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STATUTORY INSTRUMENTS

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**2000 No. 896**

**LOCAL GOVERNMENT, ENGLAND  
LOCAL GOVERNMENT, WALES**

**The Local Government (Best Value)  
Performance Indicators Order 2000**

<i>Made</i>	- - - -	<i>29th March 2000</i>
<i>Laid before Parliament</i>		<i>30th March 2000</i>
<i>Coming into force</i>	- -	<i>20th April 2000</i>

The Secretary of State, in exercise of the powers conferred upon him by section 4(1) and (2) and 28(1)(b) of the Local Government Act 1999<sup>(1)</sup>, and all other powers enabling him on that behalf, and having consulted, in accordance with section 4(3) of that Act, persons appearing to him to represent best value authorities concerned and such other persons as he thought fit, hereby makes the following Order:

**Citation, commencement and interpretation**

1.—(1) This Order may be cited as the Local Government (Best Value) Performance Indicators Order 2000 and shall come into force on 20th April 2000.

(2) In this Order—

“the Act” means the Local Government Act 1999;

“DETR” means the Department of the Environment, Transport and The Regions;

“fire authority” means—

- (a) a fire authority constituted by a combination scheme;
- (b) a metropolitan county fire and civil defence authority;
- (c) the London Fire and Emergency Planning Authority;
- (d) The Council of the Isles of Scilly in its capacity as a fire authority; or
- (e) a county council acting as the fire authority for its area under the provisions of section 4 of the Fire Services Act 1947<sup>(2)</sup>.

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(1) 1999 c. 27. For the application of the Act to Wales, see section 29.  
(2) 1947, 10 & 11 Geo 6 c. 41.

“unitary council” means a district council, a county council or a London borough which is the sole principal council for its local government area;

“principal council” means a council elected for a principal area as defined in section 270 of the Local Government Act 1972<sup>(3)</sup>;

“user satisfaction indicators” means the performance indicators—

- (a) 3 and 4 in Schedule 1 to this Order;
- (b) 16 and 17 in Schedule 6 to this Order;
- (c) 8 in Schedule 7 to this Order;
- (d) 11 and 12 in Schedule 8 to this Order;
- (e) 11 and 12 in Schedule 9 to this Order;
- (f) 6 in Schedule 10 to this Order; and
- (g) 6 and 7 in Schedule 11 to this Order;

“waste collection authority” has the same meaning as in section 30(3) of the Environmental Protection Act 1990<sup>(4)</sup>.

(3) In this Order and for the purposes of interpreting user satisfaction indicators wherever they are specified, the definitions in paragraphs 1 to 10, under the heading “Details of Requirements” in Chapter 14 of Volume One of the DETR’s document entitled “Best Value and Audit Commission Performance Indicators for 2000/2001” apply<sup>(5)</sup>.

(4) In this Order a reference to a numbered indicator in a particular Schedule is to the indicator so numbered in column 1 of that Schedule which is described in column 2 of that Schedule and of which further details are given in column 3 of that Schedule.

## **Application**

2.—(1) This order applies—

- (a) in relation to England, to all best value authorities;
- (b) in relation to Wales, only to authorities falling within section 1(1)(d) or (e) of the Act.

## **General corporate health performance indicators**

3.—(1) The performance of the best value authorities specified in paragraph (2) below in exercising all their functions shall be measured by reference to indicators 1 to 18 in Schedule 1 to this Order.

(2) The best value authorities specified for the purposes of paragraph (1) above are—

- (a) county councils;
- (b) metropolitan district councils;
- (c) non-metropolitan district councils;
- (d) the Council of the Isles of Scilly;
- (e) London borough councils;
- (f) the Common Council of the City of London in its capacity as a local authority; and
- (g) unitary councils.

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(3) 1972 c. 70.

(4) 1990 c. 43.

(5) Best Value and Audit Commission Performance Indicators for 2000/2001. Volume One: The Performance Indicators including the Audit Commission’s Publication of Information Direction (England). Published by the DETR, free of charge, in December 1999.

(3) The performance of National Park authorities and the Broads authority in exercising all their functions shall be measured by reference to indicators 2, 5, 6, 9 and 13 to 18 in Schedule 1 to this Order.

(4) The performance of fire authorities in exercising all their functions shall be measured by reference to indicators 2 to 6, 9, 13, 16 and 18 in Schedule 1 to this Order;

(5) The performance of waste disposal authorities established under section 10 of the Local Government Act 1985<sup>(6)</sup> in exercising all their functions shall be measured by reference to indicators 3 to 6 and 12 to 18 in Schedule 1 to this Order.

#### **General police performance indicators**

4. The performance of police authorities in exercising all their functions shall be measured by reference to indicators 1 to 14 in Schedule 2 to this Order.

#### **Performance indicators for police services**

5. The performance of police authorities in exercising their functions in relation to emergency services and non-emergency policing services shall be measured by reference to indicators 1 to 19 in Schedule 3 to this Order.

#### **Performance indicators for education**

6.—(1) The performance of the best value authorities specified in paragraph (2) below in exercising their education functions shall be measured by reference to indicators 1 to 27 in Schedule 4 to this Order.

(2) The best value authorities specified for the purposes of paragraph (1) above are—

- (a) county councils;
- (b) the Council of the Isles of Scilly;
- (c) the Common Council of the City of London in its capacity as a local authority;
- (d) London borough councils;
- (e) metropolitan district councils; and
- (f) unitary councils.

#### **Performance indicators for social services**

7.—(1) The performance of the best value authorities specified in paragraph (2) below in exercising their social services functions shall be measured by reference to indicators 1 to 11 in Schedule 5 to this Order.

(2) The best value authorities specified for the purposes of paragraph (1) above are—

- (a) county councils;
- (b) the Common Council of the City of London in its capacity as a local authority;
- (c) the Council of the Isles of Scilly;
- (d) London borough councils;
- (e) metropolitan district councils; and
- (f) unitary councils.

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(6) 1985 c. 51.

### **Performance indicators for housing and related services**

8.—(1) The performance of the best value authorities specified in paragraph (2) below in exercising their functions in relation to housing and housing related services shall be measured by reference to indicators 1 to 17 in Schedule 6 to this Order.

(2) The best value authorities specified for the purposes of paragraph (1) above are—

- (a) the Common Council of the City of London in its capacity as a local authority;
- (b) the Council of the Isles of Scilly;
- (c) metropolitan district councils;
- (d) non-metropolitan district councils;
- (e) London borough councils; and
- (f) unitary councils.

(3) For the purposes of the indicators specified by this article “dwelling” means a building or part of a building which forms a separate, or reasonably separate and self contained, set of premises designed to be occupied by a single household, including non-permanent housing such as caravans, mobile homes and houseboats available for all year round occupation.

### **Performance indicators for housing benefit and council tax benefit**

9.—(1) The performance of the best value authorities specified in paragraph (2) below in exercising their functions in relation to housing benefit and council tax benefit shall be measured by reference to indicators 1 to 8 in Schedule 7 to this Order.

(2) The best value authorities specified for the purposes of paragraph (1) above are—

- (a) the Common Council of the City of London in its capacity as a local authority;
- (b) the Council of the Isles of Scilly;
- (c) metropolitan district councils;
- (d) non-metropolitan district councils;
- (e) London borough councils; and
- (f) unitary councils.

### **Performance indicators for environmental services**

10.—(1) The performance of waste disposal authorities in exercising all their functions shall be measured by reference to indicators 2, 3, 4, 5, 6, 9 and 12 in Schedule 8 to this Order.

(2) The performance of waste collection authorities in exercising all their functions shall be measured by reference to indicators 2, 3, 6, 7, 8, 10, 11, 12 and 13 in Schedule 8 to this Order.

(3) The performance of London borough councils, metropolitan district councils, non-metropolitan district councils and unitary authorities in exercising their functions under Part IV of the Environment Act 1995(7) in respect of air quality, shall be measured by reference to indicator 1 in Schedule 8 to this Order.

(4) The performance of principal litter authorities in exercising their functions in respect of litter and refuse shall be measured by reference to indicators 7 and 11 in Schedule 8 to this Order.

(5) In this article “principal litter authority” shall have the same meaning as in section 86(2) of the Environmental Protection Act 1990(8).

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(7) 1995 c. 25.

(8) 1990 c. 43.

### **Performance indicators for transport**

**11.**—(1) The performance of the best value authorities specified in paragraph (2) below in exercising their transport functions shall be measured by reference to indicators 1 to 13 in Schedule 9 to this Order.

- (2) The best value authorities specified for the purposes of paragraph (1) above are—
- (a) county councils;
  - (b) the Common Council of the City of London in its capacity as a local authority;
  - (c) the Council of the Isles of Scilly;
  - (d) London borough councils;
  - (e) metropolitan districts councils; and
  - (f) unitary councils.

### **Performance indicators for planning**

**12.**—(1) The performance of the best value authorities specified in paragraph (2) below in exercising their planning functions shall be measured by reference to indicators 1 to 7 in Schedule 10 to this Order.

- (2) The best value authorities specified for the purposes of paragraph (1) above are—
- (a) the Broads authority;
  - (b) the Common Council of the City of London in its capacity as a local authority;
  - (c) the Council of the Isles of Scilly;
  - (d) metropolitan district councils;
  - (e) non-metropolitan district councils;
  - (f) National Park authorities; and
  - (g) unitary councils.

(3) The performance of county councils which are not unitary councils in exercising their planning functions shall be measured by reference to indicators 2 to 7 in Schedule 10 to this Order but excluding item 7 of indicator 7 to that Schedule.

### **Performance indicators for cultural and related services**

**13.**—(1) The performance of the best value authorities specified in paragraph (2) below in exercising their functions in relation to cultural and related services shall be measured by reference to indicators 1 to 7 in Schedule 11 to this Order.

- (2) The best value authorities specified for the purposes of paragraph (1) above are—
- (a) county councils;
  - (b) the Common Council of the City of London in its capacity as a local authority;
  - (c) the Council of the Isles of Scilly;
  - (d) London borough councils;
  - (e) metropolitan district councils;
  - (f) non-metropolitan district councils; and
  - (g) unitary councils.

**Performance indicators for fire services**

14. The performance of fire authorities in exercising their functions in respect of the provision of fire services shall be measured by reference to indicators 1 to 11 in Schedule 12 to this Order.

**Performance indicators for crime**

15.—(1) The performance of the best value authorities specified in paragraph (2) below in exercising their functions in relation to crime reduction shall be measured by reference to indicators 1 to 3 in Schedule 13 to this Order.

(2) The best value authorities specified for the purposes of paragraph (1) above are—

- (a) county councils;
- (b) the Common Council of the City of London in its capacity as a local authority;
- (c) the Council of the Isles of Scilly;
- (d) London borough councils;
- (e) metropolitan district councils;
- (f) non-metropolitan district councils; and
- (g) unitary councils.

Signed by authority of the Secretary of State

*Beverley Hughes*  
Parliamentary Under-Secretary of State,  
Department of the Environment, Transport and  
the Regions

29th March 2000

## SCHEDULE 1

Article 3

## GENERAL CORPORATE HEALTH PERFORMANCE INDICATORS

Indicator Number	Description of indicator	Details of indicator
1	The adoption by 31st December 2000 by the authority of a “Local Agenda 21 Plan” and the authority’s confirmation in writing that this has been done.	The “Local Agenda 21 Plan” is a document developed by the local authority prepared in accordance with the report entitled “Sustainable local communities for the 21st Century” <b>(9)</b> .
2	The level (if any) of the Commission for Racial Equality’s standard for local government to which the authority conforms.	<p>The levels of the Commission for Racial Equality’s standards for local government are defined in the chapter entitled “Measurements” in the Commission for Racial Equality’s document entitled “Auditing for Equality”<b>(10)</b> and in the document called “Racial Equality means Quality”<b>(11)</b>.</p> <p>The levels are:</p> <ul style="list-style-type: none"> <li>(a) Level 1: the authority has written a racial policy statement.</li> <li>(b) Level 2: the authority has an action plan for monitoring and achieving its racial equality policy.</li> <li>(c) Level 3: results of ethnic monitoring against the equality policy and level of consultations with local communities are used to review the overall authority’s policy.</li> <li>(d) Level 4: the authority’s workforce can demonstrate clear improvements in its services resulting from monitoring, consulting</li> </ul>

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**(9)** Sustainable local communities for the 21st century. Why and how to prepare an effective Local Agenda 21 strategy, Local Government Association, Local Government MB and DETR (January 1998).

**(10)** “Auditing council performance against the Commission for Racial Equality’s standard for local government—Racial Equality means Quality”, compiled by Stella Dadzie and produced in association with the London Borough of Hammersmith and Fulham (1999) 112 pp ISBN 1 85442 168 9.

**(11)** “Racial Equality means Quality—a standard for racial equality for local government” (Revised 1998), England and Wales, 48 pp ISBN 185442 161.

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Indicator Number	Description of indicator	Details of indicator
3	The percentage of persons satisfied with the overall service provided by the authority.	<p>with local communities, and acting on its equal opportunities policy.</p> <p>(e) Level 5: the authority is an example of best practice in the way that it monitors and provides services to ethnic minorities, and is helping other authorities workforces to achieve high standards. Confirmation that the authority has reached this level must have been provided by the Commission for Racial Equality.</p> <p>Where the authority has not adopted that standard, the level is “standard not adopted”.</p> <p>This percentage is determined using the survey requirements specified for the Best Value Performance Indicator Number 3 (BVPI3) in Chapter 14 of Volume One of DETR’s document entitled “Best Value and Audit Commission Performance Indicators for 2000/2001”(12).</p>
4	The percentage of those persons making complaints who are satisfied with the handling of those complaints.	This percentage is determined using the survey requirements specified for the Best Value Performance Indicator Number 4 (BVPI4) in Chapter 14 of Volume One of the DETR’s document entitled “Best Value and Audit Commission Performance Indicators for 2000/2001”.
5	The number of complaints in a financial year to the Commission for Local Government Administration in	The number classified as “maladministration” is the number of cases reported to the authority by the Commission for Local

(12) Best Value and Audit Commission Performance Indicators for 2000/2001. Volume One: The Performance Indicators including the Audit Commission’s Publication of Information Direction (England). Published by the DETR, free of charge, in December 1999.



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Indicator Number	Description of indicator	Details of indicator
	England that were classified as “maladministration”.	Government Administration in England(13) classified as “maladministration causing injustice” or “maladministration”(14).
6	The number of complaints in a financial year to the Commission for Local Government Administration in England which were settled locally by the authority.	The number settled locally is the number of cases reported to the authority by the Commission for Local Administration in England classified as a complaint settled locally by the authority.
7	The percentage turnout for local elections.	“Turnout” means the proportion of people on the electoral roll voting in any election in the year except individual by-elections. Where there is no election in the year, authorities should take the turnout from the most recent election.
8	The percentage of electoral registration forms “A” returned.	Form “A” means the form referred to in Regulation 29(2) of the Representation of the People Regulations 1986(15) and set out in Schedule 1 to those Regulations.  This percentage is to be obtained by dividing the number of electoral registration forms “A” that were returned at the end of the last canvass by the number sent out at that canvass and multiplying the result by 100.
9	The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority.	The indicator is the number of all the undisputed invoices for commercial goods and services paid to external contractors and suppliers within 30 days of receipt during the financial year, as a percentage of the total of all invoices paid by the authority in that year.

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(13) Established under Part III of the Local Government Act 1974 (1974 c. 7).

(14) See sections 30 and 31 of the Local Government Act 1974 dealing with reports on investigations by the Commission for Local Government Administration.

(15) S.I.1986/1081.

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Indicator Number	Description of indicator	Details of indicator
10	Percentage of Council Tax collected.	<p>In the calculation of this indicator invoices sent to schools and paid from delegated school budgets may be excluded.</p> <p>For the purposes of ascertaining whether the authority has paid the invoice within the 30 days period, that period shall commence with the day of receipt of the invoice by the authority.</p> <p>Payment includes—</p> <ul style="list-style-type: none"> <li>(a) dispatch of a cheque or other instrument of payment;</li> <li>(b) notification to bank for Bankers Automated Clearing Service payments; or</li> <li>(c) bank processing of the payment if the authority specifies a period after which the bank is to make the payments once it has received the Bankers Automated Clearing Service tape.</li> </ul> <p>If an invoice is received before the services have been provided or the goods received, the 30 day period starts from the receipt of goods in good condition or the satisfactory completion of the services. Where the authority does not record the date it receives the invoice the date of receipt shall be taken as being two days after to the date of the invoice unless a more accurate date is available from sampling of invoices.</p> <p>This is the total of estimated receipts of council tax for any year, minus that year’s refunds, as a percentage of the estimated net collectable debit</p>

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Indicator Number	Description of indicator	Details of indicator
11	The percentage of non-domestic rates due for the financial year which were received by the authority.	<p>in respect of that year’s council taxes, net of benefit.</p> <p>The information used is that contained in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972(16) on the form “Quarterly Return of Council Taxes and Rates 4” (QRC4).</p>
12	The percentage of senior management posts filled by women.	<p>The information used is that contained in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972 on the form “Quarterly Return of Council Taxes and Rates 4” (QRC4).</p> <p>This indicator is to reflect the position as at 31st March in the financial year.</p> <p>The percentage is the number of women in post at senior management level as a percentage of all staff in post at senior management level. “Senior management” means the top three tiers of management in the authority.</p>
13	The proportion of working days/shifts lost due to sickness absence.	<p>This proportion is to be determined by calculating the numerator and denominator as defined below.</p> <p>(a) The numerator is the aggregate of working days lost due to sickness absence irrespective of whether this is self certified, certified by a general medical practitioner or long term. This will include the days lost due to sickness of all permanent employees of the authority, teachers, staff employed in schools</p>

(16) 1972 c. 70.

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Indicator Number	Description of indicator	Details of indicator
		<p>and staff employed in Direct Labour Organisations and Direct Service Organisations. For the purposes of this calculation, the days lost by staff on maternity or paternity leave should be disregarded.</p> <p>(b) The denominator is the average number of full time equivalent staff employed by the authority within a financial year. For staff who work part time, the full time equivalent for both the numerator and denominator shall be calculated following the recommendations in the 1998 Cabinet Office Report entitled “Working well together—Managing attendance in the public sector”(17).</p> <p>For fire authorities constituted by a combination scheme, metropolitan county fire and civil defence authorities and the London Fire Emergency Planning Authority, the calculation of this indicator shall be done separately for—</p> <p>(a) wholtime uniformed staff; and</p> <p>(b) all staff.</p> <p>For county councils acting as the fire authority for their area and the Council of the Isles of Scilly in its capacity as a fire authority, the calculation of this indicator shall be done separately in respect of wholtime uniformed staff.</p> <p>Where shift working applies to an authority, this indicator</p>

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(17) Published by the Cabinet Office, free of charge, on June 1998.

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Indicator Number	Description of indicator	Details of indicator
14	Persons who leave the employment of the authority voluntarily as a percentage of employees in post.	<p>shall be measured by reference to the number of working shifts rather than working days.</p> <p>This indicator is to be calculated by dividing the number of voluntary leavers per financial year by the average number of staff in post during that year and multiplying the result by 100.</p> <p>In this indicator—</p> <p>“average number of employees in post during the year” means half the total of—</p> <ul style="list-style-type: none"> <li>(a) the number of employees at the start of the financial year; plus</li> <li>(b) the number of employees at the end of that year.</li> </ul>
15	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force over 50 years of age.	<p>“Retiring early” means retiring when aged 50 or over but before the normal retirement age at which retirement benefits become payable (which is usually 65 but can be different if a person has protected rights or permission is granted), on grounds of:</p> <ul style="list-style-type: none"> <li>(a) redundancy, where an employee is in a job which the employer certifies as no longer needed; or</li> <li>(b) efficiency, that is to say where the employer certifies that the termination of employment is in the interests of the efficient exercise of the authority’s functions.</li> </ul> <p>For the purposes of calculating the percentage, all employees</p>

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Indicator Number	Description of indicator	Details of indicator
16	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	<p>of the authority who work in schools shall be included.</p> <p>“Retiring on grounds of ill health” means retiring at any age where an independent registered medical practitioner qualified in occupational health medicine has certified that the employee is permanently incapable of performing the duties of that employment or a broadly comparable employment with his employing authority because of ill-health or infirmity of mind or body.</p> <p>For employees of fire authorities, the indicator is applied separately to those employees who are eligible for membership of—</p> <ul style="list-style-type: none"> <li>(a) the Firefighters' Pension Scheme; or</li> <li>(b) the Local Government Pension Scheme.</li> </ul>
17	The percentage of employees declaring that they meet the Disability Discrimination Act 1995(18) disability definition as a percentage of the total workforce.	<p>For the purposes of calculating the percentage, all employees of the authority who work in schools shall be included.</p> <p>For the definition of “disability” see section 1 of the Disability Discrimination Act 1995.</p> <p>This indicator is to be estimated by dividing the number of disabled employees in that authority by the total number of the authority’s employees and multiplying the result by 100.</p> <p>For county councils acting as the fire authority for their area and the Council of the Isles of Scilly in its capacity as a fire authority, this indicator</p>

(18) 1995 c. 50.

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<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
18	The percentage of employees from minority ethnic communities within the best value authority's workforce.	<p>shall exclude employees whose conditions of service involve a liability to engage in fire-fighting within the meaning of section 38(1) of the Fire Services Act 1947(19).</p> <p>For the purposes of calculating this percentage, all employees of the authority who work in schools shall be included.</p> <p>This indicator is the result of dividing the number of minority ethnic community employees by the total number of employees in the best value authority and multiplying the result by 100.</p> <p>For fire authorities the indicator should show the number of ethnic minority uniformed staff employed by the fire authority as a percentage of the authority's total number of uniformed staff compared with the total number of ethnic minority persons of working age in the fire authority area as a percentage of the total population of working age in that area.</p> <p>For the purposes of calculating this percentage, all employees of the authority who work in schools shall be included.</p>

SCHEDULE 2

Article 4

GENERAL POLICE INDICATORS

<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
1	The assessment by Her Majesty's Inspectorate of Constabulary (HMIC) of the	The assessment by reference to this indicator will only require on the part of the authority an

(19) 1947, 10 & 11 Geo 6 c. 41.

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Indicator Number	Description of indicator	Details of indicator
2	achievement by the police force of its efficiency target for the preceding year.  Annual estate running costs (excluding repairs and maintenance) per square metre.	affirmative or negative answer as to whether the police force achieved its efficiency target in respect of the financial year immediately before the year when the assessment was carried out.  “Running costs” shall be determined in accordance with the definition in the document entitled “Action Stations— a management handbook on improving the management of the police estate”, published by the Audit Commission in May 1999.
3	Number of complaints per 1,000 officers.	In this indicator, “per square metre” is to be calculated by reference to the net internal floor area, which includes the useable area within a building measured to the internal face of the perimeter walls at each floor level.  “Complaints” means all complaints recorded under section 69 of the Police Act 1996(20).  This indicator is to be calculated by multiplying the number of complaints by 1,000 and dividing the result by the total number of police officers.
4	Percentage of complaints substantiated.	In this indicator—  “complaints” means all complaints recorded under section 69 of the Police Act 1996;  “substantiated” means, in relation to a complaint, that it leads directly to a finding of guilt in criminal proceedings or a finding that the police officer’s conduct failed to

(20) 1996 c. 16.



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Indicator Number	Description of indicator	Details of indicator
5	User satisfaction surveys in respect of the police services provided by the authority.	<p>meet the appropriate standard, including where advice is given.</p> <p>The percentage is found by multiplying the total number of complaints substantiated by 100 and then dividing the result by the total number of complaints which have been finalised.</p> <p>Complaints are “finalised”—</p> <ul style="list-style-type: none"> <li>(a) if the matter resulted in disciplinary proceedings, when the hearing is over (including any appeal to the Chief Constable) and any sanction communicated to the officer; or</li> <li>(b) if the matter did not result in disciplinary proceedings, when the final decision not to take proceedings is made, normally when the Police Complaints Authority notifies the chief officer of their agreement to his decision.</li> </ul> <p>This indicator is to be determined by calculating the following percentages—</p> <ul style="list-style-type: none"> <li>(a) percentage of the public satisfied with police action in response to 999 calls;</li> <li>(b) percentage of people satisfied with the service received at police station enquiry counters;</li> <li>(c) percentage of victims satisfied with police initial response to a report of violent crime;</li> <li>(d) percentage of victims satisfied with police initial response to a report of burglary of a dwelling;</li> </ul>

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Indicator Number	Description of indicator	Details of indicator
6	Percentage of police officer strength which is female.	<p>(e) percentage of victims of road traffic collisions satisfied with the police service at the scene of the collision.</p> <p>The percentage is to be calculated by multiplying the total female police officer strength by 100 and then dividing the result by the total police strength.</p>
7	Percentage of minority ethnic police officers in the force compared to the percentage of minority ethnic population of working age.	<p>The percentage is to be calculated by—</p> <p>(a) multiplying the total number of minority ethnic police officers by 100 and then dividing the result by the total number of police officers;</p> <p>(b) multiplying the total number of minority ethnic persons of working age in the police force area by 100 and then dividing the result by the total population of working age in the police force area.</p>
8	Number of working days lost through sickness per police officer and number of working days lost through sickness per civilian employee.	<p>The indicator in respect of police officers is to be calculated by dividing the total number of working days lost through sickness for all police officers by the average number of police officers.</p> <p>The indicator in respect of civilian employees is to be calculated by dividing the total number of working days lost through sickness for all civilian employees by the average number of civilian employees.</p> <p>In this indicator the average number of police officers or civilian employees is to be calculated by adding the figures at the beginning and at the end of the same financial</p>

Indicator Number	Description of indicator	Details of indicator
9	Percentage staff turnover of police officers and civilian employees.	<p>year and dividing the result by two.</p> <p>The percentage in respect of police officers is to be calculated by multiplying the total number of police officers leaving in a year by 100 and dividing the result by the average number of police officers.</p> <p>The percentage in respect of civilian employees is to be calculated by multiplying the total number of civilian employees leaving in a year by 100 and then dividing the result by the average number of civilian employees.</p> <p>In this indicator, the average number of police officers or civilian employees is to be calculated by adding the figures at the beginning and at the end of the same financial year and dividing the result by two.</p>
10	Percentage of police officers in operational posts; percentage of police officers in operational support posts; percentage of police officers in organisational support posts.	<p>The percentages are to be calculated by—</p> <ul style="list-style-type: none"> <li>(a) multiplying the total number of police officers in operational posts by 100 and then dividing the result by the total number of police officers;</li> <li>(b) multiplying the total number of police officers in operational support posts by 100 and then dividing the result by the total number of police officers;</li> <li>(c) multiplying the total number of police officers in organisational support posts by 100 and then dividing the result by the total number of police officers.</li> </ul>

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Indicator Number	Description of indicator	Details of indicator
11	Number of medical retirements of police officers as a percentage of all officer retirements; number of medical retirements of civilian employees as a percentage of all civilian retirements.	<p>This indicator is to be calculated by—</p> <p>(a) multiplying the total number of medical retirements of police officers by 100 and dividing the result by the total number of retirements of police officers;</p> <p>(b) multiplying the total number of medical retirements of civilian employees by 100 and dividing the result by the total number of retirements of civilian employees.</p>
12	Actual net revenue expenditure per 1,000 population.	<p>“Net revenue expenditure” is the net expenditure as recorded in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972<sup>(21)</sup> on the “Revenue Outturn form 5” (RO5).</p> <p>This indicator is to be calculated by multiplying the actual net revenue expenditure by 1,000 and dividing the result by the total population of the police force area.</p>
13	Percentage of complaints resolved informally.	<p>“Complaints” means all complaints recorded under section 69 of the Police Act 1996.<sup>(22)</sup></p> <p>The percentage is to be calculated by multiplying the number of complaints resolved informally by 100 and then dividing the result by the total number of complaints which have been finalised.</p>

<sup>(21)</sup> 1972 c. 70.

<sup>(22)</sup> 1996 c. 16.

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Indicator Number	Description of indicator	Details of indicator
14	Percentage of Police Authority buildings open to the public which are suitable for and accessible to disabled people.	<p>For the purposes of this indicator complaints are finalised—</p> <ul style="list-style-type: none"><li data-bbox="986 477 1343 730">(a) if the matter resulted in disciplinary proceedings, when the hearing is over (including any appeal to the Chief Constable) and any sanction communicated to the officer; or</li><li data-bbox="986 732 1343 1048">(b) if the matter did not result in disciplinary proceedings, when the final decision not to take proceedings is made, normally when the Police Complaints Authority notifies the chief officer of their agreement to his decision.</li></ul> <p>“Police Authority buildings” means buildings from which the Police Authority provides a service, of which at least a part is usually open to members of the public, but excluding public conveniences which are not integral to such buildings.</p> <p>For the definitions of “accessible”, “suitable” and “disabled people” see the Approved document “M” made under the Building Regulations 1991 (as amended)(23).</p> <p>The percentage is to be calculated by multiplying the number of Police Authority buildings open to the public which are suitable for and accessible to disabled people by 100 and then dividing the result by the total number of Police Authority buildings which are open to the public.</p>

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(23) S.I. 1991/2768 as amended by S.I. 1992/1180, S.I. 1994/1850, S.I. 1995/1356 and S.I. 1997/1904.

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## SCHEDULE 3

Article 5

## POLICE SERVICES INDICATORS

<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
1	Total recorded crimes per 1,000 population and percentage detected.	<p>This indicator is to be calculated by—</p> <p>(a) multiplying the total number of recorded crimes by 1,000 and then dividing the result by the total population of the police force area; and</p> <p>(b) multiplying the number of recorded crimes detected by 100 and then dividing the result by total number of recorded crimes.</p>
2	Domestic burglaries per 1,000 households and percentage detected.	<p>“Domestic burglaries” means burglary of a dwelling and aggravated burglary of a dwelling.</p> <p>This indicator is to be calculated by—</p> <p>(a) multiplying the number of recorded domestic burglaries by 1,000 and then dividing the result by number of households in the police force area; and</p> <p>(b) multiplying the number of recorded domestic burglaries detected by 100 and then dividing the result by total number of recorded domestic burglaries.</p>
3	Violent crimes per 1,000 population and percentage detected.	<p>“Violent crime” includes violence against the person, sexual offences and robbery.</p> <p>This indicator is to be calculated by—</p> <p>(a) multiplying the number of recorded violent crimes by 1,000 and then dividing the result by the</p>

Indicator Number	Description of indicator	Details of indicator
4	Vehicle crimes per 1,000 population and percentage detected.	<p>total population of the police force area;</p> <p>(b) multiplying the number of recorded violent crimes detected by 100 and then dividing the result by the total number of recorded violent crimes.</p> <p>“Vehicle crimes” means recorded theft or unauthorised taking of a motor vehicle, theft from a motor vehicle and aggravated vehicle taking.</p> <p>This indicator is to be calculated by—</p> <p>(a) multiplying the number of recorded vehicle crimes by 1,000 and then dividing the result by the total population of the police force area; and</p> <p>(b) multiplying the number of recorded vehicle crimes detected by 100 and then dividing the result by the total number of vehicle crimes.</p>
5	Number of offenders dealt with for supply offences in respect of Class “A” drugs per 10,000 population.	<p>In this indicator—</p> <p>“dealt with” means found guilty or given a caution; “supply offences” means unlawful supply and possession with intent to supply unlawfully; and “Class A drugs” has the same meaning as in section 2 (1) (b) and the list in Part 1 of Schedule 2 (as amended from time to time by an Order in Council(24)) of the Misuse of Drugs Act 1971(25).</p>

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(24) S.I. 1973/771, S.I. 1975/421, S.I. 1977/1243, S.I. 1979/299, S.I. 1983/765, S.I. 1984/859, S.I. 1985/1995, S.I. 1986/2230, S.I. 1989/1340, S.I. 1990/2589, S.I. 1995/1966, S.I. 1996/1300, S.I. 1998/750.

(25) 1971 c. 38.

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Indicator Number	Description of indicator	Details of indicator
6	Number of public disorder incidents per 1,000 population.	<p>This indicator is to be calculated by multiplying the number of offenders dealt with for supply offences in respect of Class A drugs by 10,000 and then dividing the result by the total population of the police force area.</p> <p>This indicator is to be calculated by multiplying the number of public disorder incidents by 1,000 and then dividing the result by the total population of the police force area.</p>
7	<p>Percentage of all full files and percentage of full youth files provided to the Crown Prosecution Service both within pre-trial issue time guidelines, and which are fully satisfactory or sufficient to proceed.</p> <p>Percentage of all expedited or remand files and percentage of expedited or remand youth files which are fully satisfactory or sufficient to proceed.</p>	<p>For the definition of the terms “full file”, “expedited file”, “pre-trial issue time guidelines” and “remand file” see the “Manual of Guidance for the preparation, processing and submission of files”(26).</p> <p>In this indicator—</p> <p>“sufficient to proceed” means that the file documentation and evidential content are sufficient to allow the case to proceed to the next court hearing, but further enquiries, documentation or action is required before the case can be finalised; and</p> <p>“fully satisfactory” means that file documentation and evidential content comply with the Manual of Guidance requirements so as to enable the case to proceed to final disposal without anything further being needed.</p> <p>This indicator is to be calculated by—</p> <p>(a) multiplying the number of all full files provided within pre-trial issue</p>

(26) Issued by the Trials Issues Group in October 1999.



Indicator Number	Description of indicator	Details of indicator
8	Number of road traffic collisions involving death or serious injury per 1,000 population.	<p>times that are fully satisfactory or sufficient to proceed by 100 and then dividing the result by the total number of full files submitted;</p> <p>(b) multiplying the number of all expedited or remand files that are fully satisfactory or sufficient to proceed by 100 and then dividing the result by the total number of expedited or remand files provided;</p> <p>(c) multiplying the number of full youth files provided within pre-trial issue times that are fully satisfactory or sufficient to proceed by 100 and then dividing the result by the total number of full youth files provided;</p> <p>(d) multiplying the number of expedited or remand youth files that are fully satisfactory or sufficient to proceed by 100 and then dividing the result by the total number of expedited/ remand youth files provided.</p> <p>This indicator is to be calculated by multiplying the number of road traffic collisions involving death or serious injury by 1,000 and then dividing the result by the total population of the police force area.</p>
9	Percentage of responses to incidents requiring immediate response within local target response times (appropriate to rural and urban areas).	<p>This indicator is to be calculated by multiplying the number of responses to incidents requiring immediate response within local target response times, urban and rural, by 100 and then dividing the result by the number of calls for service requiring</p>

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<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
		immediate response, urban and rural.
10	Percentage of 999 calls answered within local target response time.	This indicator is to be calculated by multiplying the number of 999 calls answered within local target response time by 100 and then dividing the result by the total number of 999 calls received.
11	Percentage of persons arrested for notifiable offences who were charged or reported for summons or cautioned.	This indicator is to be calculated by multiplying the number of persons arrested for notifiable offences who were charged, or reported for summons or cautioned by 100 and then dividing the result by the total number of persons arrested for notifiable offences.
12	Percentage of persons arrested referred to drug treatment programmes as a result of arrest referral schemes.	This indicator is to be calculated by multiplying the number of persons arrested referred to drug treatment programmes by 100 and then dividing the result by the total number of persons arrested.
13	Number of Police and Criminal Evidence Act 1984 (PACE)(27) stop/searches of white persons per 1,000 population and percentage leading to arrest.	This indicator is to be calculated by— (a) multiplying the number of PACE stop/ searches of white persons by 1,000 and then dividing the result by the total white population in the police force area; and (b) multiplying the number of PACE stop/ searches of white persons leading to arrest by 100 and then dividing the result by the number of PACE stop/searches of white persons.
14	Number of Police and Criminal Evidence Act 1984 (PACE) stop/searches of minority ethnic persons per 1,000	This indicator is to be calculated by— (a) multiplying the number of PACE stop/ searches of minority ethnic

(27) 1984 c. 60.

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Indicator Number	Description of indicator	Details of indicator
15	<p>population and percentage leading to arrest.</p> <p>Number of substantiated complaints under the Police Act 1996 by detainees per 10,000 people detained.</p>	<p>persons by 1,000 and then dividing the result by the total minority ethnic population in the police force area; and</p> <p>(b) multiplying the number of PACE stop/ searches of minority ethnic persons leading to arrest by 100 and then dividing the result by the number of PACE stop/searches of minority ethnic persons.</p> <p>In this indicator—  “complaints” means a complaint recorded under Section 69, Police Act 1996; and  “substantiated” has the same meaning as in indicator 4 in Schedule 2 to this Order.</p> <p>This indicator is to be calculated by multiplying the total number of substantiated complaints under the Police Act 1996 made by detainees by 10,000 and then dividing the result by the total number of detainees.</p>
16	<p>Percentage of reported racist incidents where further investigative action is taken and percentage of recorded racially-aggravated crimes detected.</p>	<p>In this indicator—  “further investigative action” means where action is taken in addition to mere recording of initial attendance (excluding dispatch of leaflet or telephone contact); and  “racist incident” is any incident which is perceived to be racist by the victim or any other person.</p> <p>This indicator is to be calculated by—  (a) multiplying the number of reported racist incidents subject to</p>

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Indicator Number	Description of indicator	Details of indicator
17	Percentage of reported domestic violence incidents where there was a power of arrest, in which an arrest was made relating to the incident.	<p>further investigation by 100 and then dividing the result by total number of reported racist incidents; and</p> <p>(b) multiplying the number of recorded racially-aggravated crimes detected by 100 and then dividing the result by the total number of recorded racially-aggravated crimes.</p> <p>In this indicator—  “domestic violence incident” means any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or are family members regardless of gender;  “in which an arrest was made” means that an arrest was made and detention was authorised for an offence relating to a domestic incident.</p>
18	Percentage of victims of reported domestic violence incidents that were victims of a reported domestic violence incident in the previous twelve months.	<p>This indicator is to be calculated by multiplying the number of reported domestic violence incidents where an arrest was made in relation to the incident by 100 and then dividing the result by the total number of reported domestic violence incidents where there was a power of arrest.</p> <p>In this indicator, “domestic violence incident” has the same meaning as in indicator 17 above.</p> <p>This indicator is to be calculated by multiplying the number of victims of</p>

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Indicator Number	Description of indicator	Details of indicator
19	Percentage of domestic burglaries where the property had been burgled in the previous twelve months.	<p>reported domestic incidents who were victims of a reported domestic violence incident in the previous twelve months by 100 and then dividing the result by the total number of victims of reported domestic violence incidents.</p> <p>In this indicator, “domestic burglary” means burglary of a dwelling and aggravated burglary of a dwelling.</p> <p>This indicator is to be calculated by multiplying the number of recorded domestic burglaries where the property had been burgled in the previous twelve months by 100 and then dividing the result by the total number of recorded domestic burglaries.</p>

SCHEDULE 4

Article 6

EDUCATION INDICATORS

Indicator Number	Description of indicator	Details of indicator
1	Individual school’s budget as a percentage of local schools budget.	For the definition of the terms “individual school’s budget” and “local schools budget”, see section 46 of the School Standards and Framework Act 1998(28) and regulations made under that section.
2	Expenditure on adult education per head of adult population.	In this indicator— “expenditure” means the net expenditure on adult education as specified in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972(29) on the

(28) 1998 c. 31.  
(29) 1972 c. 70.

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Indicator Number	Description of indicator	Details of indicator
3	Youth Service expenditure per head of population in the Youth Service target age range.	<p>“Revenue Outturn form 1” (RO1); and  “expenditure per head” is the expenditure divided by the total number of adults aged 19 and over in the local education authority’s area.</p> <p>In this indicator—  “expenditure” means the net expenditure on youth service as specified in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972 on the “Revenue Outturn form 1” (RO1); and  “expenditure per head” is the expenditure divided by the total population in the youth service target range in the local education authority’s area.</p>
4	Percentage of primary schools with 25% or more of their places unfilled.	<p>This indicator is for all primary schools maintained by the local education authority which have at least 30 unfilled places.</p> <p>The final figure in this indicator is to be expressed as a percentage of the total school number of primary schools maintained by the local education authority.</p>
5	Percentage of secondary schools with 25% or more of their places unfilled.	<p>This indicator is for all secondary schools maintained by the local education authority which have at least 30 unfilled places.</p> <p>The final figure in this indicator is to be expressed as a percentage of the total number of secondary schools maintained by the local education authority.</p>

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Indicator Number	Description of indicator	Details of indicator
6	Surplus places in all primary schools as a percentage of the total school capacity.	<p>This indicator is for all primary schools maintained by the local education authority.</p> <p>The final figure in this indicator is to be expressed as a percentage of the total school capacity in all primary schools maintained by the local education authority.</p>
7	Surplus places in all secondary schools as a percentage of the total school capacity.	<p>This indicator is for all secondary schools maintained by the local education authority.</p> <p>The final figure in this indicator is to be expressed as a percentage of the total school capacity in all secondary schools maintained by the local education authority.</p>
8	Expenditure per pupil in local education authority schools in respect of nursery and primary pupils aged under five.	<p>In this indicator—</p> <p>“expenditure” means the net expenditure on pre-primary education as specified in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972 on the “Revenue Outturn form 1” (RO1); and</p> <p>“pupils aged under five” means the total number of pupils on register in January of every year, as reported in the Annual School Census and the Annual School Census for Nursery Schools (known as “Form 11”)(30), which includes all pupils in nursery and primary schools shown as aged under five on the previous 31st December.</p> <p>In this indicator, part-</p>

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(30) The Annual School Census for Nursery Schools is prepared by the DfEE compiling the information provided by the local education authorities in the return form known as “Form 11” prepared pursuant to section 29 of the Education Act 1996.

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Indicator Number	Description of indicator	Details of indicator
9	Expenditure per pupil in local education authority schools in respect of primary pupils aged five and over.	<p>time pupils are to be considered as equivalent to one half of a full-time pupil.</p> <p>In this indicator—  “expenditure” means the net expenditure on primary education as specified in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972(31) on the “Revenue Outturn form 1” (RO1); and  “pupils aged five and over” means the total number of pupils on register in January of every year, as reported in Form 11, which includes all pupils in primary schools shown as aged five and over on the previous 31st August. For the purposes of this indicator, part-time pupils shall be considered as equivalent to one half of a full-time pupil.</p>
10	Expenditure per pupil in local education authority schools in respect of secondary pupils aged under 16.	<p>In this indicator—  “expenditure” means the net expenditure on secondary education as specified in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972(31) on the “Revenue Outturn form 1” (RO1).</p> <p>In this indicator the expenditure on pupils aged under 16 is to be apportioned</p>

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(31) 1972 c. 70.

(31) 1972 c. 70.



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Indicator Number	Description of indicator	Details of indicator
11	Expenditure per pupil in local education authority schools in respect of secondary pupils aged 16 or over.	<p>based on weighted pupil number using the local education authority's per-pupil funding weights.</p> <p>“pupils aged under 16” means the total number of pupils on register in January of every year, as reported in the Annual School Census (known as “Form 7”)(32) which includes all pupils in secondary schools shown as aged under 16 on the previous 31st August. In this indicator, part-time pupils shall be considered as equivalent to one half of a full-time pupil.</p> <p>In this indicator—  “expenditure” means the net expenditure on secondary education as specified in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972 on the “Revenue Outturn form 1” (RO1).</p> <p>In this indicator, the expenditure on pupils aged 16 or over is to be apportioned based on weighted pupil number using the local education authority's per-pupil funding weights.</p> <p>“pupils aged 16 or over” means the total number of pupils on register in January of every year, as reported in Form 7, which includes all pupils in secondary schools shown as aged 16 or over on the previous 31st August. In this indicator, part-time pupils shall be considered as equivalent to one half.</p>

(32) The Annual School Census is prepared by the DfEE compiling the information provided by the local education authorities in the return form known as “Form 7” prepared pursuant to section 29 of the Education Act 1996.

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Indicator Number	Description of indicator	Details of indicator
12	Percentage of 3-year olds who have access to a good quality free early years education place in the voluntary, private or maintained sectors.	<p>In this indicator, the information used is that contained in the plan prepared and submitted to the Secretary of State in accordance with sections 120 and 121 of the School Standards and Framework Act 1998.</p> <p>In this indicator, three year olds having access to a good quality free early years education refers to the number of such children reported to Department for Education and Employment in February each year in accordance with the requirements of the Nursery Education (England) Regulations 2000(33).</p>
13	Average GCSE/GNVQ points score of 15 year olds pupils in schools maintained by the local education authority.	<p>In this indicator—</p> <p>“Total point score in GCSE/GNVQ” means the total number of points achieved before or during the summer of the reporting year by the pupils aged 15 on 31st August of the previous year. Point scores are to be calculated in accordance with Annex 2 of the Department for Education and Employment Circular 11/98(34);</p> <p>The “average point score” means the total point score divided by the number of pupils aged 15 on 31st August of the previous year as reported in Form 7.</p> <p>In this indicator the schools maintained by the local education authority shall</p>

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(33) S.I. 2000/107.

(34) “Target setting in schools” published by the Department for Education and Employment in July 1998.

Indicator Number	Description of indicator	Details of indicator
14	Percentages of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A* to C or equivalent.	<p>include special schools and City Technology Colleges.</p> <p>For information about this indicator, see paragraphs (3) (a), (4) and (6) of regulation 4 of the Education (School Performance Targets) (England) Regulations 1998 (“the 1998 Regulations”)(35).</p> <p>This indicator is to be calculated by aggregating the total number of the pupils as defined by paragraphs (4) and (6) of regulation 4 of the 1998 Regulations who achieved five or more GCSEs at grades A* to C or equivalent and dividing the result by the total number of pupils as reported in Form 7.</p> <p>In this indicator the schools maintained by the local education authority shall include special schools and City Technology Colleges.</p>
15	Percentage of 15 year old pupils in schools maintained by the local education authority achieving one or more GCSEs at grades A* to G or equivalent.	<p>For information about this indicator see paragraphs (3) (b), (4) and (6) of regulation 4 of the Education (School Performance Targets) (England) Regulations 1998 (“the 1998 Regulations”).</p> <p>This indicator is to be calculated by aggregating the total number of the pupils as defined by paragraphs (4) and (6) of regulation 4 of the 1998 Regulations who achieved one or more GCSEs at grades A* to G or equivalent and dividing the result by the total number of pupils as reported in Form 7.</p> <p>In this indicator the schools maintained by the local</p>

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(35) S.I. 1998/1532.

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<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
16	Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test.	<p>education authority shall include special schools and City Technology Colleges.</p> <p>For information about this indicator see paragraphs (3)(b), and (4) of regulation 3 of the 1998 Regulations.</p> <p>This indicator is to be calculated by aggregating the total number of the pupils as defined by paragraphs 3 of regulation 3 of the 1998 Regulations who achieve level 4 or above in the Key Stage 2 Mathematics test and dividing the result by the total number of pupils as reported in Form 7.</p> <p>In this indicator the schools maintained by the local education authority shall include special schools.</p>
17	Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 English test.	<p>For information about this indicator see paragraphs (3) (a) of regulation 3 of the 1998 Regulations.</p> <p>This indicator is to be calculated by aggregating the total number of the pupils as defined by paragraphs 3 of regulation 3 of the 1998 Regulations who achieve level 4 or above in the Key Stage 2 English test and dividing the result by the total number of pupils as reported in Form 7.</p> <p>In this indicator the schools maintained by the local education authority shall include special schools.</p>
18	Enrolments on adult education courses per 1,000 adult population.	<p>The information used is that contained in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972 on the "Revenue</p>

Indicator Number	Description of indicator	Details of indicator
		Outturn form” (RO1). In this indicator, where courses are partly funded by the authority and provided by another organisation, enrolments should be counted in proportion to the funding contribution made by the authority.
		This indicator should be expressed per 1,000 of the population aged 19 and over.
19	Percentage of statements of special educational need issued by the authority in a financial year and prepared within 18 weeks.	“Statement of special educational need” has the same meaning as in Part IV of the Education Act 1996 and the Education (Special Educational Needs Code of Practice) (Appointed Day) Order 1994.(36)
20	Percentage of statements of special educational need issued by the authority in a financial year and prepared within 18 weeks, excluding exception cases.	“Statement of special educational need” has the same meaning as in indicator 19 above.
21	Number of pupils permanently excluded during the year from primary schools maintained by the local education authority per 1,000 pupils at primary schools.	This indicator is to be calculated using the information reported in Form 7.
22	Number of pupils permanently excluded during the year from secondary schools maintained by the local education authority per 1,000 pupils at secondary schools.	This indicator is to be calculated using the information reported in Form 7.
23	Number of pupils permanently excluded during the year from special schools maintained by the local education authority per 1,000 pupils at special schools.	This indicator is to be calculated using the information reported in Form 7.

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(36) S.I. 1994/1414, made under the provisions of section 158 of the Education Act 1993, which have been re-enacted by virtue of section 314 of the Education Act 1996.

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<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
24	Percentage of half days missed due to unauthorised absence in primary schools maintained by the local education authority but excluding special schools.	The information used is that contained in the return made to the Secretary of State pursuant to the provisions in the Education (School Performance Information) (England) Regulations 1999 (the “SPIA Return”)(37).
25	Percentage of half days missed due to unauthorised absence in secondary schools maintained by the local education authority but excluding special schools.	The information used in the calculation of this indicator is that contained in the SPIA Return.
26	Percentage of schools maintained by the local education authority with serious weakness.	<p>“serious weakness” has the same meaning as in subsection (5) of section 15 of the School Standards and Framework Act 1998.</p> <p>The percentage is the number of schools identified by OFSTED as having serious weaknesses as at the end of the Autumn term of the reporting year as a percentage of all schools maintained by the local education authority.</p>
27	Percentage of schools maintained by the local education authority subject to special measures.	<p>“Requiring special measures” has the same meaning as in paragraph 9 of section 13 of the School Inspections Act 1996.</p> <p>The percentage is the number of schools identified by OFSTED as requiring special measures as at the end of the Autumn term of the reporting year as a percentage of all schools maintained by the local education authority.</p>

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(37) S.I. 1999/1178. This return contains information which enables the DfEE to carry out the annual pupil absence count, which is done in May each year.

## SCHEDULE 5

Article 7

## SOCIAL SERVICES INDICATORS

Indicator Number	Description of indicator	Details of indicator
1	Stability of placements of children looked after by the authority by reference to the percentage of children looked after on 31st March in any year with three or more placements during the year.	<p>This percentage is to be determined using the information in the Department of Health guidance to the completion of the 2000–2001 Statistical Return (“SSDA 903 Guidance”)(38).</p> <p>The calculation is done as follows—</p> <ol style="list-style-type: none"> <li data-bbox="991 837 1342 1151">1. including all children who were looked after on 31st March (not just a sample). Children who were looked after earlier in the year but who were no longer looked after on 31st March should not be included in the calculation.</li> <li data-bbox="991 1160 1342 1532">2. excluding any children who were looked after on 31st March under an agreed series of short-term placements arranged pursuant to the provisions of regulation 13 of the Arrangement for Placement of Children (General) Regulations, 1991(39).</li> <li data-bbox="991 1541 1342 1946">3. counting every placement that would have been recorded in a SSDA 903 record, with the exception of placements whose duration was less than 24 hours. Episodes were the “reason for new episode” code was ‘S’, ‘P’ and ‘B’ as set out in the SSDA 903 Guidance should be included. Placements where there</li> </ol>

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(38) Issued by the Department of Health on February 2000.

(39) S.I. 1991/890.

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Indicator Number	Description of indicator	Details of indicator
		<p>is a concurrent legal status of code V1 as set out in SSDA 903 Guidance shall not be included in the count. Temporary placements of the type described in paragraph 5 below shall not be included in the calculation of this indicator.</p> <p>4. subject to the provisions in paragraph 3 above in relation to legal status, counting separately each of the placements where the child has several placements during the twelve month period ending 31st March, separated by periods of not being looked after by the authority, including each placement where the child was with the same carer.</p> <p>5. excluding from the placement count any temporary changes of residence which would not be recorded in the SSDA 903 Return. These include absences on holiday, hospital, staying with a relative or other temporary absences where there is a clear expectation that the child will be returning to the established placement, and the child does indeed return as set out in SSDA 903 Guidance.</p> <p>6. including in the calculation any placement where the child was already being looked after at the beginning of the financial year (1st April).</p> <p>7. identifying every child who had three or more</p>



Indicator Number	Description of indicator	Details of indicator
2	Educational qualifications of children looked after (interface indicator with education services) by reference to the percentage of young people leaving care aged 16 or over with at least 1 GCSE at grades A*-G, or General National Vocational Qualification (GNVQ).	<p>placements in accordance with the instructions above, and calculating the total number of such children.</p> <p>8. calculating the total number of children looked after at 31st March, excluding those children whose legal status on 31st March was as in code V1 as set out in the SSDA 903 Guidance</p> <p>For the calculation of the final indicator, paragraph 7 above will be expressed as a percentage of paragraph 8.</p> <p>In this indicator—</p> <p>(a) The denominator is the number of young people who ceased to be looked after during the year ending 31st March of any year at the age of 16 or over. In the calculation of this indicator, all young people in this age group leaving care regardless of how long they had been looked after before ceasing shall be included, but the calculation should not include young people who ceased after having been looked after during the year only under an agreed series of short term placements.</p> <p>(b) The numerator is, of the young people specified in the denominator, the number who on leaving care had obtained at least 1 GCSE at grade A*-G or GNVQ. In the calculation of this indicator qualifications gained before the young</p>

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Indicator Number	Description of indicator	Details of indicator
3	Costs of services for children looked after by the authority by reference to the gross weekly expenditure per looked-after child in foster care or in a children's home.	<p>person was looked after or from examinations sat while the young person was looked after by the authority shall be included, even if the results were announced after the young person ceased to be looked after, but the calculation shall not include qualifications gained from examinations sat after the young person ceased to be looked after. In addition, the calculation shall include GCSE short courses, part one or full GNVQs at either foundation or intermediate level, and GNVQ language units. National Vocational Qualifications (NVQs) shall not be included.</p> <p>In this indicator—</p> <p>(a) The denominator is the total number of weeks which children spent in foster care and children's homes during the year ending 31st March of any year. "Children's homes" includes community homes, voluntary homes and hostels and private registered children's homes. The calculation shall not include any placements that formed part of an agreed series of short term-placements arranged pursuant to the provisions of Regulation 13 of the Arrangement for Placement of Children (General) Regulations, 1991(40). The calculation is to be</p>

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Indicator Number	Description of indicator	Details of indicator
4	Cost of intensive social care for adults by reference to the average gross weekly cost of providing care for adults and elderly people.	<p>based on the total number of days of care divided by 7.</p> <p>(b) The numerator is the gross expenditure on children looked after in foster care and children's homes during the year ending 31 March. The information used is that contained in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972(41) on the "Revenue Outturn form 3" (RO3).</p> <p>In this indicator—</p> <p>(a) The numerator is the gross expenditure on residential and nursing care and home help/ care for all adult client groups and elderly people during the year ending 31 March divided by 52 (expressed in £000's). The information used is that contained in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972 on the "Revenue Outturn form 3" (RO3).</p> <p>(b) The denominator is the total number of weeks all adult client groups and elderly people were supported in residential and nursing care divided by 52 and the number of households receiving intensive home care.</p>
5	Intensive home care per 1,000 population aged 65 or over.	This indicator is to be calculated by multiplying the numerator by 1,000 and

(41) 1972 c. 70.

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Indicator Number	Description of indicator	Details of indicator
6	Older people (aged 65 or over) helped to live at home per 1,000 population aged 65 or over.	<p>dividing the result by the denominator, where—</p> <p>(a) The numerator is the number of households receiving intensive home care (more than 10 contact hours and 6 or more visits) during a survey week.</p> <p>(b) The denominator is the total population aged 65 or over in the authority's area.</p>
7	Clients receiving a scheduled review as a percentage of adult clients receiving a service.	<p>This indicator is to be calculated by multiplying the numerator by 1,000 and dividing the result by the denominator, where—</p> <p>(a) The numerator is the total number of elderly people aged 65 and over helped to live at home.</p> <p>(b) The denominator is the total population aged 65 and over in the authority's area.</p> <p>In this indicator—</p> <p>(a) The numerator is the total number of all clients receiving a scheduled review during the period (either by social services or non-social services staff).</p> <p>(b) The denominator is the total number of adult clients for all age groups receiving services during the period.</p>
8	Percentage of items of equipment costing less than £1,000 delivered within three weeks.	<p>The calculation of this percentage excludes equipment and adaptations that require structural work but includes that equipment which only needs simple fitting (e.g. bolting to a wall or a floor). For the purposes of calculating this indicator, adaptations provided by housing departments and</p>

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Indicator Number	Description of indicator	Details of indicator
9	Percentage of people receiving a statement of their needs and how they will be met.	<p>connections to alarm systems should be omitted.</p> <p>In the calculation of this indicator, each item costing under £1,000 (including the cost of installation) should be counted and all items supplied during the financial year should be included regardless of when ordered. The period begins when a decision to supply the equipment is made and ends when the equipment is satisfactorily installed in the opinion of the local authority. For the purposes of this indicator cases where the time limit could not be met because of the client's actions or absence may be excluded, for example when a person was in hospital or on holiday, etc.</p> <p>This indicator is to be calculated by dividing the total number of adults receiving a service during the financial year and who have received by 31 March of that year a description of what their needs are so far as those services are concerned and how those needs will be met by the total number of adults receiving a service during the financial year and multiplying the result by 100.</p>
10	Assessments per 1,000 population aged 65 or over.	<p>This indicator is to be calculated by multiplying the numerator by 1,000 and dividing the result by the denominator, where—</p> <p>(a) The numerator is the total number of clients aged 65 and over with completed assessments and those clients with assessment terminated.</p> <p>(b) The denominator is the total population</p>

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<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
11	Relative spend on family support by reference to the gross expenditure on children in need but not looked after by the authority, as a percentage of gross expenditure on all children's services.	<p>aged 65 and over in the authority's area.</p> <p>In this indicator—</p> <p>(a) The denominator is the gross expenditure on all children's services for the year ending 31 March, as recorded on the financial return made to the Secretary of State under section 168 of the Local Government Act 1972 on the "Revenue Outturn form 3" (RO3)(42).</p> <p>(b) The numerator is that part of the denominator that represents expenditure on children in need but not looked after. This is calculated as the sum of the following items on the local financial return: youth justice, provision for children under 8 years of age, family centres, adoption allowances, other non-residential, home care/home help and 50% of leaving home care expenditure. It also includes a proportion of the expenditure on senior management, care management/social work and overheads.</p>

## SCHEDULE 6

Article 8

## HOUSING INDICATORS

<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
1	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority.	The average number of unfit private sector dwellings made fit or demolished per annum as a direct result of action by the authority divided by

(42) 1972 c. 70.

Indicator Number	Description of indicator	Details of indicator
2	Energy Efficiency—the average SAP rating of local authority owned dwellings.	the total number of private sector dwellings judged by the authority to be unfit multiplied by 100.  In this indicator, references to the “Standard Assessment Procedure” (“SAP”) are references to the procedure in the document entitled “Government’s Standard Assessment Procedure for Energy Rating of Dwellings”(43).
3	The proportion of private sector dwellings which have been vacant for more than 6 months at the beginning of the financial year and which are returned into occupation during that financial year as a direct result of action by the local authority.	This indicator is to be calculated by dividing the number of private sector dwellings that have been vacant for more than 6 months at the beginning of the financial year which are returned into occupation during the financial year as a direct result of action by the authority, by the number of all private sector properties which have been vacant for more than 6 months at the beginning of the financial year multiplied by 100.
4	The average weekly management costs per local authority dwelling.	In this indicator “management costs” includes housing management costs incurred by the local authority within its Housing Revenue Account (HRA)(44). This covers costs incurred on general and special supervision, management and maintenance, less any contributions made to the authority in respect of HRA expenditure and transfers to the HRA in respect of amenities shared by the whole community as reported on DETR Housing Subsidy and Grant Claim forms 2000–2001 (“2000–2001 HS

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(43) 1998 Edition—copies can be obtained, free of charge, from the Enquiries bureau, Building Research Establishment, Garston, Watford WD2 7JR.

(44) Accounts kept by authorities pursuant to section 74 of the Local Government and Housing Act 1989 (c. 42).

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Indicator Number	Description of indicator	Details of indicator
5	The average weekly costs of repairs per local authority dwelling.	<p>Form”)(45). This indicator is to be measured by the HRA actual expenditure on housing management for the financial year divided by the average number of dwellings in the HRA at the start and end of the year, divided by 52.</p> <p>In this indicator “repairs” means housing repair costs incurred by the local authority within its Housing Revenue Account (HRA). This covers costs incurred on repair work which is charged directly to the HRA (excluding capitalised repairs) or met through a housing repairs account (counting the net costs in the financial year of transfers to and from this account) as reported on the 2000–2001 HS Form. This indicator is to be measured by the HRA actual expenditure on housing repair for the financial year divided by the average number of dwellings in the HRA at the start and end of the year, divided by 52.</p>
6	Local authority rent collection and arrears: proportion of rent collected.	<p>The proportion of rent collected is to be calculated from the data on the gross rent collected during the year (including that met through Housing Benefit) as a proportion of the total available for collection in the year but with rent arrears from former tenants excluded (the latest potential rent income after allowing for vacant dwellings and including arrears of current tenants outstanding at the beginning of the year). The rent collected is the total amount of rent collected during</p>

(45) These forms are prepared by local authorities as a response to the rules set out in the Housing Revenue and Accounts Subsidy Determination 2000/2001. The Determination has been made by the Secretary of State under sections 80 and 87 of the Local Government and Housing Act 1989 (c. 42).



<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
7	Local authority rent collection and arrears: rent arrears of current tenants as a proportion of the authority's rent roll.	the year, less any payments of arrears for earlier years from former tenants. Arrears as a proportion of rent income is to be calculated from the total amount of rent outstanding at the end of the financial year and the total available rental income (rent roll). Rent roll is the total amount of potential rent collectable for the financial year for all dwellings owned by the authority, whether occupied or not. The total amount of rent arrears is the amount of arrears of both former and current tenants at the end of the financial year.
8	Local authority rent collection and arrears: rent written off as not collectable as a proportion of the authority's rent roll.	This indicator is to be calculated from the total amount of rent written off during the financial year and the total available rental income (rent roll). Rent roll has the same meaning as in indicator 7 above. The total amount of write offs is the amount of current and former tenants rent arrears formally written off as unrecoverable during the financial year.
9	Proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days.	The number of homeless applications (under section 184 of the Housing Act 1996(46)) on which a decision was made and written notification was issued to the applicant within 33 working days, as a proportion of all homeless applications.
10	Average re-letting times for local authority dwellings let in the financial year.	This indicator is calculated from data on the total number of lettings made during the year (excluding those let after major repairs) and the total number of days these dwellings were vacant. The

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(46) 1996 c. 52.

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Indicator Number	Description of indicator	Details of indicator
11	Percentage of rent lost through local authority dwellings becoming vacant.	<p>total number of lettings covers all lettings made during the financial year where there was no major repair work financed from the authority's capital programme carried out in the period that the dwelling was vacant. Days a dwelling is vacant means the number of calendar days between the date the dwelling is available for letting, or when it is established that the dwelling is vacant and when a new tenant moves in.</p> <p>This indicator is to be calculated from data on the total available rental income (rent roll) and the amount of rent lost through voids (properties being vacant). Rent roll has the same meaning as in indicator 7 above. Rent lost through voids is the total amount of rent which was not collectable during the financial year because dwellings were vacant that is with no tenant liable for the rent.</p>
12	Energy Efficiency—the average annual change in the average SAP rating of local authority owned dwellings.	In this indicator “Standard Assessment Procedure” (“SAP”) shall have the same meaning as in indicator 2 of this Schedule.
13	The number of local authority dwellings receiving renovation work during a financial year as a proportion of the number needing renovation work at the beginning of that financial year.	<p>This indicator is to be determined by calculating—</p> <p>(a) The number of the authority's owned dwellings that receive renovation works (costing £5,000 or under) during the financial year divided by the local authority's assessment of the number of dwellings requiring such work at the beginning of the financial year multiplied by 100.</p>

Indicator Number	Description of indicator	Details of indicator
14	The percentage of urgent repairs completed within Government time limits.	<p>(b) The number of the authority's owned dwellings that receive renovation works (costing over £5,000) during the financial year divided by the local authority's assessment of the number of dwellings requiring such work at the beginning of the financial year multiplied by 100.</p> <p>The indicator is to be determined by dividing the total number of urgent repairs (as defined in the Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994)<sup>(47)</sup> completed within the prescribed time limit during the financial year by the number of urgent repairs requested during the financial year.</p>
15	The average time taken to complete non-urgent responsive repairs.	For non-urgent responsive repairs completed during the financial year, the average number of (calendar) days between the non-urgent responsive repair being requested and its satisfactory completion (where non-urgent repairs are those excluded from the Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994).
16	Satisfaction of tenants of council housing with the overall service provided by their landlord.	<p>For the purposes of this indicator, leaseholders and tenants of other social or private landlords shall be excluded.</p> <p>To obtain the data for this indicator, the authority shall use the survey requirements specified for the Best Value</p>

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<sup>(47)</sup> S.I. 1994/133.

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Indicator Number	Description of indicator	Details of indicator
17	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	<p>Performance Indicator Number 74 (BVPI74) in Chapter 14 of Volume One of the DETR's document entitled "Best Value and Audit Commission Performance Indicators for 2000/2001"<sup>(48)</sup>.</p> <p>For the purposes of this indicator, leaseholders and tenants of other social or private landlords shall be excluded.</p> <p>The information used is that contained in the survey requirements specified for the Best Value Performance Indicator Number 75 (BVPI75) in Chapter 14 of Volume One of the DETR's document entitled "Best Value and Audit Commission Performance Indicators for 2000/2001".</p>

## SCHEDULE 7

Article 9

## HOUSING BENEFIT AND COUNCIL TAX BENEFIT INDICATORS

Indicator Number	Description of indicator	Details of indicator
1	Security: whether the authority has a written and pro-active strategy for combating fraud and error which embraces specified initiatives including those sponsored by the Department of Social Security, which is communicated regularly to all staff.	<p>This indicator is to be determined by reference to a written security strategy prepared by the authority before 31st March of 2001, which commits it, as a minimum, to undertaking two of the following sets of activities, and the initiatives specified therein are observably in use:</p> <p>(1) operating a system of guidance entitled the "Verification Framework"<sup>(49)</sup> which</p>

<sup>(48)</sup> Best Value and Audit Commission Performance Indicators for 2000/2001. Volume One: The Performance Indicators including the Audit Commission's Publication of Information Direction (England). Published by the DETR, free of charge, in December 1999.

<sup>(49)</sup> The Verification Framework guidance is set out in nine circulars on Housing Benefit and Council Tax Benefit issued by the Department of Social Security to local authorities. These are Circular F6/98 (issued in March 1998), Circular F15/98

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Indicator Number	Description of indicator	Details of indicator
		<p>is made available to local authorities by the Department of Social Security to improve accuracy and to prevent fraud and error from entering the benefit system;</p> <p>(2) operating a policy for prosecution which details the circumstances in which cases would be considered for prosecution or for the application of other sanctions, and which is observably complied with;</p> <p>(3) operating at least three of the following initiatives which are observably in use:</p> <p>(a) the Post Office is, on the application of the local authority, preventing social security post sent by or on behalf of the authority from being redirected in accordance with the provisions of Section 182A of the Social Security Administration Act 1992(50);</p> <p>(b) the local authority is periodically providing Housing Benefit and Council Tax Benefit claims data to the Department of Social Security for the purpose of electronic data-</p>

(issued in November 1998); Circular F20/98 (issued in December 1998); Circular A24/99 (issued in July 1999); Circular F17/99 (issued in August 1999); Circular A34/99 (issued in September 1999); Circular A36/99 (issued in September 1999); Circular A37/99 (issued in September 1999); and Circular A48/99 (issued in October 1999).

(50) 1992 c. 5.

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Indicator Number	Description of indicator	Details of indicator
		<p>matching with Departmental benefit claims records (this service, which is made available by the Department, is known as the Housing Benefit Matching Service);</p> <p>(c) the local authority is a signatory to a current agreement with each local office of the Benefits Agency with which it liaises on matters concerning Housing Benefit and Council Tax Benefit which sets out the expectations and obligations of both sides for a minimum level of efficient liaison, and that agreement is based on the model national service level agreement drawn up by the Department of Social Security and representatives of the Local Authority Associations;</p> <p>(d) the local authority is a signatory to a current agreement with each local office of the Benefits Agency with which it liaises on matters concerning Housing Benefit and Council Tax Benefit which sets out the expectations and obligations of</p>

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Indicator Number	Description of indicator	Details of indicator
2	The average cost of handling a Housing Benefit or Council Tax Benefit claim, taking into account differences in the types of claim received.	<p>both sides for a minimum level of efficient counter-fraud activity, and that agreement is based on the model fraud service level agreement drawn up by the Department of Social Security and representatives of the Local Authority Associations.</p> <p>This indicator is based on the costs which local authorities report they incur to administer Housing Benefit and Council Tax Benefit. The information used is that contained in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972 on the “General Fund Services Revenue Account Return form”(51).</p>
3	<p>Speed of processing:</p> <p>(a) Average time for processing new claims.</p>	<p>Definition of terms and guidance on measuring performance against this indicator are set out in Circular S1/2000 on Housing Benefit and Council Tax Benefit(52).</p> <p>This indicator measures the average processing time taken in respect of all new claims for which the date of determination is within the period being reported on. The time for each claim is measured from the date of receipt of the claim to the date of full determination.</p> <p>Definitions of terms and guidance on measuring performance against this</p>

(51) 1972 c. 70.

(52) Issued to local authorities, free of charge, by the Department of Social Security in March 2000.

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Indicator Number	Description of indicator	Details of indicator
4	Speed of processing: (b) Average time for processing notifications of changes of circumstances.	<p>indicator are set out in The Housing Benefit and Council Tax Benefit Management Information System Guide for 2000–2001 produced by the Department of Social Security (the “2000–2001 Guide”)(53).</p> <p>This indicator measures the average processing time taken in respect of all written notifications of changes which require a re-determination for which the date of re-determination is within the period being reported on. The meaning of re-determination is limited to those cases where notifications affect the person’s right to benefit; or the amount of their benefit entitlement; or their right to receive payment of benefit.</p>
5	Speed of processing: (c) Percentage of renewal claims processed on time.	<p>Definitions of terms and guidance on measuring performance against this indicator are set out in the 2000–2001 Guide.</p> <p>This indicator measures the number of renewal claims determined before the end of the existing benefit period as a percentage in respect of all renewal claims for which the date of determination is within the period being reported on.</p>
6	Accuracy of processing: (a) Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the	<p>Definitions of terms and guidance on measuring performance against this indicator are set out in the 2000–2001 Guide.</p> <p>This indicator measures the percentage of cases within a random sample for which the calculation of benefit is found to be correct.</p>

(53) Issued to local authorities, free of charge, by the Department of Social Security in December 1999.



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<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
	information available for the determination for a sample of cases checked post-determination.	Definitions of terms and guidance on measuring performance against this indicator are set out in the 2000–2001 Guide and Circular S1/2000 on Housing Benefit and Council Tax Benefit.
7	Accuracy of processing: (b) The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.	This indicator measures the value of cash recovered during the period being reported on as a percentage of the value of recoverable overpayments identified by the authority on or after 1st April 2000.  Definitions of terms and guidance on measuring performance against this indicator are set out in the 2000–2001 Guide.
8	User satisfaction survey covering issues of accessibility, staffing issues such as helpfulness and communications and information including issues such as clarity or adequacy and timeliness of the information.	The information used is that contained in the survey requirements specified for the Best Value Performance Indicator Number 80 (BVPI80) in Chapter 14 of Volume One of the DETR’s document entitled “Best Value and Audit Commission Performance Indicators for 2000/2001” <sup>(54)</sup> .

## SCHEDULE 8

Article 10

## ENVIRONMENTAL INDICATORS

<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
1	The completion by the authority of a full review and assessment of air quality in its area, which includes consultation with statutory consultees, in order to determine whether or not an air	Part IV of the Environment Act 1995 <sup>(55)</sup> requires each local authority to review and assess air quality in its area. Where a local authority considers that one or more of the air quality objectives, as prescribed in the Air Quality

<sup>(54)</sup> Best Value and Audit Commission Performance Indicators for 2000/2001. Volume One: The Performance Indicators including the Audit Commission’s Publication of Information Direction (England). Published by the DETR, free of charge, in December 1999.

<sup>(55)</sup> 1995 c. 25.

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Indicator Number	Description of indicator	Details of indicator
	quality management area has to be designated.	Regulations <sup>(56)</sup> is unlikely to be met within the relevant period, it must declare an air quality management area. It must then draw up an action plan setting out the measures it intends to take to meet the objectives and including a timetable for their implementation. Section 84(1) of the Environment Act 1995 requires authorities to undertake a further assessment of existing and likely future air quality in a designated air quality management area.
2	Percentage of the total tonnage of household waste arisings which have been recycled.	In this indicator— “Recycled” means household waste materials which have been collected and separated from municipal waste with subsequent processing to produce marketable products. Recycling differs from product re-use because of the need to process the recovered material. “Household Waste” means all waste collected by Waste Collection Authorities (WCA's) under section 45(1)(a) of the Environmental Protection Act 1990 <sup>(57)</sup> , plus all waste arisings from Civic Amenity (CA) Sites and waste collected by third parties for which collection or disposal recycling credits are paid under Section 52 of the Environmental Protection Act 1990. “Civic Amenity Site” means places provided by the Waste Disposal

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<sup>(56)</sup> S.I. 1997/3043.

<sup>(57)</sup> 1990 c. 43.

Indicator Number	Description of indicator	Details of indicator
3	Percentage of the total tonnage of household waste arisings which have been composted.	<p>Authority (WDA) at which persons resident in the area may deposit their household waste (Services provided under Section 51(1)(b) of the Environmental Protection Act 1990).</p> <p>“Waste arising” means waste generated by householders in the authority’s area.</p> <p>“Composted” means organic waste material which has been broken down by the action of micro organisms aerobically at a central composting facility. Home composting shall not be included.</p>
4	Percentage of the total tonnage of household waste arisings which has been used to recover heat, power and other energy sources.	<p>“Used to recover heat, power and other energy sources” includes—</p> <ul style="list-style-type: none"> <li>(a) the controlled combustion of waste in specialised plant specifically to generate power and/or heat from the waste feedstock;</li> <li>(b) the controlled combustion of refuse derived fuel (RDF) in specialised plant specifically to generate power and/or heat from the waste feedstock;</li> <li>(c) the production of gaseous fuels by reacting hot carbonaceous waste with air, steam or oxygen (gasification);</li> <li>(d) the thermal decomposition of organic waste to produce gaseous, liquid and solid products by pyrolysis; and</li> <li>(e) the biological degradation of organic wastes by anaerobic digestion.</li> </ul>

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Indicator Number	Description of indicator	Details of indicator
5	Percentage of the total tonnage of household waste arisings which has been landfilled.	<p>The following shall not be included in the above definition—</p> <ul style="list-style-type: none"> <li>(a) ash residues subsequently landfilled or recycled;</li> <li>(b) methane recovery from landfill; and</li> <li>(c) material recovered for recycling following incineration of waste.</li> </ul> <p>“Landfilled” means waste deposited on, or on a structure set into, the surface of the land; or under the surface of the land (land includes land covered by water which is above the low water mark or ordinary spring tides).</p>
6	Number of kilograms of household waste collected per head.	<p>In this indicator—</p> <p>“household waste” shall have the same meaning as in section 75 of the Environmental Protection Act 1990 and Schedules 1 &amp; 2 of the Controlled Waste Regulations 1992(58); and</p> <p>For Waste Collection Authorities (WCA) the indicator is to be calculated by means of the formula</p> $\frac{X}{Y}$ <p>where—</p> <ul style="list-style-type: none"> <li>(a) X = Total tonnage of household waste arisings collected by the WCA under Section 45(1) of the Environmental Protection Act 1990 plus arisings for which collection recycling credits are paid to third parties under Section 52(4) of the</li> </ul>

(58) S.I. 588/1992.

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Indicator Number	Description of indicator	Details of indicator
		<p>Environmental Protection Act 1990; and</p> <p>(b) Y = Population in the waste collection authority area using Office for National Statistics mid-year projections.</p> <p>For a Waste Disposal Authority (WDA), the indicator is to be calculated by means of the formula</p> $\frac{X}{Y}$ <p>where—</p> <p>(a) X = Total tonnage of household waste arising from places provided by the WDA at which persons resident in the area may deposit their household waste (Services provided under Section 51(1)(b) of the Environmental Protection Act) plus total tonnage of household waste collected by the constituent WCAs under Section 45(1) of the Environmental Protection Act 1990 plus arisings for which disposal recycling credits are paid to third parties under Section 52 of the Environmental Protection Act 1990; and</p> <p>(b) Y = Population in the waste disposal authority area using Office for National Statistics mid-year projections.</p> <p>For an Authority which is both a Waste Collection Authority and a Waste Disposal Authority the indicator is to be calculated by means of the formula</p>

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Indicator Number	Description of indicator	Details of indicator
		$\frac{X}{Y}$
		<p>where—</p> <p>(a) X = Total tonnage of household waste arisings collected by the authority pursuant to section 45(1) of the Environmental Protection Act 1990 plus total tonnage of household waste arising from Civic Amenity Sites, plus arisings for which collection or disposal recycling credits are paid to third parties under Section 52(4) of the Environmental Protection Act 1990; and</p> <p>(b) Y = Population in the waste collection and waste disposal authority area using Office for National Statistics mid-year projections.</p>
7	<p>The cost per square kilometre of keeping relevant land and relevant highways for which the authority is responsible, clear of litter and refuse.</p>	<p>The terms “relevant land”, “highway” and “responsible” shall have the same meaning as in section 86 of the Environmental Protection Act 1990<sup>(59)</sup>.</p>
8	<p>Cost of waste collection per household.</p>	<p>The net cost of waste collection is that specified in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972 on the “Revenue Outturn Form 6” (RO6).</p> <p>The information about the number of households is that used in the statement of numbers and bands of all properties in the valuation list for the authority compiled and maintained by the listing officer under section 22 of</p>

<sup>(59)</sup> 1990 c. 43.

Indicator Number	Description of indicator	Details of indicator
9	Cost of waste disposal per tonne for municipal waste.	<p>the Local Government and Finance Act 1992(<b>60</b>).</p> <p>This indicator is to be calculated using the figure of direct expenditure as specified in the local financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972(<b>61</b>) on the “Revenue Outturn form 6” (RO6) plus the amount of any joint disposal authority levy as specified in that form, less the net cost of the management of old landfill sites, divided by the total tonnes of municipal waste covered by that expenditure.</p> <p>In this indicator “net cost of the management of old landfill sites” means any costs, (including staff, central support services, revenue and capital charges) associated with the management, monitoring and pollution control of old landfill sites formerly operated by the authority as waste disposal authority.</p>
10	Number of collections missed per 100,000 collections of household waste.	<p>In this indicator—</p> <p>“missed collection” means—</p> <p>(a) any collection reported by a resident/ commercial organisation where the resident was not informed in writing of a change in the arrangements;</p> <p>(b) any collection which is known by the authority not to have taken place on the prescribed</p>

(60) 1992 c. 14.  
(61) 1972 c. 70.

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Indicator Number	Description of indicator	Details of indicator
		<p>day due to a failure of the authority or its contractor including those missed due to weather conditions or industrial action; and</p> <p>(c) any collection which did not take place on the prescribed day where residents were not informed in writing of the changed arrangements.</p> <p>“Prescribed day” means the day of the week on which collections would normally take place.</p> <p>“Informed in writing” means by printed refuse sacks, leaflets, newspapers or any other written communication provided to all relevant households/businesses by the authority or its contractors.</p> <p>This indicator is to be calculated by using the formula</p> $\frac{X}{(Y \times Z)} \times 100,000,$ <p>where—</p> <p>a X is the number of missed collections (including separate collections of recyclables);</p> <p>b Y is the number of properties as listed in the Valuation Office’s Schedule of Alterations, page entitled “Statement of Numbers and Bands of All Properties Shown in the Valuation List for the Billing authority</p>



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Indicator Number	Description of indicator	Details of indicator
		area”, “Grand Total Line”; and c Z is the number of scheduled times bins are collected in the period beginning on 1st April and ending on 31st March.
11	Percentage of people satisfied that the authority has met their duty to keep their relevant land and relevant highways for which the authority is responsible clear of litter and refuse.	The terms “relevant land”, “highway” and “responsible” shall have the same meaning as in section 86 of the Environmental Protection Act 1990(62).
12	Percentage of survey respondents expressing satisfaction with Recycling Facilities, Household Waste Collection and Civic Amenity Sites.	“Civic Amenity Site” means places provided by the Waste Disposal Authority at which persons resident in the area may deposit their household waste (These are services provided under section 51(1)(b) of the Environmental Protection Act 1990).  The information used is that contained in the survey requirements specified for the Best Value Performance Indicator Number 90 (BVPI90) in Chapter 14 of Volume One of the DETR’s document entitled “Best Value and Audit Commission Performance Indicators for 2000/2001”(63).
13	Percentage of population resident in the authority’s area which are served by a kerbside collection of recyclables or within 1 kilometre radius of a recycling centre.	In this indicator “recycling centre” means— (a) A collection of drop-offs or bring banks in one location where recyclable material may be deposited. In this indicator “drop-offs or bring banks” means a collection of containers in a location within the authority’s area where

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(62) 1990 c. 43.

(63) Best Value and Audit Commission Performance Indicators for 2000/2001. Volume One: The Performance Indicators including the Audit Commission’s Publication of Information Direction (England). Published by the DETR, free of charge, in December 1999.

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Indicator Number	Description of indicator	Details of indicator
		<p>members of the public may deposit one or more types of recyclable material;</p> <p>(b) Places provided by the Waste Disposal Authority at which persons resident in the area may deposit their household waste (Services provided under section 51(1)(b) of the Environmental Protection Act 1990), at which bring banks are provided; and</p> <p>(c) Any materials reclamation facility (MRF) provided by the Waste Collection Authority or the Waste Disposal Authority, at which members of the public may deposit their recyclable waste.</p>

## SCHEDULE 9

Article 11

## TRANSPORT INDICATORS

Indicator Number	Description of indicator	Details of indicator
1	Cost of highway maintenance per 100 km travelled by a vehicle on principal roads.	This indicator is to be calculated by using the figure for transport capital expenditure contained in the financial return made to the Secretary of State under section 168(1) on the Capital Outturn form (COR1)(64) and adding the figures for structural maintenance and routine maintenance contained in the financial return for the same year made under the same section of the 1972 Act on the "Revenue Outturn form" (RO2)(65) and dividing the result by the figure for

(64) 1972 c. 70.

(65) 1972 c. 70.

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Indicator Number	Description of indicator	Details of indicator
2	Cost per passenger journey of subsidised bus services.	<p>vehicle kilometrage derived from Table A of that year's Revenue Support Grant settlement<sup>(66)</sup> multiplied by 100.</p> <p>In this indicator, "principal road" shall have the same meaning as in section 12 of the Highways Act 1980<sup>(67)</sup>.</p> <p>For the definition of "local bus services" see section 2 of the Transport Act 1985.</p> <p>This indicator is to be calculated by dividing the figure for net expenditure on subsidy of local bus services contained in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972 on the "Revenue Outturn form 2" (RO2) by the number of passenger journeys on those services in that year. For the purposes of this calculation, the expenditure on concessionary fare schemes under sections 93 to 105 of the Transport Act 1985 shall be excluded.</p>
3	Average cost of maintaining street lights.	<p>This indicator is to be calculated by dividing the figure for the total cost of maintaining street lights as specified in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972 on the "Revenue Outturn form 2" (RO2), by the number of street lights in the authority's area.</p>
4	Condition of principal roads.	<p>In this indicator, "principal roads" shall have the same</p>

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<sup>(66)</sup> The Revenue Support Grant is issued under section 78 of the Local Government Finance Act 1988 (1988 c. 41).

<sup>(67)</sup> 1980 c. 66.

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Indicator Number	Description of indicator	Details of indicator
5	Condition of non-principal classified roads.	<p>meaning as in indicator 1 of this Schedule.</p> <p>The information used is that contained in the guidance issued by the DETR entitled “Best Value Road Condition Surveys for Local Highway Authorities”<b>(68)</b>.</p> <p>“Non-principal classified road” means a road which has been classified under the provisions of section 12 of the Highways Act 1980, but is not a principal road.</p>
6	Percentage of street lamps not working as planned.	<p>The information used is that contained in the guidance issued by the DETR entitled “Best Value Road Condition Surveys for Local Highway Authorities”.</p> <p>This indicator is to be calculated by using the formula</p> $\frac{(W \times Y)}{Z} \times 100;$ <p>where—</p> <ul style="list-style-type: none"> <li>a W is the total number of streetlight failures detected in a year by regular inspections and other reports divided by 365;</li> <li>b Y is the average time taken to repair a streetlight following detection plus half the average time between inspections (expressed in days);</li> <li>c Z is the total number of street lights in the authority.</li> </ul>
7	Road safety.	<p>This indicator is to be determined by calculating the number of road accident casualties per 100,000 of the authority’s population divided</p>

**(68)** Published by the DETR on March 2000. Publication Number 99 PRLT 1020.

Indicator Number	Description of indicator	Details of indicator
8	Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by authority road works per kilometre of traffic sensitive road.	<p>into categories depending on nature of casualties and road user type, where—</p> <p>(a) The nature of casualties categories are, killed, seriously injured and slight injuries; and</p> <p>(b) the road user types are pedestrians, pedal cyclists, two-wheeled motor vehicle users, car users and other vehicle users.</p> <p>The information used is that relating to the calendar year ending 15 months prior to the relevant 31st March.</p> <p>The total number of days temporary traffic controls (manual or by traffic lights) were in place on traffic sensitive roads or the road was closed, due to authority road works per km of traffic sensitive roads.</p> <p>For the purposes of this indicator, traffic controls at road works that were completed in less than a day are to be excluded.</p> <p>In this indicator “Traffic Sensitive” has the same meaning as in Regulation 13 of the Streetworks (Registers, Notices, Directions and Designations) Regulations 1992(69).</p>
9	Local bus services (vehicle kilometres per year).	The total annual distance in kilometres covered by local buses within the area of the authority.
10	Local bus services (passenger journeys per year).	The total number of passenger journeys made annually on local buses within the area of the authority.

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<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
11	Percentage of users satisfied with local provision of public transport information.	This percentage is determined using the survey requirements specified for the Best Value Performance Indicator Number 103 (BVPI103) in Chapter 14 of Volume One of the DETR's document entitled "Best Value and Audit Commission Performance Indicators for 2000/2001" <sup>(70)</sup> .
12	Percentage of users satisfied with local bus services.	This percentage is determined using the survey requirements specified for the Best Value Performance Indicator Number 104 (BVPI104) in Chapter 14 of Volume One of the DETR's document entitled "Best Value and Audit Commission Performance Indicators for 2000/2001".
13	Damage to roads and pavements.	Total number of reported incidents of dangerous damage to roads and pavements repaired or made safe within 24 hours from the time that the authority first became aware of the damage, as a percentage of such incidents.

## SCHEDULE 10

Article 12

## PLANNING INDICATORS

<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
1	Percentage of new homes built on previously developed land.	<p>"New homes built" includes a net increase in dwellings as a result of conversions and is the total number of new homes completed during the financial year.</p> <p>"Previously developed land" has the same meaning as in Annex C to the DETR</p>

<sup>(70)</sup> Best Value and Audit Commission Performance Indicators for 2000/2001. Volume One: The Performance Indicators including the Audit Commission's Publication of Information Direction (England). Published by the DETR, free of charge, in December 1999.

Indicator Number	Description of indicator	Details of indicator
2	Planning cost per head of population.	<p>Planning Policy Guidance Note 3(71).</p> <p>An authority's planning cost is the gross core planning cost figure specified in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972(72) on the "Revenue Outturn forms 4 and 6" (RO4 and RO6).</p>
3	The number of advertised departures from the statutory plan approved by the authority as a percentage of total permissions granted.	<p>For this indicator, and indicators 4 and 5 in this Schedule:—</p> <p>(a) figures used in the calculation of percentages or an average include information which is of the same type as that needed—</p> <p>(i) for authorities other than county councils, but including unitary authorities, to complete DETR's "General Development Control Return—PS2 (District)" form for the quarter ending December 1999 ("PS2 Return")(73);</p> <p>(ii) for county councils other than unitary authorities, to complete DETR's "General Development Control—CPS1/2 (County Matters)" form for the quarter ending December</p>

(71) Planning Policy Guidance Note 3, "Housing", published by the Stationery Office Limited in March 2000.

(72) 1972 c. 70.

(73) PS2 Return for the quarter ending December 1999 and Notes for completion of Form PS2 (District) published in September 1999. Copies of these can be obtained from DETR, Housing and Planning Statistics Unit, Gaunts House, Denmark Street, Bristol BS1 5BP.

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Indicator Number	Description of indicator	Details of indicator
		<p>1999 (“CPS1/2 Return”)(74); and</p> <p>(b) accordingly, references to information needed for the PS2 Return, or the CPS1/2 Return, or items in a Return, are to information of the type needed to complete the Return or the item; but the figures used in each case are those applicable when the authority’s performance is measured, aggregated for the four quarters of the financial year being considered.</p> <p>For this indicator, “the number of advertised departures”—</p> <p>(a) for authorities other than county councils, but including unitary authorities, is the information needed for Q1 to Q13, column (h) of the PS2 Return;</p> <p>(b) for county councils other than unitary authorities, is the total number of permissions granted where the application was advertised under Article 8(2)(b) of the Town and County Planning (General Development Procedure Order) 1995.</p> <p>and “total planning permissions granted”—</p> <p>(a) for authorities other than county councils, but including unitary authorities, is the information needed for Q1 to Q13, column (b) of the PS2 Return;</p>

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(74) CPS1/2 Return for the quarter ending December 1999 and Notes for completion of Form CPS1/2 (County Matters) published in December 1999. Copies of these can be obtained from DETR, Housing and Planning Statistics Unit, Gaunts House, Denmark Street, Bristol BS1 5BP.



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Indicator Number	Description of indicator	Details of indicator
4	Percentage of applications determined within 8 weeks.	<p>(b) for county councils other than unitary authorities, is the information needed for question (b) of the CPS1/2 Return, but only in respect of planning permissions that have been granted.</p> <p>For National Park authorities the figures are for the National Park as a whole.</p> <p>For “PS2 Return” and “CPS1/2 Return” see indicator 3 in this Schedule.</p> <p>For authorities other than county councils, but including unitary authorities, the information needed for Q1-Q18 column (d) of the PS2 Return, is taken as a percentage of the information needed for Q1-Q18 column (a) of that Return. For National Park authorities the figures are for the National Park as a whole.</p> <p>For county councils which are not unitary authorities the indicator is the total number of decisions determined within a 56 day period (calculated in respect of each planning decision by using the information needed for Column (j) minus Column (h) of the CPS1/2 Return) as a percentage of the total number of the decisions taken.</p> <p>For the purposes of the calculation of this indicator, decisions by county councils which are not unitary authorities where environmental assessments have taken place are to be excluded.</p>

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<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
5	Average time taken to determine all applications.	<p>For “PS2 Return” and “CPS1/2 Return” see indicator 3 in this Schedule.</p> <p>For authorities other than county councils but including unitary authorities, the average is to be calculated by dividing the total time from application to decision as defined in the PS2 Return for all types of application eligible to be entered as “decided” in column (a) on the PS2 Return, by the total number of applications decided. For National Park authorities the figures are for the National Park as a whole.</p> <p>For county councils which are not unitary authorities, the average is to be calculated by dividing the sum of the time taken to determine each application (calculated in respect of each application by using the information needed for column (j) minus column (h) of the CPS1/2 Return) by the total number of decisions made.</p>
6	Percentage of applicants satisfied with the service received.	The information used is that contained in the survey requirements specified for the Best Value Performance Indicator Number 111 (BVPI111) in Chapter 14 of Volume One of the DETR’s document entitled “Best Value and Audit Commission Performance Indicators for 2000/2001”(75).
7	Score against a checklist of planning best practice.	The checklist is drafted so that each question requires a “Yes” or “No” answer. A “Yes” answer attracts a score of 1. An affirmative answer to all the

(75) Best Value and Audit Commission Performance Indicators for 2000/2001. Volume One: The Performance Indicators including the Audit Commission’s Publication of Information Direction (England). Published by the DETR, free of charge, in December 1999.

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Indicator Number	Description of indicator	Details of indicator
		<p>questions will attract a score 10 out of 10 or 100%. Where a question is not applicable to the authority, it is excluded from both the numerator and the denominator so that a score 9 out of 9 is also 100%.</p> <p>The Checklist for the purpose of this indicator consists of the following questions to the authority—</p> <p>1a. On 31st March, did you have a development plan which was adopted in the last 5 years? If “No”—</p> <p>1b. For those adopted plans not adopted within the 5 years ending on 31st March, were there on this date proposals on deposit for their alteration or replacement and have you publicly adopted a timetable for adopting those alterations or the replacement plan?</p> <p>For the purposes of this indicator, authorities will only be able to answer “Yes” to question 1a, if the following requirements are met—</p> <ul style="list-style-type: none"><li>— local planning authorities responsible for preparing a district-wide local plan must have a single area-wide local plan which was adopted in the last 5 years;</li><li>— local planning authorities responsible for preparing a unitary development plan must have a unitary development plan</li></ul>

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Indicator Number	Description of indicator	Details of indicator
		<p>which was adopted in the last 5 years;</p> <ul style="list-style-type: none"> <li>— local planning authorities responsible for preparing a district wide local plan, minerals and waste local plans (either individually or on a joint basis) and for joint preparation of a structure plan must have a single area-wide local plan, minerals and waste local plans, and a structure plan which were all adopted in the last 5 years; and</li> <li>— local planning authorities responsible for structure plans and minerals and waste local plans (on a joint basis if appropriate) must have a structure plan and minerals and waste local plans which were all adopted in the last 5 years.</li> </ul> <p>To answer “Yes” to 1b, local planning authorities must, where appropriate to their planning functions, already have adopted one or more local plans or unitary development plans covering the whole of their area, and already have an adopted structure plan and adopted minerals and waste local plans</p> <p>2. On 31st March, did all your adopted</p>

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Indicator Number	Description of indicator	Details of indicator
		<p>development plans contain a comprehensive set of indicators and targets and, for plans adopted by the beginning of the financial year, have you monitored your performance against these? Local planning authorities which have not adopted all the development plans relevant to their authority will need to answer “No” to this question.</p> <p>For the purposes of this question—</p> <p>“development plans” include all the plans which are the responsibility of the authority. In the case of a county council, development plan includes any structure plan, minerals local plan and waste local plan; and “comprehensive” means that there must be indicators and targets associated with all the main policy areas in the plan.</p> <p>3. Has all supplementary planning guidance (including planning briefs) produced and adopted by you during the financial year followed the guidance given in paragraphs 3.15–3.18 of the DETR Planning Policy Guidance Note 12, “Development</p>

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Indicator Number	Description of indicator	Details of indicator
		Plans”(76), in particular the need for supplementary planning guidance to be linked and cross-referenced to an adopted plan policy and for adequate consultation before it is finalised?
		For the purposes of this question, if no supplementary planning guidance is produced, then the answer to this question should be “not applicable”.
		4. During the financial year, have you provided for pre-application discussions with potential applicants on request?
		5. On 31st March, did you have a published charter which set targets for handling the different stages of the development control process (including enforcement and compliance) and arrangements for monitoring your performance against these targets?
		For the purposes of this question, the charter will be expected to address the following stages in the development control process: registration of the application; consultation on applications; response times in relation to correspondence; the issuing of the decision letter following the council’s decision; the response times to

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(76) Published by the DETR in December 1999.

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Indicator Number	Description of indicator	Details of indicator
		<p>requests for enforcement action; and the checking of compliance with planning decisions including conditions.</p> <p>6. Is the percentage of appeals where the council's decision has been overturned lower than 40%?</p> <p>For the purposes of this question, the denominator should include all appeal decisions reported to the authority by the Planning Inspectorate during the financial year including enforcement appeals, listed buildings and conservation area consent appeals and advertisement appeals. Appeals should only be counted if the date of the Planning Inspectorate's or the Secretary of State's decision was during the year in question, regardless of when the appeal was lodged. The numerator should consist of those appeal decisions where the appeal was allowed or, in the case of enforcement appeals, where the notice was quashed or modified.</p> <p>7. During the financial year, has your authority delegated 70% or more of its applications to officers?</p> <p>For authorities other than county councils but including unitary authorities, the percentage for the purposes of this question is to be calculated using</p>

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		<p>the information needed for the completion of the PSI Return(77).</p> <p>The percentage is the total figure for the financial year using the information needed for Q3 as a percentage of the information needed for Q2 of the PSI Return. For National Park authorities the figures are for the National Park as a whole.</p> <p>8. During that financial year, have you run your planning service in such a way that—</p> <p>(a) you have not had any planning costs awarded against you;</p> <p>(b) you have not had any adverse ombudsman’s reports issued against you finding maladministration with or without injustice; and</p> <p>(c) there have been no court findings against you under sections 287 and 288 of the Town and Country Planning Act 1990(78) or on judicial review?</p> <p>For the purposes of this question, the term “maladministration” shall have the same meaning as indicator numbered</p>

(77) PS1 Return for the quarter ending December 1999 and Notes for completion of Form PS1 (District) published in September 1999. Copies of these can be obtained from DETR, Housing and Planning Statistics Unit, Gaunts House, Denmark Street, Bristol BS1 5BP.

(78) 1990 c. 8.



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Indicator Number	Description of indicator	Details of indicator
		5 of Schedule 1 to this Order.
		<p>9. During the financial year, has your authority operated a one stop shop service which includes the following characteristics—</p> <p>(a) a single point giving initial advice to members of the public and other enquirers on all the development-related consents operated by the authority;</p> <p>(b) pre-application discussions covering all the development-related consent regimes operated by the authority which are appropriate to each potential applicant; and</p> <p>(c) a nominated case officer acting as the contact point within the authority for each planning applicant and co-ordinating the authority's response to the application including progress chasing and advising on the application's relationship to other development-related consents?</p>
		<p>For the purposes of this question, authorities shall use the information in the DETR publication entitled "The One Stop Shop Approach</p>

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Indicator Number	Description of indicator	Details of indicator
		to Development Consents”(79).
		10. During the financial year, have you implemented a policy for ensuring that different groups have equal access to the planning process including, as necessary, the provision of advice in ethnic minority languages and in Braille/on tape based on consultation with relevant members of the community about the accessibility of the planning service, and do you have arrangements for keeping this policy under review?
		For the purposes of this question, authorities are to consider how accessible the service they provide is to different groups in the population such as ethnic minorities, religious groups, elderly and disabled people and disadvantaged and deprived people in inner urban areas.

## SCHEDULE 11

Article 13

## CULTURE INDICATORS

Indicator Number	Description of indicator	Details of indicator
1	Number of pupils visiting museums and galleries in organised school groups.	“Museums” are those which meet the Museums Association (MA) definition in the Museums Association Code of Ethics(80) and those which

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(79) Published by the DETR in April 1998.

(80) 3rd Edition 1999, published by the Museums Association, 42 Clerkenwell Close, London EC1R 0RP.

Indicator Number	Description of indicator	Details of indicator
		are run by the authority, or the authority contributes at least 20% of the running costs, net of charges, or provides the building.
2	The adoption by the authority of a local culture strategy.	In this indicator, an “organised” school group is one pre-booked with the Museum. “Local culture strategy” is a strategy within the meaning of the Department of Culture, Media and Sports (DCMS) draft guidance on “Local Cultural Strategies”(81).
3	The cost per physical visit to public libraries.	This indicator is to be calculated by dividing the authority’s gross expenditure by the total number of physical visits by members of the public to public libraries during the financial year.  The information about the gross expenditure is that contained in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972 on the “Revenue Outturn form 4” (RO4)(82).
4	Spending per head of population on cultural and recreational facilities and activities.	The information used is that contained in the financial return made to the Secretary of State under section 168(1) of the Local Government Act 1972 on the “Revenue Outturn form 4” (RO4).
5	The number of visits to public library premises.	This indicator is to be calculated by estimating the total number of visits by members of the public to libraries for whatever purpose during the financial year.

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(81) “draft guidance for local authorities in England” (June 1999).

(82) 1972 c. 70.

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Indicator Number	Description of indicator	Details of indicator
6	The percentage of library users who found the books/ information they wanted, or reserved it, and were satisfied with the outcome.	The percentage is determined using the survey requirements specified for the Best Value Performance Indicator Number 118 (BVPI118) in Chapter 14 of Volume One of the DETR's document entitled "Best Value and Audit Commission Performance Indicators for 2000/2001" <b>(83)</b> .
7	Percentage of residents by targeted group satisfied with the local authorities cultural and recreational activities.	The percentage is determined using the survey requirements specified for the Best Value Performance Indicator Number 119 (BVPI119) in Chapter 14 of Volume One of the DETR's document entitled "Best Value and Audit Commission Performance Indicators for 2000/2001".

## SCHEDULE 12

Article 14

## FIRE SERVICES INDICATORS

Indicator Number	Description of indicator	Details of indicator
1	Number of calls to fire attended: (i) total calls (excluding false alarms) per 10,000 population; (ii) primary fires per 10,000 population; (iii) accidental fires in dwellings per 10,000 dwellings.	These indicators are to be calculated by: (a) dividing the number of fires recorded under the Fire Damage Report (FDR) forms FDR1 and FDR3 <b>(84)</b> by the total population of the fire authority area and multiplying the result by 10,000; (b) dividing the number of primary fires as recorded under form FDR1 by the total population of the fire authority area and

**(83)** Best Value and Audit Commission Performance Indicators for 2000/2001. Volume One: The Performance Indicators including the Audit Commission's Publication of Information Direction (England). Published by the DETR, free of charge, in December 1999.

**(84)** FDR forms—Fire Report Forms FDR1 and FDR3 details are given in the notes to the Home Office Statistical Bulletin 25/98 fire statistics, United Kingdom 1997 (ISSN 0143 6384) Published on 3rd November 1998 (as modified in the Home Office Statistical Bulletin 15/99, fire statistics, United Kingdom 1998 published on 8th September 1999).

Indicator Number	Description of indicator	Details of indicator
2	Number of— (i) deaths and (ii) injuries—arising from accidental fires in dwellings per 100,000 population.	<p>multiplying the result by 10,000; and</p> <p>(c) dividing the number of accidental dwelling fires as recorded under form FDR1 by the number of dwellings in the fire authority area and multiplying the result by 10,000.</p> <p>In this indicator— “the number of dwellings in the fire authority area” is the figure specified in the Fire Service Statistics 1999(85); “FDR1” is used for a reportable fire (i.e. an event of uncontrolled burning involving flames, heat or smoke) involving property, or casualties or rescue or fires attended by five or more appliances; and “FDR3” is used to report other miscellaneous fire-related incidents: secondary fires, chimney fires and false alarms as defined in the Fire Damage Report Guidance.</p> <p>This indicator is to be calculated by dividing the number of accidental fire deaths (i.e. attributable to fire), and fire injuries in dwellings as defined in form FDR1, by the total population in the fire authority area and multiplying the result by 100,000.</p>
3	Accidental fire in dwellings confined to room of origin in	This indicator is to be calculated by taking the number of dwelling fires as

(85) Published in August 1999 by the Chartered Institute of Public Finance and Accountancy’s Statistical Information Service, ISSN 0968-0357.

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<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
	major cities and classified as “A risk” <b>(86)</b> .	per form FDR 1 where fire and heat damage as per FDR1 5.8 is limited to columns (i) “ <i>confined to item</i> ” and (ii) “ <i>beyond item but confined to room</i> ”, as a percentage of all dwellings fires. For the purposes of this indicator items 5.1a in FDR1 in respect of “Deliberate” or “Malicious” fires should be excluded from both parts of the equation.
4	Accidental fire in dwellings confined to room of origin in smaller cities/larger towns and classified as “B risk”.	For the calculation of this indicator see the details of indicator 3 of this Schedule.
5	Accidental fire in dwellings confined to room of origin in smaller towns and urban residential areas and classified as “C risk”.	For the calculation of this indicator see the details of indicator 3 of this Schedule.
6	Accidental fire in dwellings confined to room of origin in rural village areas and classified as “D risk”.	For the calculation of this indicator see the details of indicator 3 of this Schedule.
7	Percentage of calls to fires at which national standards for attendance were met.	The information used is that contained in Fire Service Circular 7/1999 <b>(87)</b> . The data should be for the year in which the indicator is calculated.
8	Number of calls to malicious false alarms per 1,000 population.	This indicator is to be calculated by dividing the number of fire calls (false alarms) as reported on form FDR 3, section 1 “malicious” category only, by the total population in the fire authority area and multiplying the result by 1,000.
9	Average time taken to complete inspections for fire safety certificates.	This indicator is to be calculated using the information in “Dear Chief Officer Letter 2/2000” <b>(88)</b> .

**(86)** the categories of the fire risk “A”, “B”, “C” and “D” are determined by reference to the type of property which predominates in an area. The basis of these risk categories is set out in Fire Service Circular 4/1985, issued to fire authorities by the Home Office on 22nd May 1985.

**(87)** Issued to fire authorities by the Home Office on 13th July 1999 under the heading “Percentage of fire calls at which attendance standards have been met”.

**(88)** “Dear Chief Officer letter” 2/2000 issued by the Home Office, free of charge, to chief fire officers on 31st January 2000.

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<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
10	False alarms caused by automatic fire detection apparatus per 1,000 non-domestic properties.	This indicator is to be calculated by dividing the number of fire calls (false alarms), as reported on form FDR 3, Section 1 "Due to apparatus" category only, by the total number of non-domestic properties in the fire authority area and multiplying the result by 1,000.
11	Expenditure per head of population on the provision of fire and rescue services.	This indicator is to be calculated by dividing the figure for the authority's net expenditure by the total population in the fire authority area.

## SCHEDULE 13

Article 15

## CRIME

<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
1	Domestic burglaries per 1,000 households.	<p>"Domestic burglaries" means a burglary of a dwelling and aggravated burglary of a dwelling.</p> <p>This indicator is to be calculated by multiplying the number of recorded domestic burglaries by 1,000 and then dividing the result by the number of households in the authority area.</p>
2	Violent crimes per 1,000 population.	This indicator is to be calculated by multiplying the number of recorded violent crimes by 1,000 and then dividing the result by total population of the authority area.
3	Vehicle crimes per 1,000 population.	"Vehicle crimes" means recorded theft or unauthorised taking of a motor vehicle, theft from a motor vehicle and aggravated vehicle taking.

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<b>Indicator Number</b>	<b>Description of indicator</b>	<b>Details of indicator</b>
		This indicator is to be calculated by multiplying the number of recorded vehicle crimes by 1,000 and then dividing the result by the total population of the authority area.

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### **EXPLANATORY NOTE**

*(This note is not part of the Order)*

Part I of the Local Government Act 1999 imposes requirements on local authorities and other authorities (the best value authorities listed in section 1 of that Act) relating to economy, efficiency and effectiveness in the exercise of their functions (Best Value). Section 4(1) of that Act confers a power on the Secretary of State to specify by order best value performance indicators and standards. This Order specifies performance indicators by reference to which a best value authority's performance in exercising functions can be measured.

The performance indicators specified in this Order apply in respect to the best value authorities specified in articles 3 to 15 of this Order and in relation to the functions specified by those articles.

Article 3 and Schedule 1 to the Order refer to general indicators which apply in respect of all the functions of the best value authorities listed in that article.

Article 4 and Schedule 2 to the Order refer to general police indicators which apply to police authorities in relation to all their functions.

Article 5 and Schedule 3 to the Order refer to police services indicators which apply to police authorities functions in relation to emergency and non-emergency policing services.

Article 6 and Schedule 4 to the Order refer to education indicators which apply to the authorities listed in that article in relation to their education functions.

Article 7 and Schedule 5 to the Order refer to social services indicators which apply to the authorities listed in that article in relation to their social services functions.

Article 8 and Schedule 6 to the Order refer to indicators for housing and related services which apply to the authorities specified in that article in relation to their housing and housing related functions.

Article 9 and Schedule 7 to the Order deal with indicators for housing benefit and council tax benefit which apply to the authorities listed in that article in relation to their housing benefit and council benefit tax functions.

Article 10 and Schedule 8 to the Order deal with indicators for environmental services. Article 10 (1) provides for the indicators specified in that paragraph to apply to waste disposal authorities in relation to all their functions. Article 10 (2) provides for the indicators specified in that paragraph to apply to waste collection authorities in respect of all their functions. Article 10 (3) provides for indicator 1 of Schedule 8 to apply to the authorities specified in that paragraph in relation to their functions under Part IV of the Environment Act 1995 in respect of air quality management. Article 10 (4) provides for indicators 7 and 11 of Schedule 8 to the Order to apply to principal authorities



as defined in section 86 (2) of the Environment Protection Act 1990 in respect of their litter and refuse functions under that Act.

Article 11 and Schedule 9 to the Order deal with indicators for transport which apply to the authorities specified in that article in relation to their transport functions.

Article 12 and Schedule 10 to the Order deal with indicators for planning which apply to the authorities specified in paragraph (2) of that article in relation to their planning functions. Article 12 (3) provides for the indicators specified in that paragraph to apply to county councils in respect of their planning functions.

Article 13 and Schedule 11 to the Order deal with indicators for cultural and related services which apply to the authorities specified in paragraph (2) of that article in relation to their cultural and related services functions.

Article 14 and Schedule 12 to the Order deal with indicators for fire services which apply to fire authorities as defined in article 1 of the Order in relation to their functions in respect of the provision of fire services.

Article 15 and Schedule 13 to the Order deal with indicators in respect of crime which apply to the authorities specified in paragraph (2) of that article in exercising their functions in relation to crime reduction.

*This Order refers to a number of documents which are relevant to the various performance indicators. Details of how to obtain copies of those documents are set out below.*

“Best Value and Audit Commission Performance Indicators for 2000/2001. Volume One: The Performance Indicators including the Audit Commission’s Publication of Information Direction (England)”. Published by the DETR, free of charge, in December 1999, Product Code 99LG0782. Copies can be obtained from the DETR, DETR Free Literature, P.O. Box No. 236, Wetherby, LS23 7NB, telephone number 0870 1226 236.

#### *Schedule 1 to the Order*

“Sustainable local communities for the 21st century. Why and how to prepare an effective Local Agenda 21 strategy”, Local Government Association, Local Government MB and DETR (January 1998); Copies can be obtained from the DETR, DETR Free Literature, P.O. Box No. 236, Wetherby, LS23 7NB, telephone number 0870 1226 236.

“Auditing council performance against the Commission for Racial Equality’s standard for local government—Racial Equality means Quality”, compiled by Stella Dadzie and produced in association with the London Borough of Hammersmith and Fulham (1999) 112pp ISBN 1 85442 168 9. Cost £10. Copies can be obtained from Central Brooks, 99 Wallis Road, London E95LN, UK, telephone number 0181 986 5488.

“Racial Equality means Quality—a standard for racial equality for local government” (Revised 1998), England and Wales, 48pp ISBN 185442 161; Cost £10. Copies can be obtained from Central Brooks, 99 Wallis Road, London E95LN, UK, telephone number 0208 986 5488.

“Working well together—Managing attendance in the public sector” published by the Cabinet Office, free of charge, in June 1998. Copies can be obtained free of charge from the Personnel Management and Pay Team, Cabinet Office, 70 Whitehall, London SW1A 2AS or on the internet at: <http://www.cabinet-office.gov.uk/eeg/1998/working.pdf>.

#### *Schedule 3 to the Order*

“Manual of Guidance for the preparation, processing and submission of files” issued by the Trials Issues Group in October 1999. Copies can be obtained, free of charge, from the Justice and Victims Unit at the Home Office, 50 Queen Anne’s Gate, London SW1H 9AT, telephone number 0207 273 3521.

#### *Schedule 4 to the Order*

Department for Education and Employment Circular 11/98 “Target setting in schools” published by the Department for Education and Employment in July 1998. Copies can be obtained, free of charge, from the Department for Education and Employment publications, PO Box 5050, Sudbury, Suffolk CO20 6ZQ.

*Schedule 5 to the Order*

Department of Health Guidance Notes for the completion of the 2000–2001 Statistical Return (SSDA 903 Guidance) “Children looked after by local authorities in England”, issued by the Department of Health on February 2000. Copies can be obtained, free of charge, from the Department of Health, Area 451c, Skipton House, 80 London Road, London SE1 6LH.

*Schedule 6 to the Order*

“Government’s Standard Assessment Procedure for Energy Rating of Dwellings”, 1988 Edition. Copies can be obtained, free of charge, from the Enquiries bureau, Building Research Establishment, Garston, Watford WD2 7JR.

*Schedule 7 to the Order*

The Verification Framework guidance is set out in nine circulars on Housing Benefit and Council Tax Benefit issued by the Department of Social Security to local authorities. These are Circular F6/98 (issued in March 1998), Circular F15/98 (issued in November 1998); Circular F20/98 (issued in December 1998); Circular A24/99 (issued in July 1999); Circular F17/99 (issued in August 1999); Circular A34/99 (issued in September 1999); Circular A36/99 (issued in September 1999); Circular A37/99 (issued in September 1999); and Circular A48/99 (issued in October 1999). Copies of these circulars can be obtained, free of charge, from the Department of Social Security, Housing Benefit Management Branch, 5th Floor, The Adelphi, 1-11 John Adam Street, London WC2N 6HT.

“Circular S1/2000 on Housing Benefit and Council Tax Benefit”, issued to local authorities by the Department of Social Security in March 2000. Copies can be obtained, free of charge, from the Department of Social Security, Housing Benefit Management Branch, 5th Floor, The Adelphi, 1-11 John Adam Street, London WC2N 6HT.

“The Housing Benefit and Council Tax Benefit Management Information System Guide for 2000-2001” issued by the Department of Social Security in December 1999. Copies can be obtained, free of charge, from the Department of Social Security, Analytical Services Division, Room B2715, Longbenton, Newcastle upon Tyne NE98 1YX.

*Schedule 9 to the Order*

“Best Value Road Condition Surveys for Local Highway Authorities” published by the DETR in March 2000 with publication Number 99 PRLT 1020. Copies can be obtained from the DETR, DETR Free Literature, P.O. Box No. 236, Wetherby, LS23 7NB, telephone number 0870 1226 236.

*Schedule 10 to the Order*

Planning Policy Guidance Note 3, “Housing”, published by the Stationery Office Limited in March 2000. Cost £7. Copies can be obtained from HMSO, The Stationery Office, PO Box 276, London SW8 5DT, telephone number 0845 702 3474.

“PS2 Return for the quarter ending December 1999 and Notes for completion of Form PS2 (District)” published by the DETR in September 1999. Copies of these can be obtained, free of charge, from DETR, Housing and Planning Statistics Unit, Gaunts House, Denmark Street, Bristol BS1 5BP.

“CPS1/2 Return for the quarter ending December 1999 and Notes for completion of Form CPS1/2 (County Matters)” published by the DETR in September 1999. Copies of these can be obtained, free of charge, from DETR, Housing and Planning Statistics Unit, Gaunts House, Denmark Street, Bristol BS1 5BP.

“Planning Policy Guidance Note 12—Development Plans” published by the DETR in December 1999. Cost £10. Copies can be obtained, from Literature, DETR Publication Sales, Unit 21, Commercial Road, Goldthorpe, Rotherham, South Yorkshire S63 9BC, telephone number 01709 891 318.

“The One Stop Shop Approach to Development Consents” published by the DETR in April 1998. Cost £12. Copies can be obtained from the DETR, Literature DETR Publication Sales, Unit 21, Commercial Raod, Goldthorpe, Rotherham, South Yorkshire S63 9BC, telephone number 01709 891 318.

*Schedule 11 to the Order*

“Museums Association Code of Ethics”, 3rd Edition 1999, published by the Museums Association. Copies can be obtained free of charge from the Museums Association, 42 Clerkenwell Close, London EC1R 0RP.

Department of Culture Media and Sports draft guidance on “Local Cultural Strategies” for local authorities in England, published by the Department of Culture Media and Sports in June 1999. Copies can be obtained free of charge from the Department of Culture, Media and Sports, DCMS publications, 2-4 Cockspur Street, London SW1Y 5DH.

*Schedule 12 to the Order*

Home Office Statistical Bulletin 25/98—fire statistics, United Kingdom 1997 (ISSN 0143 6384)—published by the Home Office on 3rd November 1998 (as modified in the Home Office Statistical Bulletin 15/99, fire statistics, United Kingdom 1998 published on 8th September 1999). Copies can be obtained, free of charge from the Home Office Research, Development and Statistical Directorate, Room 201, 50 Queen Anne’s Gate, London SW1H 9AT, telephone number 0207 273 2084.

“Fire Service Statistics 1999”, published in August 1999 by the Chartered Institute of Public Finance and Accountancy’s Statistical Information Service, ISSN 0968 -0357. Cost £85. Copies can be obtained from the Institute of Public Finance, 7th Floor, NLA Tower, 12-16 Addiscombe Road, Croydon CR0 0XT, telephone number 0208 667 1144.

“Fire Service Circular 4/1985”, issued to fire authorities by the Home Office on 22 May 1985. Copies can be obtained, free of charge, from the Home Office, Room 636, Horseferry House, Dean Ryle Street, London, SW1P 2AW, telephone number 0207 217 8469.

“Fire Service Circular 7/1999”, issued to fire authorities by the Home Office on 13 July 1999. Copies can be obtained, free of charge, from the Home Office, Room 636, Horseferry House, Dean Ryle Street, London, SW1P 2AW, telephone number 0207 217 8469.

“Dear Chief Officer Letter 2/2000”, issued by the Home Office, to chief fire officers on 31 January 2000. Copies can be obtained, free of charge, from the Home Office, Room 636, Horseferry House, Dean Ryle Street, London, SW1P 2AW, telephone number 0207 217 8469.