

BEST VALUE PROGRESS REPORT

1. PURPOSE OF THE REPORT

- 1.1 This report aims to outline the key changes in Best Value over the last 12 months and highlight expected developments in the short to medium term. Forecasts and comparisons with all other Districts in England for the Best Value Performance Indicators (BVPI's) are also provided to give an overview of the Council's expected overall performance in the last year.
- 1.2 In addition, the report seeks approval of the following:
 - Changes to the approved 5-year service review programme.
 - A more formal approach to a streamlined Best Value review
 - Reconsideration of the future 5-Year review programme, especially in relation to cross-cutting or themed Best Value reviews

2. SUMMARY OF BEST VALUE DEVELOPMENTS AND PERFORMANCE AT NFDC

- 2.1 Best Value has progressed well at the Council over the last year where the process and guidance has improved which is reflected in a number of measurable improvements coming out of the Year 2 reviews. Members who have been involved in the process are much more supportive of the issues arising whilst a more formal streamlining approach aims to minimise bureaucracy and paperwork further.
- 2.2 **Key progress and performance highlighted in the report is summarised below:**
 - **The 5-Year review programme reduced from 47 to 35 service reviews**
 - **A guide to a comprehensive but flexible approach to Best Value has been published.**
 - **A formal proposal for a more streamlined approach to reviews will enable a light touch or no Best Value review where appropriate.**
 - **Comparison of performance indicators overall shows that 66% of NFDC BVPI's fall in the top quarter of performance in all England Districts, with a further 18% falling in the average and better quarter of performance.**
 - **Both the Audit Commission and the District Audit commended the 2001 Best Value Performance Plan.**
 - **Last minute requirement to integrate key performance information in to council tax leaflet was achieved in advance of most other local authorities and at no additional cost.**
 - **Opportunities are available, alongside the LSP and review of Heart of the Forest, for Members to consider the existing 5 year review programme, especially with regard to cross cutting reviews.**
 - **Members are encouraged to monitor overall performance, targets and progress against improvement plans to consider appropriate services for review and to prepare for the Comprehensive Performance Assessment expected in 2003**

3. THE NATIONAL PICTURE IN BEST VALUE

- 3.1 The climate for Best Value has recently taken a significant shift in emphasis following a recent Government White Paper 'Strong Local Leadership - Quality Public Services'.
- 3.2 The key changes affecting Best Value are found in Part 1 of this paper, detailing non-financial changes and can be summarised as follows:
 - 3.2.1 A summary of Best Value Performance information should now be integrated within the Council Tax Leaflet. This was achieved for March 2002 under a considerably tight schedule. Copies are available to view in the Members Room.
 - 3.2.2 The requirement for all services to be reviewed every 5 years has been withdrawn. This does not remove the requirement for Best Value fundamental reviews but should free Councils to adopt a more appropriate approach to reviews in the future. A more formal streamlined approach to support the current system is proposed in section 5 of this report which will aim to rationalise New Forest' existing 5 year review programme.
 - 3.2.3 The Audit Commission is introducing a Comprehensive Performance Assessment (CPA). The scheme will obtain an overview of a Council's performance and identify whether it falls within 4 categories: high-performing, striving, coasting or poor-performing. The assessment will be used to determine the level of intervention or freedoms to be applied.
 - 3.2.4 High performing authorities will be offered removal of restrictions and requirements on planning, spending and decision-making and provided with new powers to trade and charge. NFDC's performance results against others is shown in section 6.
 - 3.2.5 Poor performing council will receive a directed approach to support capacity building and government intervention, including a comprehensive programme of inspections.
 - 3.2.6 The scheme is already being piloted with unitary authorities but is not expected to fall upon District Councils until 2003/04. This gives councils a year to get their performance and management systems up to scratch before the assessments begin.
 - 3.2.7 The date for publication of the main Best Value Performance Plan has been changed annually from 31 March to 30 June. This change aims to enable councils to incorporate actual outturn performance information within their plans. Recommendations on the content and approval of the final version of the New Forest District Council's Performance Plan are detailed in section 7 of this report.

4. 5 YEAR BEST VALUE REVIEW PROGRAMME

- 4.1 Nearly 2 years of Best Value reviews have been completed and it is likely that how we progress against these improvements plans along with the coming year's reviews will influence our CPA result.

4.2 Progress against year 1 Improvement Plans should be reported either stand-alone or as part of a service's business plan, where already incorporated. These should be progressed independently and reported at least annually to the appropriate Portfolio Holder and Review Panel to monitor. Year 1 completed reviews are:

- **Public Relations** (Reported to P&R July 2001)
- **Refuse and Street Cleansing** (Updated to Environment Panel March 2002)
- **Cash Collection** (Reported to P&R April 2001) now incorporated into the Information Service (Updated to Corporate & Finance March 2002)
- **Fraud Investigation** (Updated to Corporate & Finance June 2001)
- **Tourism** (Updated to Leisure November 2001)
(Inspected March 2001)
- **Recreation Centres** (Leisure updated January 2002)
(Inspected March 2001)
- **Planning** (Economy and Planning update planned for April 2002)
(Due for inspection March 2002)
- **Crime Prevention** (Crime and Disorder updated September 2001) (Cross-cutting review for year 1)

4.3 Year 2 reviews are generally nearing completion and will be reported this year and at least annually to Review Panels and Portfolio Holder as appropriate independently of this report. Reviews that have been approved by Cabinet are:

- **Information Services** (November 2001)
- **Building Control** (March 2002) (due for inspection 2002 – no date set)
- **Food, H&S and Licensing** (March 2002) (due for inspection 2002 – date tbc)
- **Financial Management** (March 2002)

Year 2 reviews still to complete are:

- **Directorate Support** (September 2002)
- **Catering** (June 2002 – initial issues paper March 2002)
- **Recreation Development** (June 2002)
- **Public Services** (June 2002)
(due for inspection 2002 – no date set)
- **Health** - Cross-cutting review for Year 2 (September 2002)
- **The Graphics and Print service** has undergone significant change in the last year and the Best Value review has been put on hold while these changes have taken effect. The service is now split between Committee Services, ICT and Public Relations and it is felt that a Best Value review of the overall unit is no longer appropriate. In the current climate of a more streamlined approach to Best Value it is proposed that this package is dropped from the 5-year review programme.

4.4 Further recommended changes to the original review programme are as follows:

- 4.4.1 **Legal Services** propose to defer from year 3 to 4, due to minimal staff cover and opportunities to overlap with Democratic Services review in the same year.
- 4.4.2 **Dibden Golf Centre** review proposes to move from Year 3 to 4 due to the lead officer being significantly involved in the Catering Review
- 4.4.3 **Exchequer Services** Review proposes to move from Year 3 to 4 due to structural reorganisations undertaken by the service this year and the installation of the new invoicing system.
- 4.4.4 **The Housing Service** will combine in Year 4 to provide a more rational review.

4.4.5 **Corporate Strategy** will be removed from the 5-year review programme. The Regional Inspector, who did not consider it was appropriate as a Best Value review, supported this approach. These issues will be picked up by the Corporate Governance aspect of the CPA and are not considered appropriate for a full assessment under the Best Value process.

4.4.5 **Dog Wardens, Pest Control and Pollution Control** will combine to form a review on Environmental Protection in Year 5.

4.4.6 **Payroll** is now to be included with Personnel Services in Year 5

4.5 The Government, IDeA and the Audit Commission are continuing to support the approach of themed or cross-cutting reviews. Our current programme sets out the year 4 & 5 reviews as communications and Community Plan respectively. Although these are reasonable issues for review internally they are unlikely to be viewed by the public or our stakeholders with high importance.

4.6 With the advent of the Community Plan and Heart of the Forest there is an opportunity to revisit our themed and even our overall review programme to deliver something with more relevance to the Council's and the public's priorities.

4.7 It is recommended that the Local Strategic Partnership developments and the Heart of the Forest review be used to influence a review of the remaining themed and service reviews for Year 4 starting 2003/04. This would challenge in particular the cross cutting reviews currently shown for Years 4 & 5 - communication and community planning – which, although relevant for a future review, are not particularly appropriate under the Best Value process.

4.8 A revised programme, incorporating the above changes to review packages in section 4.4, is shown in appendix 1. Overall, the Lead Inspector, who recently visited our Best Value Project Team, was supportive of the remaining service review programme.

4.9 An approach now needs to be adopted where the issues arising from the LSP and Member priorities can shape a more publicly and Member supported review programme.

5. FORMAL STREAMLINING OF THE BEST VALUE PROCESS

5.1 In response to continued Member and senior Management concerns over the bureaucracy of the current Best Value system a more formal streamlined process is recommended to support the flexible approach in the Best Value Guide.

5.2 The brief outline of this proposal encourage services to consider issues criteria to help them assess whether they should adopt one of three options:

5.2.1 A Fundamental BV Review will still be appropriate where the issues in the service will benefit from a more rigorous approach. It is likely to be combined with a low level of previous Best Value activity in the service.

5.2.2 A Light Touch BV approach will be adopted where only key issues or BV activities are relevant to the review.

5.2.3 No Best Value Review may be appropriate where the service can already demonstrate that it has adopted the key principles of Best Value in it service

delivery and does not have any significant issues that would benefit from a fundamental review. This will effectively mean a Review Report and Improvement Plan can already be put together, as it can never be expected that no improvements are possible.

- 5.3 The streamlined review approaches will not diminish the robustness of the Best Value process. They simply enable a faster more appropriate route to be followed by some reviews with less reporting mechanism, where the Best Value Project Team replaces the BV Board, less paperwork and minimised activities that should only add value to the service.
- 5.4 Issues based criteria will be used to judge which route is appropriate for a service to follow and help develop a more appropriate review. Responsibility for the way forward for each service will be with the relevant Portfolio Holder. Review Panels will be involved in developing the challenges for the review as in the original process.
- # 5.5 The streamlined approach provides incentives for services to carry out Best Value activity outside of their review year and relies heavily on appropriate involvement of the Portfolio Holder and Review Panels in the services performance and progress. A full report on the streamlined approach is shown in Appendix 2.

6. PERFORMANCE RESULTS FOR 2001/02

- 6.1 A suite of Best Value Performance Indicators (BVPI's) have been set by the Department of Transport and the Local Regions (DTLR) and collected for 2 years now. In addition, guidance from both the DTLR and the Audit Commission is given that authorities should develop their own performance indicators (PI's) to reflect local and Member priorities. Local PI's are reported in Appendix 3 where available. A full set of relevant PI' should be agreed and reported to Portfolio Holders and Review Panels at least annually.
- 6.2 The DTLR also advises that challenging targets should be set for all BVPI's and Local PI's which will reflect local priorities and improvement in the service. Services should work with Members to agree these at least annually.
- 6.3 Performance results of BVPI's across all English authorities are collated and divided into quarters. This enables authorities to see whether they are in the top, middle or bottom quarter. The primary aim of the DTLR is for all services to reach the top quarter results of 2000/01 by the year 2004/05. In some areas minimum standards have also been set. These top quarter targets and standards are shown in Appendix 3 where they apply.
- 6.4 It should be noted that top quarter performance results do not always refer to the highest figure but reflects the best or desired performance. This may mean low cost, high throughput, high quality or low homelessness levels for example. In some areas we fall into the poor performing quarter due to priorities if the Council for example we have a high cost refuse service for a high level of recycling.
- 6.5 The Council's performance in common indicators such as the BVPI's will be one of the criteria that will have a bearing on our Comprehensive Performance Assessment in 2003.
- 6.6 Overall, forecast performance in the Best Value Performance Indicators for 2001/02 is good with 50 out of the 75 that can be compared (66%) falling in the top quarter performance results. The remaining BVPI's have 13 (18%) in the middle

performance quarters (usually about average or above). 12 (15%) fall in the lowest quarter, with only 3 of those showing signs of improving; the remainder are either remaining the same or worsening.

- # 6.7 The full set of forecast figures currently available is shown in Appendix 3 (to be circulated), for which summaries of the key performance issues, concentrating on any areas of concern, are detailed below. Performance quarters of all England District Councils have been used for comparisons in this report.

6.7.1 Corporate Health indicators. Satisfaction with complaint handling and the Council overall are high. All remaining corporate health BVPI's for area such as building access, human resources, community strategy development and e-governance are all within top or middle quarter and generally improving. 86% of invoices paid promptly forecast is short of the Government Target of 97.5% set for 2002/01 (100% is set for 2002/03). A new system, however, is expected to yield significant improvements in the coming year.

6.7.2 Benefits. All BVPI's fall in the top quarter except the average time to process new claims, which is targeted to meet the Government standard by next year. The % of renewal claims of for rent allowance paid on time is currently meeting top quartile but is not yet targeting Government standards required by 2001. All claimants' satisfaction levels were within top quarter performance.

6.7.3 Housing. The majority of BVPI's are within either top or middle quarters and are primarily improving. The only area in the lowest quarter are homelessness where the average number of homeless households in B&B and the average length of stay in B&B are both high and increasing. Average weekly management costs and costs of repairs per dwelling both fall into the high cost quarter. Overall, however, tenants satisfaction was within the top quarter results.

6.7.4 Planning. Performance results in area of effectiveness all fall within the top quartile such a standard searches, time taken to determine application and % of appeals successful. New homes on previously developed land is average, whereas costs are high and satisfaction of applicants is just within the lowest quarter.

6.7.5 Environmental Health. Inspection of food premises falls into top quartile results.

6.7.6 Environment - Public Services. The majority of these BVPI's fall into top quartile performance, with satisfaction in the service very high. Recycling is amongst the highest in the country but should be aiming to meet a government target of 40% by 2005, combined with composting. Composting rates and proportion of kerbside collection/recycling available to households are currently performing in the lowest quarter. The overall cost of the recycling service is high, which reflects the high level of recycling activity in the District.

6.7.7 Leisure. The throughput of recreation centres is forecast to be within the top quarter performance, alongside satisfaction for these and all other leisure facilities high. Visits to museums fall into the low category but are not a true reflection of activity due to ratio calculations required where we do not operate the museum ourselves. Actual throughput is significantly

higher and increasing dramatically. The net spend on leisure is well within the low cost quarter.

6.7.8 **Community Safety.** Crime figures in the District compare well nationally and fall within the top and middle quarters of performance. Burglaries are on the increase, while vehicle crime rates have reduced and violent crimes are forecast to remain constant.

6.7.9 Generally, the Council is in a good position with its overall performance. We now need to build, improve and look at the performance and standards that we set corporately to reflect the corporate plan and Member priorities. A corporate view of performance should also help focus on priority areas for Best Value reviews.

7. BEST VALUE PERFORMANCE PLAN (BVPP)

7.1 The publication date for the BVPP has moved to 30 June annually in order to enable actual cost to be included in the plans. This amended date is achievable and the primary data is currently being collected from service.

7.2 Our main plan and summary documents were both commended last year by the District Audit and Audit Commission for their clear reflection of our performance. Guidance has now shifted for the document to be a reference document for Members, employees and stakeholder organisations that now reflects how we have aimed the previous plans. The plan will be distributed to these again with copies available in all Council offices, libraries, Citizen' Advice Bureaux and on the Internet as before.

7.3 It is therefore proposed that the overall structure, based on performance by Portfolio, will remain primarily the same. The overall changes will be to reflect performance measurement more graphically and minimise some of the long text at the beginning of the plan, bar a summary of key changes in a brief introduction.

7.4 Chapters are proposed as follows:

- Index
- Joint welcome to the plan and it's aims from Chief Executive and the Leader
- Introduction to the latest changes and developments in Best Value, and how we have responded to District Audit's comments from 2000/01.
- Heart of the Forest Headlines, Overall Aim and how these are being consulted
- Performance by Portfolio detailing:
 - Overall Portfolio Objective
 - Key Achievements in 2001/02 and Targets for 2002/03
 - Review programme and changes to last years
 - Progress of Year 1 improvement Plans
 - Results and improvement plan from Year 2
 - Year 3 challenges
 - Graphical performance results will be linked to each relevant service
- It is not certain whether financial information is still required as this is included in the Council Tax leaflets. This will only be included if necessary.
- Glossary of Terms

7.5 Details of expenditure against the budget are not yet available due to the draft nature of the document, however these will be included in May.

7.6 Approval for the final Best Value Performance Plan is the responsibility of the full Council. Due to the timing of the publication in June and the difficulty of obtaining

actual performance indicators at the latest stage of the production it is anticipated that a special full Council will be required for the final approval of the BVPP.

7.7 Involvement of Members early on in the process is still vital to ensure that the plan reflects the priorities and plans of the Council and is a document that is owned and supported by all Members.

7.8 The recommended reporting mechanism for the BVPP is shown below:

Portfolio Holders – April	Agree Portfolio objective and content for portfolio performance information
May Cabinet	BVPP Draft and details of costs.
May Council	(30 min slot before start of Council) Approval of BVPP in draft form

7.9 It may be necessary to consider a further round of Cabinet/Council in June (which would require a special council meeting to be called) should members wish to see a more complete and finished product.

8. FINANCIAL IMPLICATIONS

8.1 The costs of producing the Performance Plan will be reported to Cabinet in May, and will be maintained within existing approved budgets.

9. ENVIRONMENTAL IMPLICATIONS

9.1 Environmental issues will be taken into account when producing the Performance Plan. This will include such aspects as the paper and binding to be used and the numbers of copies printed.

9.2 The structure of the plan helps both the organisation and others to understand what the Council is seeking to achieve for the environment.

9.3 The proposed streamlined approach should result in a more efficient use of natural resources.

10. CRIME AND DISORDER IMPLICATIONS

10.1 There are no direct implications for Crime and Disorder, although the structure of the plan helps both the organisation and others to understand what the Council is seeking to achieve to help combat Crime and Disorder.

11. CONCLUSION

11.1 There have been significant developments in Best Value since the last progress report and the Council's approach to the issue appears to fit well with the Government's thoughts on the issue.

12. RECOMMENDATIONS

12.1 That the Council's forecasted performance against the BVPI's be noted and a taken forward to agree targets at service level;

- 12.2 That proposed changes to the 5 year service review programme be approved;
- 12.3 That the Council's proposed cross cutting reviews be reconsidered and a way forward agreed to involve the LSP, the Corporate Plan review and performance to shape the future review programme ; and
- 12.4 That the proposed streamlined approach to Best Value be approved;
- 12.5 That the arrangement for approving the Council's Best Value Performance Plan be approved.

For further information

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BEST VALUE 5 YEAR REVIEW PROGRAMME**2000/01 (Year 1) All reviews completed**

Portfolio	Package Description	Officer Contact (for Councillor contacts see Reviews by Portfolio)	Telephone Number
Corporate and Finance	<ul style="list-style-type: none"> • Cash Collection and Reconciliation • Fraud Investigation 	Peter.neville@nfdc.gov.uk steve.cranston@nfdc.gov.uk	023 8028 5702 023 8028 5786
Policy and Strategy	<ul style="list-style-type: none"> • Public Relations 	David.atwill@nfdc.gov.uk	023 8028 5142
Crime and Disorder	<ul style="list-style-type: none"> • Crime Prevention (Cross cutting) 	Sian.jenkins@nfdc.gov.uk	023 8028 5148
Environment	<ul style="list-style-type: none"> • Refuse and Street Cleansing 	Graham.tombs@nfdc.gov.uk	023 8028 5956
Economy and Planning	<ul style="list-style-type: none"> • Planning 	Chris.elliott@nfdc.gov.uk	023 8028 5310
Leisure	<ul style="list-style-type: none"> • Recreation Centres • Tourism 	Bob.millard@nfdc.gov.uk Anthony.climpson@nfdc.gov.uk	023 8028 5460 023 8028 5464

2001/02 (Year 2)

Portfolio	Package Description	Officer Contact (for Councillor contacts see Reviews by Portfolio)	Telephone Number
Corporate and Finance	<ul style="list-style-type: none"> • Directorate Support Services • Information Services • Catering • Financial Management 	Sharon.plumridge@nfdc.gov.uk Helena.renwick@nfdc.gov.uk Bob.millard@nfdc.gov.uk Pat.higgins@nfdc.gov.uk	023 8028 5454 023 8028 5560 023 8028 5460 023 8028 5821
Environment	<ul style="list-style-type: none"> • Public Services • Food H&S & Licensing 	Graham.tombs@nfdc.gov.uk Derek.roe@nfdc.gov.uk	023 8028 5956 023 8028 5685
Housing	<ul style="list-style-type: none"> • Health Strategy (Cross cutting) 	Neil.frost@nfdc.gov.uk	023 8028 5217
Economy and Planning	<ul style="list-style-type: none"> • Building Control 	Stuart.gange@nfdc.gov.uk	023 8028 5287
Leisure	<ul style="list-style-type: none"> • Recreational Development 	Martin.devine@nfdc.gov.uk	023 8028 5474

2002/03 (Year 3)

Portfolio	Package Description	Officer Contact (for Councillor contacts see Reviews by Portfolio)	Telephone Number
Corporate and Finance	<ul style="list-style-type: none"> • ICT Services • Internal Audit 	ken.connolly@nfdc.gov.uk steve.cranston@nfdc.gov.uk	023 8028 5712 023 8028 5786
Environment	<ul style="list-style-type: none"> • Civil Engineering • Sustainability (Cross cutting) 	john.rainbow@nfdc.gov.uk liz.malcolm@nfdc.gov.uk	023 8028 5901 023 8028 5301
Housing	<ul style="list-style-type: none"> • Central Control 	dave.brown@nfdc.gov.uk	023 8028 5141
Economy and Planning	<ul style="list-style-type: none"> • Economic Development 	neil.miller@nfdc.gov.uk	023 8028 5353
Leisure	<ul style="list-style-type: none"> • Keyhaven and Coastal Management 	martin.devine@nfdc.gov.uk	023 8028 5474

2003/04 (Year 4)

Portfolio	Package Description	Officer Contact (for Councillor contacts see Reviews by Portfolio)	Telephone Number
Corporate and Finance	<ul style="list-style-type: none"> • Democratic Services • Property Services • Legal • Exchequer Services 	Rosemary.rutins@nfdc.gov.uk John.rainbow@nfdc.gov.uk Grainne.o'rourke@nfdc.gov.uk Pete.neville@nfdc.gov.uk	023 8028 5381 023 8028 5901 023 8028 5 023 8028 5
Leisure	<ul style="list-style-type: none"> • Dibden Golf Centre 	bob.millard@nfdc.gov.uk	023 8028 5474 023 8028 5460
Housing	<ul style="list-style-type: none"> • Housing Services 	nick.cross@nfdc.gov.uk dave.brown@nfdc.gov.uk	023 8028 5125 023 8028 5141

2004/5 (Year 5)

Portfolio	Package Description	Officer Contact (for Councillor contacts see Reviews by Portfolio)	Telephone number
Corporate and Finance	<ul style="list-style-type: none"> • Central Purchasing and Stores • Fleet Management • Revenues and Benefits 	malcolm.kefford@nfdc.gov.uk john.steeds@nfdc.gov.uk andrew.taylor@nfdc.gov.uk	023 8028 5090 023 8028 5083 023 8028 5751
Policy and Strategy	<ul style="list-style-type: none"> • Personnel, Recruitment, Health and Safety and Welfare, and payroll 	Jayne.griffiths@nfdc.gov.uk	023 8028 5481
Environment	<ul style="list-style-type: none"> • Environmental Protection 	annie.righton@nfdc.gov.uk	023 8028 5123

DEVELOPING A STREAMLINED APPROACH TO BEST VALUE

1. INTRODUCTION

- 1.1 All services and employees have a duty to provide Best Value. To that extent it is unlikely that any services can be completely dropped from a requirement to have challenged what they do. It is clearly understood, however, from central Government, senior management and Members that it is no longer desirable or required that disproportionate resources are used to review services where the potential benefits cannot justify that investment.
- 1.2 The withdrawal of the requirement for all services to be fundamentally reviewed also fuels the recommendations set out below to take the opportunity to address this issue now within our own Best Value process. Year 3 services preparing to undertake a Best Value review should benefit immediately from an increased emphasis on a more flexible and appropriate process that continues to adopt the Best Value principles.
- 1.3 Rather than negating the contents of the recently distributed BV Guide this report aims to reinforce the existing approach and encourages services to consider making their Best Value review appropriate to their situation. It sets out key headings for review packages to consider issues within their service and enables a clear way forward for services to adopt a more appropriate approach to Best Value.
- 1.4 This streamlined approach should not diminish the robustness and rigor of Best Value within the Council but can enable services to focus on their most appropriate Best Value activity and issues. It will hopefully mean that a service's review can be much more relevant to their stakeholders, performance and the market place.
- 1.5 It will be the issues within the service and Best Value activity to date that will determine if an alternative Best Value approach is more appropriate. Issues Criteria will be added to the Best Value Guide to reinforce existing internal and the latest external guidance. Some of the benefits of introducing a more streamlined approach immediately will be:
 - An immediate effect on services preparing for their Year 3 reviews
 - Minimised paperwork and reports for some reviews
 - Avoidance of the heavier reporting processes of a fundamental Best Value review
 - Reduced officer and Member resources required on BV Boards for some reviews
 - More relevant and appropriate reviews for all
 - An option for no Best Value review to take place through recognition of pre-review Best Value activity
 - A greater incentive to undertake pre-review activity for year 4 & 5 services

2. THE ISSUES CRITERIA

- 2.1 In order to ascertain which Best Value approach is most appropriate it is vital that all services, in whatever review year, consider their current situation. To assist services in achieving this assessment Issues Criteria have been set down into the following key headings:
 - Scale, Scope and Impact
 - History of Improvement and Change
 - Performance and Market Comparisons
 - Stakeholder Involvement
 - Benefits and Potential Outcomes of a Fundamental Best Value Review

APPENDIX 2

- 2.2 The criteria are set out for consideration by all services and should strongly influence the Best Value activity that is undertaken in the review. They are not intended to be prescriptive beyond this. The aim is for services to put forward the issues in their own style. The key areas must be addressed but the style and content should be down to the individual service to decide.
- 2.3 Services should make an assessment of their current position based on available information to the service and should not involve any significant research. A balanced overview of all the issues highlighted should then be considered to decide which Best Value approach is appropriate focussing on key areas of Best Value activity. Employees, Review Panel/s and the Portfolio Holder should be involved as appropriate in developing the issues criteria and supporting the recommended approach. The Portfolio Holder will be responsible for final approval of the approach adopted.

3. ASSESSING THE APPROPRIATE BEST VALUE APPROACH

- 3.1 Pulling these five Issues Criteria together should enable the service to put forward a balanced and considered evaluation of the proposed level of review to be undertaken. No set procedure can be given to make this assessment, as each service's issues will be unique. Services need to make a valued judgement on the relative issues and gaps highlighted alongside the potential benefits of a fundamental review.
- 3.2 It is important to stress again the importance of the appropriate involvement and support of employees, Review Panels and the Portfolio Holder. The Best Value Mentor, Employee-side and Audit representatives' advice and support should also be sought as appropriate.
- 3.2 Services, which have considered the above Issues Criteria, will then follow one of 3 options based on the Issues and Best Value activity gaps they have identified. These are:
 - 3.2.1 A Fundamental Best Value Review will proceed where there are significant gaps or sufficient issues identified in the Issues Criteria. The original Best Value process still applies here and is available to view in the BV Guide in the Members Room.
 - # 3.2.2 A Light Touch Best Value Review will be appropriate where a balanced overview of the issues within the review package/service show there are minimal or less significant activity gaps or issues but there are some key areas of Best Value activity to focus on in the review. The review will therefore only focus on key Best Value activities or issues identified. This process will use the Best Value Project Team rather than a Best Value Board, with the Portfolio Holder, representative Review Panel Members and an external specialist expected to be involved as appropriate in the review itself. A Light Touch Best Value process is shown in diagram 2 at the end of this report
 - # 3.2.3 No Best Value Review is needed where a service can show through the Issues Criteria that it is making good progress in relevant Best Value activities to its service or there are no particular issues that would benefit from a fundamental review or light touch review. This process will also use the Best Value project and involve Members and external specialist as in section 3.2.2. Effectively this review will produce an early Review Report highlighting performance and a proposed Improvement Plan. A No Best Value Review process is shown in diagram 3 at the end of this report

4 CONCLUSIONS

- 4.1 It is hoped that these streamlined options for Best Value are supported and adopted appropriately across the Council. The opportunity to demonstrate a more efficient and relevant Best Value process that encourages activity for all services now should be implemented with immediate effect.

5 RECOMMENDATIONS AND THE WAY FORWARD

- 5.1 All review packages should consider their current position and Best Value activity based on the five Issues Criteria highlighted above.
- 5.2 Year 3 services that feel their issues and activity justifies an alternative Best Value approach should present their reports to the Best Value Project Team as soon as possible. Involvement of Review Panel Members, Portfolio Holder, Employees and support for the review such as Best Value Mentor should be allowed for.
- 5.3 Other services are encouraged to begin to consider their Issues Criteria sooner rather than later to encourage appropriate pre-review activity and enable a Light Touch or No Reviews to be a clear option for them in the near future.

DIAGRAM 1: BEST VALUE LIGHT TOUCH REVIEW PROCESS

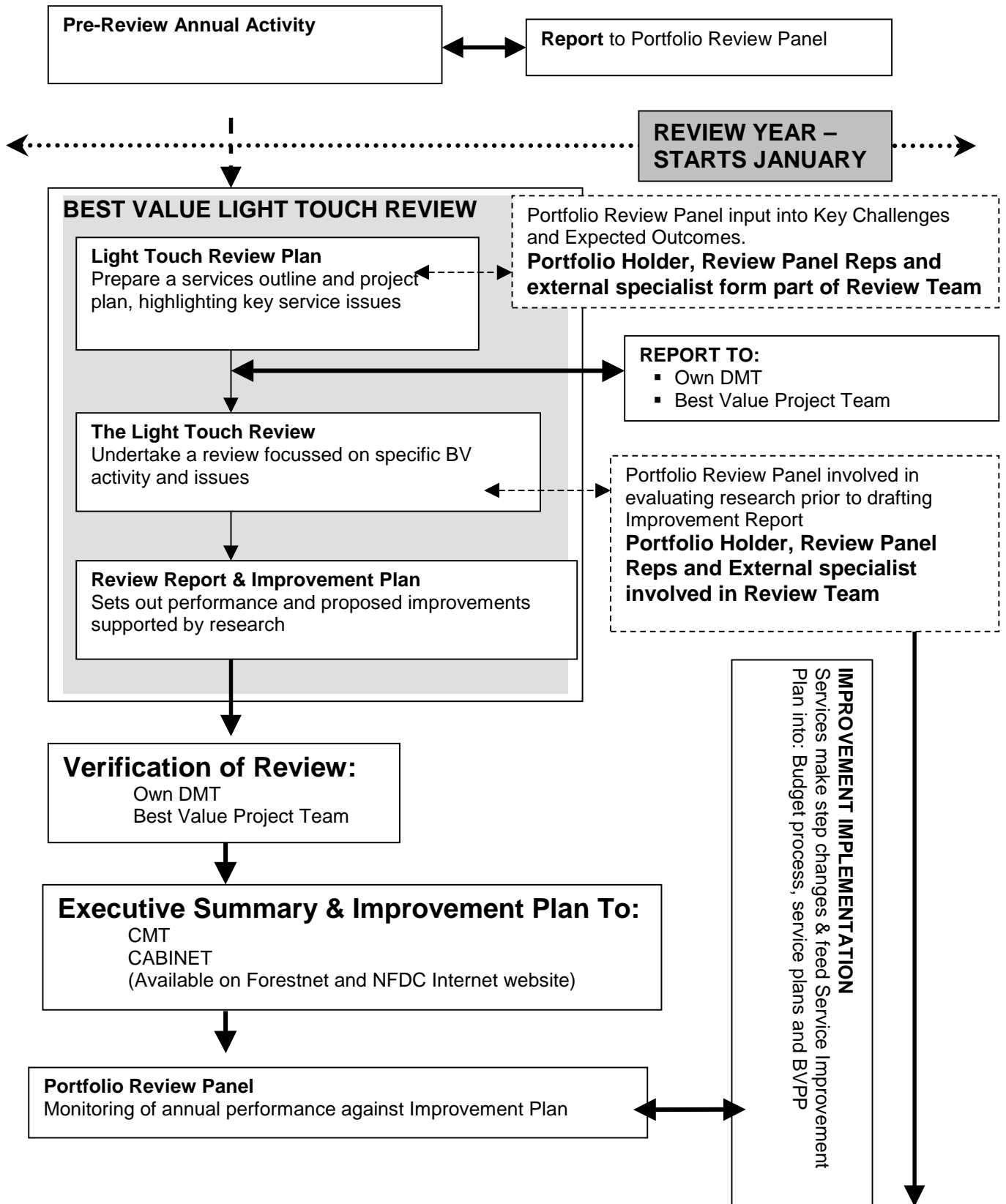
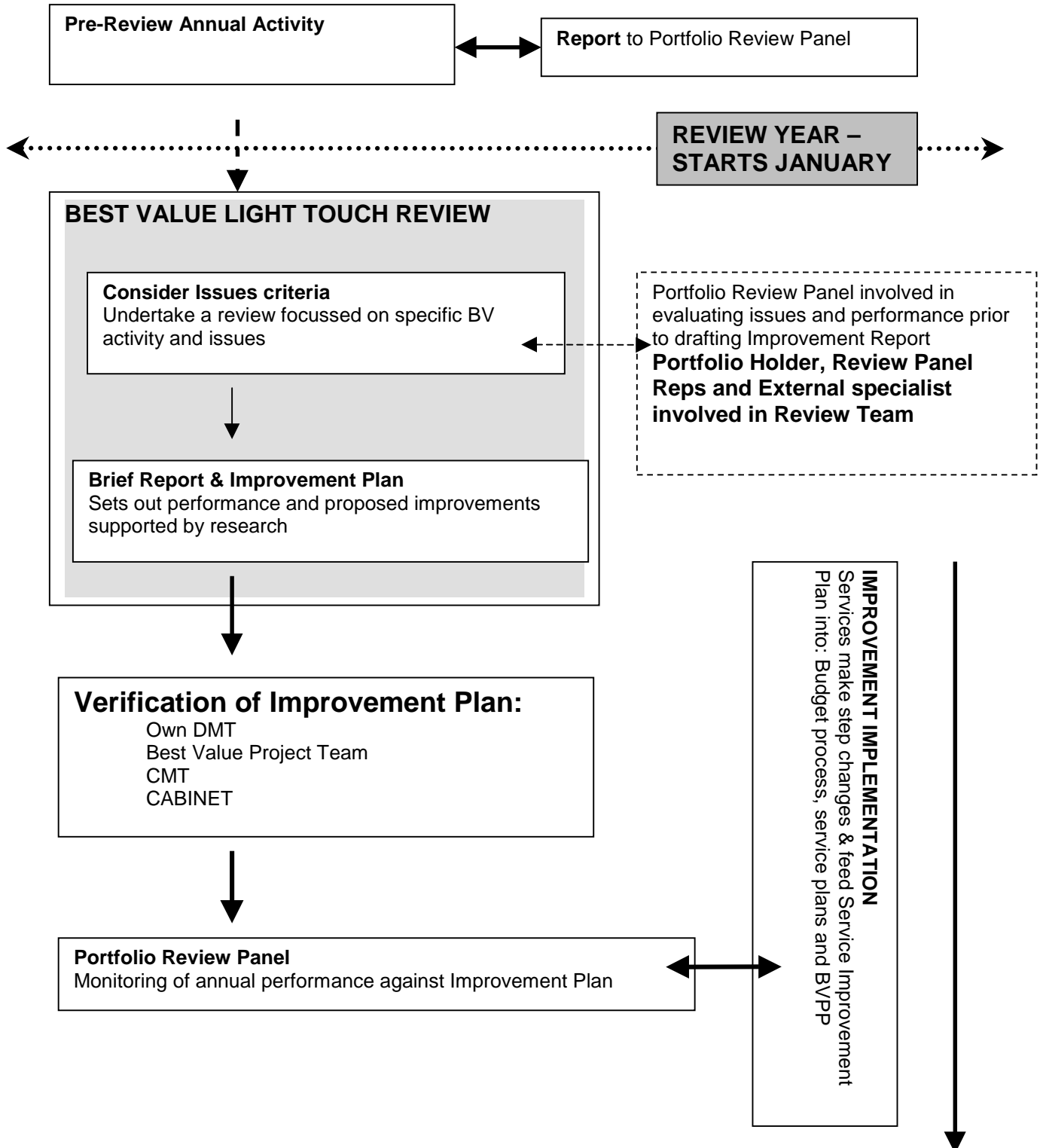


DIAGRAM 2: NO BEST VALUE REVIEW PROCESS



DESCRIPTION	BVPI Ref No 2001/02	Actual 2000/01	Target 2001/02	Forecast 2001/02	Target 2002/03	Distict Quartile range	District Av/Med	Comments	Position	Trend
Satisfaction with the local authority a) % very/fairly b) base no. c) confidence interval	BVPI 3 not in 2001/02	a) 92% b) 1163 c) 1%	n/a	n/a	n/a not to be collected until 2003/04	62 - 72%	67/68%		Top - best in England	
Satisfied with complaint handling a) % very/fairly b) base no. c) confidence interval	BVPI 4 not in 2001/02	a) 43% b) 177 c) 7%	n/a	n/a	n/a not to be collected until 2003/04	38 - 45%	41/41%		above average	
No of Ombudsmen maladminstration	BVPI 05a	0	0	0	0					same
Staturoty nuisance complaints	new PI for 2002/03	n/a	n/a	n/a	n/a					
No of Ombudsmen local settlement cases	LOCAL	0	0	0	0					same
Does the authority have a complaints policy which covers current good practice?	LOCAL	Yes	Yes	yes	yes					same
Does the authority have a written policy on remedies?	LOCAL	Yes	Yes	yes	yes					same
Does the authority publish a report on complaints which is available to members of the public?	LOCAL	Yes	Yes	yes	yes					same

POSITION/TREND KEY:

Dots - Top Q/improving perf
 Medium shade: Middle Q /same perf
Dark shade: Lowest Q/worse perf

DESCRIPTION	BVPI Ref No 2001/02	Actual 2000/01	Target 2001/02	Forecast 2001/02	Target 2002/03	Distict Quartile range	District Av/Med	Comments	Position	Trend
Is there a system for reviewing the causes of complaints to ensure that avoidable problems do not recur?	LOCAL	Yes	Yes	yes	yes					same

DESCRIPTION	BVPI Ref No 2001/02	Actual 2000/01	BVPP Target 2001/02	Forecast 2001/02	Target 2002/03	Comments	Position	Trend
Types of interactions delivered electronically	BVPI 157	20%	55%	43%	70%	Missed target because the in-house compliance model was more onerous than anticipated		improving
Buildings with facilities for people with disabilities	BVPI 156	94%	94%	94%	94%		not known	same
The percentage turn out for local elections	LOCAL	35%	40%	35.48% last election 1999	35%			same
The percentage of electoral registration form "A"s returned	LOCAL		NT	No longer relevant				
Established a timetable for preparing a community strategy?	BV 1	n/a	YES	YES				
Is there a sustainable community strategy in place?	BVPI for 2002/03	n/a	n/a	NO	YES			
When will it review community strategy and is it on track with timetable?	BVPI for 2002/03	n/a	n/a	n/a	Not yet determined			
Reported progress on implementing strategy to the wider community this year? If no, when?	BVPI for 2002/03	n/a	n/a	n/a	2003/04			
By when does the authority plan to have a community strategy in place?	BVPI for 2002/03	n/a	n/a	n/a	Mar-03			

POSITION/TREND KEY:
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DESCRIPTION	2001/02	ACTUAL 99/00	Actual 2000/01	BVPP Target for 2001/02	Forecast 2001/02	Target 2002/03	Distict Quartile range	District Median	District Average	Comments	Quartile Position	Trend
Which level of the Commission for Racial Equality's 'Standard for Local Government'?	BVPI 02	No	0	1								
The percentage of senior management posts (top 3 or 5% earners)	BVPI 11 women only	17.90%	21.05%	20%	23.53%	25%	13 - 27%	20%	20%		above average	increasing
The proportion of working days/shifts lost to sickness absence	BVPI 12	5.6 days/FTE	8.4 days/fte	7 days/fte	8.3 days/fte	8 days/fte	8.2 - 11.3			Govt target of 6.8 days	v close to top	
Voluntary leavers as a percentage of staff in post	BVPI 13	10.30%	14.30%	19%	9.87%	12%	7.6 - 13%	10.50%	10.70%		average	down
Early retirements (excl ill health) as a percentage of the total workforce	BVPI 14	0.50%	0.41%	0.45%	0.20%	0.45%	0.19 - 0.99%			Govt Target of 0.45%		down
Ill health retirements as a percentage of the total workforce	BVPI 15	0.40%	0.27%	0.35%	0.34%	0.35%	0.22 - 0.78%	0.47%	0.54%	Govt Target of 0.35%	above average	more or less same
a) Staff with disabilities b) working age population with disabilities	BVPI 16	0.20%	a) 2.05%	a) 2.5% b) 11%	a) 1.76% b)10.97%	a) 2%	1-3%	1.90%			Median	down

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DESCRIPTION	2001/02	ACTUAL 99/00	Actual 2000/01	BVPP Target for 2001/02	Forecast 2001/02	Target 2002/03	Distict Quartile range	District Median	District Average	Comments	Quartile Position	Trend
a) Staff from ethnic minorities b) Working age pop from ethnic minorities	BVPI 17	0.30%	a) 0.62%	a)1% b) 1.6%	a) 0.68% b) 0.66%	1%	0.4 - 1.7%	0.90%	1.40%		matches profile	
Following the Commission for Racial Equality and the Equal Opportunities Commission & DDA	LOCAL	yes	yes	yes	yes							
Formal monitoring of staff with respect to equal opportunities?	LOCAL	yes	yes	yes	yes							

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DESCRIPTION	2001/02	Actual 2000/01	Target 2001/02	Forecast 2001/02	Target 2002/03	District Quartile range	District Median	District Average	Comments	Position	Trend
The percentage of invoices which were paid promptly	BVPI 08	87.52%	91%	86%		89 - 94%	90%	88%	Govt Targets 97.5% by 2001/02 100% by 2002/03.		improving
Council tax collected	BVPI 09	97.70%	98%	97.80%	98%	96 - 98%	98%	97%	Govt Target 98.2%	v close top	same
NNDR collected	BVPI 10	98.70%	98.50%	98.70%	98.70%	97 - 99%	98%	98%	Govt Target 98.7%	v close top	same
Fraud scheme	BVPI 76	YES	YES	YES	YES	Yes = 81%					
The cost of administration per claimant	BVPI 77	£53.28	£124.41						Awaiting figures		
The average time for processing new claims	BVPI 78a	48 days	42 days	40 days	35 days	33 - 61 days	44 days	48 days	35 days 2007	above average	better
Average time for processing notifications of changes or circumstance.	BVPI 78b	7.5 days	7 days	8 days	8 days	8 - 21 days	13 days	16 days	10 days by 2007	top	same
The percentage of renewal claims for rent allowance paid on time	BVPI 78c	84%	90%	85%	85%	50 - 85%	66%	65%	90 % 2007	top	same

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DESCRIPTION	2001/02	Actual 2000/01	Target 2001/02	Forecast 2001/02	Target 2002/03	District Quartile range	District Median	District Average	Comments	Position	Trend
Cases processed correctly	BVPI 79a	97%	98%	97.30%	98%	94 - 98%	97%	96%		v close top	same
Recovery of overpaid benefit	BVPI 79b	79%	50%	78%	NT	49 - 72%	60%	59%		top	same
What percentage of claimants were satisfied with the way they were dealt with by the authority	LOCAL	n/a	n/a	n/a	n/a	n/a					
Contact/access overall	BV 080 not in 2001/02	86%				79 - 85%					
Service in office overall	BV 080 not in 2001/02	88%				79 - 88%					
telephone service overall	BV 080 not in 2001/02	80%				70 - 82%				v close top	
Staff in benefit office overall	BV 080 not in 2001/02	87%				81 - 87%					
clarity of forms, overall	BV 080 not in 2001/02	64%				58 - 67%					
Time taken for a decision, overall	BV 080 not in 2001/02	76%				65 - 77%				v close top	

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DESCRIPTION	2001/02	ACTUAL 2000/01	BVPP Target 2001/02	Forecast 2001/02	Target 2002/003	District Quartile range	District median	District average	Comments	Quartile Position	Trend
The percentage of repair jobs for which an appointment was both made and kept by the authority	AC D2	6%		9%		0 - 23%	0	19%		Above middle	improving
The percentage of all current tenants owing over 13 weeks' rent at 31 March 2000, excluding those owing less than £250	LOCAL	1.76%	<1.8%	1.75%		1.8 - 4.4%				top	same
HOMELESSNESS: The average number of homeless households in temporary accommodation during the year in: Bed and breakfast accommodation	LOCAL	24	n/a	30		0 - 6.9					increasing
The average length of stay in bed & breakfast ?	LOCAL	6	n/a	8		2 - 7 weeks				lowest	increasing
Does the authority follow the Commission for Racial Equality's Code of Practice in rented housing?	BVPI 164	YES	YES	yes		yes					same
The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	BVPI 62	4.90%	3.50%	6%		1 - 3.6%	2%	2.90%		top	increasing
Energy Efficiency - the average SAP rating of local authority owned dwellings	BVPI 63	54.08	54.11 +	54.11		49 - 59	52	53		average	increasing

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DESCRIPTION	2001/02	ACTUAL 2000/01	BVPP Target 2001/02	Forecast 2001/02	Target 2002/003	District Quartile range	District median	District average	Comments	Quartile Position	Trend
The proportion of private sector dwellings that have been vacant for more than 6 months at 1/4/00 that are returned into occupation during 2000/01 as a direct results of action by the local authority	BVPI 64	1.26%	0.60%	0.76%		0 - 2.6%	1%	3.30%		average	reducing
The rent collected as a percentage of the rent due	BVPI 66a	98.30%	97.50%	98%		96.4 - 98.4%	97.40%	97.20%		v close top	same
Local Authority rent collection and arrears: rent arrears of current tenants as a proportion of the authority's rent roll	BVPI 66b	1.27%	<1.5%	1.40%		1.9 - 3.1%				top	same
Local Authority rent collection and arrears: rent written off as not collectable as a proportion of the authority's rent roll	BVPI 66c	0.20%	0.40%	0.40%		0.2 - 0.56%				average	same
Proportion of homelessness applications on which authority makes a decision and issues written notification to the applicant within 33 working days	BVPI 67	95%	95%	95		79 - 97%				v close top	same
The average time taken to relet dwellings available for letting or awaiting minor repairs	BVPI 68	17.5 days	20 days	17.5 days		26 - 46 days			Govt Target of 25 days. 9th in country	top	same
The percentage of rent lost through properties being empty	BVPI 69	1%	1%	0.90%		0.9 - 2.2%				top	same

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DESCRIPTION	2001/02	ACTUAL 2000/01	BVPP Target 2001/02	Forecast 2001/02	Target 2002/003	District Quartile range	District median	District average	Comments	Quartile Position	Trend
The number of local authority dwellings receiving renovation work during 2000/01 as a proportion of the number needing renovation work at 1 April 2000.	BVPI 71	a) 5.35%	17.24%	a) 34% b) 31%		a)18 - 52% b) 0.2 - 8.8%				a) average b) top	significant improvement
The percentage of relevant repairs completed within government time limits	BVPI 72	95%	96%	96%		85 - 97%				v close top	same
The average time taken to complete non-urgent responsive repairs.	BVPI 73	23 days	28 days	21 days		12 - 27 days	18 days	22 days		average	improving
Satisfaction of tenants of council housing with the overall service provided by their landlord	BVPI 74	89%	n/a	89%		78 - 86%				top	
Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord	BVPI 75 not in 2001/02	74%	n/a	74%		55 - 70%				top	
Energy Efficiency - the average annual change in the average SAP rating of local authority owned dwellings	LOCAL	n/a	maintain existing levels	-0.03		1 - 3.3					
The average time taken to decide whether to accept people as homeless	LOCAL	n/a	?	17 days							

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DESCRIPTION	2001/02	Actual 2000/01	Target BVPP 2001/02	Forecast 2001/02	Target 2002/03	District Quartile range	District median	District average	Comments	Quartile Position	Trend
The average weekly costs per dwelling for Management	BVPI 65a	£12.80	£14.04	awaiting figures		£8.06 - 11.64	£9.70	£10.08		high cost	
The average weekly costs per dwelling: Repairs	BVPI 65b	£17.75	£25.65	awaiting figures		£10.33 - 13.23	£11.66	£12.17		high cost	

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DESCRIPTION	2001/02	Forecast 2000/01	Actual 2000/01	Target 2001/02	Forecast 2001/02	Target 2002/03	District Quartile range	District Median	District Av	Comments	Quartile position	Trend
Percentage delegation to planning officers				n/a	n/a	82%				The target matches current perf - Members do not agree with increasing to Govt 90% target		
Percentage of standard searches carried out in 10 working days	BVPI 176	99%	100%	99%	99%	99%	87 - 100%	99%	91%		v close top	
Percentage of new homes built on previously developed land.	BVPI 106	70%	59%	70%	60%	60%	41- 84%	61%	62%		average	same
Planning Costs: The net expenditure per head of population	BVPI 107	£11.69	£13.17	no target set	£15.59		£7.36 - £13.22	£9.08	£10.39		high cost	increasing
Departures from the statutory plan as a percentage of the permissions granted	BVPI 108	0.10%	0.80%	0.10%	1%	1%	0.3 - 0.89%	0.6%	0.71%	forecast and targets for 2000/01 shows error in calcs	lowest	same
The percentage of applications decided within 8 weeks	BVPI 109	70%	71%	70%	70%	70%	56 - 70%	63%	63%	Govt target is 80% but NFDC view this as unreasonable	top	same
Average time taken to determine all applications	BVPI 110	9.9 weeks	9.7 weeks	6.7 weeks	9.6 weeks	9.6 weeks	9 - 12	10	10	Days shown as weeks in error. Now adjusted to read in weeks.	v close top	same
Applicants and those commenting on planning applications satisfied with the service.	BV 111 not in 2001/02	a) 80% b) 461 c) 3.65%	a) 75% b) 761 c) 4.8%	n/a			75 - 84%	79%	78%		lowest	

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DESCRIPTION	2001/02	Forecast 2000/01	Actual 2000/01	Target 2001/02	Forecast 2001/02	Target 2002/03	District Quartile range	District Median	District Av	Comments	Quartile position	Trend
Score against a checklist of planning best practice.	BVPI 112	70%	70%	70%	70%					No longer to be collected		
The percentage of these appeals that were successful	LOCAL	n/a	38%		35%	35%	50 - 70%				top	improving

DESCRIPTION	2001/02	NFDC Actual 2000/01	NFDC Target 2001/02	NFDC Forecast 2001/02	NFDC Target 2002/03	District Quartile range	District Median	District Av	Comments	Quartile Position	Trend
Score against a check list of enforcement best practice for environmental health/trading standards	BVPI 166	n/a	10	8.79							
Is the authority part of a Community Legal Service Partnership ?	BVPI 177	n/a	n/a	YES					PI Changes significantly in 2002/03		
The percentage of food premises inspections that should have been carried out that were carried out for: High risk premises	LOCAL	100%	100%	100%	100%	91 - 100%	93%			Top	same
Other premises	LOCAL	95%	100%	97%	100%	79 - 100%	86%			virtually top	same

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DESCRIPTION	Ref No 2001/02	Actual 2000/01	Target 2001/02	Forecast 2001/02	Target 2002/03	District Quartile range	District Median	District Average	COMMENTS	Quartile Position	Trend
The percentage of household waste recycled a) percentage b) tonnage	BVPI 82a	a) 23.4 b)14,366	a) 27% b) not published in BVPP	a) 24% b) 14,660		7.1 - 14.4%	11.40%	10.30%	Target not reached	top	improving
total tonnage of household waste arisings - Percentage composted.	BVPI 82b	0	0.22%	a) 0.25% b) 120		1.1 - 4.2%	2.10%	2.90%		lowest	improving
kg of household waste collected per head	BVPI 84	274	278	276 kg		466 - 545		508		best	same
The cost per kilometre of keeping relevant land, for which the local authority is responsible, clear of litter and refuse.	BVPI 85	£25,735	£28,000	£26,500	£27,300	£52,717 - 164,593		£141,204		low cost	same
The net cost per household of refuse collection	BVPI 86	£35.92	£36.00	£38.81	£40	£25.66 - 32.26		£29.63		high cost	increasing
The number of collections missed per 100,000	BVPI 88	118	100	97	90	24 - 123	53	278		near midpoint	same
Percentage of people satisfied with cleanliness standards a) % very/fairly satisfied b) base number c) confidence interval +/- %	BVPI 89 Not in 2001/02	a) 85% b) 1180 c) 1.7%	n/a	n/a	n/a	51 - 64%	58%	57%		top	
Percentage of people expressing satisfaction with recycling facilities	BVPI 90a Not in 2001/02	a) 97% b) 1125 c) 0.8%	n/a	n/a	n/a	80 - 88%	86%	83%		top	
Percentage of people expressing satisfaction with household waste collection	BVPI 90b Not in 2001/02	a) 88% b) 1101 c) 1%	n/a	n/a	n/a	59 - 72%	67%	66%		top	

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Dark shade: Lowest Q/worse perf

DESCRIPTION	Ref No 2001/02	Actual 2000/01	Target 2001/02	Forecast 2001/02	Target 2002/03	District Quartile range	District Median	District Average	COMMENTS	Quartile Position	Trend
Percentage of population served by a kerbside collection of recyclables or within 1 kilometre of a recycling centre.	BVPI 91	85%	85%	81%		85 - 100%	95%	89%	Incorrect household figure previously used	lowest	same
Percentage of highways that are of an acceptable or high standard of cleanliness	LOCAL	97%	99%	98%		87 - 97%	93%	91%			
The average time taken to remove fly-tips (calendar days)	LOCAL	5.3	2.5	3.2 days	2.5 days	1 - 2.7	1.7	2.2			same
Public Conveniences provided by the authority normally through out the year	LOCAL	30	n/a	27					3 conveniences closing		

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 Dots - Top Q/improving perf
 Medium shade: Middle Q /same perf
Dark shade: Lowest Q/worse perf

DESCRIPTION	Ref No 2001/02	Actual 2000/01	Target 2001/02	Forecast 2001/02	Target 2002/03	District quartile range	District Median	District Average	Quartile Position	Trend	Comments
LEISURE: Number of swims and other visits per 1000	LOCAL	7193	n/a	7348	8080	4596 - 7406	5797	6601	v close top	Improving	
Museums operated or supported by the authority	BVPI 169a	1	1	1							
Museums that are registered under the Museum & Galleries Commission registration scheme	BVPI 169b	1	100%	100%						same	
Visits to/usages of museums per 1,000 population.	BVPI 170a	10.8	30.3	50.3		284 - 1337	1031	456		increasing	
Visits/usage that were in person per 1,000 population.	BVPI 170b	10.8	26.3	44.2		250 - 890	795	421		increasing	
Pupils visiting museums and galleries in organised school groups	BVPI 113	347	450	900	1000					increasing	
Does the local authority have a local cultural strategy?	BVPI 114	NO	YES	NO	YES			21% = YES			
Total net spending per head on recreational facilities and activities	BVPI 116	£9.45	£10.78	£10.78		£38.96 - £61.49	£48.71	£49.43	v low cost	same	
Residents by targeted group satisfied with the local authority's cultural and recreational activities.	BV 119 Not to be collected in 2001/02		n/a	n/a	n/a						
sports and Leisure - all	BV 119 Not to be collected in		86%	n/a	n/a	45 - 61%					
museums and galleries - all	BV 119 Not to be collected in		90%	n/a	n/a	44-55%					

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DESCRIPTION	Ref No 2001/02	Actual 2000/01	Target 2001/02	Forecast 2001/02	Target 2002/03	District quartile range	District Median	District Average	Quartile Position	Trend	Comments
theatres and concert halls - all	BV 119 Not to be collected in		84%	n/a	n/a	51 - 57%					
Cultural and Recreational Facilities overall	BV 119 Not to be collected in			n/a	n/a						
ALL	BV 119 Not to be collected in 2001/07		86%	n/a	n/a	52 - 60%					
ETHNIC	BV 119 Not to be collected in 2001/08		80%	n/a	n/a	34 - 67%					
N)N-ETHNIC	BV 119 Not to be collected in 2001/09		86%	n/a	n/a	53 - 59%					
WOMEN	BV 119 Not to be collected in 2001/10		86%	n/a	n/a	55 - 63%					
MEN	BV 119 Not to be collected in 2001/11		86%	n/a	n/a	50 - 56%					

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DESCRIPTION	Ref No 2001/02	Actual 2000/01	Target 2001/02	Forecast 2001/02	Target 2002/03	District Quartile range	District Average	Comments	Position	Trend
Domestic burglaries per 1,000 households and percentage detected.	BVPI 126	6.41	7.5 *	8.4	Not available	7 - 13	11	* Hampshire Police Target.	below average	worse
Violent crimes per 1,000 population and percentage detected; of those, robberies per 1,000 population and percentage detected.	BVPI 127	6.57	7.1 *	6.7	Not available	6 - 10	8	* Hampshire Police Target	v close to top	better
Vehicle crimes per 1,000 population and percentage detected.	BVPI 128 Amended	10.85	9.8 *	8.5	Not available	8 - 15	12	* Hampshire Police Target	v close to top	better
Corporate strategy to reduce crime and disorder in their area? Or a timetable for doing so?	BVPI 173	n/a	n/a	YES	Reviewed every 3 years					
Racial incidents recorded by the authority per 100,000 population	BVPI 174	0	Nothing recorded in BVPP	0	0	0 - 2				
The percentage of racial incidents that resulted in further action	BVPI 175	0	Nothing recorded in BVPP	0	0	67 - 100%	78%			
Public re-assurance and quality of life survey	New PI for 2002/03		n/a	n/a						

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