



REPORT TO EXECUTIVE

A10(a)

PORTFOLIO AREA: STRATEGY & PERFORMANCE

Date of Meeting: 18 February 2002

Public

Public/Private*

Key Decision: No

Recorded in Forward Plan: No

Inside Policy Framework

Title: National Comparison of Performance Indicators report – 2000/01

Report of: Town Clerk & Chief Executive

Report reference: TC1402

Summary:

This report details how the City Council's performance over a range of Best Value and Audit Commission national indicators for 2000/01 compared with a group of other similar authorities and the national upper and lower quartiles.

Recommendation:-

Members are asked to review Carlisle's performance for the range of indicators provided against the:

- a) Group of other similar authorities and;
- b) National upper and lower quartiles.

It is also recommended that Overview and Scrutiny Committees are asked to examine performance areas within the lower quartile and for appropriate officers to attend the meetings and explain both the position and relevant action plans for improvement.

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1. BACKGROUND INFORMATION AND OPTIONS

- 1.1 The Audit Commission has recently published a document detailing the performance of each authority in the country, against the Best Value and Audit Commission Performance Indicators for 2000/01.
- 1.2 This report compares Carlisle's performance over a range of the indicators with that of similar authorities and national quartiles for district councils.
- 1.3 In the comparative tables (see Appendix B) Carlisle is compared with other authorities that have been selected from the CIPFA Family and Historic Cities Groups. Authorities were selected that were considered to be the most similar to Carlisle in terms of a combination of population, facilities, resources, finance and economy.
- 1.4 Indicators where the authority is performing within the upper or lower quartiles are highlighted in the report. Explanations are provided for lower quartile performance with the charts in Appendix A. A summary of comparative performance within Leisure & Community Development is attached in Appendix C. A letter from the Treasury to the Audit Commission expressing the authority's concerns about one of the lower quartile indicators is included in Appendix D.

2. Performance Indicators

2.1 *Selecting indicators for comparison*

In 2000/01 there were over one hundred indicators or meaningful sub sets but not all were suitable for inter-authority comparison. For example, the fixed number of public buildings and conveniences and PIs that are not relevant to the authority, e.g. number of homeless people staying in bed and breakfast accommodation.

Consequently only a selection of indicators are analysed here. The full list of the authority's performance against the 2000-01 indicators, including comparative figures over the previous year and 2001-02 targets, has been submitted previously (TC111/01 refers).

2.2 *Analysing the indicators*

The charts in Appendix A concentrate upon indicators (listed below) where the authority has been categorised within the national upper or lower quartiles. The lower quartile or 25th percentile figure refers to the cut off point for the performance level of the bottom 25 per cent. For example, within an analysis of 200 authorities the lower quartile would be the level of performance that the 50th worst (or 150th best) authority achieved. The upper quartile or 75th percentile is the level of the top

25 per cent, which in the above example would be from the 50th best (or 150th worst) performance out of 200. Carlisle's performance can be measured most meaningfully against other authorities that operate in similar conditions and these are also included for comparison. These authorities and the quartiles are listed across the charts' horizontal axis. Where appropriate comments about the authority's performance are included below the charts.

- 2.3 It is important to note that the financial quartiles can be interpreted differently. For example, the Audit Commission has identified that the upper quartile for cost per service consists of the top 25 per cent of the highest spenders. This report focuses upon the highest quartile as being the least expensive. Neither method is entirely satisfactory because there is no indication of the quality, quantity or usage of the service provided for the amount.
- 2.4 The Audit Commission has tended to rank the highest amounts per indicator within the upper quartile. This is however inappropriate for a number of indicators, for example, rent arrears and crimes committed. In this instances the quartile categories in this report have been revised.
- 2.5 There are gaps for some indicators where authorities have either failed to supply the necessary information or do not provide the service specified. No figures have been recorded in these cases.
- 2.6 Tables showing all the indicators are in Appendix B. These are listed horizontally across the top of each page and are divided by service area. The BV & AC numbers at the top of each indicator have been allocated by the Audit Commission and DLTR. Similar authorities and quartile figures categories are included at the left hand side of the document. Carlisle is at the top of the list and is highlighted. The national percentiles are highlighted at the bottom of the page.
- 3. **Performance indicators within upper and lower quartiles**
- 3.1 The authority's performance that has been categorised nationally within upper and lower quartiles is included below. The indicators have been sub divided by portfolio and then service area. The appropriate Overview and Scrutiny Committee is shown in brackets. A graphical comparison with similar authorities and appropriate explanations are included in Appendix A for indicators where the authority is ranked in the lower quartile.

3.2 Upper Quartile (top 25%)

Infrastructure, Environment & Transport Portfolio (Infrastructure O&S)

Environmental Services

Composting

Household waste collected

Cost of cleaning land

Highways of high or acceptable standard

Cost for waste collection

Missed bins

Average time taken to remove fly tips

Satisfaction levels for street cleanliness

Satisfaction levels for waste collection

Planning

Planning cost per head of population

Departures from statutory plan

Planning applications dealt with in 8 weeks

Average time to deal with planning applications

Satisfaction levels with processing of planning applications

Cultural and recreational facilities

Residents satisfied with parks/open spaces

Health and Well-Being Portfolio (Community O & S)

Housing

Tenant satisfaction with opportunities for participation arrangements in management and decision-making

Repair jobs where appointments made

Cultural and recreational facilities

Residents satisfied with sports & leisure facilities

Community Activities Portfolio (Community O & S)

Cultural and recreational facilities

Residents satisfied with museums/galleries

Visits/usage to museum

Playgrounds and play areas provided

3.3 Lower Quartile (bottom 25%)

Strategy & Performance Portfolio (Corporate Resources O & S)

Corporate health

Satisfaction with the local authority

Finance & Resources Portfolio (Corporate Resources O & S)

Corporate health

Total net spending

Corporate Resources Portfolio (Corporate Resources O & S)

Corporate health

Days sick per staff member

% staff with disabilities

% staff from ethnic minorities

% turnout at local elections

Finance & Resources Portfolio (Corporate Resources O & S)

Treasury

Council tax collected

Non domestic rates collected

Cost per benefit claim

Satisfaction with benefit office: access facilities; service; telephone service; clarity of forms & leaflets and; time taken for a decision

Health & Well-Being Portfolio (Community O&S)

Housing

Tenant satisfaction with overall service provided by landlord

Rent collection

Arrears

Write offs

Average relet times

Rent loss from vacant dwellings

Environmental Services

Private unfit dwellings made fit/demolished

Food premises inspections that should have been carried out for high risk premises

Infrastructure, Environment & Transport (Infrastructure O & S)

Environmental Services

Population within 1 km of recycling facility or kerbside collection

Community Activities and Health & Well Being Portfolios (Community O & S)

Cultural and recreational facilities

Spend per head of population on cultural & recreational facilities and activities

Community Activities (Community O & S)

Community Safety

Burglaries

Violent crimes

4. Improving performance

- 4.1 The Audit Commission has stressed in a summary of national performance that 'where performance is below the best or deteriorating, authorities need to look carefully at the way they provide services and at what lessons they can learn from similar, more successful authorities'. Under Best Value it is important that the authority takes this approach in the different service areas.
- 4.2 Chief Officers have been asked to provide information for the Corporate Plan 2002/05 about performance. In the Plan the authority will need to address why the

level of performance is lower than forecast or compares poorly against national trends and what will be done to improve.

8. RECOMMENDATIONS

Members are asked to review Carlisle's performance for the range of indicators provided against the:

- a) Group of other similar authorities and;
- b) National upper and lower quartiles.

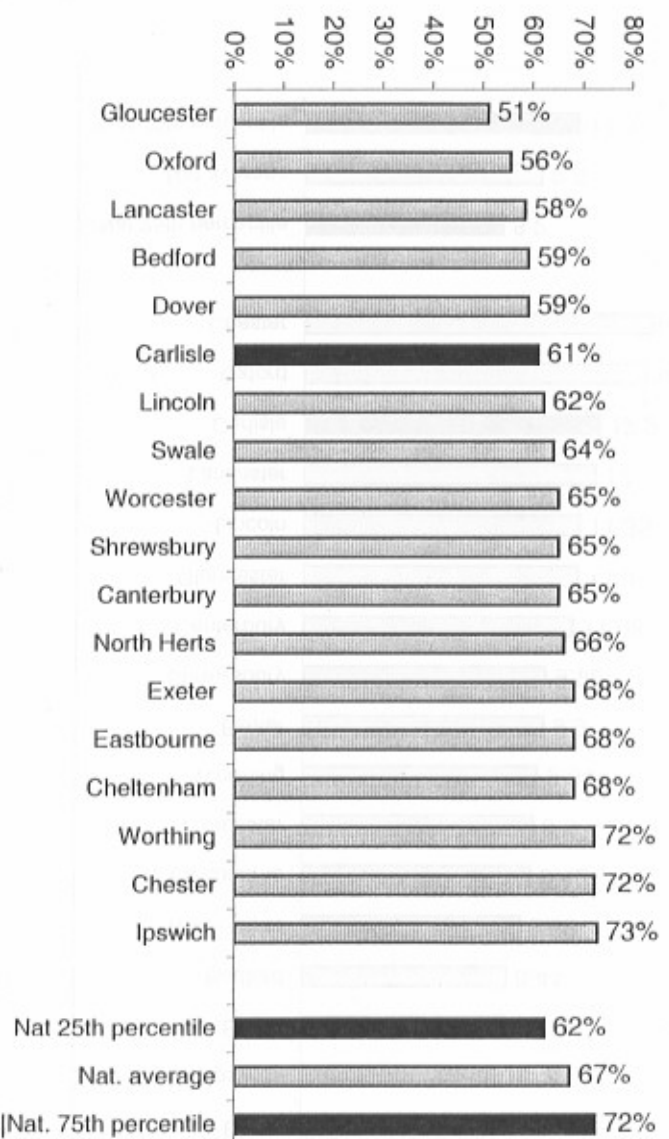
It is also recommended that Overview and Scrutiny Committees are asked to examine performance areas within the lower quartile and for appropriate officers to attend the meetings and explain both the position and relevant action plans for improvement.

APPENDIX A

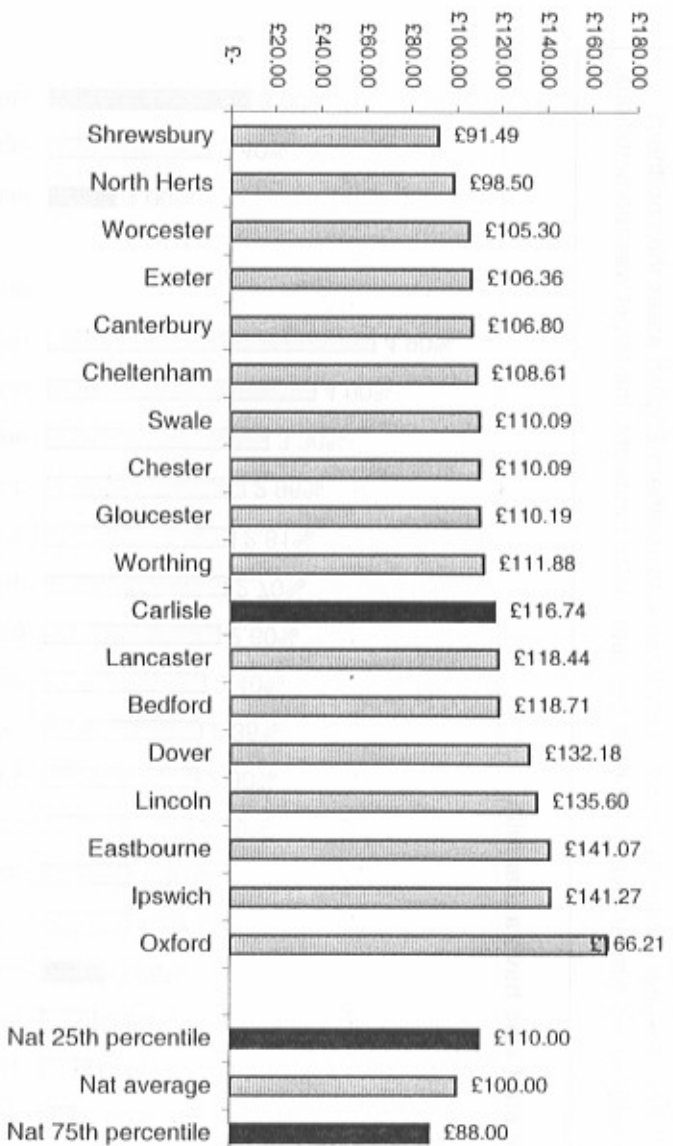
LOWER QUARTILE PIs

CORPORATE RESOURCES, STRATEGY & PERFORMANCE, FINANCE & RESOURCES(CORPORATE RESOURCES O & S)

BV3 % of residents satisfied with the Council



ACA4 Total net spending per resident

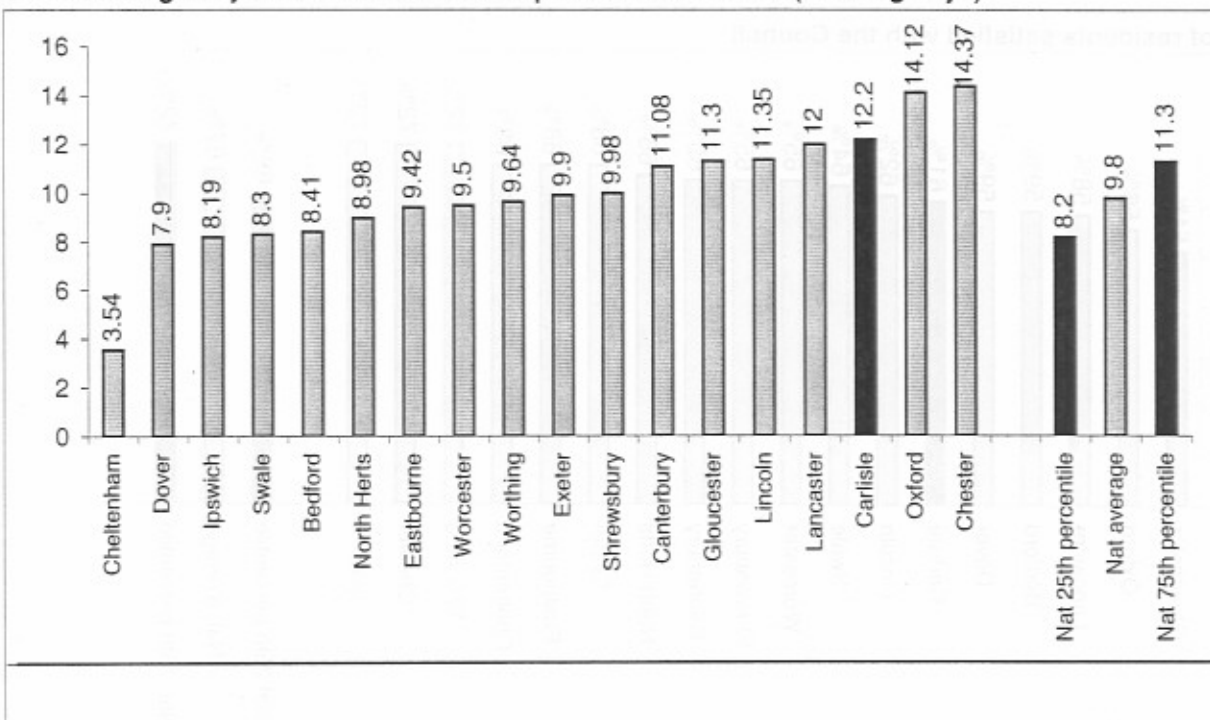


The authority is in the highest spenders per head of resident quartile yet is within the lower quartile for satisfaction.

PORTFOLIO: CORPORATE RESOURCES

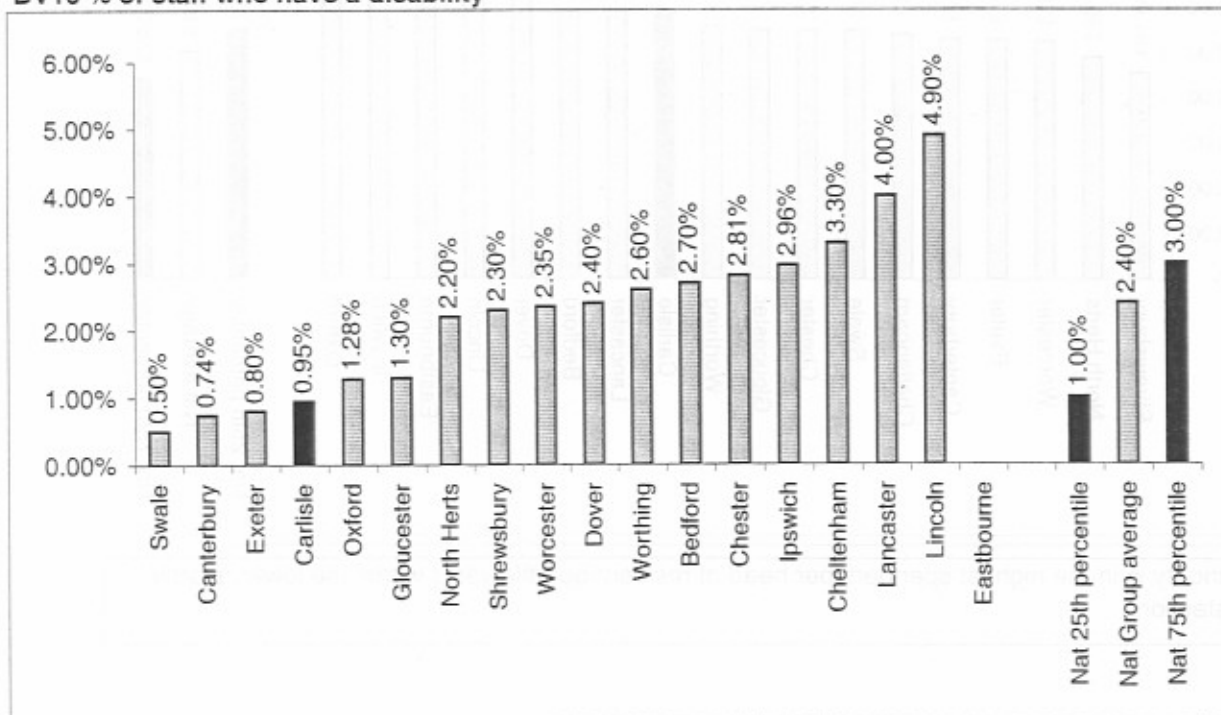
(CORPORATE RESOURCES O & S)

BV12 Average days of sickness absence per member of staff (working days)

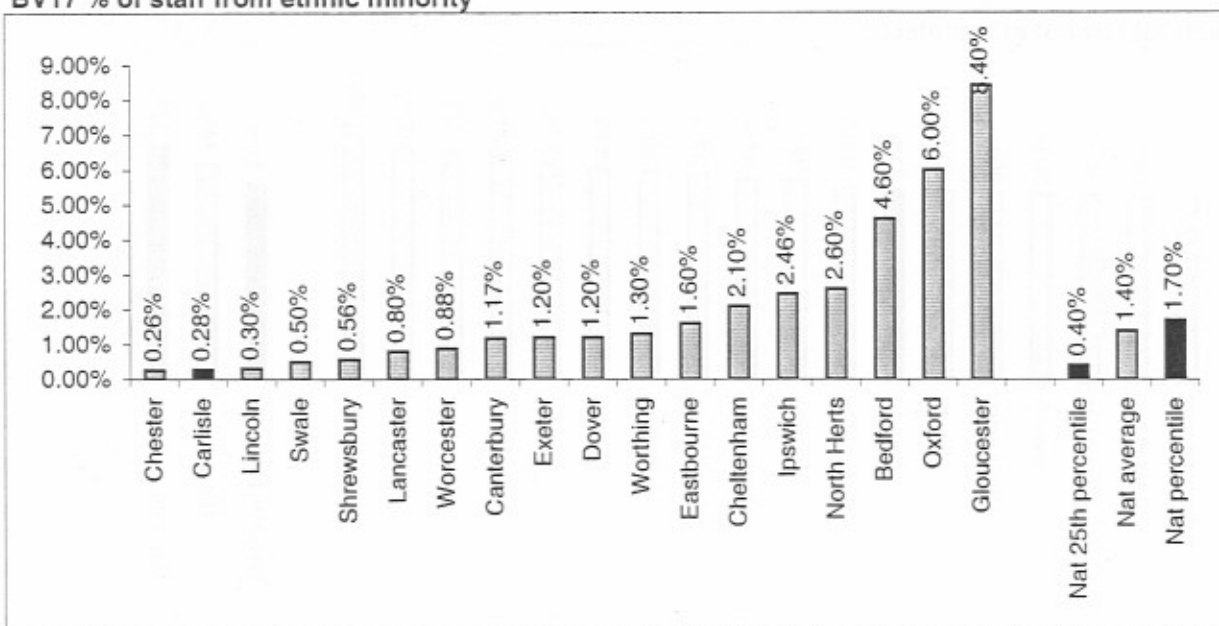


Similar explanation to that provided on quarterly BVPI report (TC 1502). The comparison with other authorities highlights the fact that the North West has always had poorer attendance levels than many other parts of Britain and it is noticeable that Lancaster, the only other authority in the north west (apart from Chester, which has more in common with southern English areas than northern manufacturing) is of a similar level of 12 days per year. With hindsight, the target was too ambitious.

BV16 % of staff who have a disability

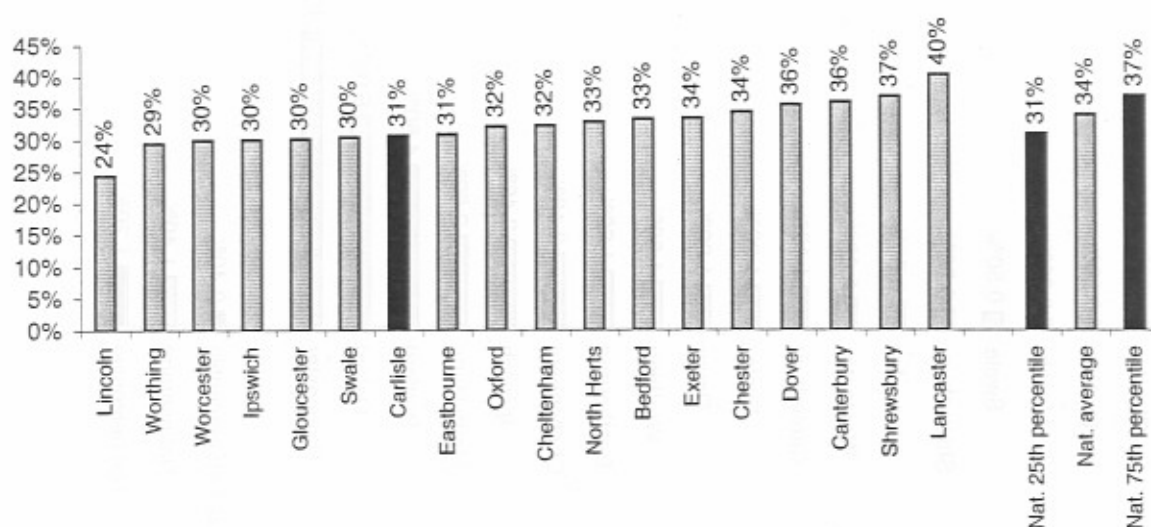


BV17 % of staff from ethnic minority



The percentage of people from ethnic minorities in the area is very low (0.47%); we received only 1.6% of applications from those declaring an ethnic minority background, and 1.24% were shortlisted. The indicator depends on individuals classifying themselves and there is past evidence to indicate that some do not.

BV6 Electoral turnout at last election



The election turnout in Carlisle in 2000 was 30.7%, just below the 25th national percentile of 31%.

The steps which can be taken locally to encourage greater electoral participation are limited by the resources available. Publicity campaigns using bus advertising have been undertaken in recent years and new electors are sent information on voting and registration. Posters and leaflets are circulated to secondary schools in the Council's area. Polling arrangements are also reviewed on an annual basis.

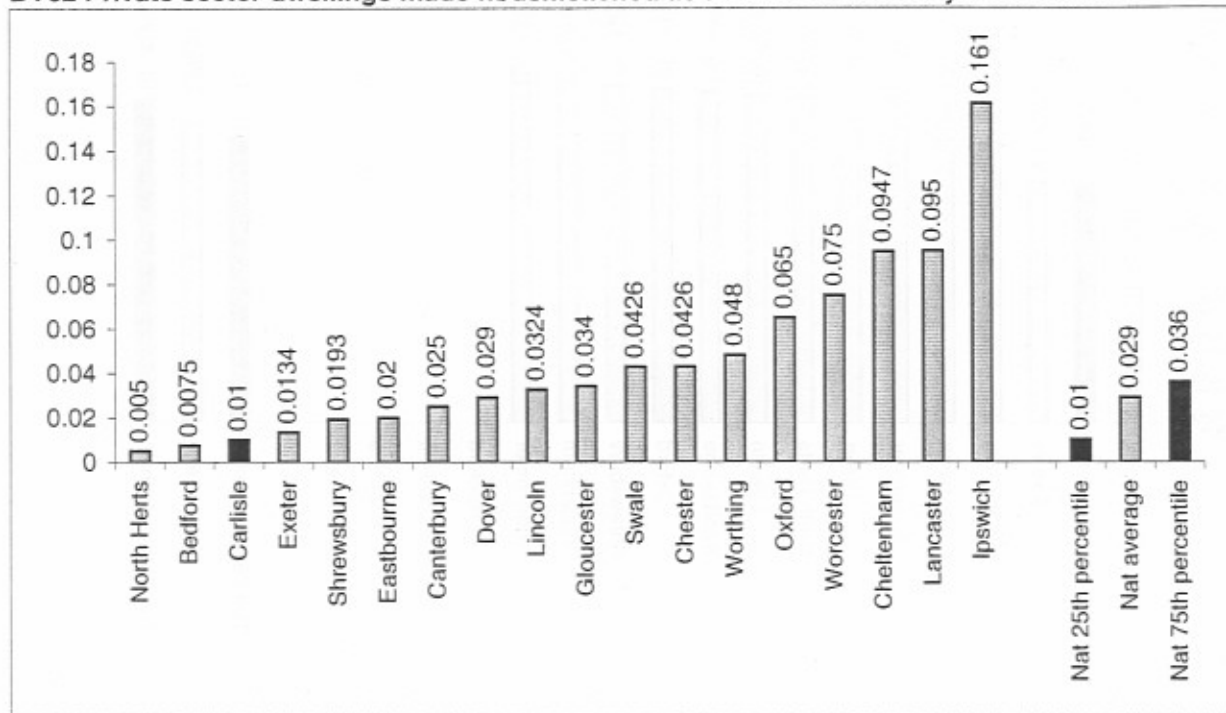
A number of pilot schemes, experimenting with alternative ways of voting in order to enhance turnout, were carried out at local government elections in May 2000. The most successful schemes were those which included an element of universal postal voting. Councils with elections in May 2002 were invited to apply to run further pilots but the City Council decided against participation.

Against a background of declining turnout nationally, however, the effectiveness of local action is likely to be limited. The DTLR propose deleting turnout as a national performance indicator because 'the Government is not of the opinion that it is sufficiently within local authority power to increase voting numbers palpably.' (DTLR Consultation on Best Value Performance Indicators 2002/03)

The Electoral Commission has a role to play in arresting the decline in turnout through its statutory responsibility for voter education. In its review of the 2001 General Election, the Commission signals its intention to examine the reasons for low turnout and, building on this research, to develop a clearly targeted programme of voter education. The Commission also believes that it is important to assess carefully whether there are ways in which voting might be made easier and more accessible, while recognising that changes in this regard will not provide a panacea for the problems of low turnout ('Election 2001 – The Official Results' Electoral Commission July 2001).

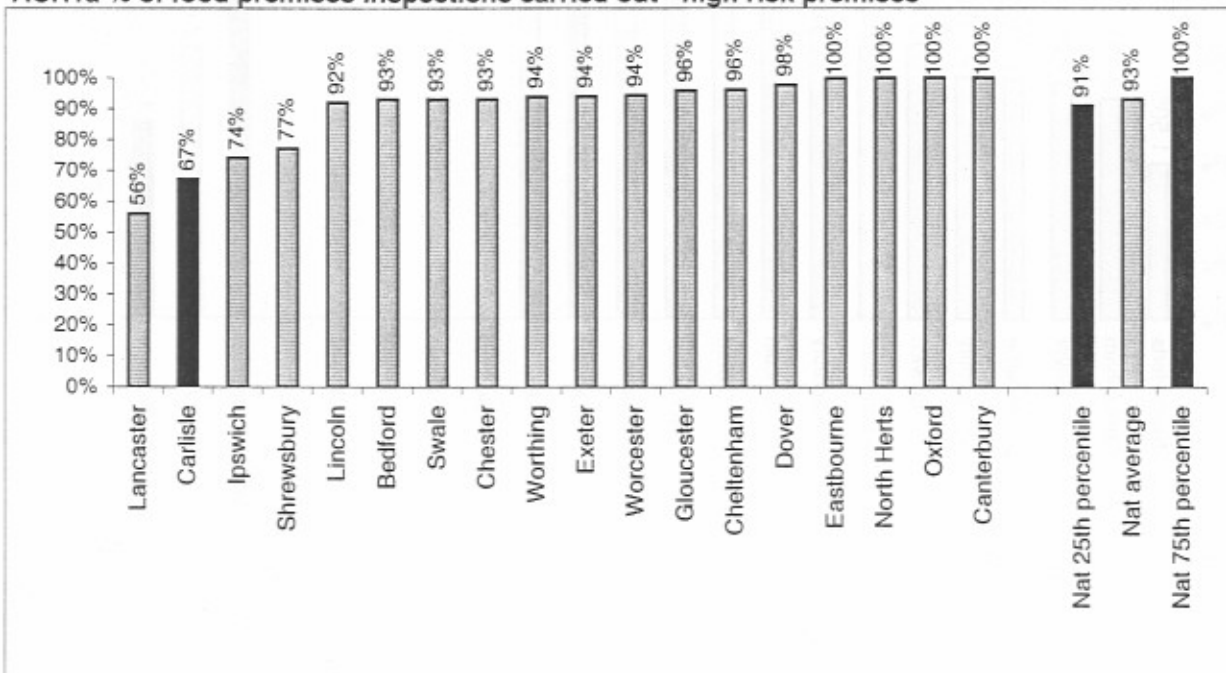
PORTFOLIO: HEALTH & WELL-BEING (COMMUNITY O&S)

BV62 Private sector dwellings made fit/demolished as a result of action by the Council



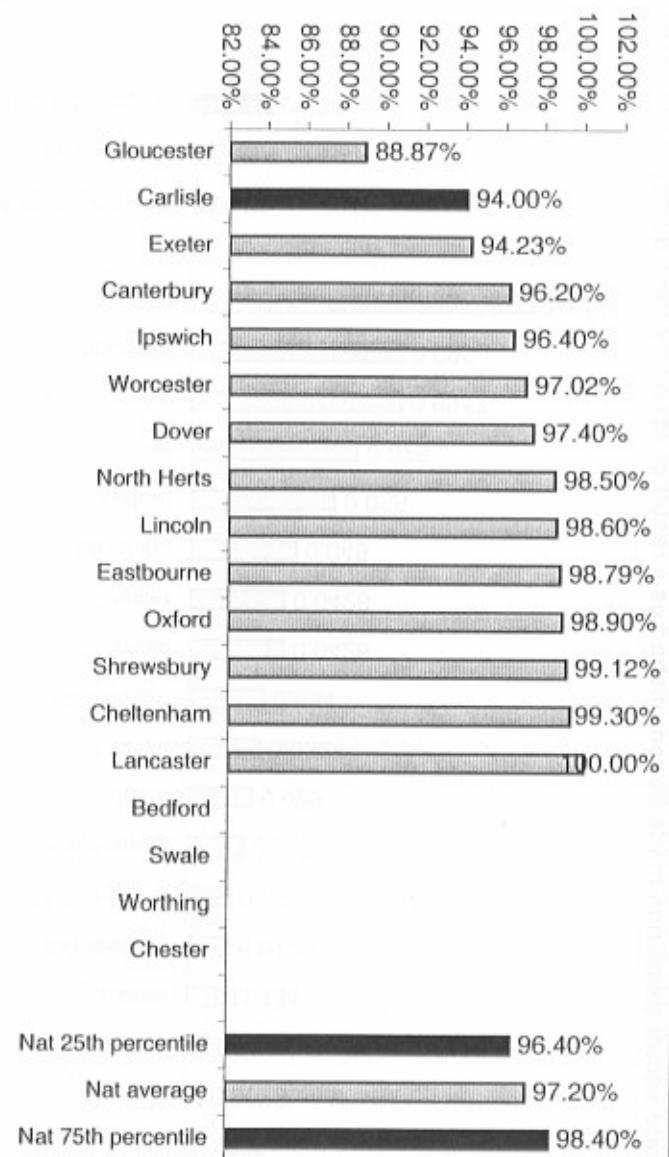
The figure was calculated from around 1,300 unfit properties based on what little information we hold. The current House Condition Survey will shortly provide us with more accurate figures for the number of unfit properties. It had been recommended to Members that the survey was undertaken at least 2 years ago but agreement could not be reached for funding.

ACH1a % of food premises inspections carried out - high risk premises

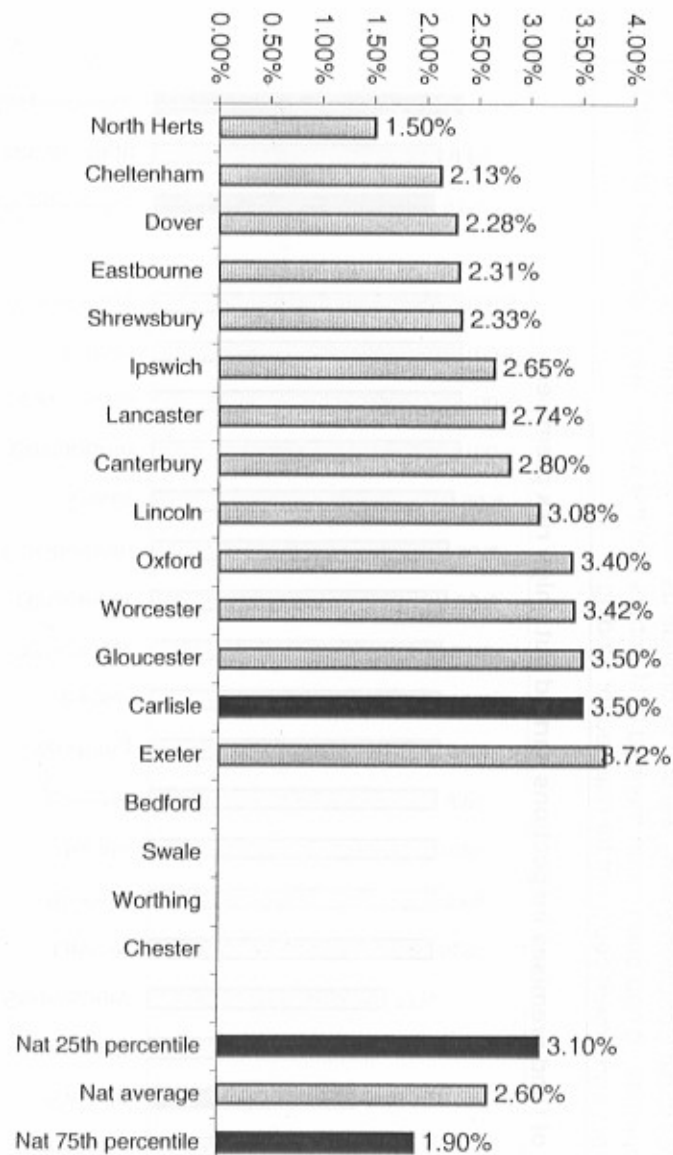


Performance is reasonable when the unit is fully staffed. In 2000/01 performance was adversely affected by being under staffed and this subsequently resulted in a drop in inspections. The number of inspections improved accordingly when the vacancies were filled.

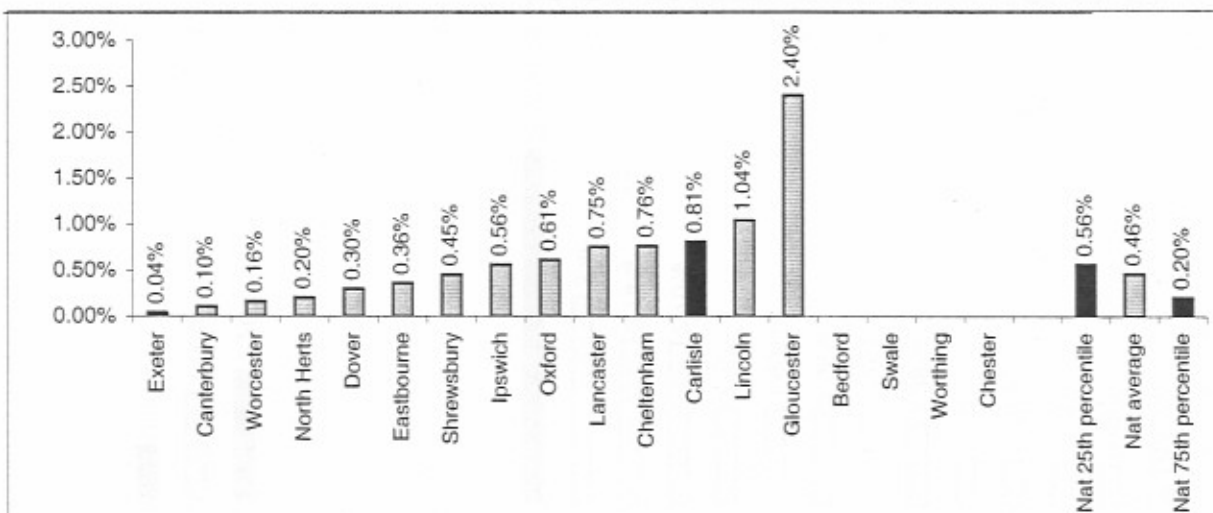
BV66a % of Council housing rents due which were collected



BV66b Rent arrears of current tenants as a % of rent roll

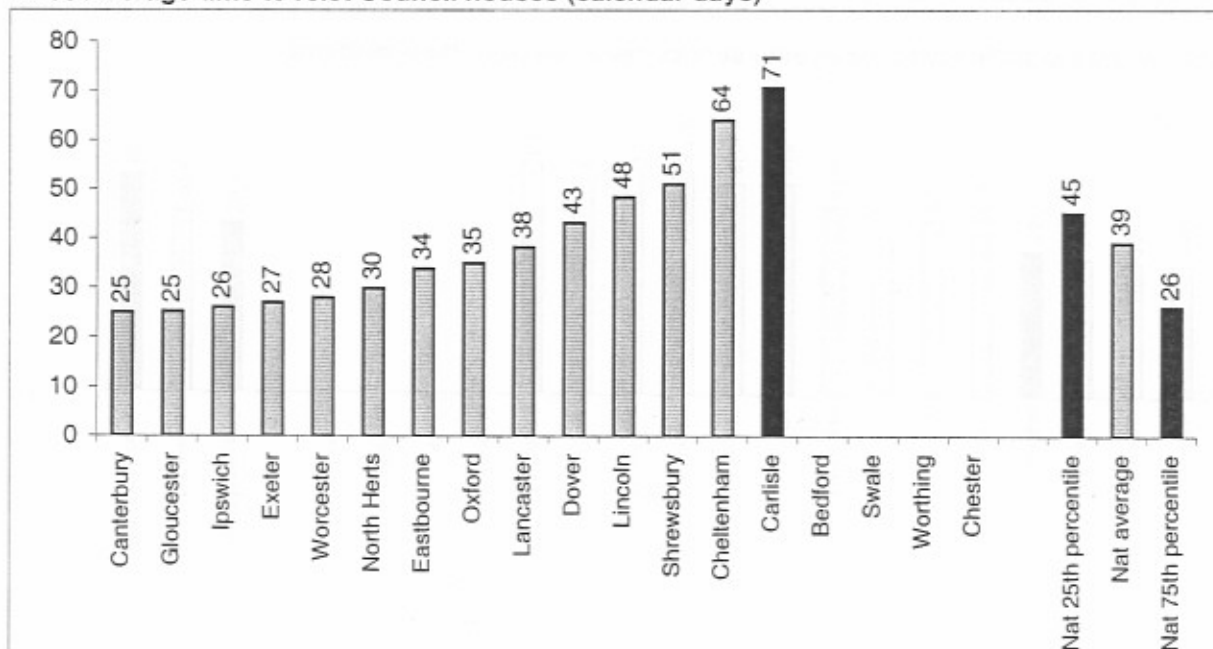


BV66c Rent written off as a % of rent roll



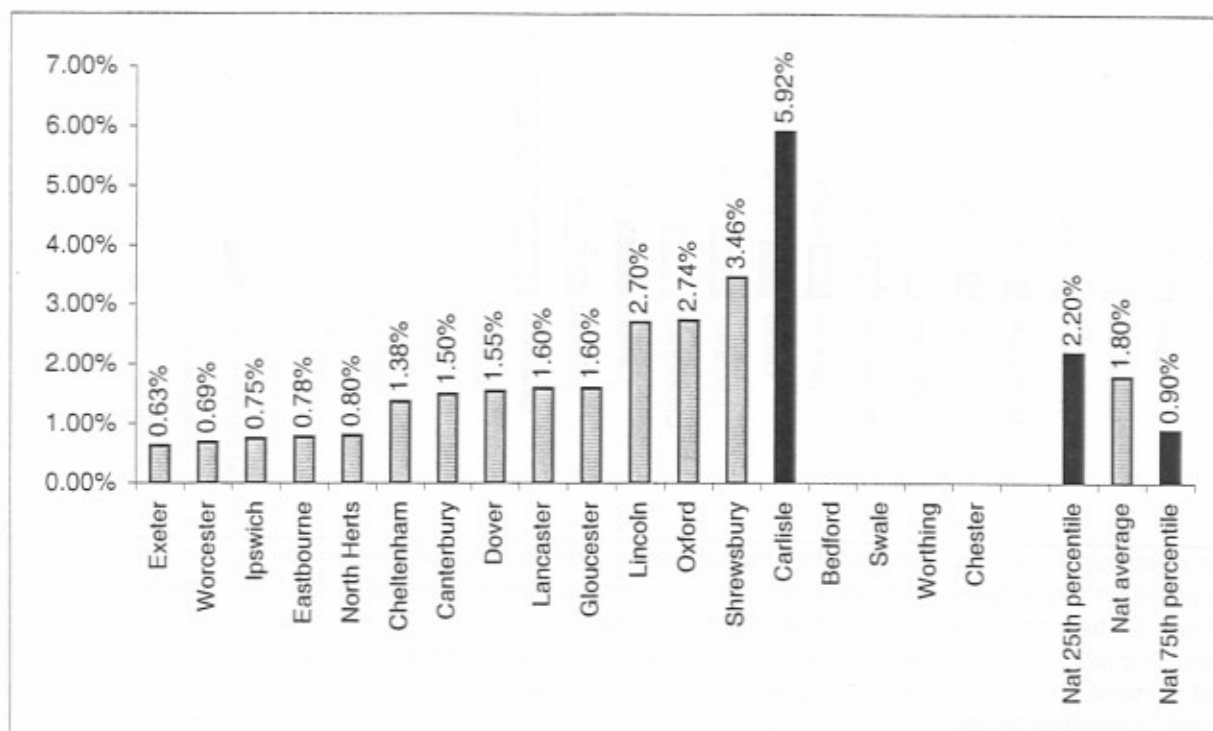
Best Value review of housing debt identified that decreasing demand for properties has had an adverse effect on rent arrears. Increasingly council property is viewed more as a short term solution and rent will not be high in the list of priorities for many tenants, especially those in financial difficulties. A council policy for rent arrears has been developed which aims in part to reduce arrears by providing more pre-tenancy counselling and information. An action plan will be submitted to the appropriate committee shortly.

BV68 Average time to relet Council houses (calendar days)



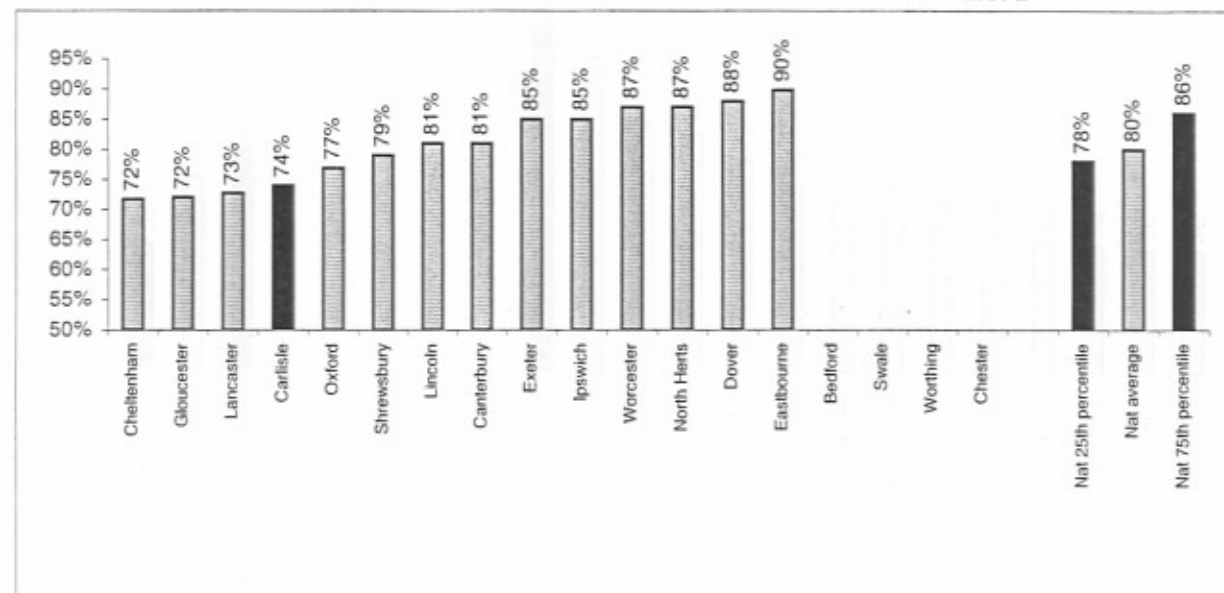
Low demand (or excess supply) problem has spread beyond Raffles and Botcherby and is now affecting other estates. In particular houses at Petteril Bank and Currock. In addition there is low demand for elderly persons flats in most areas and in letting to younger applicants we are trying to select suitable tenants who will fit in with existing residents which tends to elongate the letting process. The grading of voids before sending to Carlisle Works helps to target repairs resources towards properties which are in demand but the effect of this is that properties which are in low demand (category C) will stand empty which will increase void times overall. Also the turnover of voids remains high. As identified in the Housing Business Plan, the stock transfer is seen as the only option to tackle both stock condition and areas of low demand.

BV69 % of rent lost as a result of council houses being empty



Performance is a consequence of BV 68

BV74 % of tenants satisfied with the overall service received from their landlord

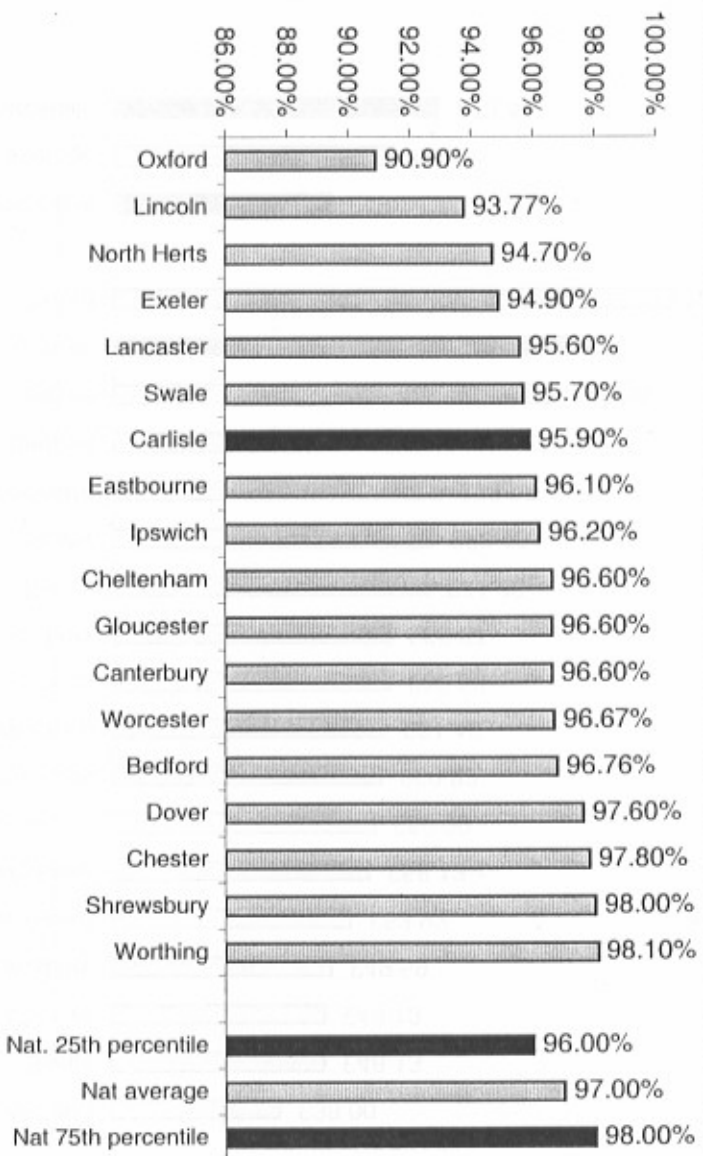


74% of tenants are satisfied with the City Council as a landlord. This does not compare favourably with 91% satisfaction in 1998. However, it is difficult to make direct comparisons because the categories for the responses are different in both surveys.

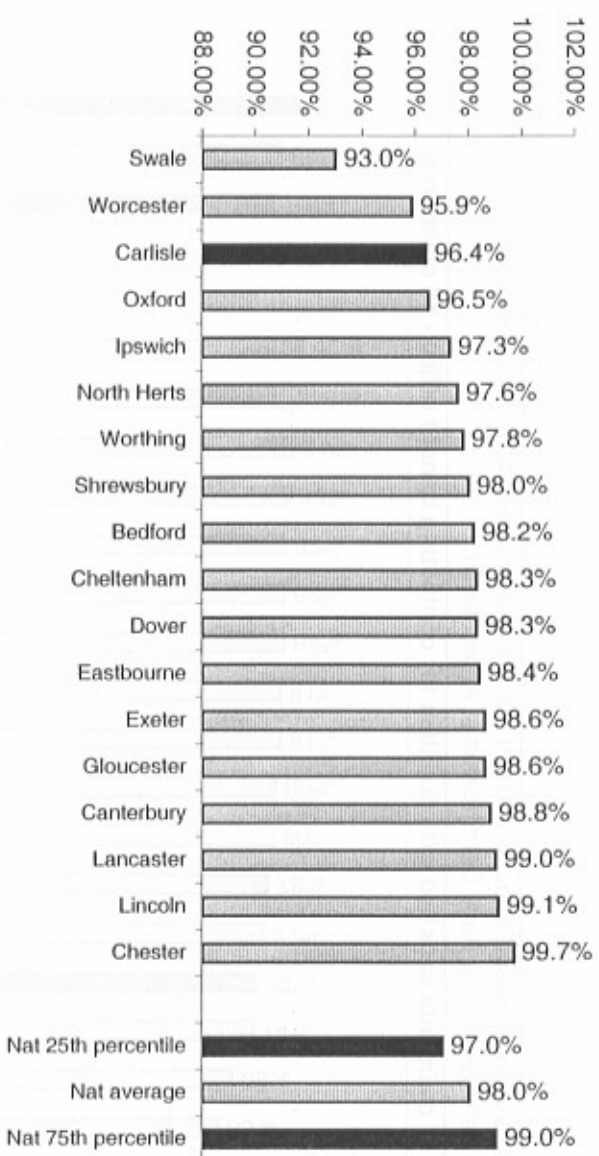
There is a category of 'neither satisfied nor dissatisfied' to which 16% of respondents completed. This category was not an option in the 1998 survey. If we were to assume that in 1998 these 16% opted for 'fairly satisfied' then satisfaction levels have remained roughly the same.

FINANCE & RESOURCES (CORPORATE RESOURCES O & S)

BV9 % of Council Tax collected

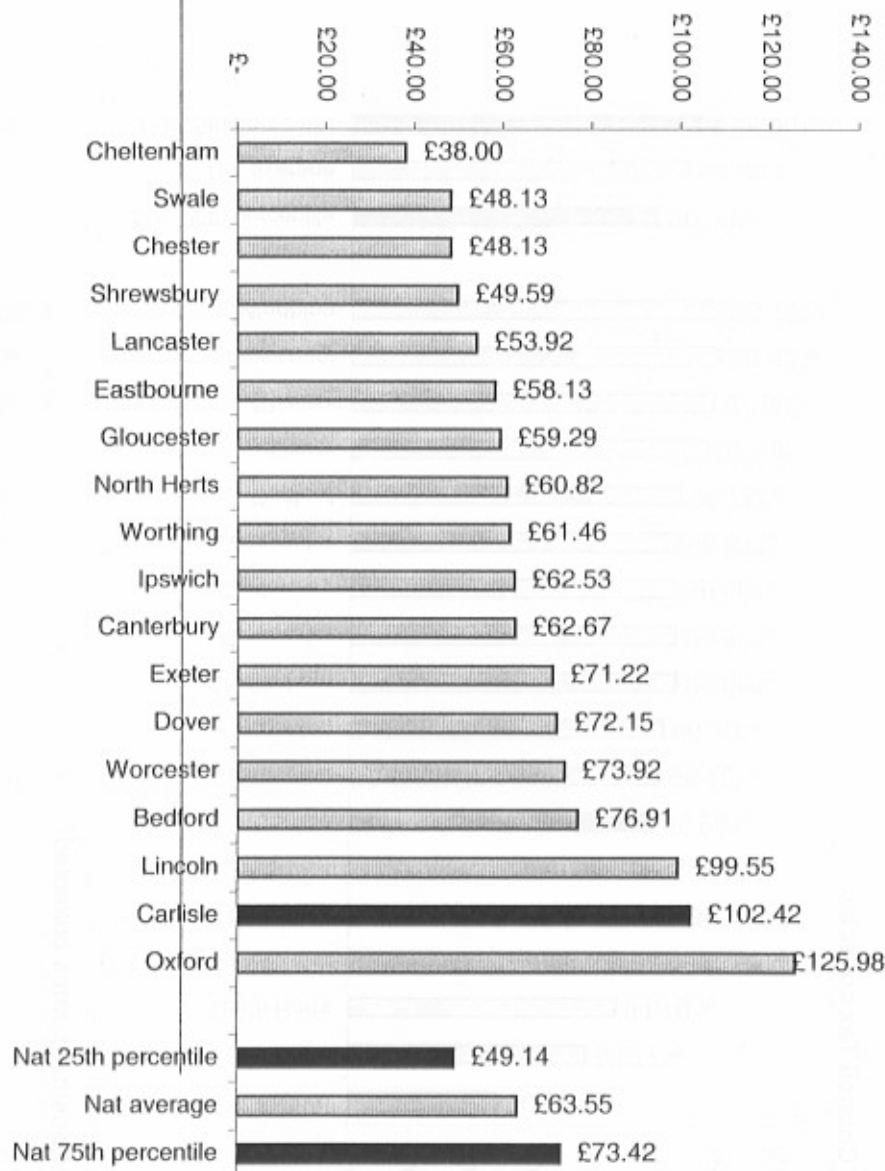


BV10 % of business rates collected



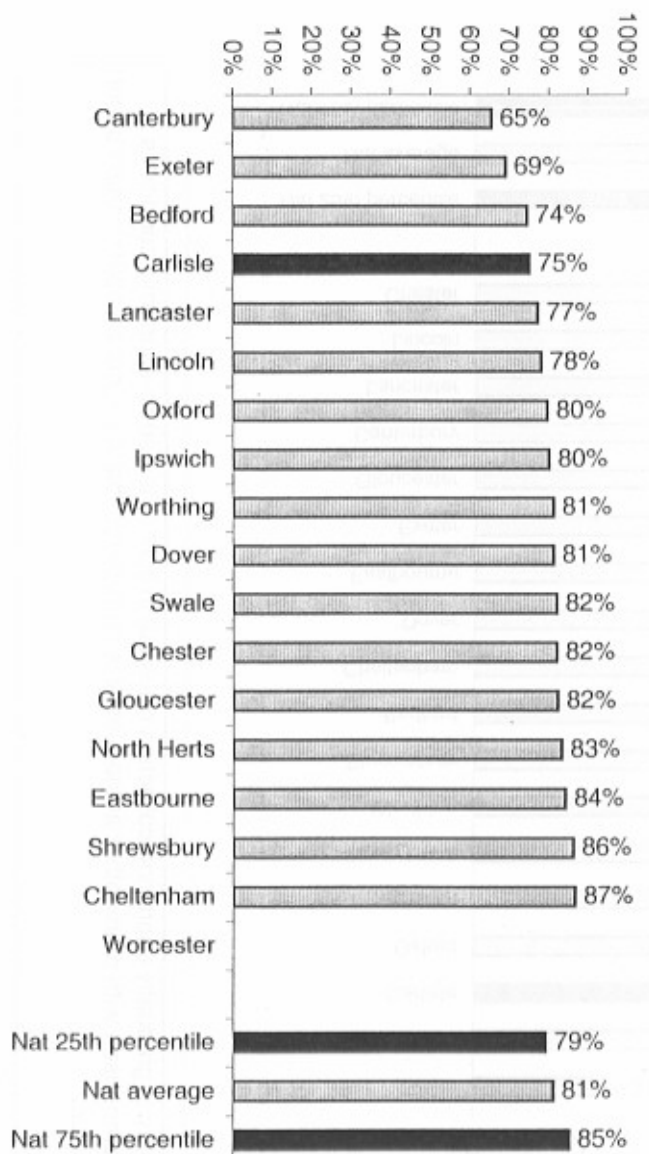
The authority is gradually improving collection rates but in light of the socio-economic conditions faced in comparison with many other authorities, it is considered that it will not be able to attain upper quartile status.

BV77 Average cost per claim

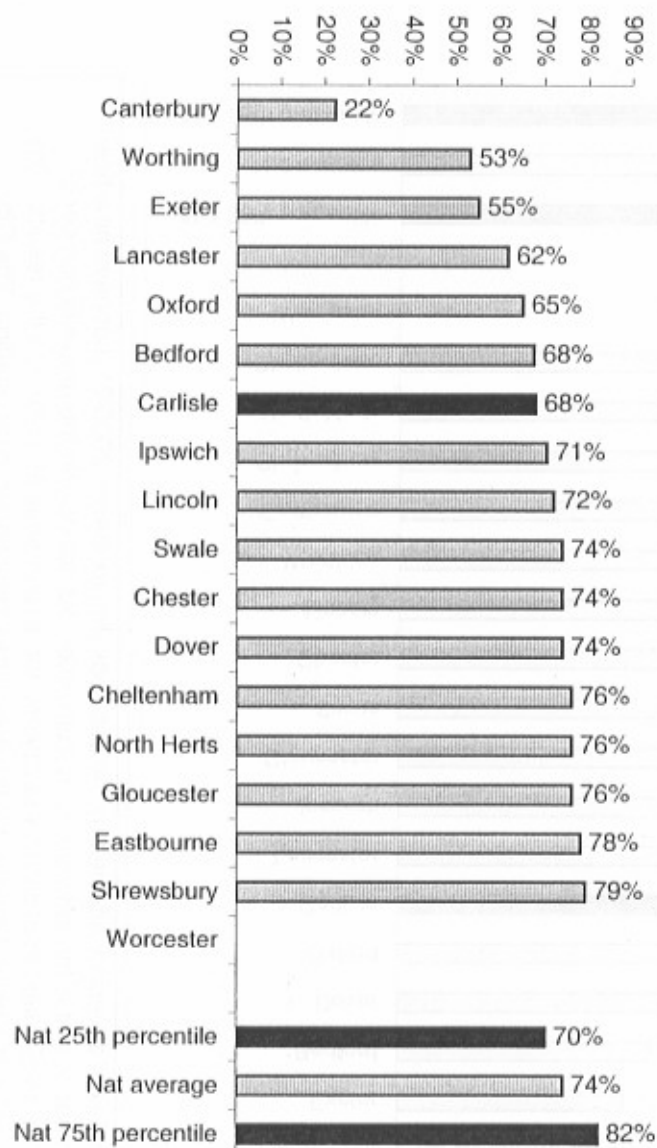


Concerns have been raised about the extent that many authorities have included recharges in the total amount (see letter to Audit Commission in Appendix D).

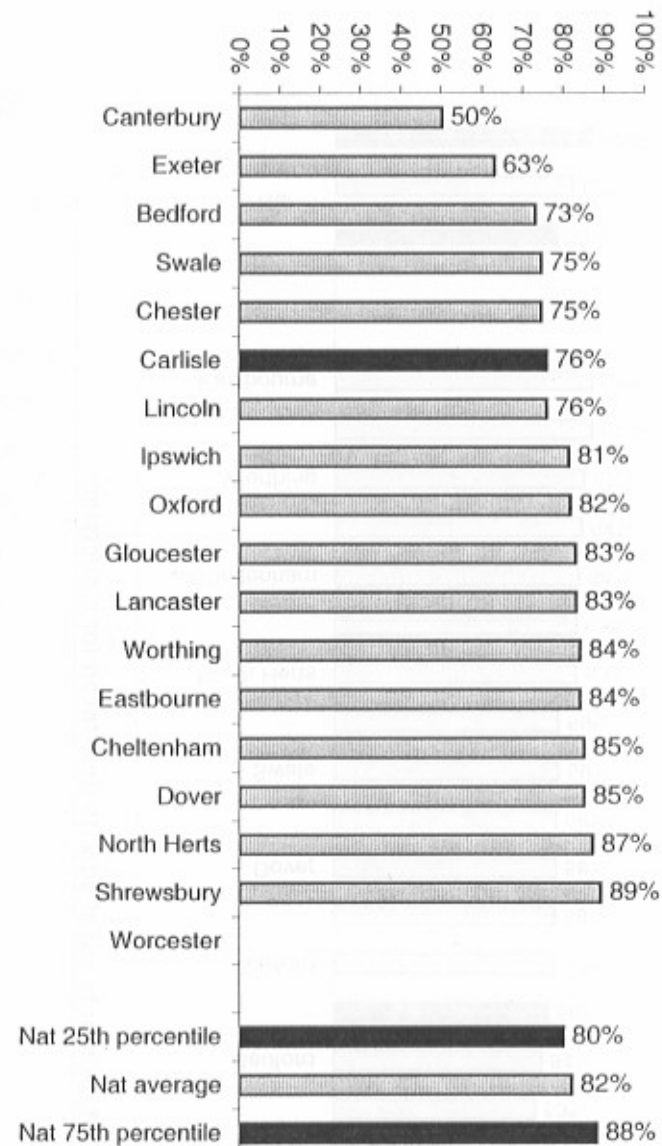
BV80 i % of claimants satisfied with facilities for contacting benefit office - all claimants



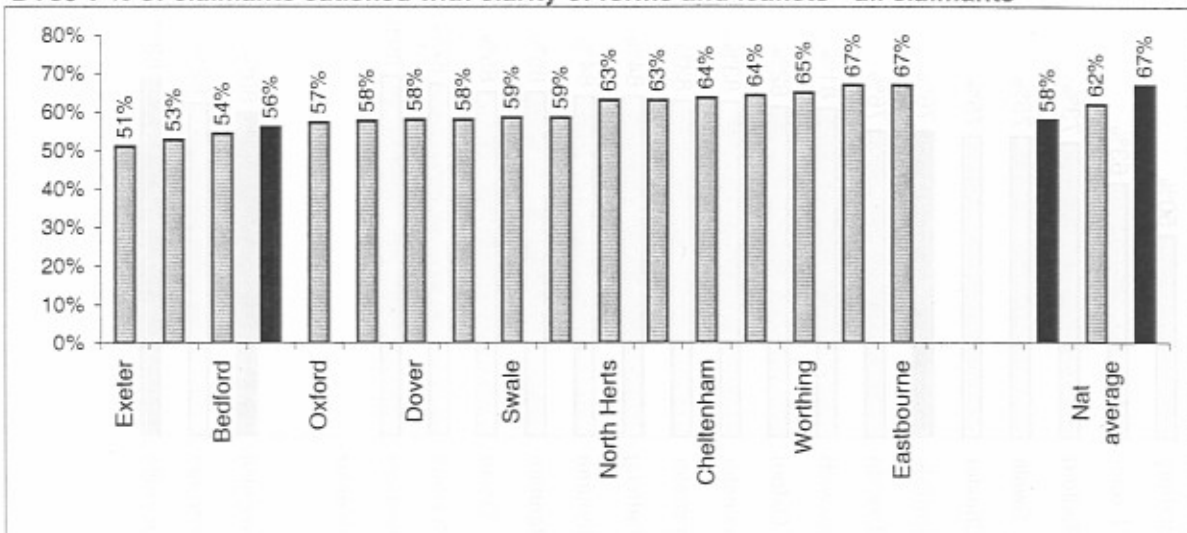
BV80 iii % of claimants satisfied with telephone service - all claimants



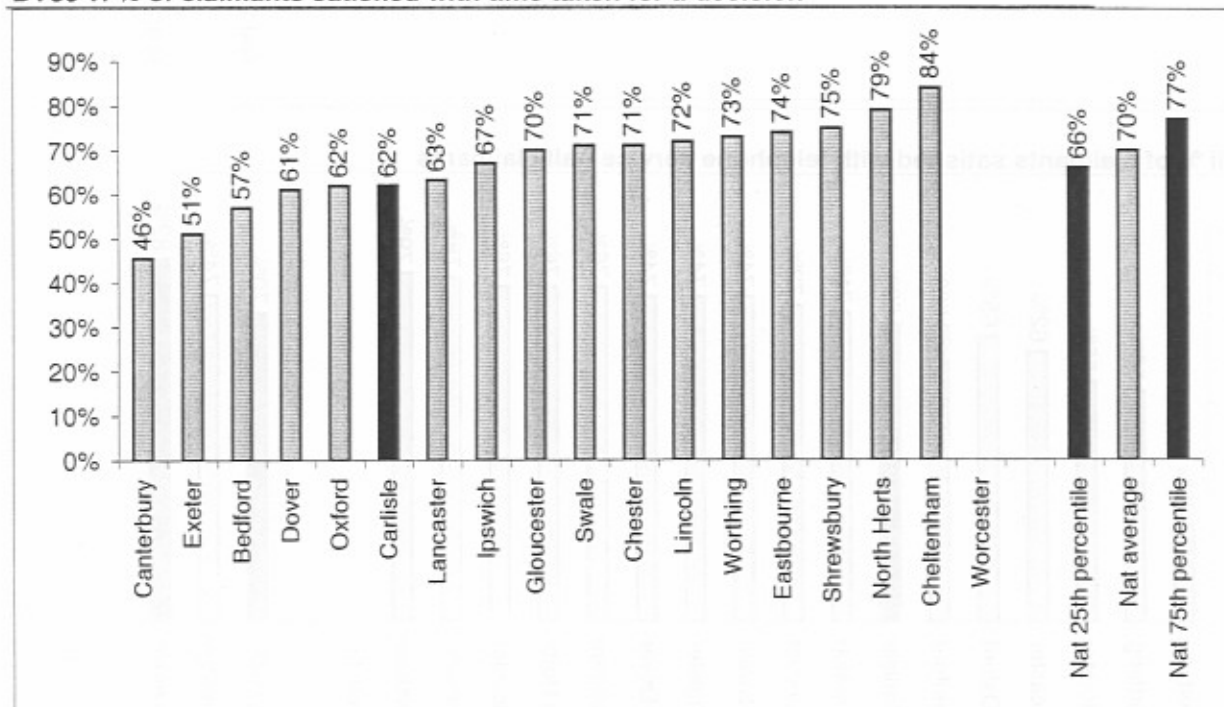
BV80 ii % of claimants satisfied with service in benefit office - all claimants



BV80 v % of claimants satisfied with clarity of forms and leaflets - all claimants



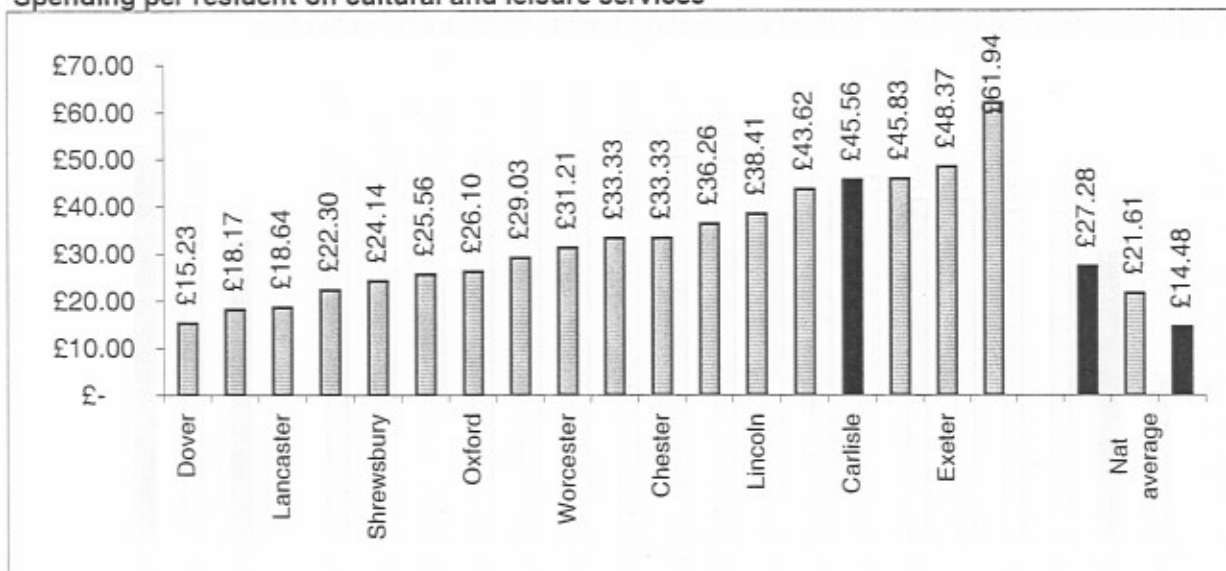
BV80 vi % of claimants satisfied with time taken for a decision



Performance was adversely affected by the backlogs that existed in 2000/01 that have now been cleared. In addition, it is thought that many authorities did not include the requisite number of categories for responses, thus giving less options for respondents and skewing the results. The authority is not in the bottom quartile for the area it has most control over, staffing. The City Treasury is to undertake a further survey shortly to establish current perceptions.

COMMUNITY ACTIVITIES/HEALTH & WELL-BEING/INFRASTRUCTURE (Community & Infrastructure O & S)

Spending per resident on cultural and leisure services



Low quartile is taken to refer to high spending.

The spend is calculated as the total net expenditure on the following services:

- Libraries (Not applicable to this authority)
- Museums & Galleries - Tullie House, Guildhall
- Archives & Records - Not applicable to this authority
- Art Activities & Facilities.
- Conservation of Historic Environment - Planning (Conservation)
- Conservation of Historic Environment – Other Conservation Projects
- Sports Facilities - Sands, Pools, Outdoor Areas, Play Areas
- Sports Development Services & Community Development -Community Centres, Play & Young People, Community Support, Sports Development

To reach the upper quartile for spend per head (£14.48) the City Council's expenditure on these services (£45.56) would need to be reduced by 68%. Within the comparative group no Authority's spending is within the upper quartile though there is a factor of 4 difference between the lowest (£15.23) and the highest spender (£61.94). Whether the low spending authorities provide the same range of services is unknown but the returns show that the lowest spending authorities have lower levels of satisfaction.

A recurring difficulty with these statistics is understanding why performance differs from an average based on the returns from disparate Local Authorities. The Director has written to all the authorities in the group seeking to clarify what services they provide, how their returns have been prepared and any comments they have on the PI's and the relevance to their services. This information should enable better judgements to be made about the options for improvement.

PORTFOLIO: INFRASTRUCTURE, ENVIRONMENT & TRANSPORT

(INFRASTRUCTURE O & S)

BV91 % of population living within 1km of a recycling facility or kerbside collection

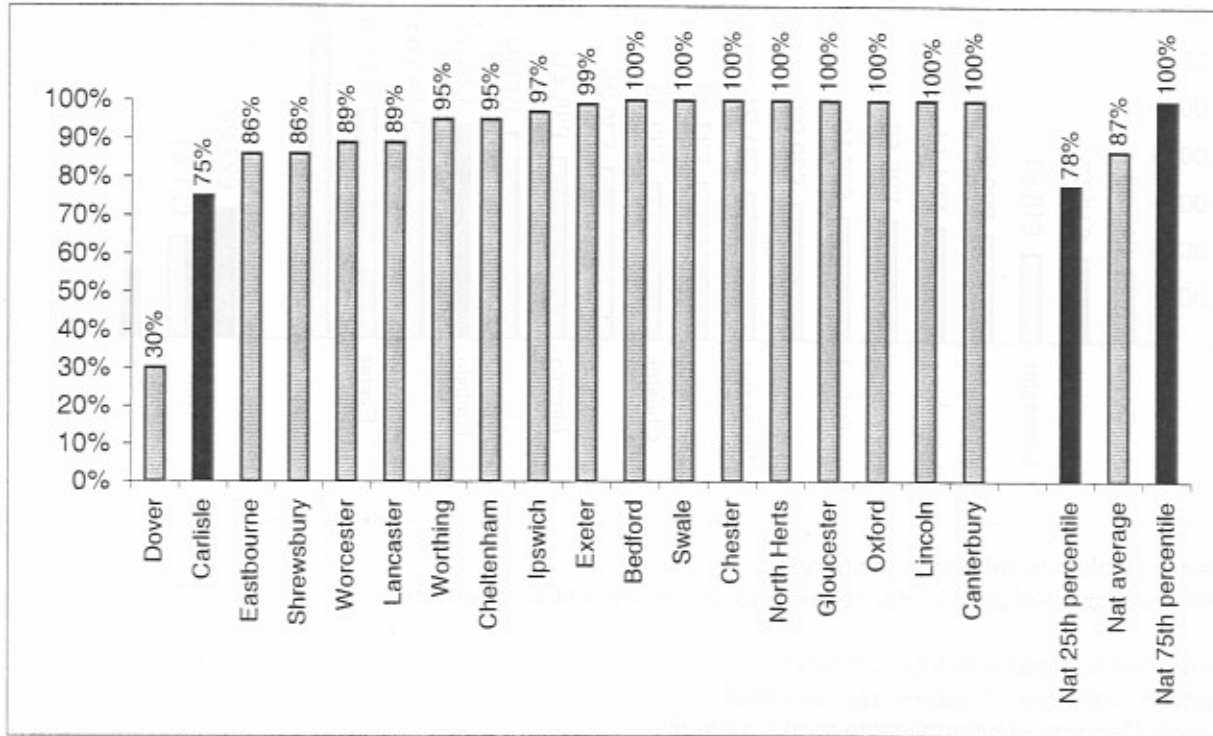
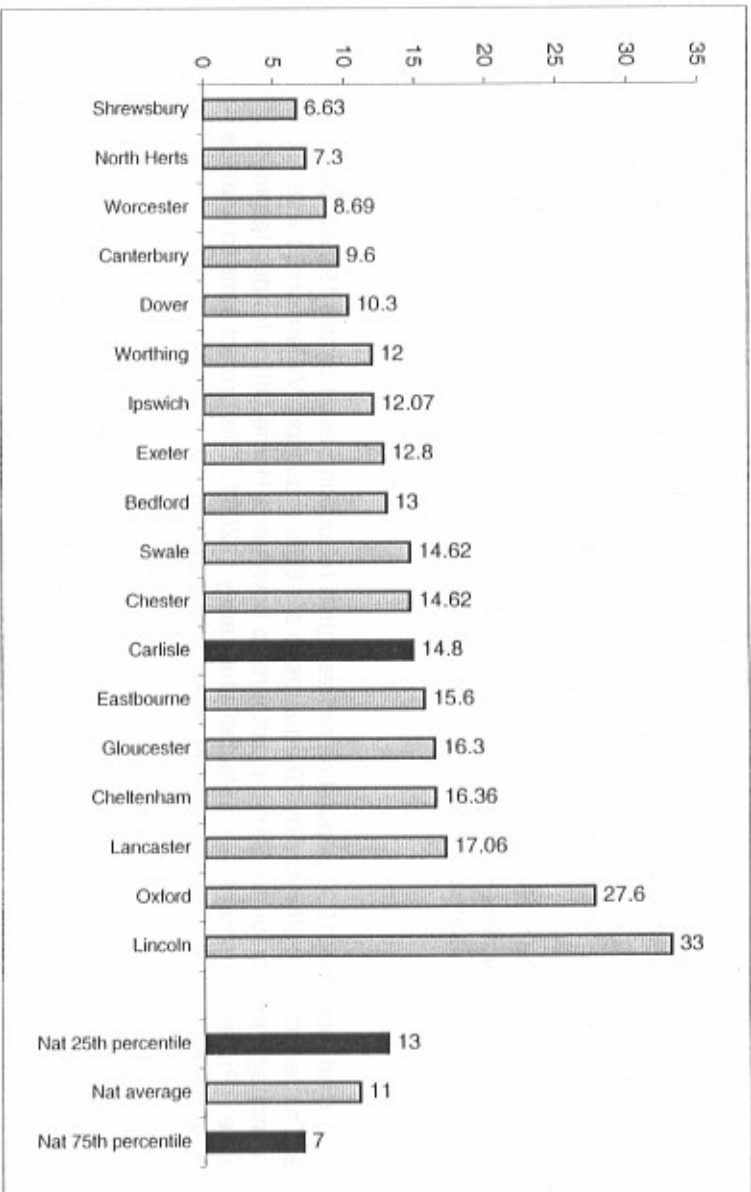


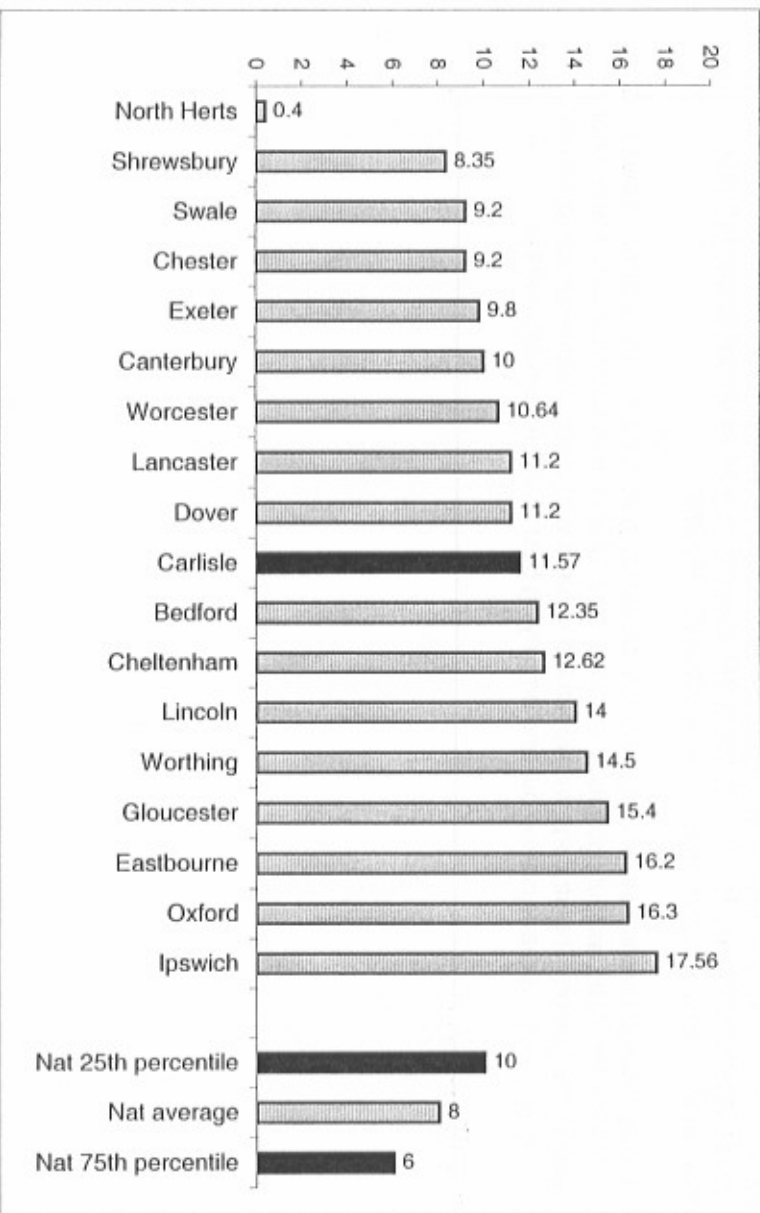
Figure based upon number of properties receiving the kerbside paper collection that is around 30,000. However the definition does allow for the inclusion of recycling centres and it is estimated that after analysis of the locations of recycling centres etc. the authority will subsequently be able to report approximately 90%.

COMMUNITY (COMMUNITY O&S)

BV126a Number of burglaries per 1,000 households



BV127a Number of violent crimes per 1,000 residents



Domestic Burglary

The rate is calculated as a rate per 1000 properties and shown as 14.8 incidents per 1000 (based on 46380 properties) or 687 recorded offences for the year Apr 2000 – Mar 2001. Although this represents a high rate when compared to national quartiles it is a significant reduction in Carlisle when compared to the 1999-2000 figure of 16.92 per 1000. This equates to a total reduction of 98 offences for the year or 12.5%. The strategy aim is to reduce this offence by 3% over three years.

In line with the strategic priority to reduce burglaries, a successful application was made to the Home Office Reducing Burglary Initiative (RBI) round 2 in August 2000. The initiative covered the Botcherby area and saw reductions in that area of almost 30% which was a major factor in the overall reduction district wide.

Violent Crime

This figure of 11.6 offences per 1000 population represents a reduction based on the 1999-2000 figure of 11.9. The reduction in offences by 20 equates to a 1.65% reduction. Violent crime was not identified as a strategic priority for the Carlisle partnership however a Home Office funded targeted policing initiative – Project Hammered – was established early in 2001. This project aims to analyse, map and reduce alcohol and drug related violent crime, particularly in public areas.

Audit and Strategy 2002-2005

Burglary and Violent Crime will occupy a high position within the 2002-05 strategy. The Crime and Disorder Reduction Partnership has highlighted 3 key themed areas to tackle over the next three years, namely:

Quality of Life, Violent Crime and Prolific Offending Behaviour.

This is based on evidence from an audit of crime and disorder in the district

Burglary will be tackled under the Prolific Offending Behaviour theme as evidence suggests that a large number of offences are committed by a small core of offenders.

The recent rises in violent crime have prompted this to be selected as a theme on its own. It covers offences such as ABH, GBH, assault, domestic violence, alcohol and drug related violence and other offences against the person. The strategy will work hand in hand with other initiatives such as Project Hammered using analysis already carried out and employing best practice from other areas.

APPENDIX B

NATIONAL PI DATA

APPENDIX B - Comparison of National PI 2011

BVPI Reference	1	2	3	4	5a	5b	6	7	8	9	10	11	12
CORPORATE HEALTH													
	LA 21	CRE level	Satisfaction with the local authority	Satisfied with complaint handling	Ombudsman - maladministration cases	Ombudsman - local settlement cases	Election turnout - last election if not in 2000/01	Return of Form As	Invoices paid on time	Council Tax collected	NNDR collected	Senior women	Days sick per member of staff
	Yes/No	Number (1-5) or 0	% very/fairly satisfied	% very/fairly satisfied	Number	Number	%	%	%	%	%	%	Days/full time equiv. employee
Carlisle	Yes	0	61.0%	42.0%	0	2	30.7%	98.0%	90.0%	95.9%	96.4%	14.3%	12.20
Worcester	Yes	1	65.0%	44.8%	0	0	29.9%	98.1%	88.1%	96.7%	95.9%	6.3%	9.50
Bedford	Yes	2	59.0%	39.0%	0	1	33.3%	96.8%	94.2%	96.8%	98.2%	5.6%	8.41
Shrewsbury and Atcham	No	1	65.0%	47.0%	0	1	36.9%	90.8%		98.0%	98.0%	16.0%	9.98
Swale	Yes	1	64.0%	28.0%	0	2	30.4%	97.6%	90.1%	95.7%	93.0%	16.0%	8.30
Exeter	Yes	1	68.0%	47.0%	0	1	33.5%	99.6%	85.6%	94.9%	98.6%	30.0%	9.90
Worthing	Yes	0	72.0%	46.0%	0	3	29.4%	97.2%	97.5%	98.1%	97.8%	9.5%	9.64
Eastbourne	No	0	68.0%	46.0%	0	1	30.9%	93.0%	87.0%	96.1%	98.4%	25.0%	9.42
Chester	Yes	1	72.0%	42.0%	0	3	34.43%	89.97%	80.52%	97.8%	99.7%	7.14%	14.37
Lancaster	Yes	0	58.4%	33.5%	0	4	40.4%	98.5%	95.0%	95.6%	99.0%	14.1%	12.00
Cheltenham	Yes	1	68.0%	49.6%	0	2	32.3%	96.3%	74.0%	96.6%	98.3%	14.0%	3.54
Ipswich	Yes	1	72.6%	43.3%	0	0	30.0%	99.7%	86.0%	96.2%	97.3%	18.0%	8.19
Dover	Yes	1	59.0%	40.0%	0	0	35.6%	97.6%	98.0%	97.6%	98.3%	16.37%	7.90
North Herts	No	1	66%	36%	0	0	32.90%	97%	83%	94.70%	97.60%	13.30%	8.98
Gloucester	Yes	4	51.0%	38.0%	0	3	30.2%	99.2%	89.9%	96.6%	98.6%	18.2%	11.30
Oxford	Yes	1	55.6%	37.5%	0	1	32.1%	98.0%	89.0%	90.9%	96.5%	31.0%	14.12
Lincoln	No	0	62.1%	39.0%	0	4	24.36%	96.65%	93.70%	93.77%	99.10%	0.00%	11.35
Canterbury	Yes	2	65.0%	36.0%	0	0	36.0%	94.0%	81.0%	96.6%	98.8%	36.4%	11.08

National average	0.6	67%	41%				34%	97%	88%	97%	98%	20%	9.8
75th national percentile	1	72%	45%				37%	99%	94%	98%	99%	27%	8.2
25th national percentile	0	62%	38%				31%	96%	84%	96%	97%	13%	11.3

APPENDIX B - Comparison of National PI 2000/1

BVPI Reference	13	14	15	16	17	A1a (A2a)	A1b (a2b)	A2a new	A2b new	A3 new	A4 (Q1)		62
													HOUSING
	Voluntary leavers / staff	Early retirements / staff	Ill health retirements / staff	Staff with disabilities	Staff from ethnic minorities	The authority's buildings open to the public	The number of such buildings in which all public areas are suitable for and accessible to disabled persons.	No. racial incidents recorded by the authority	Racial incidents resulting in further action	Domestic violence refuge places	Total net spending		Private unfit dwellings made fit/demolished
	%	%	%	%	%	Number	Number	No. per 100,000 pop	%	No. per 10,000	£/capita		%
Carlisle	11.1%	0.3%	0.6%	1.0%	0.3%	37	10	0.00	0.0%		£ 116.74		1.0%
Worcester	11.2%	0.7%	0.6%	2.4%	0.9%	30	3	9.38	100.0%	0.52	£ 105.30		7.5%
Bedford	12.0%	0.9%	0.0%	2.7%	4.6%	38	13	0.00	0.0%	10.00	£ 118.71		0.8%
Shrewsbury and Atcham	4.3%	0.7%	0.2%	2.3%	0.6%	28	0	66.00	100.0%	0.00	£ 91.49		1.9%
Swale	8.6%	0.0%	0.8%	0.5%	0.5%	25	6	0.00	0.0%	0.12	£ 110.09		4.26%
Exeter	10.8%	0.4%	0.4%	0.8%	1.2%	48	1	8.01	100.0%	0.02	£ 106.36		1.3%
Worthing	12.0%	0.1%	0.7%	2.6%	1.3%	24	2			0.00	£ 111.88		4.8%
Eastbourne	12.8%	0.2%	1.1%		1.6%	36	6			0.88	£ 141.07		2.0%
Chester	7.29%	0.13%	0.38%	2.81%	0.26%	25	6	0.00	0.0%	0.12	£ 110.09		4.26%
Lancaster	8.5%	0.4%	0.8%	4.0%	0.8%	25	18	34.00	94.0%	0.00	£ 118.44		9.5%
Cheltenham	14.4%	0.0%	0.6%	3.3%	2.1%	18	13	0.00	0.0%	0.75	£ 108.61		9.5%
Ipswich	9.2%	0.4%	0.8%	3.0%	2.5%	42	3	8.80	130.0%	1.32	£ 141.27		16.1%
Dover	6.74%	0.8%	0.0%	2.4%	1.2%	13	9	2.76	66.66%	0.55	£ 132.18		2.9%
North Herts	14.40%	1.30%	0%	2.20%	2.60%	27	10			0.64	£ 98.50		0.50%
Gloucester	13.5%	0.5%	0.2%	1.3%	8.4%	20	20			1.18	£ 110.19		3.4%
Oxford	14.2%	0.3%	0.5%	1.3%	6.0%	82	5	14.90	86.4%	2.03	166.21		6.5%
Lincoln	13.50%	0.00%	0.80%	4.90%	0.30%	29	5	0.00	0.0%	0.73	£135.60		3.24%
Canterbury	12.4%	0.6%	0.5%	0.7%	1.2%	34	11	0.00	0.0%	0.15	£ 106.80		2.5%
National average	10.70%	0.68%	0.54%	2.40%	1.40%			6	78%	0.49	£ 100.00		2.90%
75th national percentile	7.60%	0.19%	0.22%	1%	1.70%			0	67%	0.7	£ 88.00		3.60%
25th national percentile	13.00%	0.89%	0.78%	3%	0.40%			2	100%	0	£ 110.00		1%

APPENDIX B - Comparison of National PI 2011

BVPI Reference	63	64	65a	65b	66a	66b	66c	67	68	69	70	71a	71b
	Average SAP rating	Priv. dwellings 6 months empty - returned to occupation	Weekly management cost	Weekly repair cost	Rent collection	Arrears	Write offs	Homeless ss sec 184 decisions in 33 days	Avg. relet time	Rent loss from vacant dwellings	SAP change	Dwellings renovated equal to or < £5,000	" " > £5,000
	Number - rating	%	£/local authority dwelling	£/local authority dwelling	%	%	%	%	Calendar days	%	Number - change in rating	%	%
Carlisle		0.9%	10.18	11.96	94.0%	3.5%	0.8%	96.2%	70.60	5.9%		159.8%	0.04%
Worcester	42.0	0.5%	13.90	11.39	97.0%	3.4%	0.2%	80.0%	28.00	0.7%	0.2	10.7%	1.3%
Bedford		1.5%						72.5%					
Shrewsbury and Atcham	48.5	3.6%	7.42	12.24	99.1%	2.3%	0.5%	88.0%	51.00	3.5%	7.7		
Swale		2.05%						95.3%					
Exeter	40.0	3.0%	8.25	10.15	94.2%	3.7%	0.0%	70.0%	27.00	0.6%		96.0%	0.0%
Worthing		11.7%						89.1%					
Eastbourne	50.0	40.0%	12.95	10.97	98.8%	2.3%	0.4%		33.90	0.8%		45.5%	1.8%
Chester		2.05%						95.3%					
Lancaster	65.0	3.0%	9.49	12.63	100.0%	2.7%	0.8%	98.0%	38.20	1.6%	1.0	16.0%	18.0%
Cheltenham	51.5	4.3%	11.71	15.85	99.3%	2.1%	0.8%	74.0%	64.00	1.4%	1.0	72.3%	35.4%
Ipswich	66.3	9.1%	9.57	10.83	96.4%	2.65%	0.56%	93.0%	26.00	0.8%	5.4	40.3%	0.4%
Dover	54.0	0.6%	12.98	15.38	97.4%	2.28%	0.3%	84.0%	43.14	1.55%	0.0	40.7%	6.1%
North Herts	51	0%	13.45	13.44	98.50%	1.50%	0.20%	71%	29.90	0.80%	5		
Gloucester	46.0	11.8%	12.67	11.97	88.9%	3.5%	2.4%	86.0%	25.20	1.6%	-9.0	44.9%	1.9%
Oxford	60.0	12.5%	9.70	17.12	98.9%	3.4%	0.6%	72.4%	35.00	2.7%	11.0	48.3%	51.0%
Lincoln	64	2.79%	£7.23	£15.71	98.60%	3.08%	1.04%	99%	48.40	2.70%	2.0	28.96%	19.73%
Canterbury	64.0	0.6%	13.16	10.84	96.2%	2.8%	0.1%	89.0%	25	1.5%	5.0%	89.0%	7.0%

National average	53	3.30%	10.08	12.17	97.20%	2.60%	0.46%	86%	39	1.80%	2.6	46%	8.80%
75th national percentile	59	2.60%	8.06	10.33	96.40%	1.90%	0.20%	97%	26	0.90%	3.1	52%	8.50%
25th national percentile	49	0	11.64	13.23	98.40%	3.10%	0.56%	79%	45	2.20%	1	18%	0.20%

APPENDIX B - Comparison of National PI 2000/1

BVPI Reference	72	73	74	75	D1 (B4)	D2 (B6)	D3 (B8)	D3 (X)	D4 (B11)	D5 (C1a)	D6 (C2)		76
HOUSING ACPIs													BENEFITS
	Specified repairs completed in time limits	Avg. time rest of responsive repairs	Tenant satisfaction - overall service by landlord	Tenant satisfaction with opportunities for participation	Does the authority follow the Commission for Racial Equality's Code of Practice in rented housing?	Repair jobs where an appointment was both made and kept (0% if appointments are not given)	Current tenants owing over 13 weeks' rent at 31 March 2001, excluding those owing less than £250	Has the recovery of overpaid housing benefit been included in D3 above?	New tenancies given to vulnerable people ex.elderly people	Average no. of homeless households in bed and breakfast accommodation	The average length of stay in bed & breakfast accommodation		Fraud scheme
	%	Calendar days	% very/fairly satisfied	% very/fairly satisfied	Yes/No	%	%	Yes/No	% of all new tenancies not to the elderly	Number	in weeks		Yes/No
Carlisle	95.0%	31.37	74.0%	72.0%	No	99.5%	2.8%	Yes	0.2%				Yes
Worcester	96.0%	18.00	87.0%	77.0%	Yes	0.0%	2.0%	No	13.0%	8	12		Yes
Bedford									34.3%	5	3		Yes
Shrewsbury and Atcham	99.1%	58.00	79.0%	56.0%	Yes	23.0%	2.3%	No	13.1%	0	0		Yes
Swale										1	3		Yes
Exeter	92.0%	9.04	85.0%	72.0%	No	37.0%	7.3%	Yes	18.0%	50	8.57		Yes
Worthing										25	14		Yes
Eastbourne	92.1%	11.15	89.8%	70.2%	No	70.6%	4.5%	No	34.3%	30	7		Yes
Chester										1	3		Yes
Lancaster	92.0%	13.00	72.7%	47.8%	Yes	0.6%	3.5%	No	25.0%	2	2		yes
Cheltenham	93.6%	12.00	71.7%	66.3%	yes	0.0%	3.9%	yes	35.0%	18	12		Yes
Ipswich	87.8%	18.21	85.0%	54.0%	No	10.0%	4.3%	No	16.87%	3.25	2.7		Yes
Dover	99.7%	9.83	88.0%	61.0%	Yes	91.57%	3.4%	Yes	1.49%	8	8		Yes
North Herts	69%	37	87%	85%	Yes	73.80%	1.60%	No	3.30%	2	1		Yes
Gloucester	95.0%	11.00	72.0%	53.0%	Yes	92.5%	7.1%	Yes	29.0%	32	12		No
Oxford	75.4%	14.40	76.9%	55.5%	yes	15.4%	4.2%	no	11.0%	2	19		No
Lincoln	86.88%	19	81.00%	68.0%	Yes	3.35%	4.60%	No	2.40%	0.25	1		Yes
Canterbury	99.5%	9	81.0%	58.0%	Yes	93.8%	5.7%	No	13.4%	2	2		Yes
National average	88%	22	80%	62%		19%	3.30%		14%	5.4	4.5		81% (yes)
75th national percentile	97%	12	86%	70%		23%	1.80%		19%	0	1		
25th national percentile	85%	27	78%	55%		0%	4.40%		4%	6.9	6.5		

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BVPI Reference	77	78a	78b	78c	79a	79b	80	80(i)			80(ii)		
	Cost per claim	Avg. time new claims	Avg time change in circumstances	Renewal claims on time	Case processed correctly	Recovery of overpaid benefit	User satisfaction surveys	Contact/access facilities @ benefit office			Service in benefit office		
	£/ benefit claim	Calendar days	Calendar days	%	%	%		% strongly agree/agree - all	% strongly agree/agree - claim successful	% strongly agree/agree - claim unsuccessful	% strongly agree/agree - all	% strongly agree/agree - claim successful	% strongly agree/agree - claim unsuccessful
Carlisle	102.42	52.00	18.00	70.3%	97.0%	66.5%		75.0%	78.0%	53.0%	76.0%	80.0%	50.0%
Worcester	73.92	59.00	11.00	5.0%	89.5%	29.2%							
Bedford	76.91	79.00	14.50	15.0%	90.0%	79.9%		74.4%	75.8%	53.3%	73.1%	75.3%	51.7%
Shrewsbury and Atcham	49.59	28.44	8.12	81.4%	99.0%	43.6%		86.0%	87.0%	63.0%	89.0%	90.0%	78.0%
Swale	48.13	35.00	10.00	60.0%	96.60%	61.27%		81.8%	83.8%	60.4%	74.6%	76.4%	53.0%
Exeter	71.22	65.71	27.84	7.7%	98.6%	72.9%		69.0%	73.0%	54.0%	63.0%	64.0%	47.0%
Worthing	61.46	45.00	13.00	71.2%	97.1%	60.0%		81.0%	83.0%	57.0%	84.0%	86.0%	77.0%
Eastbourne	58.13	42.43	28.25	93.4%	98.2%	82.1%		84.0%	86.0%	54.0%	84.0%	86.0%	60.0%
Chester	48.13	35.00	10.00	60.0%	96.60%	61.27%		81.8%	83.8%	60.4%	74.6%	76.4%	53.0%
Lancaster	53.92	70.00	18.00	35.0%	91.4%	66.0%		77.2%	79.6%	48.0%	83.1%	84.1%	75.0%
Cheltenham	38.00	26.00	5.00	97.0%	95.9%			86.5%	87.1%	64.7%	85.0%	86.0%	67.0%
Ipswich	62.53	39.68	15.28	57.2%	95.0%	66.4%		79.9%	81.6%	48.0%	81.4%	83.3%	60.8%
Dover	72.15	47	23	41.0%	91.0%	52.0%		81.0%	83.0%	61.0%	85.0%	86.0%	64.0%
North Herts	60.82	31.99	11	56.50%	96%	22.30%		83%	83%	0%	87%	87%	0%
Gloucester	59.29	39.46	6.65	99.3%	94.8%	63.7%		82.0%	83.0%	76.0%	83.0%	84.0%	71.0%
Oxford	125.98	75.50	37.90	43.3%	91.5%	57.8%		79.5%	81.4%	54.1%	81.7%	83.8%	54.2%
Lincoln	99.55	48	38.70	32.87%	94.75%	43.22%		78.0%	81.0%	54.0%	76.0%	78.0%	51.0%
Canterbury	62.67	86.79	15.59	41.2%	83.0%	41.2%		65.4%	77.3%	53.5%	50.3%	52.8%	47.7%
National average	63.55	48	16	65%	96%	59%		81%	83%	60%	82%	83%	61%
75th national percentile	49.14	33	8	85%	98%	72%		85%	87%	68%	88%	89%	71%
25th national percentile	73.42	61	21	50%	94%	49%		79%	81%	54%	80%	81%	53%

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BVPI Reference	80(iii)			80(iv)			80(v)			80(vi)		
	Telephone service			Staff in benefit office			Clarity etc. of forms & leaflets			Time taken for a decision		
	% strongly agree/agree - all	% strongly agree/agree - claim successful	% strongly agree/agree - claim unsuccessful	% strongly agree/agree - all	% strongly agree/agree - claim successful	% strongly agree/agree - claim unsuccessful	% strongly agree/agree - all	% strongly agree/agree - claim successful	% strongly agree/agree - claim unsuccessful	% strongly agree/agree - all	% strongly agree/agree - claim successful	% strongly agree/agree - claim unsuccessful
Carlisle	68.0%	70.0%	60.0%	82.0%	85.0%	60.0%	56.0%	59.0%	38.0%	62.0%	66.0%	35.0%
Worcester												
Bedford	67.6%	72.1%	18.8%	79.7%	81.6%	61.3%	54.3%	56.4%	39.9%	56.8%	61.3%	18.8%
Shrewsbury and Atcham	79.0%	83.0%	48.0%	89.0%	90.0%	73.0%	67.0%	69.0%	32.0%	75.0%	78.0%	40.0%
Swale	74.0%	76.2%	57.2%	82.3%	83.6%	74.7%	58.5%	60.7%	29.4%	71.1%	74.6%	33.4%
Exeter	55.0%	57.0%	40.0%	73.0%	75.0%	52.0%	51.0%	52.0%	40.0%	51.0%	53.0%	36.0%
Worthing	53.0%	53.0%	46.0%	86.0%	87.0%	85.0%	65.0%	65.0%	56.0%	73.0%	76.0%	32.0%
Eastbourne	78.0%	80.0%	50.0%	86.0%	87.0%	59.0%	67.0%	68.0%	46.0%	74.0%	76.0%	46.0%
Chester	74.0%	76.2%	57.2%	82.3%	83.6%	74.7%	58.5%	60.7%	29.4%	71.1%	74.6%	33.4%
Lancaster	61.7%	65.4%	21.4%	83.0%	85.4%	40.9%	57.7%	60.5%	19.2%	63.2%	66.6%	19.2%
Cheltenham	76.0%	82.5%		85.0%	85.0%	68.8%	63.7%	63.5%	76.5%	84.0%	94.8%	
Ipswich	70.5%	72.2%	58.4%	79.6%	81.9%	57.0%	64.4%	66.7%	40.6%	67.1%	70.6%	31.2%
Dover	74.0%	75.0%	55.0%	83.0%	84.0%	56.0%	58.0%	60.0%	30.0%	61.0%	65.0%	27.0%
North Herts	76%	76%	0%	88%	88%	0%	63%	63%	0%	79%	79%	0%
Gloucester	76.0%	78.0%	60.0%	82.0%	83.0%	80.0%	58.0%	60.0%	41.0%	70.0%	71.0%	55.0%
Oxford	65.1%	64.7%	50.0%	83.2%	84.3%	56.8%	57.3%	58.7%	50.0%	61.9%	64.3%	44.2%
Lincoln	72.0%	71.0%	59.0%	83.0%	85.0%	66.0%	63.0%	65.0%	40.0%	72.0%	75.0%	36.0%
Canterbury	22.4%	30.7%	14.0%	50.7%	44.3%	57.0%	52.8%	62.5%	43.0%	45.5%	60.8%	30.2%
National average	74%	76%	55%	84%	85%	64%	62%	64%	40%	70%	73%	40%
75th national percentile	82%	84%	67%	87%	89%	72%	67%	68%	47%	77%	80%	48%
25th national percentile	70%	72%	45%	81%	83%	57%	58%	60%	35%	66%	68%	29%

APPENDIX B - Comparison of National PI 2011

BVPI Reference	81	82a	82b	84	85	86	88	89	90a	90b	91	E1 (J1i+ii)	E2 (J2)
ENVIRONMENT												ENVIRONMENT ACP1	
	Air quality	Recycling	Composting	Household waste collected	Cleansing cost /square km of relevant land	Cost waste collection	Missed bins	Satisfaction survey - cleanliness of streets/relevant land	Satisfaction survey - waste collection	Satisfaction survey - recycling facilities	Pop within 1 km of recycling facility or kerbside collection	Highways of a high or acceptable standard of cleanliness	Average time taken to remove fly-tips.
	Yes/No	%	%	Kgs per capita	£/sq. km	£ per household	No. per 100,000 collections	% very/fairly satisfied	% very/fairly satisfied	% very/fairly satisfied	%	%	in calendar days
Carlisle	Yes	8.2%	4.0%	479.0	£ 28,266.00	£ 18.43	1.82	73.0%	91.0%	72.0%	75.0%	100.0%	1.0
Worcester	Yes	8.8%	0.0%	272.8	£ 167,707.00	£ 20.77	28.40	66.0%	89.0%	68.0%	88.9%	93.0%	1.0
Bedford	Yes	6.1%	0.0%	463.6	£ 59,844.00	£ 28.08	25.00	57.0%	89.0%	60.0%	100.0%	95.8%	1.0
Shrewsbury and Atcham	Yes	10.0%	1.4%	366.0	£ 48,457.32	£ 33.76	12.43	64.0%	88.0%	69.0%	86.0%	83.1%	1.0
Swale	Yes	12.2%	0.0%	380.25	£ 67,801.00	£ 33.38	56.90	63.0%	88.0%	71.0%	100.0%	80.0%	0.48
Exeter	Yes	10.9%	0.0%	361.8	£ 161,324.79	£ 35.81	85.48	65.0%	86.0%	74.0%	99.0%	88.0%	1.0
Worthing	Yes	11.9%		355.6	£ 80,328.00	£ 21.51	47.02	73.0%	85.0%	65.0%	95.0%	97.6%	0.6
Eastbourne	Yes	7.1%	0.0%	343.6	£ 26,358.00	£ 18.14	87.20	71.7%	83.1%	52.0%	85.9%	91.6%	0.0
Chester	Yes	12.2%	0.0%	380.25	£ 67,801.00	£ 33.38	56.90	63.0%	88.0%	71.0%	100.0%	80.0%	0.48
Lancaster	no	6.0%	0.0%	372.0	£ 72,419.00	£ 24.35	45.00	86.2%	86.2%	71.8%	89.0%	82.0%	2.3
Cheltenham	Yes	7.9%	0.6%	471.9	£ 88,317.00	£ 28.07	22.69	55.5%	87.4%	65.4%	95.0%	80.0%	1.0
Ipswich	Yes	4.5%	2.6%	417.2	£ 74,526.00	£ 24.45	11.26	68.2%	93.0%	69.9%	97.0%	83.3%	1.5
Dover	Yes	4.55%	0.0%	369.0	£ 103,125.00	£ 16.90	16.00	56.0%	84.0%	68.0%	30.0%	89%	1.0
North Herts	Yes	8.40%	1.20%	425.1		£ 25.42	69	71%	89%	61%	100%	89.40%	2
Gloucester	Yes	6.7%	0.0%	404.0	£ 145,665.00	£ 27.33	51.00	54.0%	90.0%	62.0%	100.0%	79.0%	0.8
Oxford	No	9.9%	0.0%	327.0	2,420.39	32.27	25.00	61.5%	64.8%	84.2%	100.0%	83.0%	0.1
Lincoln	No	10.4%	0.05%	367.50	£102,919.14	23.28	20.53	67.0%	80.0%	68.0%	100.0%	98.40%	2.5
Canterbury	Yes	11.5%	0.0%	402.7	£ 88,784.00	£ 31.12	39.94	68.0%	91.0%	71.0%	100.0%	84.4%	1.8

National average	89% (yes)	9.80%	0.40%	387	£71,919	£30.41	278	67%	87%	69%	87%	92%	2.1
75th national percentile		12%	1.10%	417	£32,388	£25.54	24	72%	91%	75%	100%	98%	1
25th national percentile		6.40%	0	351	£89,888	£33.76	123	62%	84%	63%	78%	90%	2.5

APPENDIX B - Comparison of National PI 2000/1

BVPI Reference	E3 (J4ai+ii)	H1a (J5a)	H1b (J5b)		106	107	108	109	110	111	112	G1 (F6a)	
s				PLANNING							ACPIs		CULTU
	Public convenience s provided by the authority throughout the year	Food premises inspections that should have been carried out that were carried out for: high risk premises	other premises		New homes on brown field sites	Planning cost	Departures as % of permissions	Planning apps in 8 week	Avg time - planning applications	Satisfaction survey - processing planning applications	Checklist Score (1- 10)	Standard searches in 10 working days	
	Number	%	%		%	£/capita	%	%	No. of weeks	% very/fairly satisfied - all	%	%	
Carlisle	18	67.1%	81.3%		35.2%	£ 8.45	0.0%	73.0%	8.28	96.0%	60.0%	99.2%	
Worcester	11	94.3%	88.2%		47.0%	£ 9.30	0.5%	66.0%	10.50	84.4%	70.0%	99.8%	
Bedford	23	93.0%	95.0%		65.0%	£ 11.25	1.7%	71.0%	13.00	76.0%	90.0%	100.0%	
Shrewsbury and Atcham	13	77.0%	99.0%			£ 7.67	0.5%	79.0%	9.00	86.0%	60.0%	99.0%	
Swale	18	93.0%	100.0%		74.0%	£ 20.33	0.4%	52.0%	15.22	67.0%	40.0%	100.0%	
Exeter	23	94.0%	95.0%		95.8%	£ 11.44	0.4%	84.6%	10.30	75.0%	50.0%	100.0%	
Worthing	24	93.8%	84.0%		100.0%	£ 8.51	1.9%	98.7%	5.53	88.0%	80.0%	71.9%	
Eastbourne	26	99.8%	95.7%		100.0%	£ 7.45	0.2%	75.5%	8.00	87.0%	6.0%	100.0%	
Chester	18	93.0%	100.0%		74.0%	£ 20.33	0.4%	52.0%	15.22	67.0%	40.0%	100.0%	
Lancaster	30	56.0%	36.4%		75.0%	£ 18.00	0.5%	70.7%	10.00	35.8%	70.0%	99.0%	
Cheltenham	11	96.1%	53.0%		87.0%	£ 11.79	0.0%	63.0%	10.28	75.0%	70.0%	100.0%	
Ipswich	25	74.0%	45.0%		83.9%	£ 10.21	1.1%	86.8%	8.73	87.1%	90.0%	99.8%	
Dover	29	97.7%	96.3%		76.0%	£ 11.08	3.0%	64.0%	8.00		67.0%	73.15%	
North Herts	12	100%	91%		21%	£ 16.47	0.01%	62.30%	9.61	79%	70%	69%	
Gloucester	13	95.9%	32.3%		61.6%	£ 7.67	0.1%	53.7%	10.30	69.00%	80.0%	91.7%	
Oxford	18	100.0%	100.0%		98.6%	14.09	0.1%	23.0%	15.00	67.3%	40.0%	54.3%	
Lincoln	5	92.0%	73.0%		50.0%	£11.64	1.81%	63.0%	9.60	83.43%	50.0%	100.0%	
Canterbury	30	100.0%	100.0%		58.0%	£ 14.45	0.6%	62.0%	11.40	86.0%	7.6%	100.0%	
National average		93%	86%		55%	£12.15	0.90%	65%	10	78%	58%	94%	
75th national percentile		100%	100%		75%	£8.51	0.07%	73%	9	84%	70%	100%	
25th national percentile		91%	79%		35%	£14.47	1.03%	56%	12	75%	50%	94%	

APPENDIX B - Comparison of National PI 20 1

BVPI Reference	113	114	116	119									
RE AND LIBRARIES													
	School pupil visits to museums (not scaled)	Strategy	Spend - culture and leisure	Satisfaction with cultural and recreational services	Sport/leisure facilities			Museums/galleries			Theatres/concert halls		
	Number	Yes/No	£/capita		% very/fairly satisfied all	% very/fairly satisfied users	% very/fairly satisfied non users	% very/fairly satisfied all	% very/fairly satisfied users	% very/fairly satisfied non users	% very/fairly satisfied all	% very/fairly satisfied users	% very/fairly satisfied non users
Carlisle	10,855.0	No	£ 45.56		60.0%	75.0%	43.0%	61.0%	80.0%	45.0%	52.0%	67.0%	37.0%
Worcester	11,039.0	No	£ 31.21		54.0%	70.0%	40.0%	56.0%	77.0%	40.0%			
Bedford	16,320.0	No	£ 25.56		56.0%	74.0%	37.0%	49.0%	80.0%	36.0%	43.0%	65.0%	28.0%
Shrewsbury and Atcham	4,653.0	No	£ 24.14		57.0%	71.0%	44.0%	55.0%	85.0%	44.0%	48.0%	60.0%	37.0%
Swale	18,853	No	£ 33.33		50.0%	69.0%	35.0%	52.0%	80.0%	39.0%	46.0%	68.0%	33.0%
Exeter	11,712.0	No	£ 48.37		58.0%	76.0%	41.0%	63.0%	81.0%	43.0%	57.0%	73.0%	39.0%
Worthing	1,974.0	No	£ 45.83		59%	74.0%	46.0%	64.0%	86.0%	43.0%	75.0%	85.0%	50.0%
Eastbourne	4,319.0	Yes	£ 43.62		52.0%	69.0%	39.0%	57.0%	56.0%	57.0%	72.0%	76.0%	69.0%
Chester	18,853	No	£ 33.33		50.0%	69.0%	35.0%	52.0%	80.0%	39.0%	46.0%	68.0%	33.0%
Lancaster	7,472.0	No	£ 18.64		55.8%	67.6%	43.6%	68.0%	74.6%	41.6%	57.6%	65.7%	39.2%
Cheltenham	5,529.0	yes	£ 61.94		49.3%	68.1%	35.6%	69.9%	88.6%	44.6%	80.7%	89.9%	48.7%
Ipswich	12,660.0	No	£ 36.26		68.3%	83.3%	54.3%	67.8%	85.2%	52.8%	65.3%	79.1%	47.0%
Dover	4,608.0	No	£ 15.23		48.0%	63.0%	37.0%	48.0%	77.0%	36.0%	39.0%	60.0%	28.0%
North Herts	4089	Yes	£ 18.17		52%	72%	34%	49%	82%	31%			
Gloucester	3,645.0	No	£ 22.30		27.0%	37.0%	24.0%	52.0%	81.0%	35.0%	34.0%	55.0%	28.0%
Oxford	812.0	No	26.10		48.9%	68.0%	33.9%	60.5%	87.0%	50.0%			
Lincoln		No	£38.41		49.0%	55.0%	37.0%						
Canterbury	14,456.0	No	£ 29.03		58.0%	75.0%	38.0%	56.0%	77.0%	39.0%	67.0%	83.0%	41.0%
National average					52%	69%	36%	48%	73%	34%	50%	71%	33%
75th national percentile					58%	76%	41%	55%	81%	39%	59%	80%	37%
25th national percentile					47%	65%	31%	40%	69%	28%	41%	65%	27%

APPENDIX B - Comparison of National PI 2000/1

BVPI Reference									I1a (I1a)	I1b (I1b)	I2a (I2a)	I2bi (I2bi)	I2bii (I2bii)
CULTURE ACPIs													
	Parks/open spaces			BV 3 item on cultural & recreational services					Swims and other visits to pools and sports centres	The net cost per swim/visit	Playgrounds and play areas provided by the council, .	National standards for local unequipped play areas	National standards for local equipped play areas
	% very/fairly satisfied all	% very/fairly satisfied users	% very/fairly satisfied non users	% very/fairly satisfied all	% very/fairly satisfied ethnic minorities	% very/fairly satisfied non ethnic minorities	% very/fairly satisfied women	% very/fairly satisfied men	No. per 1,000 pop	£ per swim/visit	No. per 1,000 children under 12	%	%
Carlisle	68.0%	77.0%	44.0%	59.0%	78.0%	60.0%	64.0%	55.0%	5,281	£ 1.05	5.2		22%
Worcester	63.0%	72.0%	41.0%	59.0%	44.0%	59.0%	63.0%	54.0%	7,087	£ 0.42	4.3	0%	32%
Bedford	76.0%	85.0%	37.0%	66.0%	68.0%	66.0%	69.0%	61.0%	7,185	£ 1.86	2.0	13%	57%
Shrewsbury and Atcham	68.0%	75.0%	41.0%	61.0%	0.0%	61.0%	63.0%	59.0%	5,424	£ 1.10	3.7	0%	6%
Swale	65.0%	77.0%	37.0%	56.0%	46.2%	55.9%	58.3%	53.7%	5,808	£ 0.64	1.89	3.23%	90.32%
Exeter	64.0%	75.0%	38.0%	69.0%	58.0%	69.0%	70.0%	67.0%	8,671	£ 0.64	3.2	2%	25%
Worthing	75.0%	81.0%	49.0%	65.0%	48.0%	66.0%	66.0%	65.0%	7,171	£ 0.68	1.2	0%	50%
Eastbourne	75.0%	80.0%	71.0%	66.0%	60.0%	66.0%	70.0%	62.0%	6,241	£ 1.60	3.1	3%	74%
Chester	65.0%	77.0%	37.0%	56.0%	46.2%	55.9%	58.3%	53.7%	5,808	£ 0.64	1.89	3.23%	90.32%
Lancaster	63.9%	67.1%	34.4%	57.1%			58.1%	56.3%	4,884	£ 0.75	3.0	0%	56%
Cheltenham	82.9%	88.1%	43.8%	75.4%	50.0%	75.6%	79.9%	70.3%	6,497	£ 0.97	2.7	13%	50%
Ipswich	80.2%	86.1%	54.5%	65.5%	50.0%	65.9%	67.1%	63.3%	8,093	£ 1.55	2.7	40%	10%
Dover	68.0%	74.0%	42.0%	55.0%	60.0%	55.0%	58.0%	53.0%	3,789	£ 2.50	8.3	0%	11%
North Herts	60%	74%	37%	55%	67%	55%	59%	52%	8258	£ 0.80	2.5	0%	40%
Gloucester	46.0%	57.0%	29.0%	40.0%	46.0%	40.0%	41.0%	39.0%	471		1.4	0%	61%
Oxford	76.4%	80.6%	34.9%	46.0%	62.5%	46.0%	48.8%	44.1%	7,024	1.60	5.9	7%	32%
Lincoln	57.0%	61.0%	52.0%	56.0%	50.0%	56.0%	59.0%	53.0%	5,489.0	0.0	3.23	60.71%	28.57%
Canterbury	67.0%	76.0%	36.0%	60.0%	48.0%	59.0%	61.0%	58.0%	6,130	£ 0.67	1.8	0%	24.32%
National average	61%	73%	36%	54%	51%	54%	56%	51%	6,241	£ 1.18	2.6	6%	34%
75th national percentile	68%	78%	41%	60%	63%	60%	63%	57%	7,614	£ 0.66	3.2	4%	52%
25th national percentile	54%	68%	30%	48%	41%	48%	51%	45%	4,428	£ 1.57	1.3	0%	9%

APPENDIX B - Comparison of National PI 2011

BVPI Reference	I2biii (I2bii)	I3a (I5a)	I3b (I5b)	I4a (I6a)	I4b (I6b)	I5 (I7)		126a	127a	128a
							COMMUNITY SAFETY			
	National standards for larger, neighbourhood equipped play areas.	Museums operated or supported by the authority	Museums registered under the Museum & Galleries Commission registration scheme	The number of visits/usages to museums	The number of those visits that were in person	The net cost per visit/usage		Burglaries	Violent crimes (not just robberies)	Vehicle crimes
	%	Number	Number	No. per 1,000 pop	No. per 1,000 pop	£ per visit/usage		No. per 1,000 households	No. per 1,000 pop	No. per 1,000 pop
Carlisle	4%	2	2	2,063	1,974	£ 4.58		14.8	11.6	12.8
Worcester	0%	4	4	1,289	1,206	£ 6.16		8.7	10.6	11.8
Bedford	13%	2	2	481	392	£ 9.66		13.0	12.4	19.2
Shrewsbury and Atcham	0%	3	3	557	537	£ 8.34		6.6	8.4	10.0
Swale	6.45%	1	1	582	557	£ 11.69		14.6	9.2	14.6
Exeter	6%	3	3	1,896	1,873	£ 5.06		12.8	9.8	21.0
Worthing	44%	1	1	419	402	£ 6.23		12.0	14.5	15.7
Eastbourne	3%	2	2	478	465	£ 8.13		15.6	16.2	20.1
Chester	6.45%	1	1	582	557	£ 11.69		14.6	9.2	14.6
Lancaster	25%	6	6	706	646	£ 4.87		17.1	11.2	10.1
Cheltenham	13%	2	2	2,270	623	£ 2.97		16.4	12.6	19.7
Ipswich	0%	2	2	1,673	907.9	£ 5.82		12.1	17.6	15.5
Dover	6%	4	4	1,406	701	£ 4.55		10.3	11.2	10.5
North Herts	24%	2	2	521	429	£ 6.86		7.3	0.4	11.4
Gloucester	4%	2	2	695	648	£ 7.58		16.3	15.4	24.2
Oxford	16%	1	1	174	132	7.57		27.6	16.3	25.9
Lincoln	10.71%							33.0	14.0	22.6
Canterbury	8%	7	6	1,123	1,057	£ 4.33		9.6	10.0	10.1

National average	6%			440	553	£ 6.94		11	8	12
75th national percentile	7%			553	504	£ 8.34		7	6	8
25th national percentile	0%			109	86	£ 3.94		13	10	15

APPENDIX C

LEISURE & COMMUNITY DEVELOPMENT SUMMARY OF PERFORMANCE

APPENDIX C

Summary of Leisure and Community Development Performance 2000/01

The analysis covers the 15 performance indicators for Cultural Services which are meaningful for Carlisle and for which National averages and top quartile figures apply. In some instances these have been grouped for ease of summary.

1 Overall satisfaction with Cultural and Recreational services

We reach top quartile performance for levels of satisfaction amongst, ethnic minorities (78%:51%), non ethnic minorities (60%:54%) and women (64%:56%). Satisfaction with the service amongst men is slightly below top quartile (55%: 57%) as is overall satisfaction (59%: 60%).

2 Satisfaction with Sports and Leisure Facilities

Top quartile performance was achieved overall (60%:52%) for users (75%:69%) and for non users (43%:36%).

3 Satisfaction with Museums and Galleries

We achieve top quartile performance overall (61%:48%) for users (80%:73%) and for non users (45%:34%).

4 Visits/usages to Museums and Galleries

Top quartile performance greatly exceeded for the visits per thousand population to museums (2063:584) and for the number of visits in person (1974:504).

5 Net Cost per Visit to Museums

The net cost per visit (£4.58) is substantially below the national average (£6.94) but falls short of top quartile performance (£3.94).

6 Satisfaction with Theatres and Concert Halls

We are above national average (50%) for overall satisfaction with theatres and concert halls (52%) but below top quartile (59%). The satisfaction of non-users (37%) is top quartile (37%). Since we don't have a theatre or a concert hall it is not clear what respondents have in mind when answering this question – Sands, Stanwix, West Walls, Theatre by the Lake?

7 Satisfaction with Parks and Open Spaces

We achieve top quartile performance overall (68%:68%) and for non users (44%:31%) and are slightly below top quartile for users (77%:78%).

8 No's of Play Areas provided/ Standards

We exceed the top quartile for the number of play areas provided but fall below the national average for local equipped play areas and neighbourhood equipped play areas. The returns on both these indicators include huge variations (some authorities being 10 times another) this suggests that the definitions may not be applied consistently.

9 Swims and other Visits to Pools and Sports Centres / Net Cost per Swim/Visit

We fall below top quartile for this indicator which has, in any case, now been dropped by the Audit Commission. It would never have been possible for us to reach top quartile because of the way in which the statistic was prepared. Only sports and recreation users could be included so all the non-sports use of the Sands had to be discounted. We discount the non sports costs as well but the Sands (because of its policy of use) is in effect a 4 day a week sports centre but it was being compared to 7 day a week Sports Centres. It's throughput would always have been 3/7th worse than an identical 7/7th sports centre.

10 Spend on Culture and Leisure (£/head).

Here, low quartile is taken to refer to high spending. The spend is calculated as the total net expenditure on the following services:

- Libraries (Not applicable to this authority)
- Museums & Galleries - Tullie House, Guildhall
- Archives & Records - Not applicable to this authority
- Art Activities & Facilities.
- Conservation of Historic Environment - Planning (Conservation)
- Conservation of Historic Environment – Other Conservation Projects
- Sports Facilities - Sands, Pools, Outdoor Areas, Play Areas
- Sports Development Services & Community Development - Community Centres, Play & Young People, Community Support, Sports Development

To reach the upper quartile for spend per head (£14.48) the City Council's expenditure on these services (£45.56) would need to be reduced by 68%.

Within our group no Authority's spending is within the upper quartile though there is a factor of 4 difference between the lowest (£15.23) and the highest spender (£61.94). Whether the low spending authorities provide the same

range of services as we do is unknown. It is clear from these returns that the lowest spending authorities have lower levels of satisfaction.

11 What are we doing to prepare an action plan for improvement?

A recurring difficulty with these statistics is understanding why our performance differs from an average based on the returns from disparate Local Authorities. I have written to all the authorities in our group seeking to clarify what services they provide, how their returns have been prepared and any comments they have on the PI's and the relevance to their services. This information should enable us to make better judgements about the options for improvement.

Euan Cartwright
Director of Leisure and Community Development
29th January 2002

APPENDIX D

**TREASURY LETTER TO AUDIT
COMMISSION**

City Treasury

City Treasurer: Douglas Thomas CPFA
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PM/EL/5302

01 February 2007

Dear Sir/Madam

RE: HOUSING BENEFITS PERFORMANCE INDICATORS

I refer to our recent e-mail discussions in respect of the above in which I expressed my disappointment that despite assurances that VF Compliant Authorities would be highlighted (as due to the resource intensive nature of VF such Authorities could never complete with non-VF Authorities) this did not happen.

I have been undertaking further investigations on the cost per case indicator BV77 as anecdotal benchmarking evidence undertaken with other Authorities on staff resources etc targeted at benefits is at odds with Audit Commission figures suggesting that Carlisle is in the bottom quartile on cost per case (irrespective of VF considerations).

My investigations suggest that many Authorities are failing to recharge administration and support services to benefits administration on the RO4 form. RO4 figures being the basis on which cost per case is calculated. I had thought that RO4 form definitions required such recharges to be recorded.

However I note that in the RO form notes (see attached) administrative and support services expenditures should be recharged whenever possible i.e. Authorities have a 'get out' if they are not completing the RO4 form in the spirit it should be completed.

I am surprised, bearing in mind the work undertaken by district audit in auditing performance indicators, that the prime source of the calculation of unit costs (not only for Housing Benefits), the RO forms, are not audited.



INVESTOR IN PEOPLE

The whole performance and best value regime relies on comparing Authorities performance in undertaking similar processes to tight definitions which are heavily audited to build in consistency. Due to weaknesses in compilation processes, lack of auditing of prime documents (RO forms) and definitions you are getting wildly different figures reported for cost per benefit case (BV77) ranging from £40 per case up to £150 and over. Carlisle's figure of £102 per case would reduce to £63 if support costs were not recharged. I would assume that having such wild variations would flag up a problem (for you) in the way the figures are being collated.

It is my view that the performance figures in respect of BV77 (and therefore probably other figures comparing costs) are flawed to such an extent that they should not be used for comparison purposes and certainly not published as a basis for highlighting poorly performing Authorities i.e. bottom quantile.

Carlisle is not undertaking its Best Value review of benefits until 2004/05. I would hope by that time the compiling of indicators like BV77 will be much improved.

On a positive note, I note that the new Best Value Accountancy Code of Practice (see attached) advises that the total cost principle applies to each item at the mandatory service division level including support service overheads. I see no reason why the notes to the RO4 form should not be amended to reflect this mandatory aspect of the Code of Practice.

I hope you will find the suggestions made in this letter helpful in your drive to publish true comparisons in Authorities performance in delivering services at competitive costs.

Yours faithfully


D Thomas
City Treasurer

Copy to: Stephen Vertigans