924. This is higher than the minimum.

- If the response from the first window is lower than expected the size of the sampling frame in the second window should be adjusted to ensure the minimum sample size (625 responses over the two windows) is achieved.

For example:

Authority Y expected a response rate of 50% and therefore sent out 616 questionnaires in the first window. It actually achieved a 40% response rate (246 responses).

Therefore 379 responses are required in the second window to achieve the minimum requirement of 625 responses overall.

As the authority achieved a 40% response rate in the first window this can be used as the basis on which to calculate the number of questionnaires which need to be sent out in the second window.

Therefore in the second window they should send out 948 questionnaires.

Assuming they also achieved a 40% response rate (379 responses) in the second window this would result in a total sample of 625. This is the minimum.

The authority should also take further steps if possible to improve the response rate in the second window in the light of the lower than expected response rate in the first window.

- BV 80 is broken down into several components. The confidence interval will be reported for each element but does not need to be +/- 4 percentage points for each element. The headline 'satisfaction overall' (BV 80G) is the element of BV 80 which needs to achieve the stated confidence interval requirement.
- The size of the population being surveyed (ie, the number of claimants who were informed of the decision in relation to their claim within the sampling period) will not be taken into account when assessing the size of sample required to ensure a given level of statistical reliability (as measured by the confidence interval figure). Theoretically this calculation can be adjusted where the population being surveyed is very small, but for the purposes of clarity, comparability and simplicity all authorities must meet the minimum sample size of 625.

Data protection

77 In order to meet the requirements of the data protection act a covering letter stating the purposes for which the data is being collected must be sent with each questionnaire.

78 Authorities should follow the 'covering letter' template.

Postcodes

79 The full postcode (six/seven digit) of each respondent must be supplied with the data set.

Questions

80 The Benefits Survey questionnaire template should be used in full to collect the BVs and related data.

81 As well as the questions relating to the BVs all the other questions on the questionnaire template must be included.

82 No questions should be omitted. No question wording should be altered.

Coding of survey data

83 All survey data and data relating to the survey must be supplied to LRGRU using the variable codes specified in the coding frame template.

Method of sample selection

84 Random probability sampling (simple) or census of all Council Tax/Housing Benefit claimants informed of the decision in relation to their claim within each window.

85 Authorities should undertake a census of all claimants (rather than a sample) if they have relatively few claimants and therefore, having taken into account their expected response rate, expect to achieve fewer than 313 responses in any given window.

Response Rate

86 Authorities should take all reasonable steps possible to maximise the response rate and should not stop making efforts to boost the response rates if they have already achieved a high response rate.

Minimum reasonable steps:

Postal survey

87 Two reminder letters should be sent to non-respondents. Each reminder letter must include a copy of the questionnaires (not simply a postcard or letter asking for the previously sent survey to be completed).

88 The covering letter with reminders must be adjusted to reflect that it is a reminder but still meet data protection requirements.

89 All correspondence (including envelopes) should include the authority logo (where contractors are used any corporate logo should be less prominent than the authority logo if included at all. Contractors logo should not be on the envelope).

90 The Questionnaire must be completed by claimant and a statement making this clear must be on the questionnaire.

Face-to-face survey

91 A minimum of 4 follow-ups at each address with no initial response at different times of the day and on different days including weekends.

92 The questionnaire must be completed by claimant.

Telephone survey

93 A minimum of 10 call-backs where the telephone is not answered at different times of the day and on different days including weekends.

94 The questionnaire must be completed by claimant.

Citizens panel

95 This is not an appropriate method of data collection for the Benefits Survey.

Weighting

96 All survey results to be weighted by LRGRU.

97 Authorities are **required** to complete the weighting tools/templates to undertake this function.

98 Authorities are **required** to submit unweighted data only to LRGRU.

Timing of the fieldwork

99 There are two sampling windows.

There are two sampling windows for this survey so that seasonal effects can be taken into account when we look at the quality of the service provided. For example, some authorities with a lot of employment in the tourist industry may have influxes of claims at certain times of the year.

100 The first sample should be drawn from claimants receiving notifications between June 1st 2003 and July 31st 2003 ('Window 1').

101 Questionnaires should be issued to respondents selected from 'Window 1' between August 1st 2003 and August 31st 2003.

102 Further clarification:

- That is to say that questionnaires should be administered (by the chosen method of data collection - post, telephone or face-to-face) between August 1st 2003 and August 31st 2003. Reminders and other steps to improve response can continue beyond August 31st 2003.

103 The second sample should be drawn from claimants receiving notifications between November 1st 2003 and December 31st 2003 ('Window 2').

104 Questionnaires should be issued to respondents selected from 'Window 2' between January 1st 2004 and January 31st 2004.

105 Further clarification:

- That is to say that questionnaires should be administered (by the chosen method of data collection - post, telephone or face-to-face) between January 1st 2004 and January 31st 2004. Reminders and other steps to improve response can continue beyond January 31st 2004.

Timing of the survey

106 The minimum requirement is to undertake the survey every 3 years. The first surveys were undertaken in 2000/01, this survey in 2003/04 and the next round of surveys are scheduled for 2006/07.

107 Authorities may choose to undertake the survey during the interim years but must still undertake the survey in the year of the established triennial time frame.

Submission of data

108 All data relating to the survey and the way in which the survey was undertaken should be submitted to LRGRU using the supplied tools/templates.

109 Data submission dates detailed in table below:

Window	Sample period	Questionnaires issued	Data submission to LRGRU
Benefits 1st sampling window	June 1st 2003 to July 31st 2003	August 1st 2003 to August 31st 2003	October 1st 2003 to December 31st 2003
Benefits 2nd sampling window	November 1st 2003 to December 31st 2003	January 1st 2004 to January 31st 2004	March 1st 2004 to May 31st 2004

Calculating the BV

110 The indicator figures are based on the percentage of respondents stating they are very satisfied + the percentage stating they are fairly satisfied as a proportion of all those answering the overall satisfaction questions.

111 Some elements of BV 80 should only be answered by those who said they did use that service when making their last claim. The answers of anyone who states they did not use the service but then completes the question on that service will be excluded from the calculation of that particular indicator.

Planning survey requirements

112 The following requirements must be met in respect of the 2003/04 Best Value Planning survey:

Indicator Collection

113 The following BV needs to be collected within the Planning survey:

Indicator	Authority type	Notes/exceptions
Planning		
BV 111 satisfaction with the planning service by those making a planning application	<ul style="list-style-type: none">• County Councils*• District Councils• Metropolitan Authorities• London Boroughs• Unitary Councils• Council of the Isles of Scilly• National Park Authorities• Broads Authority	* Counties undertake different planning functions and therefore will use a specific questionnaire template

Target population

114 All planning applicants or agents of applicants who have received a decision letter on their application between April 1st 2003 and September 31st 2003 - the 'Sampling Window'.

115 Further clarification:

- The target population consists of the applicants or their agents not their applications. Therefore if an applicant makes more than one application within the 'Sampling Window' he or she should only be surveyed once. This also applies where more than one type of planning application is made (eg, householder development and listed building consent).
- For the purposes of drawing up the 'Sampling Frame' (that is the list of applicants/agents from which the individuals to survey are selected), if multiple notifications of decisions are made within the sampling window (April 1st 2003 - September 30th 2003) than the **first notification of decision** made should be the one on which to base inclusion in the sample. Subsequent notifications of decision should not be included in the sampling frame. In the case of applications from companies this means that the name on that one application effectively becomes the applicant.
- If you are informed by a company that the employee you are trying to survey has left the company you must not ask someone else within the firm to undertake the survey(or include the results if completed by someone else and sent to you). This respondent should be recorded as 'deadwood' and will be excluded from the base when the response rate is calculated. This would also be the case if the business no longer existed.(Note: you must not assume that someone has left the company or that the company no longer exists if you cannot make contact).
- If your achieved sample is smaller than the minimum specified after all efforts to maximise response have been undertaken, you should then draw another random sample from the sampling frame (having excluded those already surveyed from that list).
- The survey will ask about the views of applicants in respect of their dealings with planning departments over the last 12 months not with regards to a specific application.
- If an application is made by more than one person remember that it is the applicant not the application that is being surveyed - therefore each applicant may be included in the sampling frame if they receive notices within the sampling window. Their views are sought on the planning service in the last 12 months not on one specific application and therefore should reflect only their own views not the views of anyone else who may have also been a joint applicant. You may therefore, in some cases, need to record the details of more than one applicant from a single application.
- Local planning authorities should only include in their sample applications on which a decision has been made by the local authority itself and not, for example, those called in by the Secretary of State.

Sampling frame

116 A comprehensive list of all applicants (and agents of applicants) who have received a decision letter/notice on their application between April 1st 2003 and September 30th 2003.

117 Further clarification:

- If an authority informs applicants of a decision in a method other than by letter (eg, via telephone or email) this needs to be recorded in the list of applicants who have received a decision, with all relevant information:
- Name and address of individual informed (including full postcode).

- Contact details (email, telephone, fax).
- Date of submission.
- Date of decision.
- Whether a single or joint application (if joint application note other applicant).
- Unique identifier.
- Any other locally relevant data.
- If an authority has multiple planning offices then all decisions need to be recorded at all offices in the same format, merged and duplications removed before the sample is selected.
- Applications on which a decision is deferred should not be included in the sample.
- Applications withdrawn before a final decision has been made should not be included in the sample (if an application is resubmitted it should be treated for this purpose as a new application).

Confidence Interval

118 A maximum of +/- 5 percentage points at the 95% confidence level for BV 111.

119 This is based on the total respondents to the headline indicator question This is not based/does not apply to:

- The total number of respondents to the survey.
- The number of respondents to non-indicator questions.

Achieved sample

120 A minimum achieved sample of 400 is required.

121 This is based on the total respondents to the survey not the number of respondents to individual questions.

122 Further clarification:

- If the number of applicants/agents of applicants receiving notifications of decisions is fewer than 800, within the sampling window (the six month period April 1st 2003 to September 30th 2003), the surveyed population must be a census of all applicants/agents within that period (not a random sample). **LRGRU must be informed that this is the case in October 2003.**

Data protection

123 In order to meet the requirements of the data protection act a covering letter stating the purposes for which the data is being collected must be sent with each questionnaire.

124 Authorities should follow the 'Covering letter' template.

Postcodes

125 The full postcode of each respondent (six/seven digit) must be supplied with the data set. In the case of agents/firms this postcode will relate to their business address.

Questions

126 The Planning survey questionnaire template should be used in full to collect BV 111 and related data.

127 As well as the questions relating to BV 111 all the other questions in the questionnaire template must be included. Agents must also complete all questions.

128 No questions should be omitted. No question wording should be altered.

Coding of survey data

129 All survey data and data relating to the survey must be supplied to LRGRU using the variable codes specified in the 'coding frame' template.

Method of sample selection

130 Random probability sampling (simple) or census of applicants/agents.

Response Rate

131 Authorities should take all reasonable steps possible to maximise the response rate and should not stop making efforts to boost the response rates if they have already achieved high response rates.

Minimum reasonable steps:

Postal survey

132 Two reminder letters should be sent to non-respondents. Each reminder letter must include a copy of the questionnaires (not simply a postcard or letter asking for the previously sent survey to be completed).

133 The covering letter sent with reminders must be adjusted to reflect that it is a reminder but still meet data protection requirements.

134 All correspondence (including envelopes) should include the authority logo (where contractors are used any corporate logo should be less prominent than the authority logo if included at all. Contractors logo should not be on the envelope).

135 The survey must be completed by the surveyed applicant. Where the applicant is a company the surveyed individual should be the named agent on the application form.

Face-to-face survey

136 A minimum of 4 follow-ups at each address with no initial response at different times of the day and on different days including weekends.

137 Survey must be completed by the surveyed applicant. Where the applicant is a company the surveyed individual should be the named agent on the application form.

Telephone survey

138 A minimum of 10 call-backs where the telephone is not answered at different times of the day and on different days including weekends.

139 Survey must be completed by the surveyed applicant. Where the applicant is a company the surveyed individual should be the named agent on the application form.

Citizens panel

140 This is not an appropriate method of data collection for the Planning survey.

Weighting

141 All survey results will be weighted by LRGRU.

142 Authorities are **required** to complete the weighting tools/templates to undertake this function.

143 Authorities are **required** to submit unweighted data only to LRGRU.

Timing of the fieldwork

144 Fieldwork for the Planning survey should take place during October 2003.

145 Further clarification:

- That is to say that questionnaires should be administered (by the chosen method of data collection - post, telephone or face-to-face) between October 1st 2003 and November 30th 2003. Reminders and other steps to improve response can continue beyond November 2003.

Timing of the survey

146 The minimum requirement is to undertake the survey every 3 years. The first surveys were undertaken in 2000/01, this survey in 2003/04 and the next round of surveys are scheduled for 2006/07.

147 Authorities may choose to undertake the survey during the interim years but must still undertake the survey in the year of the established triennial time frame.

Submission of data

148 All data relating to the survey and the way in which the survey was undertaken should be submitted to LRGRU using the supplied tools/templates.

149 Data can be submitted from January 1st 2004.

150 The final date for submission is March 31st 2004.

Calculating the BV

151 The indicator figures are based on the percentage of respondents stating they are 'very satisfied' + the percentage stating they are 'fairly satisfied' as a proportion of all those answering the overall satisfaction question.

Libraries survey requirements

152 In order to meet the requirements of the Best Value Libraries survey all authorities should follow the guidance as set out by CIPFA/IPF in the Public Library Users Survey (PLUS) methodology. Details are available at www.ipf.co.uk/plus

153 You should refer to PLUS for detailed guidance, what follows is an overview of the broad requirements in respect to the collection of BV 118 and the running of the Best Value Library survey.

154 The following **requirements** must be met in respect of the 2003/04 Best Value Library survey:

Indicator Collection

155 The following BV needs to be collected within the Libraries survey:

Indicator	Authority type	Notes/exceptions
Libraries		
BV 118 satisfaction with libraries. Libraries users who: A. Found a book to borrow. B. Found the information they were looking for C. Were satisfied with the library overall	<ul style="list-style-type: none">• County Councils• District Councils• Metropolitan Authorities• London Boroughs• Unitary Councils• Council of the Isles of Scilly	Mobile libraries should also be included in the survey. The questions from the PLUS survey to ask are Section B 2band 4 and Section C (Overall).

Target population

156 All adult visitors (aged 16 and over) to libraries.

Sampling frame

157 The library survey is a service delivery point based survey- in other words the surveys are conducted in libraries and mobile libraries ('Service points').

158 The number of service points at which the survey should be administered is dependent on the number of service points within an authority. The minimum:

- Authorities with fewer than 17 service points - 100% to be included in survey.
- Authorities with less than 45 service points - 50% to be included in survey.
- Authorities with 45 service points or more - 33% to be included in each survey.

Confidence Interval

159 The confidence interval (for the whole authority) will vary depending on the number of service points and the visitor numbers (PLUS requirements to be met).

160 Where, due to the relatively low number of visitors (ie, 500 or fewer per week), a census of library users has been undertaken, the Confidence Interval will be calculated by LRGRU using the PLUS methodology that takes the type of sample into account.

Achieved sample

161 This will vary depending on the number of service points and the number of visitors (PLUS requirements to be met). An average achieved sample of 375 per service point is required.

162 Libraries with 500 or fewer visitors per week are expected to undertake a census of visitors rather than select a random sample. As a result, their achieved sample size could be smaller than 375.

163 The required achieved sample is based on the total respondents to the survey not the number of respondents to individual questions.

164 The total sample will depend on the number of service points and the visitor numbers to each service point).

Data protection

165 Authorities should follow the PLUS guidance in order to meet the requirements of the Data Protection Act.

Postcodes

166 The full postcode (six/seven digit) of each respondent must be supplied with the data set.

Questions

167 The Libraries questionnaire template (as supplied by CIPFA/IPF) should be used to collect the BV 118 and related data.

168 As well as the questions relating to BV 118, all core PLUS questions including 'Section D'('About Yourself' questions) must be included.

169 No questions should be omitted. No question wording should be altered.

Coding of survey data

170 All survey data and data relating to the survey must be supplied to CIPFA/IPF using variable codes specified by PLUS.

Method of sample selection

171 Random sample selected on the basis of PLUS guidance or a census of all library users.

Response Rate

172 A minimum response rate of 75% is expected (to the survey not to any given question).

173 Guidance on how to achieve a high response rate is provided in the PLUS guidance.

Weighting

174 All survey results will be weighted by CIPFA/IPF using the PLUS methodology. Authorities should provide all data required by PLUS to CIPFA/IPF enable this.

Timing of the fieldwork

175 Fieldwork for the Libraries survey should take place between October 1st 2003 and November 30th 2003.

176 For avoidance of doubt:

- That is to say that questionnaires should be administered within any one-week period between Wednesday October 1st 2003 and Sunday 30th November 2003.
- Authorities may choose different weeks for sampling at different libraries so long as all surveys take place between October and November 2003.
- Administration of the survey should be split evenly over all days within the chosen week that the library is open (be that 7 days or less eg, 3 days).
- A second week of fieldwork may be carried out in service points where the achieved sample size is smaller than 375 and the response rate is lower than 75%.

Timing of the survey

177 The minimum requirement is to undertake the survey every 3 years. The first surveys were undertaken in 2000/01, this survey in 2003/04 and the next round of surveys are scheduled for 2006/07.

178 Authorities are encouraged to follow the PLUS triennial programme of library survey research and to ensure that that programme of research meets BV requirements in the appropriate year.

179 Data collected within the PLUS methodology to meet the requirements for Best Value can also be used to collect the data required for the libraries standards.

Submission of data

180 All data relating to the survey and the way in which the survey was undertaken should be submitted to CIPFA/IPF using the supplied tools/templates.

181 Data can be submitted from November 1st 2003.

182 The final date for submission is March 31st 2004.

183 CIPFA/IPF will pass on all relevant data to LRGRU.

Calculating the BV

184 The indicator figures are based on

A. The percentage of respondents stating that they found a book to borrow as a proportion of all those answering the question.

B. The percentage of respondents stating 'Yes' if they came to find something out they were successful in finding it, as a proportion of all those answering the question.

C. The percentage of respondents stating that 'Overall' the library is 'very good' + the percentage stating that it is 'good' as a proportion of all those answering that question.

Tenants survey requirements

185 In order to meet the requirements of the Best Value Tenants Survey all authorities should follow the guidance as set out by the National Housing Federation (NHF) in the Standardised tenant satisfaction survey (STATUS) methodology.

186 You should refer to STATUS for detailed guidance. What follows is an overview of the broad requirements in respect to the collection of BVs 74 and 75 and the running of the Best Value Tenants survey.

187 A summary of the STATUS for detailed guidance will be available at the Best Value Survey Web Site.

188 To purchase a copy of the full STATUS guidance contact the NHF sales and business support Tel: 0870 010 7676 or Fax: 020 7278 4639 or order on-line from www.housing.org.uk. For details of STATUS survey support contact Adam Smith at the NHF Tel: 020 78432292 or email adams@housing.org.uk.

189 The following **requirements** must be met in respect of the 2003/04 Best Value Tenants survey:

Indicator collection

190 The following BVs need to be collected within the Tenants Survey.

Indicator	Authority type	Notes/exceptions
Housing		
BV 74	<ul style="list-style-type: none"> • District Councils • Metropolitan Authorities • London Boroughs • Unitary 	<p>Authorities with less than 200 dwellings are not required to collect these indicators</p> <p>A random probability sample must be adhered to. Authorities should not use a non-probability method in order to try and increase the number of BME respondents. No boosting of sub groups is required. Where</p>
A. Satisfaction with overall service provided by landlord		
B. Satisfaction with overall service provided by		

<p>landlord for BME groups.</p> <p>C. Satisfaction with overall service provided by landlord for Non-BME groups.</p> <p>BV 75</p> <p>A. Satisfaction with opportunities for participation</p> <p>B. Satisfaction with opportunities for participation for BME groups.</p> <p>C. Satisfaction with opportunities for participation for Non-BME groups.</p>	<p>Councils</p> <ul style="list-style-type: none"> • Council of the Isles of Scilly 	<p>sub-groups is required. Where authorities have a relatively low BME population this should be highlighted in their BVPP</p>
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Target population

191 All council tenant households living in the local authority.

192 Further clarification:

- Authorities who have transferred all or part of their housing stock to an 'Arms Length Management Organisation' (ALMO) are required to undertake the Tenants survey. This is because they retain ownership of the housing stock and have duty under Best Value to collect this data.
- Those authorities whose housing stock is less than 200 dwellings are exempt from collection. **All authorities in this situation will need to convey this fact to LRGRU.**
- Authorities who have transferred all their housing stock under a 'Large Scale Voluntary Transfer' (LSVT) do not need to collect the BV 74 and BV 75 data. **All authorities in this situation will need to convey this fact to LRGRU.**
- Leaseholders and tenants of other social (eg, Registered Social Landlords) or private landlords are excluded from the survey as these landlords have no statutory duty under Best Value.

Sampling frame

193 The authority will need to compile a comprehensive and up to date list of the addresses of occupied Local Authority council tenant properties.

Confidence Interval

194 A maximum confidence interval of +/- 4 percentage points at the 95% confidence level is required.

195 This is based on the total respondents to the headline indicator questions (BV 74A and BV 75A). This is not based/does not apply to:

- The total number of respondents to the survey.
- The number of respondents to non-indicator questions.
- Respondents to sub-group breakdowns of indicators (eg, BME/non-BME).

Achieved sample

196 There should be at least 625 respondents to the Tenants survey.

197 The figure of 625 is the total number of respondents to the survey not the number of respondents to individual questions.

198 Authorities will need to take all reasonable steps possible to maximise the response rate.

199 Further clarification:

- The size of the population being surveyed (ie the number local authority residencies in the authority) will not be taken into account when assessing the size of sample required to ensure a given level of statistical reliability (as measured by the confidence interval figure). Theoretically this calculation can be adjusted where the population being surveyed is very small, but for the purposes of clarity, comparability and simplicity all authorities must meet the minimum sample size of 625.
- Authorities should provide details of the numbers of local authority residencies if there are less than 1,050 properties. In these cases a minimum sample size of 625 will not be required.

Data protection

200 In order to meet the requirements of the data protection act a covering letter stating the purposes for which the data is being collected must be sent with each questionnaire.

201 Authorities should follow the Covering letter template.

Postcodes

202 The full postcode (six/seven digit) of each respondent must be supplied with the data set.

Questions

203 The Tenants survey questionnaire template (STATUS) should be used to collect the BV 74 and 75 and related data.

204 As well as the questions relating to the BVs all other core questions in the STATUS questionnaire should be included. Information about your household and Background information questions must be included.

205 None of the core questions should be omitted. No question wording should be altered.

206 If you wish to make any changes to the questionnaire template please refer to the STATUS guidance.

Coding of survey data

207 All survey data and data relating to the survey must be supplied to LRGRU with each variable coded as specified by STATUS.

Method of sample selection

208 Random probability sampling (simple or stratified) or census of all local authority council property tenants. Refer to STATUS for more details.

209 Authorities should undertake a census of all tenants (rather than carrying out a sample survey) if they have relatively few tenants and therefore, having taken into account their expected response rate, expect to achieve fewer than 625 responses.

Response Rate

210 Authorities should take all reasonable steps possible to maximise the response rate and should not stop making efforts to boost the response rates if they have already achieved high response rates.

Minimum reasonable steps:

Postal survey

211 Two reminder letters with copies of the questionnaires included (not simply a postcard or letter asking for the previously sent survey to be completed).

212 The covering letter with reminders must be adjusted to reflect that it is a reminder but still meet data protection requirements.

213 All correspondence (including envelopes) should include the authority logo (where contractors are used any corporate logo should be less prominent than the authority logo if included at all. Contractors logo should not be on the envelope).

Face-to-face survey

214 A minimum of 4 follow-ups at each address with no initial response at different times of the day and on different days including weekends.

Telephone survey

215 A minimum of 10 call-backs where the telephone is not answered at different times of the day and on different days including weekends.

Citizens panel

216 This is not a suitable method for the Tenants survey.

Weighting

217 All survey results to be weighted by LRGRU.

218 Authorities are **required** to complete the weighting tools/templates to undertake this function.

219 Authorities are **required** to submit unweighted data only to LRGRU.

Timing of the fieldwork

220 Fieldwork for the Tenants survey should take place between April 1st 2003 and March 31st 2004.

221 Further clarification:

- That is to say that questionnaires should be administered (by the chosen method of data collection - post, telephone or face-to-face) between April 1st 2003 and March 31st 2004. Reminders, other steps to improve response and collection of questionnaires may continue after March 31st 2004.

Timing of the survey

222 The minimum requirement is to undertake the survey every three years. The first surveys were undertaken in 2000/01, this survey in 2003/04 and the next round of surveys are scheduled for 2006/07.

223 Authorities may choose to undertake the survey during the interim years but must still undertake the survey in the year of the established triennial time frame.

Submission of data

224 All data relating to the survey and the way in which the survey was undertaken should be submitted to LRGRU using the supplied tools/templates.

225 Data can be submitted from August 1st 2004.

226 The final date for submission is May 30th 2004.

Calculating the BV

227 The indicator figures are based on the number of respondents stating they are 'very satisfied'+ the number of respondents stating they are 'fairly satisfied' as a proportion of all those answering the overall satisfaction questions.

Glossary of terms

- **Achieved Sample:** The total number of respondents to the survey.
- **Base:** The number of respondents on which a statistic is based.
- **Bias:** The extent to which sample estimates systematically differ from true population values (parameters) as a result of sampling frame deficiencies or an incorrect sampling method. The magnitude and direction of any bias, or even its presence, is often unknown. Non-response is also an important source of bias.
- **Census:** A survey in which all the members of the target group to be studied are included.

- **Classification or social sub-group question:** A question which demographic data about individuals such as their sex, age and household type (The 'About yourself' questions).
- **Coding:** Numerical classification of answers to survey questions to allow ease of data processing and analysis.
- **Confidence Interval:** The range of values between which the population parameter lies. Surveys produce estimates of the true figures for the population under study (target population). For example, a survey estimate for the General Survey may show that 75% of respondents were very satisfied with their local authority. From a knowledge of the achieved sample size it is possible to say that the true value of this percentage will lie between, say, $\pm 3\%$ of the estimated value. In other words, the true proportion of satisfaction in that authority's population lies between 72% and 78%.
- **Confidence level:** Confidence level also known as 'alpha'. A confidence level set at 95% indicates that we can be 95% confident that we did not arrive at the estimate by chance. Confidence level is not to be confused with 'confidence interval (margin of error)' or with sampling error. The 95% confidence level is the most commonly used. Meaning that if we drew a large number of similar samples, in 95 cases out of a 100 the population parameter would lie within the confidence interval.
- **Cross tabulations or analysis break:** Tables which present the results broken down by sub-groups or characteristics of interest.
- Also called a cross break. Used at the analysis stage to break down simple tables into cross tabulations of interest for the survey eg, by age, sex, area etc.
- **Data processing and analysis:** This is the process by which the answers on a questionnaire are converted into numbers and these are used to produce outputs such as tables and charts.
- **Data entry checks:** Checks on errors in keying survey data into computer systems. Also called verification.
- **Deadwood:** Sampled cases outside the scope of the survey which ideally should not have been in the sample frame. Deadwood cases must be distinguished from non response and should be removed from the denominator (number of cases selected for the survey) before calculating the response rate.
- **Differential probabilities of selection:** Sometimes referred to as 'boosting' a stratum, disproportionate stratified random sampling or over-sampling. Sampling a larger proportion of a sub-group than the proportion taken for the rest of the population, in order to make it possible to carry out reliable analysis of the results for the smaller group. This can be used when it is known that one group of people is less likely to respond to the survey. The other main reason for using differential probabilities of selection is when the researcher wants to compare statistics for two or more groups in the population and it is known that one of the groups constitutes a very small proportion of the population that will not be sufficiently large if the same sampling fraction is used to sample from it.
- **Editing:** Process by which completed questionnaires are examined for errors eg, unanswered questions, missing data, incorrect routing, and inconsistency of answers.
- **Fieldwork Period:** The period within which the questionnaires are administered to the sample selected.

- **Focus group:** A type of qualitative research in which the views of respondents are sought in a group. Also known as a group discussion.
- **Frequency counts:** Tables giving the results of the answers of all respondents to a question.
- **Non-response:** Members of the sample who fail to provide any data eg, where no one can be contacted (non contacts) or refusals (where the individual refuses to take part). Non-response is to be distinguished from deadwood.
- **Method of data collection:** In surveys it is the method used to administer the questionnaire to each person in the sample. The most commonly used methods of data collection are: face to face, telephone and postal.
- **Population:** The total number of individuals or groups from which we want to find out information.
- **Population estimate or statistic:** Population estimate or statistic means the estimated population parameter, calculated on the basis of the responses provided by the sample respondents.
- **Population parameter:** Is the result (figure) that would be obtained if every person of the target population had been asked and responded a specific question. The actual figure for the total population.
- **Probability Sampling:** A probability sample is one in which each person in the target population has an equal, or at least a known, chance (probability) of being selected.
- **Quality checks:** The procedures carried out to make sure that the survey data is accurate and consistent as possible, such as editing and data entry checks.
- **Qualitative research:** This type of research reveals the full range of views and circumstances of the population under study, and gives a much more detailed picture of these than quantitative research. Examples of this approach are depth interviews and focus groups. It differs from quantitative research in not being able to provide statistically reliable numerical data.
- **Quantitative research:** Research designed to provide numerical information about a topic. Data usually collected by post, telephone or by face-to-face interview. When based on a probability sample it can provide data whose statistical reliability may be measured.
- **Respondent:** An individual who provides answers to the questions in a survey.
- **Response rate:** The proportion of the sample from whom interviews or completed questionnaires are obtained.
- **Routing:** A procedure in questionnaires which directs interviewers or respondents to different questions depending on the answer to previous question.
- **Sampling fraction:** The proportion of the population which is sampled.
- **Sampling Distribution:** The distribution that would be found if a very large number of repeated surveys were carried out to measure the same thing.

- **Sampling error:** Sampling error refers to the effects of not sampling the whole target population.
- **Sampling frame:** It is unlikely for a perfect (totally comprehensive) list of all of the target population to be available. Therefore, generally there are different sampling frames that can be selected. For most of the indicators the sampling frame specified is a list of people (or households) which should include all (or most) of the target population. This list should be as comprehensive as possible. For other indicators the sampling frame specified consists of all of the users of a service within a defined time period.
- **Target Population:** The segment of society (group of people) from which the sample will be drawn.
- **Technical report:** A report of the methods used in a piece of research.
- **Verification:** Checking for errors in the inputting of data to computers.
- **Weighting:** A procedure for dealing at the analysis stage with a sample which includes some groups which have been over-sampled in a population, in order to make it possible to subject them to separate analysis. Weighting adjusts the numbers back at the analysis stage to make the sample representative of the whole target population. It is also used to correct for the effect of non-response.

[28] All Libraries data to be sent to CIPFA/IPF who will pass data relevant to BV 118 on to LRGRU. No additional submission is required.

[29] See footnote 2.

[30] Districts with housing stock of fewer than 200 dwellings are permitted to remove the Housing category from Questions 10 and 11.

Annex B

SHARED PRIORITIES AND THE NATIONAL PUBLIC SERVICE AGREEMENT FOR LOCAL GOVERNMENT

The Government and Local Government Association (LGA) have agreed a set of seven shared priorities for local government. The priorities will focus the efforts of Government and councils for improving public services. The publishing of the shared priorities fulfils a commitment made in the White Paper - Strong Local Leadership - Quality Public Services - to define a single list of main aims for local government. The priorities give a set of aims for public service delivery and cover the key issues that will impact most on the lives of local people.

The headline key priorities are:

- Raising standards across our schools;
- Improving the quality of life of children, young people, families at risk and older people;
- Promoting healthier communities by targeting key local services, such as health and housing;
- Creating safer and stronger communities;
- Transforming our local environment;
- Meeting transport needs more effectively; and
- Promoting the economic vitality of localities.

The Public Service Agreement for Local government seeks to ensure that central government, local councils and other organisations work together as effectively as possible to secure tangible improvements in the services that matter most to local communities.

The PSA draws together targets from the PSAs of government departments where councils and their partners have a contribution to make in delivering the outcomes. It reflects the existence for the first time of a joint statement of shared public services delivery priorities agreed between government and the LGA. The agreement therefore has fewer targets and is more focused, reflecting shared understanding of the things that matter most to local communities.

The LGA and the government developed the shared priorities detailed in the introduction that inform this PSA. The LGA has also been consulted on the areas covered by the targets in this PSA. However the targets themselves are those agreed by Ministers as part of the spending review process. The table below represents the National PSA for Local Government and the corresponding BVPI.

PSA Ref.	Performance targets	BVPI Ref.
1	Raise standards in English and Maths so that: <ul style="list-style-type: none">• by 2004 85% of 11 year olds achieve level 4 or above and 35% achieve level 5 or above with this level of performance sustained to 2006; and	BV 40 BV 41 BV (194)

	<ul style="list-style-type: none"> by 2006, the number of schools in which fewer than 65% of pupils achieve level 4 or above is significantly reduced. 	
2	<p>Raise standards in English, Maths, ICT and Science in secondary education so that:</p> <ul style="list-style-type: none"> by 2004 75% of 14 year olds achieve level 5 or above in English, Maths and ICT (70% in science) nationally. And by 2007 85% (80% in science) by 2007 the number of schools where fewer than 60% of 14 year olds achieve level 5 or above is significantly reduced, and; by 2007, 90% of all pupils reach level 4 in English and Maths by age 12. 	BV 181
3	By 2004 reduce school truancies by 10% compared to 2002, sustain the new lower level, and improve overall attendance levels thereafter.	BV 45 BV 46
4	<p>Raise standards in schools and colleges so that:</p> <ul style="list-style-type: none"> between 2002 and 2006 the proportion of those aged 16 who get qualifications equivalent to 5 GCSEs at grades A* to C rises by 2 percentage points each year on average, and in all schools at least 20% of pupils achieve this standard by 2004, rising to 25% by 2006. 	BV 38
5	Improve the quality of life and independence of older people so that they can live at home wherever possible, by increasing by March 2006 the number of those supported intensively to live at home to 30% of the total being supported by Social Services at home or in residential care.	BV 53 BV 54
6	<p>Improve the life chances for children, including by:</p> <ul style="list-style-type: none"> improving the level of education, training and employment outcomes for care leavers aged 19, so that levels for this group are at least 75% of those achieved by all young people in the same areas, and at least 15% of children in care attain five good GCSEs by 2004. (The government will review this target in the light of a social exclusion unit study on improving the educational attainment of children in care) narrowing the gap between the proportion of children in care and their peers who are convicted or cautioned reducing the under 18 conception rate by 50% by 2010. 	BV 50 BV 161
7	Increase the participation in problem drug users in drug treatment programmes by 55% by 2004 and by 100% by 2008, and increase year on year the proportion of users successfully sustaining or completing treatment programmes.	BV 198
8	By 2010 reduce inequalities in health outcomes by 10% as measured by infant mortality and life expectancy at birth.	No BVPI

9	Secure improvements to the accessibility, punctuality and reliability of local transport (bus and light rail) with an increase in the use of more than 12% by 2010 compared with 2000 levels.	No BVPI
10	<p>Improve delivery and value for money of local service by:</p> <ul style="list-style-type: none"> introducing comprehensive performance assessments and action plans, and securing a progressive improvement in the authorities score overall annual improvements in cost effectiveness of 2% or more assisting local government to achieve 100% capability in the electronic delivery of priority services by 2005, in ways that customers will use. 	No BVPI BV 157
11	All local planning authorities to complete local development frameworks by 2006 and to perform at or above best value targets for development control by 2006, with interim milestones to be agreed in the SDA. The Department to deal with called in cases and recovered appeals in accordance with statutory targets.	BV 200
12	Bring all social housing and the majority of private housing currently occupied by vulnerable households into decent condition by 2010 with most of this improvement taking place in deprived areas.	BV 62 BV 4 BV 184
13	<p>Reduce crime and fear of crime; improve performance overall, including by reducing the gap between the highest Crime and Disorder Reduction Partnership areas and the best comparable areas, and reduce:</p> <ul style="list-style-type: none"> vehicle crime by 30% from 1998-1999 to 2004 domestic burglary by 25% from 1998-1999 to 2005 robbery in the ten Street Crime Initiative areas by 14% from 1999-2000 to 2005 and maintain that level. 	BV 128 BV 126 BV 127e
14	Over the 3 years to Spring 2006, increase the employment rates of disadvantaged areas and groups, taking account of the economic cycle lone parents, ethnic minorities, people aged 50 and over, and those with the lowest qualifications, and the 30 local authority districts with the poorest initial labour market position, and significantly reduce the difference between their employment rates and the overall rate.	No BVPI
15	In the 3 years to 2006, increase the employment rate of people with disabilities taking account of the economic cycle, and significantly reduce the difference between their employment rate and the overall rate. Work to improve the rights of disabled people and to remove barriers to their participation in society.	No BVPI

Annex C

Authorities subject to planning standards

Major

Performance standard applies to authorities which determined less than 28% in thirteen weeks in 2001/02 and to those that have provided no figures for 2001/02, on the grounds that these authorities have not demonstrated that they have done better. As this class accounts for only 3% of applications, we have discounted those authorities determining less than 10 applications. **The standard that these authorities must reach is to determine 50% of major planning applications within thirteen weeks in 2003/04.**

London Borough of Barnet
Bath and North East Somerset Council
Birmingham City Council
London Borough of Brent
Brighton and Hove City Council
Bristol City Council
Calderdale Metropolitan Borough Council
Cambridge City Council
Canterbury City Council
Carrick District Council
Chichester District Council
Colchester Borough Council
London Borough of Croydon
Eastleigh Borough Council
East Cambridgeshire District Council
East Hampshire District Council
Epsom and Ewell Borough Council
Fareham Borough Council
Gedling District Council
London Borough of Hackney
London Borough of Harrow
Hart District Council
London Borough of Haringey
Havant Borough Council
London Borough of Hillingdon
Hinckley and Bosworth Borough Council
Isle of Wight Council
Kerrier District Council
Leeds City Council
Mansfield District Council
Medway Council
Mendip District Council
Mid Devon District Council
Milton Keynes Borough Council
Norwich City Council
North Devon District Council
North Hertfordshire District Council
Peterborough City Council

Reading Borough Council
Reigate and Banstead Borough Council
London Borough of Richmond-upon-Thames
Rother District Council
Ryedale District Council
Salisbury District Council
Sevenoaks District Council
Southampton City Council
South Buckinghamshire District Council
Spelthorne Borough Council
Stratford-on-Avon District Council
Surrey Heath Borough Council
Taunton Deane Borough Council
Thurrock District Council
Uttlesford District Council
Vale of White Horse District Council
Watford Borough Council
Waveney District Council
City of Westminster
Welwyn Hatfield District Council
West Berkshire District Council
West Dorset District Council
West Lindsey District Council
West Wiltshire District Council
Weymouth and Portland Borough Council
The Royal Borough of Windsor and Maidenhead
Worcester City Council
York City Council

Minor

For minor applications, the standard applies to authorities, which in 2001/02 determined less than 37% in eight weeks, and to those that have provided no figures for 2001/02. 27% of applications fall into this class and so there is no need for a cut off based on number of decisions. **The standard for this class of application is to determine 55% of minor applications within eight weeks in 2003/04.**

Bassetlaw District Council
Bedford Borough Council
Blaby District Council
Brighton and Hove City Council
Durham City Council
London Borough of Ealing
East Cambridgeshire District Council
East Devon District Council
London Borough of Hackney
Harrogate Borough Council
London Borough of Havering
London Borough of Hillingdon
London Borough of Lambeth
Medway Council
Mid Bedfordshire District Council

Mid Devon District Council
Reigate and Banstead Borough Council
Rossendale Borough Council
St Albans District Council
Sheffield City Council
Southampton City Council
South Northamptonshire District Council
Test Valley Borough Council
Three Rivers District Council
Wear Valley District Council
West Berkshire District Council
West Dorset District Council
West Wiltshire District Council
The Royal Borough of Windsor and Maidenhead

Other

For other applications, a standard applies to authorities, which determined less than 55% in eight weeks in 2001/02, and to those that have provided no figures for 2001/02. 70% of applications fall in this class and there is again no need for a cut off of the number of applications determined. **The standard for these applications is to determine 70% of other applications within eight weeks in 2003/04.**

Bedford Borough Council
Brighton and Hove City Council
Forest Heath District Council
Gloucester City Council
London Borough of Hackney
London Borough of Hillingdon
Leeds City Council
Mid Devon District Council
Mid Suffolk District Council
Oldham Metropolitan Borough Council
Oxford City Council
Reigate and Banstead Borough Council
Ribble Valley Borough Council
St Albans District Council
Southampton City Council
Wansbeck District Council
West Wiltshire District Council
Weymouth and Portland Borough Council
The Royal Borough of Windsor and Maidenhead

Where an authority is selected for a standard or standards, they should maintain or better their performance in 2001/02 or 2002/03 (whichever was higher) elsewhere, ie, in the other category(ies).

Annex D

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