
WELSH STATUTORY INSTRUMENTS

2000 No. 1030 (W. 65)

LOCAL GOVERNMENT, WALES

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

Made - - - - 22nd March 2000
Coming into force - - 1st April 2000

The National Assembly for Wales makes the following Order in exercise of the power conferred on it by sections 4(1)(a) and (2) and 29(1) of the Local Government Act 1999(1) and after the consultation required by section 4(3) of that Act.

Citation, Commencement and Application

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

(2) This Order applies only to Wales.

Interpretation

2. In this Order—

“best value authority” (“*awdurdod gwerth gorau*”) means:

- in relation to parts 1 and 2 of the Table in Article 3 – county councils and county borough councils including, where appropriate, such councils acting as waste disposal authorities
- in relation to part 3 of that Table – county councils, county borough councils and National Park authorities
- in relation to part 4 of that Table – National Park authorities.

Performance Indicators

3. The performance of a best value authority in exercising its functions shall be measured by reference to the performance indicators specified in the Table listed below in respect of the functions identified in the Table.

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TABLE

Best Value Authority Functions and Performance Indicators By Which Performance of Those Functions Will Be Measured

Part 1

All functions

All indicators in column 1 of Schedule 1

Part 2

Education

All indicators in column 1 of Schedule 2

Social Services

All indicators in column 1 of Schedule 3

Housing

All indicators in column 1 of Schedule 4

Environment Services

All indicators in column 1 of Schedule 5

Transport

All indicators in column 1 of Schedule 6

Cultural and Related Services

All indicators in column 1 of Schedule 8

Part 3

Town and Country Planning

All indicators in column 1 of Schedule 7

Part 4

All functions

The indicators numbered: BVP1W1, BVP12, BVP15a, BVP15b, BVP18, BVP112, BVP113, BVP114, BVP115, BVP116 and BVP117 in column 1 of Schedule 1

Signed on behalf of the National Assembly for Wales under section 66(1) of the Government of Wales Act 1998(2).

22nd March 2000

D. Elis Thomas
The Presiding Officer of the National Assembly

SCHEDULE 1

Article 3

GENERAL PERFORMANCE INDICATORS

Indicator Number	Description of indicator	Details of indicator
BVPI 1	Best value authority's confirmation that a "Local Agenda 21 Plan" has been adopted (as set out in the report entitled "Sustainable local communities for the local communities for the 21st century ⁽³⁾ by 31 December 2000.quality of life and state of the environment;"	The "Local Agenda 21 Plan" is a document developed by the local authority with the participation of the local community and containing the following — <ul style="list-style-type: none"> • A vision statement identifying sustainability issues and aims for the area and indicators for the • A plan of prioritised actions allocated to named individuals or bodies; • Implementation mechanisms including evaluation and review.
BVPIW 1	The level of compliance with the authority's approved Welsh language scheme as reported to the Welsh Language Board.	The overall level of compliance with the authority's approved Welsh language scheme as confirmed by the Welsh Language Board Service delivery: very good good fair poor Scheme management: very good good fair poor to which 'and/but improving' or 'and/but deteriorating' is added to the performance level where appropriate.
BVPI 2	The level of the Commission for Racial Equality's standard for local government to which the best value authority conforms.	The levels of the standard for local government are defined in the chapter entitled "Measurements" in the Commission for Racial Equality's document entitled "Auditing for Equality" and in the document called "Racial Equality means Quality". Best value authorities should report

(3) 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).

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		<p>the level they have reached as follows:–</p> <ul style="list-style-type: none"> • Level 1: The authority has written a racial policy statement. • Level 2: the authority has an action plan for monitoring and achieving its racial equality policy. • Level 3: Results of ethnic monitoring against the equality policy and level of consultations with local communities which are used to review the overall authority’s policy. • Level 4: the authority’s force can demonstrate clear improvements in its services resulting from monitoring, consulting with local communities, and acting on its equal opportunities policy. • Level 5: The council is an example of best practice in the way that it monitors and provides services to ethnic minorities, and is helping other authorities/ forces to achieve high standards. Confirmation that the authority has reached this level must have been provided by the Commission for Racial Equality. <p>To report these levels, an authority must have adopted the Commission for Racial Equality’s standard for local government. If the authority has not adopted this standard, it should report the following:“This authority has not adopted the Commission for Racial Equality standard for local government”</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 3	The percentage of citizens satisfied with the overall service provided by their authority.	User satisfaction survey to be carried out.
BVPI 4	The percentage of those making complaints satisfied with the handling of those complaints.	This indicator refers to the complaints to an authority about the way in which it delivers any part of its service. User satisfaction survey to be carried out.
BVPI 5a	The number of complaints to an Ombudsman classified as – (a) Maladministration.	Number of cases recorded and reported to authorities by the Commission for Local Administration in Wales classified as “maladministration causing injustice” or “maladministration” .
BVPI 5b	The number of complaints to an Ombudsman classified as – (b) Local Settlement.	Number of cases recorded and reported to authorities by the Commission for Local Administration in Wales classified as “complaint settled locally” .
BVPI 6	The percentage turnout for local elections.	“Turnout” is defined as the proportion of the electoral roll voting in any election in the year except individual by-elections. Where there is no election in the year, authorities should report the turnout from the most recent election.
BVPI 7	The percentage of electoral registration forms returned.	This percentage will be obtained dividing the number of electoral registration form “A”s that were returned at the end of the last canvass by the number sent out at that canvass and multiplying the result by100. The electoral registration form “A” is the form referred to in Regulation 29(2) of the Representation of the People Regulations 1986 and set out in Schedule 1 to those Regulations.

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Indicator Number	Description of indicator	Details of indicator
BVPI 8	The percentage of undisputed invoices which were paid by the authority within 30 days of such invoices being received by the authority.	<p data-bbox="987 389 1345 703">To obtain this percentage the best value authority will need to divide the number of all the invoices for commercial goods and services paid to external contractors and suppliers within 30 days of receipt during the financial year, by the total of all invoices paid by the authority in that year.</p> <p data-bbox="987 741 1305 864">Authorities may exclude invoices sent to schools and paid from delegated school budgets.</p> <p data-bbox="987 902 1334 1279">In this indicator, and for the purposes of ascertaining whether the authority has paid the invoice within the 30 days period, the period will commence at the time of receipt of the invoice by the authority (not the authority’s payment section). The authority shall then pay such invoice within 30 natural days. Payment includes—</p> <ul data-bbox="1027 1285 1326 1760" style="list-style-type: none"> • Dispatch of a cheque or other payment instrument; • Notification to bank for Bankers Automated Clearing Service payments; or • 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. <p data-bbox="987 1798 1334 2013">If an invoice is received before the services have been provided or the goods received, the 30 day or agreed term period starts from the satisfactory receipt of goods or the satisfactory completion</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 9	Proportion of Council Tax collected.	<p>of the services. Where the authority does not record the date it receives the invoice it should add two days to the date of the invoice unless it has sampled invoices during that year to get a more accurate period to add to that date.</p> <p>If sampling is used, the sample should be broadly representative of all invoices received by different departments and at different times of the year, and consist of at least 500 invoices.</p> <p>Authorities will need to obtain the percentage of council tax received in each financial year. As National Assembly for Wales return CTC 99 Section A Line 3 Column C as a percentage of Line 2 Column C.</p>
BVPI 10	The percentage of business rates which should have been received during the year that were received.	<p>The percentage of business rate received by the authority in any financial year. This is known as the percentage of National Non-Domestic rate collected. As NAW return CTC99 Line 10 as a percentage of 1998/99 NAW return NNDR3 Part II Lines 1(i)+2(i) less (Lines 3(i)+4(i)+6(i)+7(i)).</p>
BVPI 11	The percentage of senior management posts filled by women.	<p>This indicator will need to reflect the position as at 31st March in the financial year when this percentage is obtained. The percentage will be estimated by calculating the number of women in post at senior management level as a percentage of all staff in post at senior management level, where “senior management” is defined as the top three tiers of management in the authority.</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 12	The proportion of working days/shifts lost due to sickness absence.	<p>The proportion of days or shifts lost due to sickness absence will be obtained by the authority calculating the numerator and denominator as defined below.</p> <p>The numerator is defined as the aggregate of working days lost due to sickness absence irrespective of whether this is self certified, certified by a GP or long term. This will include the days lost due to sickness of all permanent local authority employees, including teachers, staff employed in schools and staff employed in Direct Labour Organisations and Direct Service Organisations should be included. However, for the purposes of this numerator, the days lost due to sickness of temporary or agency staff should be disregarded. In addition, the days lost by staff on maternity or paternity leave should also be disregarded.</p> <p>The denominator is defined as the average number of Full Time Equivalent (FTE) staff employed by the authority within a financial year. For staff who work part time, the authority should calculate the FTE equivalent for both the numerator and denominator on a consistent basis.</p>
BVPI 13	Voluntary leavers as a percentage of staff in post.	<p>This indicator will be estimated by dividing the the average number of staff in post during that year and multiplying the result by 100.</p> <p>Average number of staff in post during the year means the number of staff at the start of the financial year plus the</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 14	Early retirements (excluding ill-health retirements) as a percentage of the total work force.	<p>number of staff at the end of that year and divided by 2</p> <p>The number of staff means the number of staff in post at the time the indicator is estimated. This should exclude agency staff and those leaving at the end of a fixed-term contract but should include authority staff in schools.</p> <p>“Normal retirement age” at which retirement benefits become payable is age 65 unless permission is otherwise granted or a person has protected rights.</p> <p>Early retirement on grounds of redundancy occurs where an individual employee aged 50 or over is in a job which the employer certifies is no longer needed.</p> <p>Early retirement on the grounds of efficiency occurs where an employee aged 50 or over has ceased to be employed and the employer has certified that the reason for termination is “in the interests of the efficient exercise of the authority’s functions”.</p>
BVPI 15	Ill health retirements as a percentage of the local work force.	<p>For the purposes of calculating this indicator, authority staff in schools should be included.</p> <p>“Ill health retirement” can occur at any age where an independent registered medical practitioner.</p> <p>qualified in occupational health has certified that the employee is permanently incapable of performing the duties of that employment or a broadly comparable local government employment with his employing authority</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 16	The percentage of staff declaring that they meet the Disability Discrimination Act 1995 disability definition as a percentage of the total workforce.	<p>because of ill-health or infirmity of mind or body. For the purposes of calculating this indicator, the authority staff in schools should be included.</p> <p>For definition of “disability” see section 1 of the Disability Discrimination Act 1995 (c. 50).</p> <p>The authority will estimate this indicator by dividing the number of Disabled staff in that authority by the total number of the authority staff. The result of this division will then be multiplied by 100.</p> <p>For the purposes of calculating this indicator, the authority staff in schools should be included.</p>
BVPI 17	The percentage of staff from minority ethnic communities as a percentage of the total workforce	<p>This indicator will be obtained by dividing the number of minority ethnic community staff by the total number of staff in the authority. The result of this division will then be multiplied by 100.</p> <p>For the purposes of calculating this indicator, authority staff in schools should be included.</p>

SCHEDULE 2

Article 3

GENERAL INDICATORS

Indicator Number	Description of indicator	Details of indicator
BVPI 31	Individual schools budget as a percentage of local schools budget.	Both “individual schools budget” and “local schools budget” are defined in the Financing of Maintained Schools Regulations (SI 1999 No. 101) and associated statutory guidance. All Local Education Authority (LEAs) have reported budget figures

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Indicator Number	Description of indicator	Details of indicator
		for 1999-2000 to the National Assembly.
BVPI 32	Expenditure per head on adult education through LEA provided and secured provision.	Calculated as follows: Form RO1 line 29 col. 5 less any specific grants outside the AEF (other continuing education in col. 6 should not be included).
BVP 33	Net Youth Service expenditure (i.e. LEA expenditure only) per head of population in the Youth Service target age range.	Calculated as follows: Form RO1 line 29 col. 7 less any specific grants outside the AEF.
BVPI 34a	Percentage of primary schools with 25% or more (and at least 30) of their places unfilled.	School capacity. Capacity: Refers to the More Open Enrolment. (MOE) figures for the whole school not just the admissions years). Pupils: refers to the maximum number of pupils on the roll for all year groups during the course of the financial year, excluding nursery classes. Primary schools: the difference between the MOE capacity and total number of pupils (as defined above) in all LEA maintained primary schools where capacity exceeded pupils. This figure expressed as a percentage of the total MOE capacity in all LEA maintained primary schools.
BVPI 34B	Percentage of secondary schools with 25% or more (and at least 30) of their unfilled.	School capacity: Refers to the More Open Enrolment (MOE) figures for the whole school not just the admissions years. Pupils : refers to the total number on roll for all year groups in January 2001, as reported in Form STATS 1.
BVPI 35A	Numbers of unfilled places in all primary schools identified as having surplus capacity expressed as a percentage of total primary capacity.	School capacity: Refers to the More Open Enrolment (MOE) figures for the whole school not just the admissions years. For primary schools, refers to the total number on roll for all

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Indicator Number	Description of indicator	Details of indicator
BVPI 35B	Numbers of unfilled places in all secondary schools: identified as having surplus capacity expressed as a percentage of total secondary capacity.	<p>year groups in January 2001, as reported in Form STATS 1.</p> <p>Primary schools: the difference between the MOE capacity and total number of pupils (as defined above) in all LEA maintained primary schools where capacity exceeded pupils. This figure expressed as a percentage of the total MOE capacity in all LEA maintained primary schools.</p> <p>School capacity: Refers to the More Open Enrolment (MOE) figures for the whole school not just the admissions years.</p> <p>For secondary schools, refers to the total number on roll for all year groups in January 2001, as reported in Form STATS 1.</p>
BVPI 36A	Net expenditure per pupil in LEA schools: Nursery and primary pupils under five.	<p>Net expenditure: as RO1 lines 1 to 11 less (lines 32,33,38 and 39) plus line 52 and less line 51 (closing balances) less the equivalent figure for opening balances;</p> <p>Pupils: the number of pupils in maintained schools (as further specified below) as reported in January 2001 in Form STATS 1.</p> <p>The sum of these two figures as RO1, Col (1); to be apportioned between pupils under and over five in proportion to weighted pupil numbers or using a more accurate method;</p> <p>Pupils in nursery and primary schools shown as aged under five on the previous 31 December, counting part-time pupils as equivalent to one-half.</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 36B	Net expenditure per pupil in LEA schools: Primary pupils aged five and over.	<p>Form STATS 1, Nursery school return, Item 1.1, Lines c to l, all columns.</p> <p>Form STATS 1, Primary school return, Item 1.1, Lines i to p, all columns.</p> <p>The sum of these two figures as RO1, Col (1); to be apportioned between pupils under and over five in proportion to weighted pupil numbers or using a more accurate method;</p> <p>All other pupils in nursery and primary schools.</p> <p>Form STATS 1, Nursery school return, Item 1.1, Lines a and b, all columns.</p>
BVPI 36C	Net expenditure per pupil in LEA schools: Secondary pupils under 16.	<p>Form STATS 1, Primary school return, Item 1.1, Lines a to h, all columns.</p> <p>The sum as RO1, Col (2); to be apportioned between the pupils under and over 16 in proportion to weighted pupil numbers using the LEA's per-pupil funding weights or a more accurate method.</p> <p>Pupils in secondary schools aged under 16 on the previous 31 August.</p> <p>Form STATS 1, Secondary school return, Item 1.1.1, Lines e to k, 'Total' column for boys plus girls..</p>
BVPI 36d	Net expenditure per pupil in LEA schools: Secondary pupils aged 16 & over.	<p>The sum as RO1, Col (2); to be apportioned between the pupils under and over 16 in proportion to weighted pupil numbers using the LEA's per-pupil funding weights or a more accurate method.</p>

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Indicator Number	Description of indicator	Details of indicator
		All other pupils in secondary schools.
		Form STATS 1, Secondary school return, Item 1.1.1, Lines a to d, 'Total' column for boys plus girls
BVPI 37	Average GCSE points score of 16 year olds in schools maintained by the authority completing Year 11.	Average point score in GCSE/ GNVQs The total number of points achieved before or during the summer of the reporting year by the pupils aged 15 on 31 August of the previous year and on roll on the third Thursday of January of the reporting year in schools maintained by the authority divided by the number of those pupils. Points as set out in Annex F to NAFW Circular 4/99.
BVPI 38	Percentage of pupils in schools maintained by the authority in the previous summer achieving 5 or more GCSEs at grades A* – C or equivalent.	GCSE result – Wales – The percentage of pupils aged 15 on 31 August of the year previous to the reporting year and on roll on the third Thursday of January of the reporting year in schools maintained by the authority who achieve five or more GCSE grades A*–C or the vocational equivalent.
BVPI 39	Percentage of pupils in schools maintained by the authority achieving one or more GCSEs at grade G or equivalent.	GCSE result – Wales – The percentage of pupils aged 15 on 31 August of the year previous to the reporting year and on roll on the third Thursday of January of the reporting year in schools maintained by the authority who achieve one or more GCSE grade G or the vocational equivalent.
BVPI 40	Percentage of 11 year olds in schools maintained by the authority in the previous summer achieving Level 4 or above in the Key Stage 2 Mathematics test.	See SI 1999 No. 1811. The Education (School Performance and Unauthorised Absence Targets) (Wales) Regulations which came into force on 1 September 1999.

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Indicator Number	Description of indicator	Details of indicator
BVPI 41	Percentage of 11 year olds in schools maintained by the authority in the previous summer achieving Level 4 or above in the Key Stage 2 English test.	See SI 1999 No. 1811. The Education (School Performance and Unauthorised Absence Targets) (Wales) Regulations which came into force on 1 September 1999.
BVPIW 2	Percentage of 11 year olds in schools maintained by the authority in the previous summer achieving Level 4 or above on the National Curriculum scale in Welsh (first language).	See SI 1999 No. 1811. The Education (School Performance and Unauthorised Absence Targets) (Wales) Regulations which came into force on 1 September 1999.
BVPIW 3	Percentage of 11 year olds in schools maintained by the authority in the previous summer achieving Level 4 or above on the National Curriculum scale in Science.	See SI 1999 No. 1811. The Education (School Performance and Unauthorised Absence Targets) (Wales) Regulations which came into force on 1 September 1999.
BVPIW 4	Percentage of 14 year olds in schools maintained by the authority in the previous summer achieving Level 5 or above on the National Curriculum scale in Mathematics.	See SI 1999 No. 1811. The Education (School Performance and Unauthorised Absence Targets) (Wales) Regulations which came into force on 1 September 1999.
BVPIW 5	Percentage of 14 year olds in schools maintained by the authority in the previous summer achieving Level 5 or above on the National Curriculum scale in English.	See SI 1999 No. 1811. The Education (School Performance and Unauthorised Absence Targets) (Wales) Regulations which came into force on 1 September 1999.
BVPIW 6	Percentage of 14 year olds in schools maintained by the authority in the previous summer achieving Level 5 or above on the National Curriculum scale in Welsh (first language).	See SI 1999 No. 1811. The Education (School Performance and Unauthorised Absence Targets) (Wales) Regulations which came into force on 1 September 1999.
BVPIW 7	Percentage of 14 year olds in schools maintained by the authority in the previous summer achieving Level 5 or above on the National Curriculum scale in Science.	See SI 1999 No. 1811. The Education (School Performance and Unauthorised Absence Targets) (Wales) Regulations which came into force on 1 September 1999.
BVPIW 8	Percentage of 15 year olds achieving the 'core subject indicator'. Those pupils	See SI 1999 No. 1811. The Education (School Performance and Unauthorised

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Indicator Number	Description of indicator	Details of indicator
	achieving at least grade C in GSCE English or Welsh, Mathematics and Science in combination.	Absence Targets) (Wales) Regulations which came into force on 1 September 1999.
BVPIW 9	Percentage of 15 year olds leaving full time education without a recognised . qualification.	See SI 1999 No. 1811. The Education (School Performance and Unauthorised Absence Targets) (Wales) Regulations which came into force on 1 September 1999.
BVPI 42	The number of enrolments on all adult education courses provided and secured by the local authority per 1000 adult population.	Numbers of enrolments on adult education courses:All enrolments throughout the financial year on all courses funded by expenditure as defined in BVPI 31 above; or provided by the authority. Provided means that the authority employs or arranges for the employment of the teacher. Where courses are part funded by the authority and provided by another organisation, count enrolments in proportion to the funding contribution made by the authority (net of student fees) but count only enrolments to courses where the authority has a contractual agreement with the organisation to provide a specified course to which the funding can be directly related. Expressed per 1,000 population aged 19 and over.
BVPI 43	Percentage of statements of special educational need prepared within 18 weeks, (a) excluding and (b) including those affected by ‘exceptions to the rule’ under the SEN code of practice.	Statements prepared within 18 weeks as a percentage of all statements (including those involving other agencies) but include cases where any of the exceptions listed in 3.40 to 3.42 of the SEN Code of Practice apply.
BVPI 44A	Number of pupils permanently excluded during the year from schools maintained by the authority per 1000 pupils on rolls of schools maintained by the authority for primary schools.	The National Assembly will be responsible for calculating from Form STATS 1 returns the proportion of excluded pupils falling in the financial year (previous academic year),

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Indicator Number	Description of indicator	Details of indicator
BVPI 44B	Number of pupils permanently excluded during the year from schools maintained by the authority per 1000 pupils on rolls of schools maintained by the authority for secondary schools.	and disseminating the results to LEAs. The National Assembly will be responsible for calculating from Form STATS 1 returns the proportion of excluded pupils falling in the financial year (previous academic year), and disseminating the results to LEAs.
BVPI 44C	Number of pupils permanently excluded during the year from schools maintained by the authority per 1,000 pupils on rolls of schools maintained by the authority for special schools.	The National Assembly will be responsible for calculating from Form STATS 1 returns the proportion of excluded pupils falling in the disseminating the results to LEAs.
BVPI 45	Percentage of half days missed due to unauthorised absence in secondary schools maintained by the authority.	Period covered (the period) – beginning of the 2000/2001 academic year to the end of the spring term or 31 March 2001 whichever is earlier. The form referred to is the NAW’s (but collected by WJEC) School Performance Information: Pupils' Attendance 1998/99 Return. Secondary schools (excluding special schools): as per Pupils' Attendance Return — Item (c) as a percentage of Item a), as if completed for the period.
BVPI 46	Percentage of half days missed due to unauthorised absence in primary schools maintained by the authority.	Period covered (the period) – beginning of the 2000/2001 academic year to the end of the spring term or 31 March 2001 whichever is earlier.
BVPI 48	Percentage of schools maintained by the Authority subject to special measures on 14 December 2000.	Percentage of schools maintained by the local authority on 14 December of the reporting year subject to special measures as identified in Estyn inspection reports.

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SCHEDULE 3

Article 3

SOCIAL SERVICES INDICATOR

Indicator Number	Description of indicator	Details of indicator
BVPI 49	Stability of placements of children looked after.	<p>The percentage of young people looked after at 31 March with three or more placements during the year.</p> <p>THE DENOMINATOR means the total number of children who were looked after at 31 March. Exclude from the count any children who were looked after on that date under an agreed series of short-term placements (under the provisions of Reg.13 of the <i>Arrangement for Placement of Children (General) Regulations, 1991</i>).</p> <p>THE NUMERATOR of the children defined above means the number who had three or more separate placements (as defined by the Statistical Form SSDA903 collection on children looked after by local authorities) during the year ending 31 March. Count all placements, regardless of duration, including placements of less than 24 hours if they form part of a longer period of care. Include any placements that were already open on 1 April at the beginning of the year, and any which were open on 31 March at the end of the year. Include all placements regarded as “temporary”; the only exceptions being the following special cases: – Temporary periods on holiday or in hospital. Other temporary absences of seven consecutive days or less, where the child then returned as planned to the previous placement.</p>
BVPI 50	Educational qualifications of children looked after.	The percentage of young people leaving care aged

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Indicator Number	Description of indicator	Details of indicator
BVPI 51	Costs of services for children looked after.	<p>16 or over with at least 1 GCSE at grades A*– G, or General National Vocational Qualification (GNVQ).</p> <p>THE DENOMINATOR means the number of young people who ceased to be looked after during the year ending 31 March at the age of 16 or over. Include all those in this age group leaving care regardless of how long they had been looked after before ceasing.</p> <p>But do 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>THE NUMERATOR means of these young people, the number who on leaving care had obtained at least 1 GCSE at grade A*– G or GNVQ. Include qualifications gained before the young person was looked after or from examinations sat while the young person was looked after, even if the results were announced after the young person ceased to be looked after. Do not include qualifications gained from examinations sat after the young person ceased to be looked after. Include GCSE short courses, part one or full GNVQs at either foundation or intermediate level, and GNVQ language units. Do not include National Vocational Qualifications (NVQs).</p> <p>Average gross weekly expenditure per looked–after child in foster care or in a children’s home. THE DENOMINATOR means the</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 52	Cost of intensive care social care for adults.	<p>total number of weeks which children spent in foster care and children’s homes during the year ending 31 March. Under children’s homes include community homes, voluntary homes and hostels and private registered children’s homes. Exclude from the count any placements that formed part of an agreed series of short term-placements (under the provisions of Reg. 13 of the Arrangement for Placement of Children (General) Regulations, 1991). The calculation is to be based on the total number of days of care divided by 7.</p> <p>THE NUMERATOR means the gross expenditure on children looked after in foster care and children’s homes during the year ending 31 March. Obtained from Revenue Outturn 3 return (RO3) lines 11 and 17. Gross expenditure is defined from RO3 as the sum of employee costs (column 1) and running costs including joint arrangements (column 2) minus other income including joint arrangements (column 5).</p> <p>AVERAGE GROSS WEEKLY COST OF PROVIDING CARE FOR ADULTS AND ELDERLY PEOPLE.</p> <p>THE NUMERATOR means the gross expenditure on residential and nursing care and home help/care for all adult client groups and elderly people (£000's) during the year ending 31 March. Obtained from Revenue Outturn 3 return (RO3) lines (32 to 34 +38 +48 to 50 + 54 + 64 to 66 + 70 + 84 to 86 + 90).</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 53	Intensive home care.	<p>Gross expenditure is defined from RO3 as the sum of employee costs (column 1) and running costs including joint arrangements (column 2) minus other income including joint arrangements (column 5). THE DENOMINATOR means the total number of weeks all adult client groups and elderly people were supported in residential and nursing care and no. of households receiving intensive home care (obtained from form AS2).</p> <p>Note: the numerator includes expenditure on low intensity home care (it is not possible to exclude using the RO3) but the denominator does not include the number of people receiving such care. This results in a slight disincentive to provide low intensity home care, balanced by BVPI 54.</p> <p>THE NUMERATOR: means the number of households receiving intensive home care (5 or more contact hours) during a survey week. Obtained from form AS2.</p>
BVPI 54	Older people (aged 65 or over) helped to live at home.	<p>THE DENOMINATOR: means the population aged 65 or over (in 000's).</p> <p>THE NUMERATOR means Elderly people aged 65 and over helped to live at home.</p> <p>THE DENOMINATOR means Population aged 65 and over (in 000s).</p>
BVPI 55	Clients receiving a review.	<p>Form AS2 Item 2.1 sum of three age band Columns for people 65 and over.</p> <p>Clients receiving a review as a percentage of adult clients receiving a service.</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 56	Percentage of items of equipment costing less than £1000 delivered within three weeks.	<p>THE NUMERATOR: means the total of all clients receiving a scheduled review during the period (either services or by social non-social services staff).</p> <p>THE DENOMINATOR: means the total number of clients receiving services during the period.</p> <p>Excludes equipment and adaptations that require structural work but includes those that only need simple fitting (e.g. bolting to a wall or a floor). Adaptations provided by housing departments and connections to alarm systems should be omitted</p> <p>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. Authorities may exclude cases where the time limit could not be met because of the client's actions or absence (e.g. when a person was in hospital or on holiday etc).</p>
BVPI 57	Users/carers who said they got help quickly.	<p>Percentage of people surveyed who said that they felt that they received the help they needed quickly. (Personal Social Services Performance Assessment Framework indicator D36).</p> <p>This will be obtained from user satisfaction to be surveys carried by local authorities.</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 58	Percentage of people receiving a statement of their needs and how they will be met.	<p>The number of adults getting a service in the financial year who have received by 31 March a description of what their needs are so far as those services are concerned and how those needs will be met; divided by the total number of people receiving a service.</p> <p>There should be one percentage for this indicator.</p>
BVPI 59	Assessments per head of population.	<p>The number of assessments of service users aged 65 or over per head of population aged 65 or over.</p> <p>THE NUMERATOR: means the total of the number of clients aged 65 and over with completed assessments and those clients with assessment terminated.</p> <p>THE DENOMINATOR: means population aged 65 and over (in 000's).</p> <p>The relevant cells from Form AS2.</p>
BVPI 60	Users/carers who said that matters relating to race, language, culture or religion were noted.	<p>The percentage of people surveyed who said that they felt that matters relating to race, language, culture or religion were taken into account by social services in the provision of the help they needed.</p> <p>This will be obtained from user satisfaction surveys to be carried by local authorities.</p>
BVPI 61	Relative spend on family support.	<p>Gross expenditure on children in need but not looked after, as a percentage of gross expenditure on all children's services.</p> <p>THE DENOMINATOR means the gross expenditure on all</p>

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Indicator Number	Description of indicator	Details of indicator
		<p>children’s services for the year ending 31 March, as recorded on the Revenue Outturn 3 form (RO3).</p> <p>THE NUMERATOR means 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 RO3 return: youth justice, provision of 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. Gross expenditure is defined from RO3 as the sum of employee costs (column 1) and running costs including joint arrangements (column 2) minus other income including joint arrangements (column 5).</p>

SCHEDULE 4

Article 3

HOUSING INDICATORS

Indicator Number	Description of indicator	Details of indicator
BVPI 62	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority.	<p>The average number of unfit private sector dwellings made fit or demolished per annum as a direct result of action by the authority expressed as a proportion of the total number of private sector dwellings judged by the authority to be unfit. An authority should include any dwelling removed from the number of unfit dwellings following direct action of the authority by:</p> <ul style="list-style-type: none"> • Giving grants.

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Indicator Number	Description of indicator	Details of indicator
BVPI 63	Energy Efficiency – the average SAP rating of local authority owned dwellings.	<ul style="list-style-type: none"> • Giving loans and loan indemnities. • Action to promote good maintenance: provision of repair services; providing advice. • Demolition and clearance. • Group repair schemes. • Enforcement: repair notices, deferred action or closure. • Sponsorship of a Home Improvement Agency providing advice and repair services. <p>Authorities are advised to carry out local stock condition surveys every 5 years, covering all tenures. This should be used to estimate the number and proportion of private sector dwellings judged to be unfit. The indicator will then measure the average number of private sector dwellings made fit per year since that assessment was made.</p> <p>The average <i>Standard Assessment Procedure</i> (SAP) rating of the local authority owned dwellings. The average annual change in average SAP rating of local authority owned dwellings, where the SAP is an index of the annual cost of heating a dwelling to achieve a standard heating regime and is normally described as running from 1 (highly inefficient) to 100 (highly efficient). As such, it is a measure of its overall energy efficiency and is dependent on both the heat loss from the dwelling and the performance of the heating system.</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 64	The proportion of private sector dwellings that have been vacant for more than 6 months at 1 April 2000 that are returned into occupation during 2000/01 as a direct result of action by the local authority.	<p>The <i>indicators</i> require an energy survey to be conducted to set the baseline position. Surveys should be carried out on at least at 5 yearly interval basis. In years when no energy survey is conducted local authorities should update their survey information to take into account work done to the stock over the period.</p> <p>The number of private sector dwellings that have been vacant for more than 6 months at the <i>beginning of the financial year</i> that are returned into occupation during the financial year as a direct result of action by the authority, divided by the number of all private sector properties that have been vacant for more than 6 months at the beginning of <i>the financial year multiplied by 100</i>. An authority should include any dwelling which becomes occupied following direct action of the authority by:</p> <ul style="list-style-type: none"> • grants, loans or other financial assistance either provided or facilitated by the authority. • advice to owner to cover one or more of the following: • literature provided on the authority's empty home strategy • advice on letting, including legal and housing benefit requirements • advice on grants and other financial assistance, including tax concessions available • details of landlord forum or accreditation scheme • advice on repairs, including details on

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Indicator Number	Description of indicator	Details of indicator
BVPI 65a	The average weekly costs per local authority dwelling of management.	<p>building contractors meeting minimum standards</p> <ul style="list-style-type: none"> • referral to partner <i>registered social landlord</i> or other intermediary with relevant expertise • enforcement action, including repair notices or <i>compulsory purchase orders</i>. • enquiries made to establish ownership of property. <p>This covers the financial cost to the local authority for housing management – measured by the Housing Revenue Account actual expenditure on management in 2000/2001 divided by the average number of dwellings in the HRA at the start and end of the year, divided by 52. The information should match that in the HRAS 99-02 Annual Return form for general and special management costs (cells 3000 and 3010).</p>
BVPI 65b	The average weekly costs per local authority dwelling of repairs.	<p>This covers the cost to the local authority for repairs – measured by the Housing Revenue Account actual expenditure on repairs in 2000/2001 divided by the average number of dwellings in the HRA at the start and end of the year, divided by 52. The information should match that reported through the Housing Repairs Accounts in the HRAS 99-02 Annual Return (cell 3020).</p>
BVPI 66a	Local authority rent collection and arrears: proportion of rent collected.	<p>Proportion of rent collected – the proportion of rent collected is calculated from the data on the gross HRA rent collected during the year (i.e. including that met through Housing Benefit) as a proportion of</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 66b	Local authority rent collection and arrears: rent arrears of current tenants as a proportion of the authority's rent roll.	<p>the total HRA rent available for collection in the year but with rent arrears from former tenants accrued before the year end excluded (i.e. 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 the year, less any payments of arrears for earlier years from former tenants.</p> <p>Rent arrears of current tenants as a proportion of the authority's rental income – Arrears as a proportion of rent roll is calculated from the total amount of tenants HRA rent outstanding at the end of the financial year and the total HRA 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.</p>
BVPI 66c	Local authority rent collection and arrears: rent written off as not collectable as a proportion of the authority's rent roll.	<p>Rent written off as not collectable as a proportion of the authority's rental income – Write offs as a proportion of rent roll is calculated from the total amount of HRA rent written off during the financial year and the total HRA 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 write offs is the amount of current and former tenants rent arrears formally</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 67	Proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days.	written off as unrecoverable during the financial year. The number of homeless applications (under section 184 of the Housing Act 1996, c. 52) 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 where a s.184 notice was issued.
BVPI 68	Average relet times for local authority dwellings let in the previous financial year.	This indicator is calculated from data on the total number of lettings made during the year (excluding those let after major repairs). Major repair works are defined as those costing £5,000 (or more) and the total number of days these dwellings were vacant. The 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 = 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.
BVPI 69	Percentage of rent lost through local authority dwellings becoming vacant.	This indicator is calculated from data on the total HRA rent roll and the amount of HRA rent lost through voids (properties being vacant). Rent roll is the total amount of potential rent collectable for the financial year for all dwellings owned by the authority. Rent lost through voids is the total amount of rent which was not collectable during the financial year because dwellings were vacant

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Indicator Number	Description of indicator	Details of indicator
BVPI 70	Energy Efficiency – the average annual change in the average SAP rating of local authority owned dwellings.	<p>(i.e. with no tenant liable for the rent).</p> <p>The average <i>Standard Assessment Procedure</i> (SAP) rating of the local authority owned dwellings. The average annual change in average SAP rating of local authority owned dwellings, where the SAP is an index of the annual cost of heating a dwelling to achieve a standard heating regime and is normally described as running from 1 (highly inefficient) to 100 (highly efficient). As such, it is a measure of its overall energy efficiency and is dependent on both the heat loss from the dwelling and the performance of the heating system.</p> <p>The <i>indicators</i> require an energy survey to be conducted to set the baseline position. Surveys should be carried out on at least at 5 yearly interval basis. In years when no energy survey is conducted local authorities should update their survey information to take into account work done to the stock over the period.</p>
BVPI 71	The number of local authority dwellings receiving renovation work during 2000-01 as a percentage of the number needing renovation work at 1 April 2000.	<p>(a) (a) The number of local authority owned dwellings that receive renovation works (under £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>(b) The number of local authority owned dwellings that</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 72	The percentage of urgent repairs completed within Government time limits.	<p>receive renovation works (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>Authorities are advised to carry out local stock condition surveys every 5 years, covering all tenures. Authorities should use these to estimate the work required at 1 April 2000.</p> <p>The total number of urgent repairs (as defined in the Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994 (S.I.1994/133), but whether or not the repairs were requested pursuant to the Regulations) completed within the prescribed time limit during the financial year divided by the number of urgent repairs requested during the financial year. Repairs classed as urgent and their Government time limits are set out in the table below taken from the Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994. The statutory procedure for appointing a second contractor should be ignored for the purpose of recording the repair as incomplete within the timescales.</p> <p>Defect Prescribed period (in working days)</p> <p>Total loss of electric power</p>

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Indicator Number	Description of indicator	Details of indicator
		Partial loss of electric power 3
		Unsafe power or lighting socket, electrical fitting 1
		Total loss of water supply 1
		Partial loss of water supply 3
		Total or partial loss of gas supply 1
		Blocked flue to open fire or boiler 1
		Total or partial loss of space or water heating between 31st October and 1st May 1
		Total or partial loss of space or water heating between 30th April and 1st November 3
		Blocked or leaking foul drain, soil track or (while there is no other working toilet in the dwelling house) toilet pan 1
		Toilet not flushing (where there is no other working toilet in the dwelling house) 1
		Blocked sink, bath or basin 3
		Tap which cannot be turned 3
		Leaking from water or heating pipe, tank or cistern. 1
		Leaking roof 1
		Insecure external window, door or lock 1

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Indicator Number	Description of indicator	Details of indicator
		Loose or detached banister or hand rail 3
		Rotten timber flooring or stair tread 3
		Door entryphone not working 7
		Mechanical extractor fan in internal kitchen or bathroom not working 7
BVPI 73	The average time taken to complete non-urgent responsive repairs.	For non-urgent responsive repairs completed <i>during the financial year</i> , 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 Right to Repair regulations).
BVPI 74	Satisfaction of tenants of council housing with the overall service provided by their landlord.	Percentage of all council tenants, or a representative random sample of council tenants stating that they are satisfied with the overall service provided by their landlord. Leaseholders and tenants of other social or private landlords are excluded. The survey should be carried out at least once every three years, starting in 2000/2001. Further advice will be provided on the most appropriate survey methodology. In years when there is no survey, the most recent available year's results will be reported with a note highlighting the date of the survey.
BVPI 75	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	The percentage of all council tenants, or a representative random sample of council tenants, stating how satisfied they are with the opportunities for participation in management and decision

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Indicator Number	Description of indicator	Details of indicator
		making in relation to the housing services provided by their landlord. Leaseholders and tenants of other social or private landlords are excluded. The survey will be carried out at least once every three years, starting in 2000/2001.

SCHEDULE 5

Article 3

ENVIRONMENT INDICATORS

Indicator Number	Description of indicator	Details of indicator
BVPI 81	Has the local authority completed a full review and assessment of air quality in its area, including consultation with statutory consultees, in order to determine whether or not an air quality management area has to be designated?	<p>Part IV of the Environment Act 1995 (c. 25) 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 regulations, 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.</p> <p>Although there was no statutory deadline, local authorities in Wales were expected to have completed their initial review and assessment by December 1999. They are currently being consulted to ascertain how many have met this deadline. In the light of these</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 82a	Total tonnage of household waste arisings – percentage recycled.	<p>findings consideration may be given to extending the deadline to June 2000 as has been done in England. Local authorities are expected to produce a final draft review and assessment report which should indicate whether or not they propose to designate an air quality management area. Under the 1995 Act local authorities are required to send the draft review to a number of bodies including the National Assembly, for consultation. The National Assembly has reserve powers to require local authorities to take action where they are failing to make sufficient progress.</p> <p>“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.</p> <p>“Household Waste” means, all waste collected by local authorities under section 45(1) of the Environmental Protection Act 1990 (c. 43), plus all waste arisings from Civic Amenity 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.</p> <p>“Civic Amenity Site” means places provided by the local authority at which persons resident in the area may deposit their household waste (Services provided</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 82b	Total tonnage of household waste arisings – Percentage composted.	<p>under Section 51(1)b of the Environmental Protection Act)</p> <p>For the avoidance of doubt, all waste collected by authorities shall include waste arising from:</p> <ul style="list-style-type: none"> — waste collection rounds (including separate rounds for collecting for recyclables). — street cleansing and litter collection — beach cleansing — bulky waste collections — hazardous household waste collections — household clinical waste collections — garden waste collections-drop — drop off/bring systems — clearance of fly-tipped wastes — weekend skip services — any other household waste collected by the authority <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>
BVPI 82c	Total tonnage of municipal waste arisings – Percentage used to recover heat, power and other energy sources.	<p>Please see the full definition in Schedule 5 Indicator BVPI 82a for total household waste arisings.</p> <p>“Used to recover heat, power and other energy sources” means –the controlled combustion of waste in specialised plant specifically to generate power and/or heat from the waste feedstock</p> <ul style="list-style-type: none"> — the controlled combustion of refuse derived fuel in specialised plant

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Indicator Number	Description of indicator	Details of indicator
BVPI 82d	Total tonnage of household waste arisings – Percentage landfilled.	<p>specifically to generate power and/or heat from the waste feedstock</p> <ul style="list-style-type: none"> — the production of gaseous fuels by reacting hot carbonaceous waste with air, steam or oxygen (gasification) — the thermal decomposition of organic waste to produce gaseous, liquid and solid products by pyrolysis — the biological degradation of organic wastes by anaerobic digestion. <p>The following shall not be included:</p> <ul style="list-style-type: none"> — ash residues subsequently landfilled or recycled — methane recovery from landfill — material recovered for recycling following incineration of waste <p>Please see the full definition in Schedule 5 Indicator BVPI 82a for total household waste arisings</p> <ul style="list-style-type: none"> — percentage recycled <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>
BVPI 84	Kg of household waste collected per head.	<p>Please see the full definition in Schedule 5 Indicator BVPI 82a for total household waste arisings.</p> <p>To be completed by local authorities.</p> <p>Household waste: as defined in s.75 of the Environmental</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 85	The cost per kilometre square of keeping relevant land, for which the local authority is responsible, clear of litter and refuse.	<p>Protection Act 1990 (c. 43) and Schedules 1 & 2 of the Controlled Waste Regulations 1992 (S.I.1992/588)</p> <p>Calculate as,</p> $\frac{X}{Y}$ <p>where</p> <p>X = Total household waste arisings collected by the authority Section 45(1) of the Environmental Protection Act 1990.</p> <p>Plus Total tonnage of household waste arising from Civic Amenity Sites</p> <p>Plus Arisings for which collection or disposal recycling credits are paid to third parties under Section 52(4) of the Environmental Protection Act 1990.</p> <p>Y = Population in the authority area using Office for National Statistics mid-year projections</p> <p>“Civic Amenity Site” means places provided by the 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).</p> <p>Net cost of litter collection and street cleaning (as identified on Revenue Outturn (RO) Form 6, line 5 column 7 less specific grant outside Aggregate External Finance (AEF) divided by km² of any relevant land. “Relevant land”</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 86	Cost of waste collection per household.	<p>is defined in section 86 of the Environmental Protection Act 1990. The Environmental Protection Act 1990 (c. 43)</p> <p>Net cost of waste collection: calculate as RO6, Line 1, less specific grants outside Aggregate External Finance (AEF) for those lines divided by the number of households.</p>
BVPI 87	Cost of waste disposal per tonne for municipal waste.	<p>Number of households: 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 Area', 'Grand Total Line'. Use last statement available.</p> <p>Net cost of waste management: calculate as:</p> <p>Direct expenditure as RO6, Line 2, Col 7 less specific grants outside Aggregate External Finance, less net cost of the management of old landfill sites, divided by the total tonnes of municipal waste covered by that expenditure.</p>
BVPI 88	Number of collections missed per 100,000 collections of household waste.	<p>"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.</p> <p>"Missed collection" means —any collection reported by a resident /commercial organisation where the resident was not informed in writing of a change in the arrangements — any collection which is known by the authority</p>

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Indicator Number	Description of indicator	Details of indicator
		<p>not to have taken place on the prescribed day due to a failure of the authority or its contractor including those missed due to weather conditions or industrial action</p> <p>— 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>Calculate as</p> $\frac{X}{Y \times Z} \times 100,000,$ <p>where</p> <p>X=number of missed collections (including separate collections of recyclables)</p> <p>Y=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 Area’, ‘Grand Total Line’. Use the last statement available.</p> <p>Z=the number of scheduled times bins are collected in the period</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 89	Percentage of people satisfied the with cleanliness standards.	<p>Satisfaction survey on whether residents consider local authority has fulfilled its duty to keep land clear of litter and refuse.</p> <p>“Relevant land” is defined in section 86 of the Environmental Protection Act 1990.</p>
BVPI 90	Percentage of people expressing satisfaction with a) Recycling Facilities, b) Household Waste Collection and c) Civic Amenity Sites.	<p>The Environmental Protection Act 1990 (c. 43)</p> <p>Percentage stating that they are very or fairly satisfied with:</p> <ul style="list-style-type: none"> a) The waste collection service overall b) The provision of recycling facilities overall c) The civic amenity site service overall. <p>To be completed by local authorities.</p> <p>“Civic Amenity Site” means places provided by the 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).</p>
BVPI 91	Percentage of population served by a kerbside collection of recyclables or within 1 kilometre of a recycling centre.	<p>“Population” means population in the authority area. ‘1 kilometre’ means 1km radius (as the crow flies). ‘Recycling centre’ means–</p> <ul style="list-style-type: none"> • Drop off/bring banks in one location where one or more material may be deposited • Places provided by the authority at which persons resident in the area may deposit their household waste (Services provided under

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Indicator Number	Description of indicator	Details of indicator
		<p>Section 51(1)(b) of the Environmental Protection Act 1990), at which bring banks are provided.</p> <ul style="list-style-type: none"> any materials reclamation facility (MRF) provided by the authority, at which members of the public may deposit their recyclable waste.

SCHEDULE 6

Article 3

TRANSPORT INDICATORS

Indicator Number	Description of indicator	Details of indicator
BVPI 93	Cost of highway maintenance per 100 km travelled by a vehicle on principal roads.	Figure in memorandum box M2 of the most recent Capital Outturn form COR1 plus lines 2 (structural maintenance) and 4 (routine maintenance) of the most recent Revenue Outturn form RO2 column 7; divided by the figure for vehicle kilometrage derived from Table A of the most recent Revenue Support Grant settlement; multiplied by 100.
BVPI 94	Cost per passenger journey of subsidised bus services.	Net expenditure (Form RO2 line 11) on subsidy of local bus services, as defined in Section 2 of the Transport Act 1985, in the relevant year divided by the number of passenger journeys on those services in that year. This should exclude expenditure on concessionary fare schemes under sections 93 to 105 of the Transport Act 1985.
BVPI 95	Average cost of maintaining street lights.	The figure in line 6, Column 7, of the most recent Revenue Outturn form RO2, divided by the number of street lights in the authority.
BVPI 96	Condition of principal roads.	Either:

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Indicator Number	Description of indicator	Details of indicator
		<p>A visual survey of all principal road length in the year using a Coarse Visual Inspection Survey (a survey which records road defects identified visually). The survey will be carried out under the United Kingdom Pavement Management System (UKPMS) Rules and Parameters, version 2.0. The survey will cover the whole network apart from the part nominated for “deemed coverage” – this must be limited to 30% of the authority’s principal road network. Local authorities will be requested to indicate percentage of network with a UKPMS defects score of 70 or higher.</p> <p>Or:</p> <p>Percentage of the network with negative residual life, derived from deflectograph surveys (mechanised surveys using equipment which assesses structural condition of the road by measuring deflection under load).</p> <p>Details are as follows; referring to performance indicator for 1999. For 2000 and future years, dates would be rolled forward accordingly.</p> <p>Indicator: Percentage of eligible principal road network at 1 July 1998 with negative residual life. This is calculated as</p> $((1-a) \times p) + (a \times 0)$ <p>where a = percentage of eligible network with deemed coverage (see below)</p>

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Indicator Number	Description of indicator	Details of indicator
		<p>p=percentage of surveyed network with negative residual life as at 1 July 1998.</p> <p>Notes:</p> <p>1. In calculating p authorities will project the deflections recorded in surveys (Category 2 or higher)* carried out from 1993 to 1997 forward to 1 July 1998, except for those sections where there has been maintenance work after the deflection survey was carried out (provided that the maintenance work was started before 1 July 1998). A local authority can, if it wishes, include in the calculation survey data collected in 1998 or 1999 without projection and without any allowance for subsequent maintenance work. *As defined in the Highways Agency Design Manual for Roads and Bridges.</p> <p>2. In calculating p the authority must use</p> <p>(i) residual life results (including residual life for maintained sections) for at least b % of the eligible principal road length (in one direction) from deflectograph surveys carried out between 1993 and 1999; where b = 60% – (a/2) and a is the</p>

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Indicator Number	Description of indicator	Details of indicator
		<p>percentage of the eligible network with deemed coverage. This means that an authority with the maximum deemed coverage of 30% (see below) will have to have residual life results for 45% of its eligible network.</p> <p>(ii) the authority must use residual life results for at least 20% of the authority's eligible principal road length (in one direction) derived from surveys in 1997 or later.</p> <p>(iii) Pandef or Highways Agency approved Pandef equivalent software.</p> <p>(iv) 100 metre sections with the residual life for each section defined as the 85th percentile residual life after temperature</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 97	Condition of non-principal roads.	<p>correction to 20°C.</p> <p>3. Deemed coverage: A local authority can nominate up to 30% of its eligible network for “deemed coverage”. These are sections of the network that are known, on the basis of earlier surveys or local knowledge to be structurally sound (this will usually imply an estimated residual life of at least 10 years) and where currently it would be wasteful to carry out a deflectograph survey. Sections of road with deemed coverage will be taken into account in calculating the performance indicator (see above) and will also affect the minimum coverage (see Note 2(i) above). Local authorities wishing to nominate parts of their eligible network for deemed coverage should specify the sections that they have nominated and give the basis of the nomination (previous survey, recent maintenance etc.).</p> <p>4. Eligible network: Flexible principal roads that are suitable for deflectograph analysis i.e. excludes any elevated sections and flexible principal roads that meet the Highways Agency criteria for long life roads. Local authorities should state what percentage of their principal road network they consider to be eligible.</p> <p>As for principal roads (Indicator 4 above), coarse visual inspection (CVI) survey of the non- principal road network, to be carried out under UK Pavement Management System Rules and Parameters, version</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 98	Percentage of street lamps not working as planned.	<p>2.0. Although CVI surveys are intended to be carried out over the entire network, authorities need not survey part of their network (that they know to be in good condition) that they nominate for “deemed coverage”. The part of the network nominated for “deemed coverage” must not exceed 30% of the authority’s non-principal road network. The part with “deemed coverage” is included in the total network length for the purposes of calculating the indicator.</p> <p>Percentage of street lamps not working as planned:</p> <p>Calculated as:</p> $\{(W * Y)/Z\} * 100$ <p>where:</p> <p>W is the total number of streetlight failures detected in a year by regular inspections and other reports divided by 365.</p> <p>Y is the average time taken to repair a streetlight following detection plus half the average time between inspections.</p> <p>Z is the total number of street lights in the authority.</p> <p>‘Regular Inspections’ are inspections undertaken by the authority or its agents at least four times a year. If an authority inspects its lights at different frequencies then it should work out the percentage for each frequency using the formula above and then</p>

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Indicator Number	Description of indicator	Details of indicator
BVPI 99	Road safety.	<p>combine the percentages into a weighted average.</p> <p>Number of road accident casualties per 100,000 population broken down by</p> <ul style="list-style-type: none"> (i) nature of casualties and (ii) road user type <p>Casualty categories:</p> <ul style="list-style-type: none"> (a) killed/seriously injured; (b) slight injuries. <p>Road user types:</p> <ul style="list-style-type: none"> (a) pedestrians, (b) pedal cyclists, (c) two-wheeled motor vehicle users, (d) car users and (e) other vehicle users.
BVPI 100	Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by local authority road works per km of traffic sensitive road.	<p>Data will relate to the calendar year ending 15 months prior to the relevant 31 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 local authority road works per km of traffic sensitive roads. (Exclude traffic controls at road works that were completed in less than a day).</p> <p>“Traffic Sensitive” is as defined in Regulation 13 of the <i>Streetworks (Registers, Notices, Directions and Designations) Regulations 1992 (S.I. 1992 / 2985)</i>.</p>
BVPI 101	Local bus services (vehicle kilometres per year).	The total annual distance operated by all local buses within the area of the authority.
BVPI 102	Local bus services (passenger journeys per year).	The total number of passenger journeys made annually on all local buses within the area of the authority.

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Indicator Number	Description of indicator	Details of indicator
BVPI 103	Percentage of users satisfied with local provision of public transport information.	Percentage stating that they are very or fairly satisfied with the provision of public transport information overall. To be carried out by user satisfaction survey.
BVPI 104	Percentage of users satisfied with local bus services.	Percentage stating that they are very or fairly satisfied with the local bus service overall. To be carried out by user satisfaction survey.
BVPI 105	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 7

Article 3

TRANSPORT INDICATORS

Indicator Number	Description of indicator	Details of indicator
BVPIW 10	Percentage of population covered by adopted development plan (where the end date of the plan has not yet expired).	Resident population in the area(s) covered by a local plan or unitary development plan as a percentage of total resident population (using 1998 Mid Year Estimate Figure).
BVPI 107	Planning cost per head of population.	Gross planning cost. This indicator is based on a definition of core planning costs currently being piloted by the Planning Officers' Society.
BVPI 108	The number of advertised departures from the statutory plan approved by the authority as a percentage of total permissions granted.	The number of permissions granted where the application was advertised under the provisions of Article 8(2)(b) of the Town and Country Planning (General Development Procedure) Order 1995 (S.I. 1995/419) as a percentage of total decisions made.

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Indicator Number	Description of indicator	Details of indicator
BVPI 109	Percentage of total applications determined within 8 weeks.	As NAW Development Control Quarterly Survey. In setting local targets local authorities should have regard to the national target of 80% in 8 weeks.
BVPI 110	Average time taken to determine all applications.	<p>The time from application to decision for all applications decided as recorded on the National Assembly Planning Statistics Returns, divided by the total number of applications decided.</p> <p>Local authorities should publish separate targets for householder, major and minor applications.</p>
BVPIW 11	Quality in customer service (Planning Officers' Society Wales checklist).	<p>This indicator uses the Customer Service Checklist currently being piloted by the Planning Officers' Society for Wales</p> <p>Number of quality indicators achieved expressed as a ratio of total quality indicators e.g. total = 10 and an authority achieving 5 of the indicators would score 5/10.</p> <p>Quality indicators are:</p> <ul style="list-style-type: none"> • staff training and development plans in operation • an adopted complaints procedure • reception areas accessible to disabled people • a user charter/service plan detailing service commitments • a survey of user views during the last 3 years • regular published performance plans. Regular not being less frequent than once every 12 months

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Indicator Number	Description of indicator	Details of indicator
		<ul style="list-style-type: none"> • expenditure on staff training equal to or exceeding 1% of gross salary costs • targets set for responding to correspondence • summary of key public documents available in large print and/or braille • public documents available in Welsh and English (on request).

SCHEDULE 8

Article 3

CULTURE INDICATORS

Indicator Number	Description of indicator	Details of indicator
BVPI 113	Number of pupils visiting museums and galleries in organised school groups. should be counted and where a museum is run by the authority, or the authority contributes at least	<p>Only museums/galleries that meet the Museums Association (MA) definition (The Museums Association Code of Ethics – 3rd Edition 1999)</p> <p>20% of the running costs, net of charges, or provides the building.</p> <p>MA definition: “Museums enable people to explore collections for inspiration, learning and enjoyment. They are institutions that collect, safeguard and make accessible artefacts and specimens which they hold in trust for society.”</p> <p>An “organised” school group is one pre-booked with the museum/gallery.</p>
BVPIW 12	Does the local authority have an arts strategy?	Guidance on the development of arts strategies is currently being developed by the National Assembly, the Arts Council for Wales and the WLGA and will be published shortly.

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Indicator Number	Description of indicator	Details of indicator
BVPI 15	The cost per physical visit to public libraries.	The expenditure by the authority divided by the total number of physical visits by members of the public to public libraries during the financial year. RO4 line 51 col 7 less specific grants outside AEF.
BVPI 116	Spend per head of population on cultural and recreational facilities and activities.	Spend on cultural and recreational facilities and activities. Cumulative spend from R04 lines 51 to 58, Col 7, less specific grants outside AEF divided by total population.
BVPI 117	The number of physical visits per head of population to public libraries.	An estimate of the total number of visits by members of the public to libraries for whatever purpose during the financial year. Based on a one week sample during the year using the definitions and procedure set out in CIPFA's "Public Library Statistics 1998/99 Actuals (SIS Ref: 84.00) note on page 98, questionnaire reference line 124 for visits" (ISSN 0260 4078), or using a more accurate method of estimation. Authorities may, if they wish, base their figures on a larger statistical sample than the one suggested by the Chartered Institute for Public Finance and Accountancy (CIPFA)
BVPI 118	The percentage of library users who found the book/information they wanted, or reserved it, and were satisfied with the outcome.	Number of those responding yes as a percentage of all those responding yes/no/reserved. Percentage of those fairly satisfied/very satisfied with the way in which reservations are made.
BVPI 119	Percentage of residents by targeted group satisfied with the local authorities cultural and recreational activities.	Percentage of women respondents fairly or very satisfied with cultural and recreational facilities and activities.

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Indicator Number	Description of indicator	Details of indicator
		Percentage of minority ethnic community respondents fairly or very satisfied with cultural and recreational facilities and activities.

EXPLANATORY NOTE

(This note is not part of the Order.)

This Order prescribes, for Wales, performance indicators by reference to which the performance of county councils, county borough councils and National Park authorities (as best value authorities), in exercising their functions, will be measured from 1st April 2000.

The Order is made in accordance with sections 4(1)(a) and (2) of the Local Government Act 1999. Section 4(3) of that Act imposes an obligation on the National Assembly to consult, prior to the making of an Order of this nature, persons appearing to represent the best value authorities concerned and such other persons (if any) as it thinks fit. This consultation requirement has been fulfilled prior to the making of this Order.

Article 2 defines which best value authorities will be subjected to the measure of their performance, in respect of certain functions, by reference to specified performance indicators as detailed in Article 3.

Article 3 prescribes, by reference to the Schedules, which performance indicators will be used to measure performance of which functions for the respective best value authorities.

Schedules 1 to 8 detail the prescribed indicators for different functions as follows:

Schedule 1 – All Functions

Schedule 2 – Education

Schedule 3 – Social Services

Schedule 4 – Housing

Schedule 5 – Environment Services

Schedule 6 – Transport

Schedule 7 – Town and Country Planning

Schedule 8 – Cultural and Related Services.