



Runnymede Borough Council

District re-categorisation introduction

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](#).

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.

The PIs used in this version of the tool (January 2008) are based on the latest available data. In most cases (for both BVPIs and non-BVPIs) this will be 2006/07 data.

The information in this tool has been specifically drawn together to support the decision on whether to carry out re-categorisation activity. The basket of PIs used in this tool is relatively narrow and is based on the PIs used in the housing, environment and culture service assessments for single tier and county council CPA. PIs have been selected as robust and reliable measures of service performance, covering a broad range of services that district councils provide. A much wider basket of PIs is used to support the Audit Commission's direction of travel and corporate assessment.

Improvement in this tool has been assessed against the baseline of 2002/03 as we are looking for evidence of change since the initial corporate assessment was carried out.

A number of PIs which have become available since 2002/03 are not included in this tool as they do not provide evidence of movement since the initial corporate assessment. A small number of PIs that were used in previous versions of this tool have been removed as they were no longer collected in 2006/07.

How this tool analyses improvement in performance indicators

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.

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. **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 click on the feedback link at the top of this webpage where you can submit queries using the web form provided. You should contact your relationship manager if you wish to discuss the process for applying for a corporate assessment.

Content

The tool has three 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; and
- Detailed performance information - presents detailed performance information for reference.

The analysis uses data for the following time periods:

- Improvement - For most PIs this is based on changes between 2002/03 and 2006/07. For user satisfaction measures changes are assessed between 2003/04 and 2006/07, unless otherwise stated.
- Current performance - For most PIs this is based on results for 2006/07, unless otherwise stated.

Symbols

The symbols below are used to show strength of improvement at the individual indicator 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 to 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	Not comparable appears when the improvement calculation cannot be made. This could be for various reasons, for example 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, one or more data items used for the calculation was qualified.
NA	It is not appropriate to show an improvement for this PI

Overall improvement and current performance

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, 59% of the PIs for this council improved over the period. The extent of improvement for this council is [data not available] the average range for all district councils.

Note 4

Proportion of performance indicators that have improved since the base year

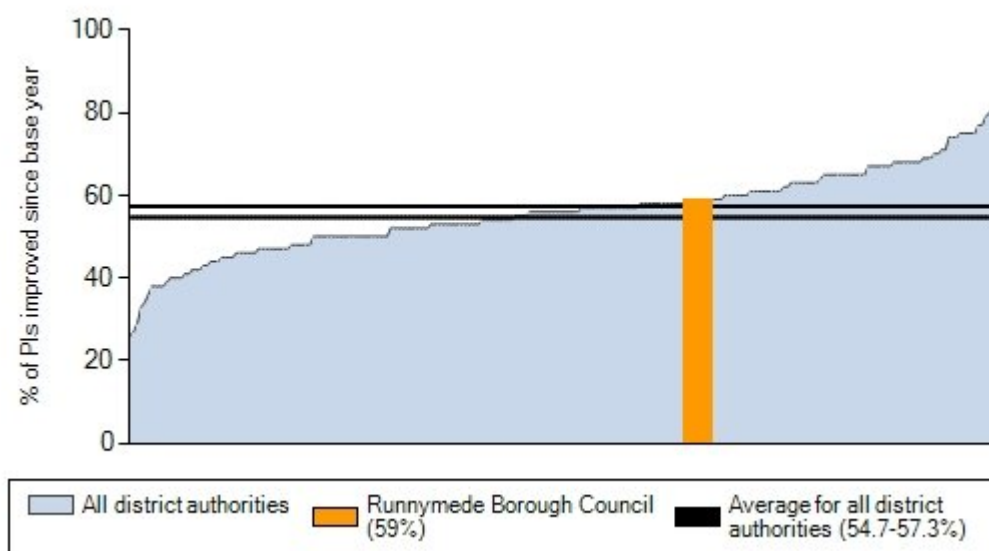


Chart Summary

- Runnymede Borough Council is ranked 77th out of 238 (All district authorities for which data is available) for % of PIs improved since base year.
- Runnymede Borough Council has 59 % of PIs improved since base year which is above the average range for all district authorities (54.7-57.3)%.

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 45% . This is above the average range for councils with a CPA rating of Excellent.

Note 5

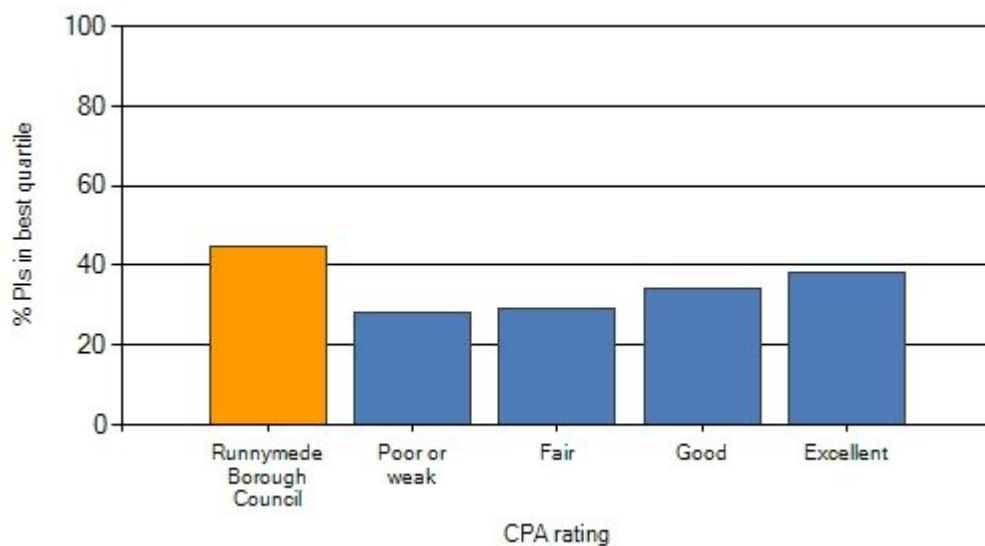


Chart Summary

- Runnymede Borough Council has 45 % PIs in best quartile.
- Authorities with a CPA rating of "Poor or weak" have, on average, 28 % PIs in best quartile.
- Authorities with a CPA rating of "Fair" have, on average, 29 % PIs in best quartile.
- Authorities with a CPA rating of "Good" have, on average, 34 % PIs in best quartile.
- Authorities with a CPA rating of "Excellent" have, on average, 38 % PIs in best quartile.

Improvement report

Environment

Indicator	Improvement since base year	Quartile Position			
		Best	2nd	3rd	Worst
BV 109a Percentage of MAJOR planning applications determined within 13 weeks (CPA indicator E2)	△		■		
BV 109b Percentage of MINOR applications determined within 8 weeks (CPA indicator E2)	NC	■			
BV 109c Percentage of OTHER applications determined within 8 weeks (CPA indicator E2)	NC	■			
BV 111 Satisfaction of applicants with planning service (CPA indicator E3)	NC		■		
BV 199a Percentage of land littered to a significant or heavy extent (CPA indicator E4)	NC				■
BV 89 Satisfaction with cleanliness of public space - adjusted for deprivation (CPA indicator E38)	◁▷		■		
BV 82a & 82b Actual recycling & composting rate (CPA indicator E6)	△				■
BV 84a Kg of household waste collected per head (CPA indicator E26)	▽		■		
BV 91a Percentage of population served by a kerbside collection of recyclables (one recyclable)	△				■
BV 90a Satisfaction with waste collection (CPA indicator E8A)	◁▷	■			
BV 90b Satisfaction with recycling- adjusted for deprivation (CPA indicator E8B)	◁▷		■		
BV 63 Average SAP rating of LA dwellings (CPA indicator H11 / E24)	△	■			
BV 166a Environmental health best practice checklist (CPA indicator E27)	△	■			

Culture

Indicator	Improvement since base year	Quartile Position			
		Best	2nd	3rd	Worst
BV 119a Satisfaction with sports and leisure facilities (CPA indicator C5)	▲		■		
BV 119e Satisfaction with parks and open spaces (CPA indicator C9)	▲	■			
BV 119c Satisfaction with museums and galleries (CPA indicator C7)	▲		■		
BV 119d Satisfaction with theatre & concert halls (CPA indicator C8)	▼			■	

Housing (Community)

Indicator	Improvement since base year	Quartile Position			
		Best	2nd	3rd	Worst
HIP Percentage of private sector homes vacant for six months or more - adjusted for deprivation (CPA indicator H18)	▽				■
BV 183a Average length of stay in B&B	▼			■	

accommodation (in weeks) (CPA indicator H14)					
BV 183b Average length of stay in hostel accommodation (in weeks) (CPA indicator H15)	▼				
HSSA Hse1ba Percentage of homelessness acceptances that are repeat applications (HSSA e1b&a)	NC				
BV 175 Percentage of racial incidents reported to the council that resulted in further action (CPA indicator H19)	NC				

Housing management services

Indicator	Improvement since base year	Quartile Position			
		Best	2nd	3rd	Worst
BV 184a Percentage of LA homes which were non decent (CPA indicator H1)	△				
BV 74a Tenant satisfaction - overall service - adjusted for deprivation (CPA H12)	NC				
BV 75a Tenant satisfaction - opportunities for participation - adjusted for deprivation (CPA indicator H13)	NC				
BPSA e5 (Formerly BV72) Percentage of urgent repairs completed in time (CPA indicator H4)	▽				
BPSA e3 (Formerly BV 73) Average time (days) taken to complete non-urgent repairs (CPA indicator H5)	△				
BV 66a Percentage of rent collected (CPA indicator H6)	△				
BPSA e3 (Formerly BV68) Average re-let time in days (CPA indicator H8)	△				

Housing benefit and council tax

Indicator	Improvement since base year	Quartile Position			
		Best	2nd	3rd	Worst
BV 78a Housing benefit claims: Average time to process new claims (days)	△				

Detailed performance information

This section presents the detailed performance information that is summarised in the improvement and current performance sections within this profile.

Key to Symbols and Tables

Key indicators

These indicators are 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 column labelled 'Quartile Position' shows which quartile the result appears in. Quartiles range from 'best' to 'worst'.
- The columns showing the quartile thresholds are labelled 'Best', 'Median' and 'Worst'. 'Best' always appears last, irrespective of whether a high value or a low value is best.
- This table has a border style of black continuous lines.

An example of a key indicator is below:

Example key indicator table (where good performance is considered a low figure)

Comparison group: All Authorities

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/2003	92		2	100	97	80
2003/2004	90	↑	1	100	100	94
2004/2005	96	↓	1	100	100	97
2005/2006	84	↑	1	100	98	90

The result improved during 2003/04. An up arrow is therefore displayed. The result did not improve during 04/05. A down arrow is therefore displayed.

Context indicators

These indicators are provided so that a council's performance can be set against contextual information and the indicators are not included in the improvement or current performance sections within this profile. They can be distinguished by the following:

- The column showing the direction of travel each year is labelled 'Increasing' / 'Decreasing'.
- The column labelled 'Quartile Position' shows which quartile the result appears in. Quartiles range from 'lowest' to 'highest'.
- The columns showing the quartile thresholds are labelled 'Lowest 25%', 'Median' and 'Highest 25%'. 'Lowest 25%' always appears first.
- The borders of this table are broken black lines.
- Context indicators have no polarity set, the movement flags show the movement of the data in terms of whether the figure is a high figure or a low figure, the flag will simply show the direction of the change in data.

An example of a Context indicator is below:

Context : Example context data

Comparison group: All Authorities

Year	This Authority	Increasing / Decreasing	Quartile Position	Lowest 25%	Median	Highest 25%

2002/2003	0.5		4	1.1	1.1	1.8
2003/2004	1.5	↑	2	1.1	1.1	1.8
2004/2005	0.3	↓	4	1.0	1.0	1.8
2005/2006	0.6	↑	4	1.2	1.2	2.0

The indicator increased in 03/04 and then decreased in 04/05. The arrows show the direction of any movement.

The following symbols are used in tables:

Improving ↑ Deteriorating ↓	Description	Indicator Type
↑	An upward arrow indicates the result improved in comparison to the previous year.	Key
↓	A downward arrow indicates the result deteriorated in comparison to the previous year.	Key
↔	A pair of arrows indicates the result was the same as the previous year.	Key
↑	A white upward arrow in a table with broken lines/border shows the indicator increased compared to the previous year.	Context
↓	A white downward arrow in a table with broken lines/border indicates that the PI decreased.	Context
↔	Two white arrows in a table with broken lines/border indicate that the PI remained the same as the previous year.	Context
M	'M' indicates that the council did not provide data for that year.	Both
Blank or 'N/A'	A blank entry with no qualifier indicates that the council was not required to submit a result.	Both
Q	'Q' indicates that the PI was qualified by auditors. Improvements and quartiles cannot be shown if the PI has been qualified.	Both

The Audit Commission qualifies data where there are grounds to query an indicator with an authority and the matter has not been resolved satisfactorily. The symbol is also used for indicators that total other indicators, where one or more of the parts of the indicator are missing. Qualified data must not be taken as a robust measure of the council's performance. It may be used as information about the council's view of its performance and the robustness of its data systems.

Other symbols used within the in detail sections

If data is not stored the following abbreviations will appear in the:

This authority	Description
DNR	Data not reported
DNA	Data not available
	A blank value is stored for this council
value suppressed	The data was supplied with the code "value suppressed" by the data source

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.[Note 10](#)

BV 109a Percentage of MAJOR planning applications determined within 13 weeks (CPA indicator E2)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	60.00		1	32.00	43.00	53.70
2003/04	58.00	↓	2	40.00	52.00	63.00
2004/05	38.00	↓	4	47.00	58.00	68.55
2005/06	66.00	↑	3	57.96	66.67	74.70
2006/07	76.47	↑	2	66.07	73.81	80.77

BV 109b Percentage of MINOR applications determined within 8 weeks (CPA indicator E2)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	69.00	Q	1	46.62	55.00	63.33
2003/04	62.00	NC	2	52.63	61.00	70.30
2004/05	62.00	↔	3	61.30	69.29	75.40
2005/06	71.00	↑	3	69.08	75.05	81.09
2006/07	87.22	↑	1	71.60	77.32	83.49

BV 109c Percentage of OTHER applications determined within 8 weeks (CPA indicator E2)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	82.00	Q	1	66.16	74.00	80.69
2003/04	85.00	NC	2	72.90	79.80	85.06
2004/05	89.00	↑	1	80.00	84.00	88.00
2005/06	91.00	↑	2	83.81	88.00	91.50
2006/07	95.28	↑	1	85.09	88.92	92.46

BV 111 Satisfaction of applicants with planning service (CPA indicator E3)

Comparison group: All councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2003/04	69.0		3	69.0	74.0	81.0
2006/07	73.0	Q	2	66.0	73.0	80.0

BV 111 is based on the results of surveys of service users carried out in 2003/04 and 2006/07. 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.[Note 2](#)

BV 199a Percentage of land littered to a significant or heavy extent (CPA indicator E4)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2003/04	55.0		4	29.0	20.7	14.0
2004/05	34.3	Q	4	24.0	17.2	11.0
2005/06	31.0	NC	4	21.0	14.0	8.8
2006/07	39.0	Q	4	17.0	12.0	7.0

BV 89 Satisfaction with cleanliness of public space - adjusted for deprivation (CPA indicator E38)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2003/04	72		2	63	67	73
2006/07	76	↔	2	71	76	80

BVPI 89 is based on the results of surveys of service users carried out in 2003/04 and 2006/07.

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. [Note 2](#)

Context : BVPI 89 Satisfaction with cleanliness of public space

Year	This Authority
2003/04	69
2006/07	73

BVPI 82 a and b Household Waste - Percentage Recycled or Composted

DEFRA set a target for this authority to recycle or compost 18 percent of its household waste by 2005/06. This target remained in place during the year 2006/07. The previous target set for 2003/04 was 10 percent.

BV 82a & 82b Actual recycling & composting rate (CPA indicator E6)

Comparison group: Waste group

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	5.90		4	8.63	12.10	15.82
2003/04	14.72	↑	3	12.99	16.48	19.88
2004/05	14.41	↓	4	15.93	20.72	25.60
2005/06	19.03	↑	4	21.08	25.84	31.63
2006/07	18.56	↓	4	24.43	29.86	36.96

In 2006/07 the council recycled 18.56 percent of its waste. This achieved the 2006/07 target (originally set by DEFRA in 2005/06 that remained in place for 2006/07). [Note 11](#)

BV 84a Kg of household waste collected per head (CPA indicator E26)

Comparison group: Waste group

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	360.0		1	443.3	408.7	368.8
2003/04	313.3	↑	1	438.4	405.7	374.9
2004/05	334.5	↓	1	444.0	414.5	382.6

2005/06	389.5	↓	2	442.1	411.0	381.0
2006/07	411.0	↓	2	445.0	411.3	381.9

BV 91a Percentage of population served by a kerbside collection of recyclables (one recyclable)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	90.0		2	54.0	89.0	99.0
2003/04	91.3	↑	3	80.4	95.0	100.0
2004/05	87.3	↓	4	88.7	97.0	100.0
2005/06	90.8	↑	4	93.8	98.9	100.0
2006/07	95.2	↑	4	95.4	98.9	100.0

BV 91b Percentage of population served by kerbside collection of recyclables (two recyclables)

This indicator has not been included in the use of this profile to assess performance as it was introduced in 2005/06 and as a result there is not enough data to establish performance over a three year period.

Residents satisfaction with waste collection and disposal

The following indicators are based on the results of surveys of service users carried out in 2003/04 and 2006/07. 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. [Note 2](#)

BV 90a Satisfaction with waste collection (CPA indicator E8A)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2003/04	88		2	81	86	89
2006/07	87	↔	1	74	80	85

[Note 2](#)

BV 90b Satisfaction with recycling- adjusted for deprivation (CPA indicator E8B)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2003/04	73		3	68	74	79
2006/07	77	↔	2	71	75	80

[Note 6](#)[Note 2](#)

Context : BV 90b Satisfaction with recycling

Year	This Authority
2003/04	71
2006/07	75

[Note 2](#)

BV 63 Average SAP rating of LA dwellings (CPA indicator H11 / E24)

Comparison group: Single Tier and District Councils

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Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	57		3	53	58	62
2003/04	63	↑	2	57	61	65
2004/05	66	↑	2	60	65	68
2005/06	72	↑	1	63	67	69
2006/07	75	↑	1	65	68	72

BV 166a Environmental health best practice checklist (CPA indicator E27)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	23.0		4	59.7	75.6	89.0
2003/04	83.0	↑	2	70.0	83.0	90.0
2004/05	100.0	↑	1	79.1	90.0	97.0
2005/06	100.0	↑	1	85.0	93.3	100.0
2006/07	100.0	↑	1	90.0	100.0	100.0

Culture

The following indicators are based on the results of surveys of service users carried out in 2003/04 and 2006/07. 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.

BV 119a Satisfaction with sports and leisure facilities (CPA indicator C5)

Comparison group: All Authorities

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2003/04	44		4	49	54	60
2006/07	61	↑	2	54	58	63

Note 2

BV 119e Satisfaction with parks and open spaces (CPA indicator C9)

Comparison group: All Authorities

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2003/04	76		2	66	72	77
2006/07	82	↑	1	68	74	78

Note 2

BV 119c Satisfaction with museums and galleries (CPA indicator C7)

Comparison group: All Authorities

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2003/04	31		3	31	42	50
2006/07	44	↑	2	29	40	51

Note 2

BV 119d Satisfaction with theatre & concert halls (CPA indicator C8)

Comparison group: All Authorities

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2003/04	40		3	36	48	56
2006/07	30	↓	3	29	41	53

Note 2

Housing - community housing services

HIP Percentage of private sector homes vacant for six months or more - adjusted for deprivation (CPA indicator H18)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2003/04	0.09		1	1.19	0.67	0.17
2004/05	1.09	↓	3	1.16	0.65	0.23
2005/06	1.29	↓	4	1.14	0.64	0.21
2006/07	1.19	↑	4	1.08	0.59	0.22

Note 6

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

Year	This Authority
2003/04	0.40
2004/05	1.40
2005/06	1.60
2006/07	1.50

BV 183a Average length of stay in B&B accommodation (in weeks) (CPA indicator H14)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	1.00		1	9.00	4.20	1.00
2003/04	0.00	↑	1	9.11	5.00	1.21
2004/05	0.00	↑	1	5.00	3.00	1.00
2005/06	3.00	↓	3	4.24	2.96	1.00
2006/07	3.49	↓	3	4.00	2.40	1.00

BV 183b Average length of stay in hostel accommodation (in weeks) (CPA indicator H15)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	44		4	21	8	0
2003/04	47	↓	4	21	9	0
2004/05	53	↓	4	18	8	0
2005/06	59	↓	4	17	7	0
2006/07	52	↑	4	14	5	0

HSSA Hse1ba Percentage of homelessness acceptances that are repeat applications (HSSA e1b&a)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	6.0		3	10.0	4.0	1.0
2003/04	8.0	↓	3	8.0	3.0	1.0

2005	0.0	↑	1	5.0	2.0	0.0
2006	0.0	↑	1	4.5	1.9	0.5
2007	dnr	NC		4.0	1.0	0.0

Context : BV 174 Racial incidents recorded by the local authority per 100,000 population

Year	This Authority
2002/03	0.00
2003/04	2.56
2004/05	0.00
2005/06	0.05
2006/07	0.04

BV 175 Percentage of racial incidents reported to the council that resulted in further action (CPA indicator H19)

Comparison group: All Authorities

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03				90.00	100.00	100.00
2003/04	50.00	NC	4	57.14	100.00	100.00
2004/05	0.00	Q	4	99.80	100.00	100.00
2005/06	100.00	NC	1	100.00	100.00	100.00
2006/07	100.00	↑	1	100.00	100.00	100.00

Housing - management services

BV 184a Percentage of LA homes which were non decent (CPA indicator H1)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	29		2	54	40	25
2003/04	19	↑	1	53	36	21
2004/05	12	↑	1	48	33	21
2005/06	10	↑	1	46	30	15
2006/07	5	↑	1	41	27	13

BV 184b Percentage change in the proportion of non decent homes (CPA indicator H2)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	38.0		1	3.4	10.0	18.7
2003/04	20.2	↓	2	3.6	13.0	23.8
2004/05	21.2	↑	2	5.0	12.6	24.0
2005/06	20.0	↓	2	4.2	14.0	28.1
2006/07	48.0	↑	1	5.2	15.4	31.3

BV 184b is not included in the overall improvement analysis as it already measures percentage change.

Tenants Satisfaction

The following indicators are based on the results of surveys of service users carried out in 2003/04 and 2006/07. 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. [Note 2](#)

BV 74a Tenant satisfaction - overall service - adjusted for deprivation (CPA H12)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2006/07	89		2	82	86	90

[Note 2](#)[Note 6](#)

Context : BV 74a Tenant satisfaction - overall service

Year	This Authority
2003/04	
2006/07	86.00

[Note 2](#)

BV 75a Tenant satisfaction - opportunities for participation - adjusted for deprivation (CPA indicator H13)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2006/07	77		1	65	70	74

Note 2 Note 6

Context : BV 75a Tenant satisfaction - opportunities for participation

Comparison group: Single Tier and District Councils

Year	This Authority	Increasing / Decreasing	Quartile Position	Lowest 25%	Median	Highest 25%
2003/04				59.00	64.00	69.00
2006/07	75.00	NC	1	60.50	65.00	69.00

Note 2

BPSA e5 (Formerly BV72) Percentage of urgent repairs completed in time (CPA indicator H4)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	98		1	88	93	96
2003/04	100	↑	1	89	94	97
2004/05	99	↓	1	91	95	98
2005/06	100	↑	1	92	96	98
2006/07	97	↓	2	93	96	98

BPSA e3 (Formerly BV 73) Average time (days) taken to complete non-urgent repairs (CPA indicator H5)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	24		1	50	39	30
2003/04	23	↑	1	46	37	29
2004/05	34	↓	2	48	37	29
2005/06	29	↑	2	50	36	28
2006/07	23	↑	1	45	34	26

Although BV 212 was introduced as a best value performance indicator in 2005/06, the BPSA indicator is being used in this profile as there is not enough historical data collected so far for the calculation of the three year improvement analysis. (The three year improvement analysis requires four years data to calculate improvement between the years)

BV 66a Percentage of rent collected (CPA indicator H6)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	98.80		1	96.00	97.11	98.30
2003/04	98.39	↓	1	96.16	97.20	98.20
2004/05	97.22	↓	3	96.43	97.43	98.33
2005/06	99.82	↑	1	97.08	97.79	98.60
2006/07	99.00	↓	1	97.08	97.85	98.57

BPSA e3 (Formerly BV68) Average re-let time in days (CPA indicator H8)

Comparison group: Single Tier and District Councils

	This		Quartile			
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Year	Authority	Improving / Deteriorating	Position	Worst	Median	Best
2002/03	24		1	50	39	30
2003/04	23	↑	1	46	37	29
2004/05	34	↓	2	48	37	29
2005/06	29	↑	2	50	36	28
2006/07	23	↑	1	45	34	26

Context : BPSA e1 Average weekly management cost

Year	This Authority
2002/03	11.28
2003/04	11.74
2004/05	12.34
2005/06	13.40
2006/07	14.09

Note 7

BV 164 - Commission for racial equality's code of practice in rented housing (Yes or No)

Year	This Authority
2002/03	Yes
2003/04	No
2004/05	Yes
2005/06	Yes
2006/07	Yes

Note 9

Housing benefit & council tax benefit

BV 78a Housing benefit claims: Average time to process new claims (days)

Comparison group: Single Tier and District Councils

Year	This Authority	Improving / Deteriorating	Quartile Position	Worst	Median	Best
2002/03	44		3	54	43	33
2003/04	31	↑	1	50	40	32
2004/05	24	↑	1	45	35	29
2005/06	22	↑	1	39	32	26
2006/07	18	↑	1	34	29	25

Detailed notes

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	0.00	0.00	$0.00 - 0.00 = 0$	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 2003/04 and 2006/07. If the result is classified as improving or deteriorating a further calculation is applied to test whether that change is substantial.

The data collected via the user survey for Tenants and Planning 2006/07 used in this report is verified.

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
- 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. A technical document, setting out the approach to flagging substantial improvement, is available by emailing [The CPA Helpline](#) with the title Substantial improvement technical paper.

Note 4 Extent of improvement

The average extent of improvement for all councils is based on the basket of indicators included in the improvement report.

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.

	Poor or weak	Fair	Good	Excellent
Average	28	29	34	38
Confidence interval	3.1	2.5	2.4	3.1

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](#).

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:

Performance indicator	Gradient value
Percentage of private dwellings vacant for six months or more	.04
BVPI 9 Percentage of Council Tax collected	-.14
BVPI 74a Tenant Satisfaction with Landlord (All)	-.41
BVPI 75a Tenant Satisfaction with Participation - All	-.25
BVPI 90b Satisfaction with waste recycling	-.26
BVPI 89 Satisfaction with cleanliness	-.43

The adjusted performance indicator 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 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 below.

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: 21.50×92.748 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 [Area Cost Adjustment Factors](#) for 2005/06 are published by Communities and Local Government.

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 8 Tenant's Surveys

All councils with housing stock are required to undertake surveys of their tenants every three years. The mandatory surveys used in this report were carried out in 2003/04 and 2006/07.

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 2003/04 and Yes in 2006/07. A council will be identified as deteriorating if its result was Yes in 2003/04 and No in 2006/07. All other results will be identified as no change.

Councils with a result of Yes in 2006/07 will be assigned to the 2nd quartile.

Councils with a result of No in 2006/07 will be assigned to the worst quartile.

Note 10 Planning standards authorities

This council has not been identified as a planning standards authority in 2007/08.

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 2007/08 was based on performance in 2007/06.

Note 11 Recycling standards

Statutory targets for recycling and composting were set by DEFRA for local authorities in England for 2003/04 and 2005/06. For 2006/07 the targets originally set for 2005/06 remained in place. 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 have been taken from [Statutory Instrument 2005 No. 598](#)

Notes used within printed sections

The following notes have been added automatically to your printout as they are referred to in the sections you have printed.

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The targets used in this tool have been taken from [Statutory Instrument 2005 No. 598](#)