

District CPA

Chorley Borough Council

Analysis of service performance information

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About this tool

Re-categorisation activity will only be carried out in district councils where there is evidence of a potential change from the original CPA category. Evidence will be considered from a number of different sources, e.g. direction of travel statements and use of resources assessments, to decide whether sufficient improvement or deterioration has taken place to warrant a new corporate assessment. One of the sources of evidence that will be considered is the analysis of service performance information. This tool sets out improvement and current performance on a set of performance indicators (PIs) determined following consultation and is designed to support the Commission in deciding whether to undertake a corporate assessment for this authority. Councils may also use this tool to assist with their internal discussions about whether to apply for a new corporate assessment. The tool should be read alongside CPA - District Council Framework from 2006, service performance information and regional panel guidance available from <http://www.audit-commission.gov.uk/cpa/districts>

The significance given to the analysis of service performance information in determining whether sufficient improvement or deterioration has taken place to warrant a new corporate assessment will depend on the circumstances of the council.

How this tool analyses improvement in PIs

When considering service performance information the Commission will give attention to:

- the extent of improvement – what proportion of the PIs are improving;
- the strength of improvement – whether improvement is substantial, or better than expected; and
- the area(s) of improvement – whether improvement is seen in areas of previously weak performance or local priorities.

What we mean by extent of improvement and strength of improvement are set out in this tool. The areas of improvement can be considered using information in this tool alongside information provided by the council, for example about its priorities for service improvement. The change in PI performance is only one indication of improvement / deterioration. For the purposes of this tool references to improvement / deterioration apply to PI performance only. This tool uses quartiles to make comparisons of current service performance.

Extent of improvement is based on a basket of PIs. It measures the degree to which there is a consistent direction of travel across the council's basket of PIs. Extent of improvement is calculated by taking the number of PIs in the basket that have improved since the base year and dividing that by the number of PIs in the basket for which it is possible to make a time series comparison. The results for a council are not affected by the results for other councils. See note 1.

Strength of improvement is based on results for each PI. It measures the extent to which a result for a council has changed by more than would be expected. See note 3. The amount of change that is expected is determined by a) the average change across all councils, b) the confidence limit selected and c) whether the council is starting from a position that is close to or far from the best possible result.

Strength of improvement is a relative measure and is included in this tool to provide some additional comparative information on improvement. This measure has been devised to highlight exceptional changes in performance in relation to individual PIs. The significance of this relative measure will depend on the circumstances of the council in relation to, for example, how near it was to achieving the higher or lower CPA category the last time it was assessed.

For more information

If you have any queries about this tool please email cpa@audit-commission.gov.uk. You should contact your relationship manager if you wish to discuss the process for applying for a corporate assessment.

Content

The tool has four sections:

- Introduction - summarises evidence of extent of improvement and current performance in the context of other councils;
- Improvement section - sets out the direction of travel and strength of improvement / deterioration for each PI;
- Detailed performance information - presents detailed performance information for reference; and
- Notes and technical guidance.






The indicators, both best value PIs and other performance measures, used in the analysis of service performance information for district councils are based on those used in the service assessment of single tier and county councils. They have been selected as robust and reliable measures of service performance, covering a broad range of the services that district councils provide.

The analysis uses data for the following time periods:

- Improvement - For most PIs this is based on changes between 2002/03 and 2005/06. For user satisfaction measures changes are assessed between 2000/01 and 2003/04, unless otherwise stated.
- Current performance - For most PIs this is based on results for 2005/06. For user satisfaction measures the latest results are 2003/04, unless otherwise stated.

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The following symbols are used to show different categories of improvement at the individual PI level.

	Improving substantially
	Improving
	No Change
	Deteriorating
	Deteriorating substantially

In some cases it is not appropriate to show whether a PI has improved. The following symbols are used in those cases where it is not appropriate to show an improvement.

Q	One or more of the data in the calculation is qualified
M	One or more of the data in the calculation is missing
NC	Either the PI was not collected in one or both of the years under comparison, or the council was not required to provide the PI in one or both years.
NA	It is not appropriate to show an improvement for this PI

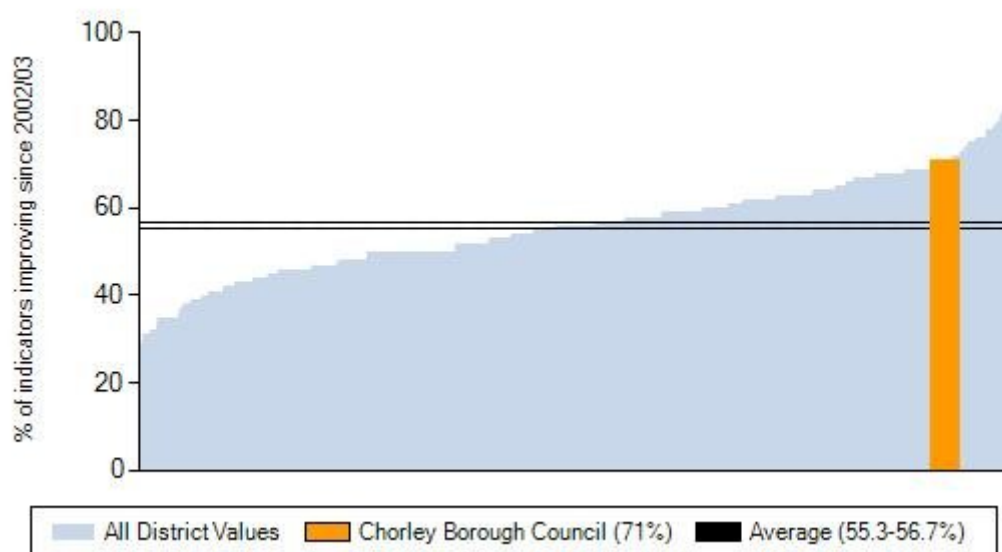
Introduction

Extent of improvement

The chart compares the extent of improvement for this council, i.e. what proportion of PIs are improving, to what has been achieved by all other districts councils. The horizontal lines on the chart indicate the average extent of improvement across all district councils. The average is shown as a range to make allowance for differences between councils in the services they provide and the PIs for which improvement assessments can be made.

Based on the basket of PIs used in this tool, 71% of the PIs for this council improved over the period. The extent of improvement for this council is above the average range for all district councils. See note 4.

Proportion of PIs that have improved since 2002/03



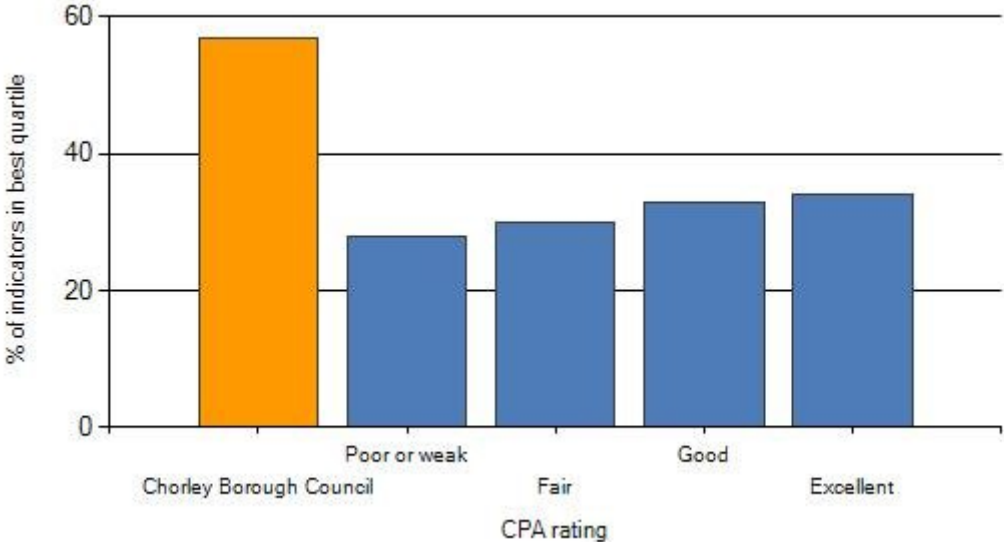
Current service performance

The chart shows the proportion of PIs for which this council is performing in the 'best' quartile. The chart compares the result for this council with the average for councils in each CPA category.

The proportion of PIs where this council is performing in the best quartile is 57%. This is above the average range for councils with a CPA rating of Fair. See note 5.

The current CPA rating for this council is Fair.

Proportion of indicators in the 'best' quartile in 2005/06



Improvement Report

Environment

	Improvement since 2002/03	Current Quartile			
		Best	2nd	3rd	Worst
BVPI 109a Percentage of MAJOR planning applications determined within 13 weeks	△				
BVPI 109b Percentage of MINOR applications determined within 8 weeks	<△>				
BVPI 109c Percentage of OTHER applications determined within 8 weeks	△				
BV111 - Satisfaction of applicants with planning service See note 2	▼				
BV199 - % of land littered to a significant or heavy extent	NC				
BV89 - Satisfaction with cleanliness of public space - adjusted for deprivation See note 2 & note 6	▲				
BV82a&b - Household waste - Recycling and composting performance (Recycling target met)	△				
BV84 - Number of kilograms of household waste collected per head	△				
BV91 - % of population served by a kerbside collection of recyclables	△				
BV90a - Satisfaction with waste collection See note 2	<△>				
BV90b - Satisfaction with recycling-adjusted for deprivation See note 2 & note 6	▲				
BV179 - % of standard planning searches carried out within 10 working days	▽				
BV63 - Average SAP rating of LA dwellings	NC				
BV166a - Environmental health best practice checklist	△				

Culture

	Improvement since 2002/03	Current Quartile			
		Best	2nd	3rd	Worst
BV119a - Residents satisfied with sports and leisure facilities See note 2	▲				
BV119e - Residents satisfied with parks and open spaces See note 2	▲				
BV119c - Residents satisfied with museums and galleries See note 2	▲				
BV119d - Residents satisfied with arts activities and venues See note 2	▲				

Housing (Community)

	Improvement since 2002/03	Current Quartile			
		Best	2nd	3rd	Worst
HIP - % of private sector homes vacant for six months or more - adjusted for deprivation See note 6	◁▷				
BV183a - Average number of weeks spent by homeless households in priority need in B&B	△				
BV183b - Average number of weeks spent by homeless households in priority need in Hostels	NC				
HIP - % of homelessness acceptances that are repeat applications	NC				
BV175 - % of racial incidents reported to the council that resulted in further action	△				

Housing (Management)

	Improvement since 2002/03	Current Quartile			
		Best	2nd	3rd	Worst
BV184a - The % of LA homes that were non decent at the start of the year	NC				
BV74a - Tenant satisfaction with service provided by landlord - adjusted for deprivation See notes 2, 6 & 7	▽				
BV75a - Tenant satisfaction with opportunities for participation - adjusted for deprivation See notes 2, 6 & 7	◁▷				
HIP(Formerly BV72) - % of urgent repairs completed in time	NC				
HIP(Formerly BV73) - Average time taken to complete non-urgent repairs in days	△				
BV66a - % of rent collected	△				
HIP (Formerly BV68) - Average re-let time in days	NC				
Average weekly management cost (Cost adjusted) (HIP) See note 8	NC				

Housing Benefit & Council Tax Benefit

	Improvement since 2002/03	Current Quartile			
		Best	2nd	3rd	Worst
BV78a - Average time (in days) for processing new Housing Benefit or Council Tax Benefit claims	△				

Detailed Performance Information

This section presents the detailed performance information that is summarised in the improvement report.

Key to Symbols and Tables

Key indicators are the indicators used to measure current performance and improvement in this tool.

They tend to measure things that can be directly attributable to the authority.

Key indicators can be distinguished by the following:

- The column showing the direction of travel each year is labelled 'Improving ↑ Deteriorating ↓'. The background of this column is white, and the arrows are black.
- The column labelled 'Quartile Position' shows which quartile the result appears in. Quartiles range from "best" to 'worst'. The '2nd' quartile is always the second best quartile - irrespective of whether a high value or a low value is best.
- The columns showing the quartile thresholds are labelled 'Best', 'Median' and 'Worst'. 'Best' always appears first, irrespective of whether a high value or a low value is best.
- 'Not Comp' indicates the data required to calculate a 'Quartile Position' is not available.

An example of a key indicator is below:

BVPI 179 Percentage of standard searches done in 10 working days							
Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	84		3 rd Quartile	100	97	80
	2003/04	96	↑	3 rd Quartile	100	100	94
	2004/05	90	↓	Worst Quartile	100	100	97
	2005/06	92	↑	3 rd Quartile	100	98	90

The result improved during 03/04. An up arrow is therefore displayed.

The result did not improve during 04/05. A down arrow is therefore displayed.

Other PIs shown in this section, i.e. those given without a direction of travel or quartile position are given as contextual information rather than measures of current performance or improvement.

The following symbols are used in tables:

Improving ↑ Deteriorating ↓	
↑	An upward arrow indicates the result improved in comparison to the previous year.
↓	A downward arrow indicates the result deteriorated in comparison to the previous year.
↔	A pair of arrows indicates the result was the same as the previous year.
M	'M' indicates that the council did not provide data for that year.
Blank or 'N/A'	A blank entry with no qualifier indicates that the council was not required to submit a result.
Q	'Q' indicates that the PI was qualified by auditors. Improvements and quartiles cannot be shown if the PI has been qualified.

Environment

According to Government development control targets, 60% of major applications should be dealt with in 13 weeks, 65% of minor applications should be dealt with in 8 weeks and 80% of other applications should be dealt with in 8 weeks. Further planning standards may be set for councils that consistently fail to achieve one or more of these targets.

BVPI 109a Percentage of MAJOR planning applications determined within 13 weeks

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	32		3rd Quartile	54	43	32
	2003/04	48	↑	3rd Quartile	63	52	40
	2004/05	74	↑	Best Quartile	69	58	47
	2005/06	73	↓	2nd Quartile	75	67	58

BVPI 109b Percentage of MINOR applications determined within 8 weeks

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	66		Best Quartile	63	55	47
	2003/04	51	↓	Worst Quartile	70	61	53
	2004/05	71	↑	2nd Quartile	75	69	61
	2005/06	66	↓	Worst Quartile	81	75	69

BVPI 109c Percentage of OTHER applications determined within 8 weeks

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	83		Best Quartile	81	74	66
	2003/04	80	↓	2nd Quartile	85	80	73
	2004/05	88	↑	Best Quartile	88	84	80
	2005/06	85	↓	3rd Quartile	92	88	84

BVPI 111 Percentage of applicants satisfied with the planning service received

BVPI 111 is based on the results of surveys of service users carried out in 2000/01 and 2003/04. Comparison of changes over time for results based on surveys takes account of the confidence interval - or margins of error - for each of the results in the comparison. See note 2.

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2000/01	82		2nd Quartile	83	78	72
	2003/04	61	↓	Worst Quartile	80	74	68

BVPI 199a Percentage of relevant land that is littered to a significant or heavy extent

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2003/04	14		Best Quartile	14	21	29
	2004/05	14	Q	Not Comp	11	17	24
	2005/06	5		Best Quartile	9	14	21

BVPI 89 Percentage of respondents expressing satisfaction with standards of cleanliness - adjusted for deprivation See note 6

BVPI 89 is based on the results of surveys of service users carried out in 2000/01 and 2003/04. Comparison of changes over time for results based on surveys takes account of the confidence interval - or margins of error - for each of the results in the comparison. See note 2.

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2000/01	61		Worst Quartile	79	73	67
	2003/04	70	↑	2nd Quartile	74	68	65

BVPI 89 Percentage of respondents expressing satisfaction with standards of cleanliness

Comparator Group	Year	This LA
Single Tier and District Councils	2000/01	53
	2003/04	62

BVPI 82a&b Household waste - percentage recycled or composted

DEFRA have set a target for this authority to recycle or compost 18 percent of its household waste by 2005/06. The target for 2003/04 was 10 percent.

Actual recycling & composting rate

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Waste group Councils	2002/03	16.2		Best Quartile	16.10	13	9.30
	2003/04	23.7	↑	Best Quartile	20.40	17.10	14.20
	2004/05	27.5	↑	Best Quartile	26.10	21.30	16.80
	2005/06	40.3	↑	Best Quartile	32.50	26.50	22.10

In 2005/06 the council recycled 40.3 percent of its waste. This achieved the target set by DEFRA for 2005/06.

BVPI 84a Kg of household waste collected per head

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Waste group Councils	2002/03	400		2nd Quartile	367	401	438
	2003/04	415	↓	3rd Quartile	372	401	430
	2004/05	437	↓	3rd Quartile	380	411	443
	2005/06	393	↑	2nd Quartile	381	410	443

BVPI 91a Percentage of population served by kerbside collection of recyclables

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	86		3rd Quartile	99	89	54
	2003/04	94	↑	3rd Quartile	100	95	80
	2004/05	95	↑	3rd Quartile	100	97	89
	2005/06	96	↑	3rd Quartile	100	99	94

Residents satisfaction with waste collection and disposal

The following two indicators are based on the results of surveys of service users carried out in 2000/01 and 2003/04. Comparison of changes over time for results based on surveys takes account of the confidence interval - or margins of error - for each of the results in the comparison. See note 2

BVPI 90a Percentage of respondents expressing satisfaction with waste collection

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Waste group Councils	2000/01	88		3rd Quartile	91	88	85
	2003/04	92	↔	Best Quartile	90	87	83

BVPI 90b Percentage of respondents expressing satisfaction with recycling facilities - adjusted for deprivation See note 6

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Waste group Councils	2000/01	65		Worst Quartile	81	76	71
	2003/04	87	↑	Best Quartile	84	79	74

BVPI 90b Percentage of respondents expressing satisfaction with recycling facilities

Comparator Group	Year	This LA
Waste group Councils	2000/01	57
	2003/04	79

BVPI 179 Percentage of standard searches done in 10 working days

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	99		2nd Quartile	100	97	80
	2003/04	99	↔	3rd Quartile	100	100	94
	2004/05	99	↔	3rd Quartile	100	100	97
	2005/06	98	↓	Worst Quartile	100	100	98

BVPI 63 Average SAP rating of local authority owned dwellings

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	65	Q	Not Comp	62	58	53
	2003/04	69		Best Quartile	65	61	57
	2004/05	69	↔	Best Quartile	68	65	60
	2005/06	71	↑	Best Quartile	69	67	63

BVPI 166a Score against a checklist of Environmental Health best practice (%)

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	85		2nd Quartile	89	76	60
	2003/04	100	↑	Best Quartile	90	83	70
	2004/05	100	↑	Best Quartile	97	90	79
	2005/06	100	↑	Best Quartile	100	93	85

Culture

The following indicators are based on the results of surveys of service users carried out in 2000/01 and 2003/04. Comparison of changes over time for results based on surveys takes account of the confidence interval - or margins of error - for each of the results in the comparison. See note 2

BVPI 119a Percentage of residents satisfied with the council's sport and leisure facilities

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
All Councils	2000/01	52		3rd Quartile	59	53	47
	2003/04	65	↑	Best Quartile	60	54	49

BVPI 119e Percentage of residents satisfied with the council's parks and open spaces

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
All Councils	2000/01	63		2nd Quartile	69	63	57
	2003/04	76	↑	2nd Quartile	77	72	66

BVPI 119c Percentage of residents satisfied with the council's museums and galleries

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
All Councils	2000/01	52		2nd Quartile	56	48	40
	2003/04	63	↑	Best Quartile	50	42	31

BVPI 119d Percentage of residents satisfied with the councils art's activities and venues

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
All Councils	2000/01	52		2nd Quartile	60	51	41
	2003/04	58	↑	Best Quartile	56	48	36

Housing - Community Housing Services**Percentage of private sector homes vacant for six months or more (HIP) - adjusted for deprivation See note 6**

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	0.9		3rd Quartile	0.30	0.80	1.40
	2003/04			Not Comp			
	2004/05	1.2		Worst Quartile	0.20	0.70	1.20
	2005/06	0.9	↑	3rd Quartile	0.20	0.60	1.10

Percentage of private sector homes vacant for six months or more (HIP)

Comparator Group	Year	This LA
Single Tier and District Councils	2002/03	1.6
	2003/04	
	2004/05	1.9
	2005/06	1.6

BVPI 183a Average weeks spent by homeless households in B&B accommodation

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	0		Best Quartile	1	4	9
	2003/04	0	↑	Best Quartile	1	5	9
	2004/05	0	↑	Best Quartile	1	3	5
	2005/06	0	↑	Best Quartile	1	3	4

BVPI 183b Average weeks spent by homeless households in hostel accommodation

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	5		2nd Quartile	0	8	21
	2003/04	9	Q	Not Comp	0	9	21
	2004/05	13	Q	Not Comp	0	8	18
	2005/06	14	Q	Not Comp	0	7	17

Percentage of homelessness acceptances that are repeat applications (HIP)

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03		M	Not Comp	10	4	1
	2003/04	5		2nd Quartile	8	3	1
	2004/05	9	↑	Best Quartile	5	2	0
	2005/06	1	↓	3rd Quartile	5	2	0

BVPI 175 Percentage of racial incidents reported to the council, resulting in further action

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
All Councils	2002/03	80		Worst Quartile	100	100	90
	2003/04	75	↓	3rd Quartile	100	100	57
	2004/05	100	↑	Best Quartile	100	100	100
	2005/06	100	↑	Best Quartile	100	100	95

Housing - Management Services

BVPI 184a Percentage of LA homes which were non decent

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03		M	Not Comp	25	40	54
	2003/04	15		Best Quartile	21	36	53
	2004/05	11	↑	Best Quartile	21	33	48
	2005/06	6	↑	Best Quartile	15	30	47

BVPI 184b Percentage change in the proportion of non decent homes

Comparator Group	Year	This LA
Single Tier and District Councils	2002/03	
	2003/04	31
	2004/05	52
	2005/06	-171

The following two indicators are based on the results of surveys of service users carried out in 2000/01 and 2003/04. Comparison of changes over time for results based on surveys takes account of the confidence interval – or margins of error – for each of the results in the comparison. See note 2

BVPI 74a Tenant satisfaction - overall service (%) - adjusted for deprivation See note 6

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2000/01	95		Best Quartile	93	88	83
	2003/04	90	↓	2nd Quartile	92	88	84

BVPI 74a Tenant satisfaction - overall service (%)

Comparator Group	Year	This LA
Single Tier and District Councils	2000/01	86
	2003/04	81

BVPI 75a Tenant satisfaction - opportunities for participation (%)- adjusted for deprivation See note 6

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2000/01	69		2nd Quartile	72	66	59
	2003/04	76	↔	2nd Quartile	77	72	67

BVPI 75a Tenant satisfaction - opportunities for participation (%)

Comparator Group	Year	This LA
Single Tier and District Councils	2000/01	62
	2003/04	69

Percentage of urgent repairs completed in Government time limits (Former BV 72) (HIP)

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	82		Worst Quartile	96	93	88
	2003/04	92	↑	3rd Quartile	97	94	88
	2004/05	94	↑	3rd Quartile	98	95	91
	2005/06			Not Comp	98	96	91

Average time (days) taken to complete non-urgent repairs (Former BV 73) (HIP)

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	35		Worst Quartile	13	17	24
	2003/04	20	↑	3rd Quartile	11	16	23
	2004/05	15	↑	2nd Quartile	11	15	20
	2005/06	0	↑	Best Quartile	9	12	17

BVPI 66a Percentage of rent collected

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	97.8		2nd Quartile	98.30	97.10	96
	2003/04	98.3	↑	Best Quartile	98.20	97.20	96.20
	2004/05	98.8	↑	Best Quartile	98.30	97.40	96.40
	2005/06	98.6	↓	Best Quartile	98.60	97.80	97.10

Average re-let time (days) (Former BV68) (BPSA E3)

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	23		Best Quartile	30	41	50
	2003/04	30	↓	2nd Quartile	29	38	47
	2004/05	39	↓	3rd Quartile	30	38	50
	2005/06			Not Comp	29	37	52

Average weekly management cost (HIP) – adjusted for cost See note 8

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	9.77		2nd Quartile	9.50	11.03	13.84
	2003/04	10.19	↓	2nd Quartile	9.57	11.29	14.27
	2004/05	11.28	↓	2nd Quartile	9.99	12.54	15.50
	2005/06			Not Comp			

Average weekly management cost (HIP)

Comparator Group	Year	This LA
Single Tier and District Councils	2002/03	9.77
	2003/04	10.49
	2004/05	11.94
	2005/06	

BV164 - Commission for racial equality's code of practice in rented housing (Yes or No) See note 9

The council does follow the CRE code of practice for rented housing and the Good Practice Standards for social landlords on tackling harassment.

Housing Benefit & Council Tax Benefit

BV78a - Average time (in days) for processing new Housing Benefit or Council Tax Benefit claims

Comparator Group	Year	This LA	Improving ↑ Deteriorating ↓	Quartile Position	Best	Median	Worst
Single Tier and District Councils	2002/03	29		Best Quartile	33	43	54
	2003/04	35	↓	2nd Quartile	32	40	50
	2004/05	25	↑	Best Quartile	29	35	45
	2005/06	27	↓	2nd Quartile	26	32	39

Appendix 1 – Notes and technical guidance

Note 1 Identifying improvement and deterioration

An indicator is classified as improving when either:

- there is a change in the result between two time periods in a direction of the polarity of the indicator; or
- the result is the same in both time periods and both results equal the best possible result for the indicator (e.g. 100 per cent).

An indicator will be classified as deteriorating when either:

- there is a change in the result between two time periods in the opposite direction of the polarity of the indicator; or
- the result is the same in both time periods and both results equal the worst possible result for the indicator (e.g. 0 per cent).

Calculations of improvement are based on rounded data.

If one or both of the data items for the calculation are missing or qualified, no result will be calculated.

For example, BVPI 179 (% of standard planning searches carried out within 10 working days) as a polarity of high, a maximum result of 100 per cent, a minimum result of 0 per cent and results are rounded to 0 decimal places.

Example	2002/03	2004/05	Calculation	Result
A	97.6	99.1	$99 - 98 = +1$	Improvement
B	99.1	97.6	$98 - 99 = -1$	Deterioration
C	99.6	99.9	$100 - 100 = 0$	Improvement
D	0.4	0.4	$0 - 0 = 0$	Deterioration
E	97.6	98.2	$98 - 98 = 0$	No change

Note 2 User satisfaction measures and change over time

User satisfaction indicators are based on sample survey techniques, and as such have confidence intervals whereby the performance of an authority can only be expressed with sufficient certainty as lying within a range (for example, 76 per cent plus or minus 3 per cent). The Commission wishes to be secure in identifying when changes in performance have taken place. Therefore, we take the confidence interval into account when determining whether a result has changed over time.

In order to identify that a result has improved, the latest result minus its confidence interval must be greater than the previous result plus its confidence interval. In order to identify that a result has deteriorated, the latest result plus its confidence interval must be less than the previous result minus its confidence interval. All other results are classified as no change.

If one or more of the items of information required for this calculation are missing or qualified, no indication of change is shown.

Some of the indicators in the tool are based on the general surveys of residents undertaken in 2000/01 and 2003/04. These are BVPI 89, 90a, 90b, 199a, 119c, 119d and 119e. The results for the two surveys cannot be compared directly because of the differences in weighting schemes used in the two surveys.

CLG (formerly ODPM) have calculated results for 2000/01 and 2003/04 based on common weightings. These common weighted results are used in place of the published results for identifying changes in indicators based on the general survey of residents.

If the result is classified as improving or deteriorating a further calculation is applied to test whether that change is substantial.

Note 3 Identifying substantial improvement and deterioration

Strength of change is a relative measure. Instead of looking at whether a result has simply got better or worse, strength of change considers whether the size of the change is big enough to be considered substantial relative to other councils.

A council that performs well on most indicators will find it harder than other councils to make substantial changes. Only a minority of results for a PI can be classed as substantial.

The amount of change that is expected is determined by

- a) the average change across all councils,
- b) the confidence limit selected and
- c) whether the starting position for a council is close to the best possible result.

We have used standard statistical methods appropriate to each PI to determine what is classed as substantial.

We have used statistical methods to determine what is classed as substantial. A technical document, setting out the approach to flagging substantial improvement, is available by emailing cpa@audit-commission.gov.uk with the title Substantial improvement technical paper.

Note 4 Extent of improvement

The average extent of improvement for all districts councils, based on the basket of indicators included in the improvement report was 56 per cent with a confidence interval of +/- 0.7 (at the 0.05 level).

Councils with an extent of improvement of more than 56.7 are classified as above average. Councils with an extent of improvement less than 55.3 are classified as below average. Other councils are classified as within the average range.

Note 5 Current service performance

The table below sets out the average proportion of indicators in the 'best' quartile, together with the confidence interval for that average, for councils according to their CPA rating.

	<i>Poor and Weak</i>	<i>Fair</i>	<i>Good</i>	<i>Excellent</i>
Average	28	30	33	34
Confidence interval	2.9	2.1	2.2	4.6

Councils with a proportion of indicators in the 'best' quartile that is greater than the average for councils with their CPA category, plus the confidence interval are classified as above average. Councils with a proportion of indicators in the 'best' quartile that is less than the average for councils with their CPA category, minus the confidence interval are classified as below average. Other councils are classified as within the average range.

Note 6 Deprivation adjustments

The Commission's approach to using PIs in the service assessments for CPA for single tier and county councils includes arrangements for taking account of the relationship between some aspects of performance and local conditions where there is evidence for doing so. Reported performance on a number of PIs in this tool has been adjusted for deprivation using the methodology set out in *CPA - District Council Framework from 2006, service performance information*, available from <http://www.audit-commission.gov.uk/cpa/districts>

The adjustment is based on the relationship between each PI and deprivation. The gradient represents the change we would expect to see in the result of the PI, for each unit change in the level of deprivation. For example if the level of deprivation in a council increased by 1, we would expect the level of satisfaction of housing tenants to go down by -0.44%. **The gradient values used for each indicator are as follows:**

Percentage of private dwellings vacant for six months or more	0.04
BVPI 74a Satisfaction of LA tenants	-0.5
BVPI 75a Satisfaction with opportunities for participation	-0.4
BVPI90b Satisfaction with waste recycling	-0.47
BVPI89 Satisfaction with cleanliness	-0.49

The adjusted PI value is calculated using the following equation:

Adjusted PI value = original PI value – linear function of deprivation

For example,

Original PI value =38%

Gradient = -0.25

Deprivation (IMD 2004 average score) = 36

Adjusted PI = Original PI value – (Gradient x IMD 2004)

Adjusted PI = 38% - (-0.25 x 36)

Adjusted PI = 38% - (-9)

Adjusted PI = 47%

When the adjustment results in a value exceeding the maximum, or minimum, allowable, the adjusted figure is capped at the maximum - or minimum - value (for example, 100 per cent).

Note 7 Surveys of tenants carried out in 2005/06

All councils with housing stock are required to undertake surveys of their tenants every three years. The last mandatory surveys were carried out in 2003/04.

Some councils carry out tenant surveys more frequently. Where councils have carried out surveys in 2005/06, the tool shows the result for the 2005/06 and compares it to the result for 2000/01.

Note 8 Average weekly management cost of housing

This indicator is adjusted twice. First to take account of inflation over time and secondly to adjust for differences in costs between areas. The formula for the inflation adjustment is as follows:

Result for year to be adjusted multiplied by GDP deflator for the base year and divided by the GDP deflator for the year to be adjusted. In our calculations the base year is 2002/03 and the GDP deflators are set out overleaf.

Financial Year	GDP Deflator
2002/2003	92.748
2003/2004	95.506
2004/2005	98.138
2005/2006	100

For example, if 2002/03 is the base year and the result for the council is £21.50 for 2003/04, we would adjust the result as follows:

Multiply £21.50 by 92.748 and divide 95.506 gives:

(21.50 X 92.748) and divided 95.506 = £20.88

Deflated results are further adjusted to take account of differences in labour costs and business rates paid on local authority premises between local authorities using the CLG's area cost adjustments (ACA).

The average weekly management cost of housing PI is adjusted using the personal social services (PSS) (older people) ACA. **Reported performance was adjusted using the relevant year's ACA, except for 2002/03 data which was adjusted using 2003/04 ACA.**

The factors for 2005/06 are available from the link below:

<http://www.local.odpm.gov.uk/finance/0506/lgfrs/annexh.pdf>

For example if the result for a council for 2003/04 is £20.89 and the area cost adjustment factor

for 2003/04 is 1.0106, the result adjusted for area cost variation is:

£20.89 divided by 1.0106 = £20.66

Note the adjustment is applied to the deflated result, not the raw result.

Note 9 BVPI 164 CRE code of practice in rented housing

This indicator is measured on a Yes or No scale.

A council will be identified as improving if its result was No in 2002/03 and Yes in 2005/06. A council will be identified as deteriorating if its result was Yes in 2002/03 and No in 2005/06. All other results will be identified as no change.

Councils with a result of Yes in 2005/06 will be assigned to the 2nd quartile. Councils with a result of No in 2005/06 will be assigned to the worst quartile.

Note 10 Planning standards authorities

This authority has been identified as a planning standards authority in 2006/07.

Best Value Performance Standards are set for individual local planning authorities where their performance falls below annually specified thresholds. These standards are set under the Local Government Act 1999. The standards are set by referring to results for BV 109. Given the timing of information, the determination of whether or not an authority is designated a standards authority is based on historic data. The identification of planning standards authorities for 2006/07 was based on performance in 2004/05.

Note 11 Recycling standards

In 2005/06 the council recycled 40.3 percent of its waste. This achieved the target set by DEFRA for 2005/06.

Statutory targets for recycling and composting were set by DEFRA for local authorities in England for 2003/04 and for 2005/06. Performance against these targets is measured by adding together the results for Best Value Indicators 82(a) (recycling) and 82(b) (composting).

The targets used in this tool are taken from Statutory Instrument 2005 No. 598 (See Link) <http://www.opsi.gov.uk/si/si2005/20050598.htm>