
WELSH STATUTORY INSTRUMENTS

2002 No. 757 (W.80)

LOCAL GOVERNMENT, WALES

**The Local Government (Best Value
Performance Indicators) (Wales) Order 2002**

Made - - - - *19th March 2002*

Coming into force - - *1st April 2002*

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.

Name, commencement and application

1.—(1) This Order is called the Local Government (Best Value Performance Indicators) (Wales) Order 2002 and it comes into force on 1st April 2002.

(2) This Order applies only to Wales.

Revocation

2. The Local Government (Best Value Performance Indicators) (Wales) Order 2001⁽²⁾ is revoked.

Interpretation

3. In this Order—

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

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

(1) 1999 c. 27.

(2) S.I. 2001 No. 1337 (W.83).

Performance Indicators

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

TABLE

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

Part 1

Corporate Governance

All indicators in Schedule 1

Education

All indicators in Schedule 2

Social Services

All indicators in Schedule 3

Housing

All indicators in Schedule 4

Environment Services

All indicators in Schedule 5

Transport

All indicators in Schedule 6

Planning

All indicators in Schedule 7

Environmental Health and Trading Standards

All indicators in Schedule 8

Cultural and Related Services

All indicators in Schedule 9

Housing Benefit and Council Tax Benefit

All indicators in Schedule 11

Cross Cutting Community Safety

All indicators in Schedule 12

Part 2

National Parks Authority Corporate Governance

All indicators in Schedules 7 and 10

Signed on behalf of the National Assembly for Wales under section 66(1) of the Government of Wales Act 1998(3)

19th March 2002

John Marek
The Deputy Presiding Officer of the National
Assembly

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SCHEDULE 1

Article 4

CORPORATE GOVERNANCE INDICATORS

Indicator Number	Description of indicator
NAWPI 1.1	The levels of compliance with the best value authority's approved Welsh language scheme as confirmed by the Welsh Language Board.
NAWPI 1.2	The level of the Commission for Racial Equality's standard for local government to which the best value authority conforms.
NAWPI 1.3	The number of complaints to an Ombudsman classified as maladministration.
NAWPI 1.4	The proportion of the electoral roll voting in local elections (percentage).
NAWPI 1.5	The percentage of interactions with the public, by type of transaction, which are capable of electronic service delivery which are being delivered using internet protocols or other paperless methods.
NAWPI 1.6	The percentage of undisputed invoices which were paid by the best value authority within 30 days of such invoices being received.
NAWPI 1.7	The amount of council tax received in the financial year as a percentage of the total debit for the financial year.
NAWPI 1.8	The amount of non-domestic rates received, net of refunds, in the reporting year as a percentage of the gross rates payable for the financial year, adjusted for transitional relief, less small property relief and all discretionary and mandatory reliefs.
NAWPI 1.9	The percentage of senior management posts filled by women. All staff in schools maintained by the best value authority should be excluded from this calculation.
NAWPI 1.10	The number of working days or shifts per full time equivalent of all permanent best value authority employees lost due to sickness absence.
NAWPI 1.12	Ill health retirements as a percentage of the best value authority's workforce.
NAWPI 1.13	The number of staff declaring that they meet the Disability Discrimination Act 1995 (c. 50) disability definition as a percentage of the best value authority's workforce.

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Indicator Number	Description of indicator
NAWPI 1.14	The number of staff from minority ethnic communities within the best value authority's workforce as a percentage of the total workforce of the authority.
NAWPI 1.15	The percentage of the best value authority's buildings open to the public and that are suitable and accessible to disabled people.
NAWPI 1.16	Racial incidents (a) the number of racial incidents recorded by the best value authority per 100,000 of its population (b) the percentage of racial incidents that resulted in further action.
NAWPI 1.17	The number of domestic violence refuge places per 10,000 population which are provided or supported by the best value authority.

SCHEDULE 2

Article 4

EDUCATION INDICATORS

Indicator Number	Description of indicator
NAWPI 2.1	Average GCSE/GNVQ point score of 15/16 year olds in schools maintained by the best value authority.
NAWPI 2.2	Percentage of pupils in schools maintained by the best value authority in the previous summer achieving 5 or more GCSEs at grades A* to C or the vocational equivalent.
NAWPI 2.3	Percentage of pupils in schools maintained by the best value authority in the previous summer achieving one or more GCSEs at grade G or above or vocational equivalent.
NAWPI 2.4	Percentage of 11 year olds in schools maintained by the best value authority in the previous summer achieving: (a) Level 4 or above in the National Curriculum Key Stage 2 Mathematics test. (b) Level 4 or above in the National Curriculum Key Stage 2 English test. (c) Level 4 or above in the National Curriculum Key Stage 2 Welsh (first language) test. (d) Level 4 or above in the National Curriculum Key Stage 2 Science test.

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Indicator Number	Description of indicator
NAWPI 2.5	<p>Percentage of 14 year olds in schools maintained by the best value authority in the previous summer achieving:</p> <ul style="list-style-type: none"> (a) Level 5 or above in the National Curriculum Key Stage 3 Mathematics test. (b) Level 5 or above in the National Curriculum Key Stage 3 English test. (c) Level 5 or above in the National Curriculum Key Stage 3 Welsh (first language) test (d) Level 5 or above in the National Curriculum Key Stage 3 Science test.
NAWPI 2.6	<p>Percentage of 15/16 year olds achieving the “core subject indicator” — those pupils achieving at least grade C in GSCE English or Welsh, Mathematics and Science in combination.</p>
NAWPI 2.7	<p>Percentage of 15/16 year olds leaving full time education without a recognised qualification.</p>
NAWPI 2.8	<p>Number of pupils permanently excluded during the year from schools maintained by the best value authority per 1000 pupils on rolls of schools maintained by the best value authority:</p> <ul style="list-style-type: none"> (a) for primary schools. (b) for secondary schools. (c) for special schools.
NAWPI 2.11	<p>The percentage of permanently excluded pupils attending:</p> <ul style="list-style-type: none"> (a) less than 10 hours a week of alternative tuition (b) between 10 and 25 hours a week of alternative tuition (c) more than 25 hours a week of alternative tuition.
NAWPI 2.12	<p>The percentage of primary school classes with more than 30 pupils in years:</p> <ul style="list-style-type: none"> (a) reception to two inclusive (b) three to six.
NAWPI 2.13	<ul style="list-style-type: none"> (a) (a) The number of statements issued during the year (b) The percentage of statements with special educational need excluding those affected by the “exceptions to the rule” under the SEN (Special Education Needs) code of practice:

Indicator Number	Description of indicator
	(i) prepared within 18 weeks, (ii) finalised within 26 weeks.
NAWPI 2.14	The percentage of attendance of those present or on approved educational activities in secondary schools.

SCHEDULE 3

Article 4

SOCIAL SERVICES INDICATORS

Indicator Number	Description of indicator
NAWPI 3.1	Stability of placements of children looked after by the best value authority by reference to the percentage of children looked after at the 31st March with three or more placements during the financial year.
NAWPI 3.2	Educational qualifications of children looked after by the best value authority by reference to the percentage of young people leaving care age 16 or over with the following numbers of GCSEs at Grade A* to G or General National Vocational Qualification (GNVQ): (a) one or more (b) two or more.
NAWPI 3.3	The percentage of young people in care on their 16th birthday who have a suitable care and/or pathway plan as appropriate for their continuing care.
NAWPI 3.4	The percentage of first placements (for looked after children) beginning with a care plan in place.
NAWPI 3.5	Cost of services for children looked after by a best value authority by reference to gross weekly expenditure per looked after child in foster care or in a children's home.
NAWPI 3.6	The cost of providing social services to adults by reference to the gross cost per week for: (a) residential and nursing home care (b) home care.
NAWPI 3.7	The rate of older people (aged 65 or above) helped to live at home per 1,000 of the best value authority population aged 65 or over.

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Indicator Number	Description of indicator
NAWPI3.8	The rate of delayed transfers of care for social care reasons per 1,000 population of the best value authority aged 75 or over.
NAWPI 3.9	The percentage of adult clients receiving a written statement of their needs and how they will be met.
NAWPI 3.10	The rate of assessments of people aged 65 and over per 1,000 population of the best value authority aged 65 or over.
NAWPI 3.11	The number of nights of respite care provided or funded by the best value authority per 1,000 population of the authority aged 18 or over.
NAWPI 3.12	The percentage of children on the child protection register whose cases should have been reviewed that were reviewed.
NAWPI 3.13	The number of people aged 65 or over whom the best value authority supports in residential care homes or nursing homes per 1,000 population of the authority aged 65 or over.
NAWPI 3.14	The number of adults aged under 65 whom the best value authority helps to live at home per 1,000 adults aged under 65, in each of the following groups separately: (a) physical or sensory disabled, (b) learning disabled, (c) with mental health problems.
NAWPI 3.15	The percentage of cases of children with an allocated social worker who is providing a service appropriate to the child’s need, in each of the following groups separately: (a) children on the child protection register, (b) children looked after (exclude those children in group (a) above), (c) children in need (exclude those children in group (a) and (b) above).

SCHEDULE 4

Article 4

HOUSING INDICATORS

Indicator Number	Description of indicator
NAWPI 4.1	The proportion of private sector dwellings where direct action by the best value authority has resulted in: <ul style="list-style-type: none"> (a) unfit dwellings being made fit or demolished (b) return to occupation during a financial year where dwellings where dwellings have been vacant for more than 6 months at the beginning of the financial year.
NAWPI 4.2	Energy Efficiency — the average Standard Assessment Procedure rating of best value authority owned dwellings.
NAWPI 4.5	Best value authority rent collection and arrears: <ul style="list-style-type: none"> (a) rent arrears of current tenants as a proportion of the best value authority’s rent roll (b) rent arrears of former tenants as a proportion of the best value authority’s rent roll (c) rent of current and former tenants written off as not collectable as a proportion of the best value authority’s rent roll.
NAWPI 4.6	Proportion of homelessness applications on which the best value authority makes a decision and issues written notification to the applicant within 33 working days.
NAWPI 4.7	Average relet times for best value authority dwellings let during the financial year.
NAWPI 4.10	Percentage of repairs completed within target time: <ul style="list-style-type: none"> (a) classed as emergency (b) classed as urgent.
NAWPI 4.11	The average time taken to complete non-urgent responsive repairs.
NAWPI 4.12	Does the best value authority follow the Commission for Racial Equality’s code of practice in rented housing?
NAWPI 4.13	Tenants' participation: <ul style="list-style-type: none"> (a) Are there landlord - wide Tenant Participation Compacts (TPC)?

Note: For the purpose of the best value housing performance indicators, a dwelling is defined as a building, or part of a building which forms a separate, or reasonably separate and self contained, set of premises designed to be occupied by a single household.

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Indicator Number	Description of indicator
	(b) When was the most recent review of a landlord-wide TPC in partnership with tenants?
	(c) What proportion of the best value authority tenants are covered by local or group-specific TPCs?
NAWPI 4.14	Effectiveness of co-ordinated approach for dealing with homelessness and social housing: The number of homeless households placed by the best value authority in temporary housing for more than six months.
NAWPI 4.15	Average rent lost per tenant through dwellings being left vacant during the financial year.
<p><i>Note: For the purpose of the best value housing performance indicators, a dwelling is defined as a building, or part of a building which forms a separate, or reasonably separate and self contained, set of premises designed to be occupied by a single household.</i></p>	

SCHEDULE 5

Article 4

ENVIRONMENTAL INDICATORS

Indicator Number	Description of indicator
NAWPI 5.1	Total tonnage of municipal waste arising— (a) (i) the percentage recycled or reused (ii) the percentage of incinerator residues, beach cleansing wastes, rubble and traethau, rwbel a cherbydau abandoned vehicles recycled (b) the percentage composted (c) the percentage used to recover heat, power and other energy sources (d) the percentage landfilled.
NAWPI 5.5	The percentage of highways and relevant land (as defined in section 86 of the Environmental Protection Act 1990 (c. 43)) inspected of a high or acceptable standard of cleanliness.
NAWPI 5.6	Number of collections missed per 100,000 collections of household waste.
NAWPI 5.7	The percentage of the best value authority population served by a kerbside collection of recyclables.

SCHEDULE 6**Article 4****TRANSPORT INDICATORS**

Indicator Number	Description of indicator
NAWPI 6.1	Cost of highway maintenance per km on principal roads.
NAWPI 6.2	Cost per passenger journey of subsidised bus services.
NAWPI 6.3	Road conditions: (a) condition of principal roads (b) condition of non principal roads.
NAWPI 6.4	Percentage of street lamps not working.
NAWPI 6.5	Number of road accident casualties per 100,000 population broken down by (a) nature of casualties and (b) road user type.
NAWPI 6.6	Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by best value authority road works per km of traffic sensitive road.
NAWPI 6.8	The total number of reported incidents of dangerous damage to roads and pavements repaired or made safe within 24 hours from the time that the best value authority first became aware of the damage, as a percentage of such incidents.
NAWPI 6.9	The percentage of pedestrian crossings with facilities for disabled people.
NAWPI 6.10	The percentage of the total length of footpaths and other rights of way which are easy to use by members of the public.

SCHEDULE 7**Article 4****PLANNING INDICATORS**

Indicator Number	Description of indicator
NAWPI 7.1	Development plans: (a) does the best value authority have an unitary development plan in place? If no go to (b) and (c) (b) does the best value authority have a deposit unitary development plan in place?

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Indicator Number	Description of indicator
	(c) what percentage of the best value authority population is covered by local plans which were adopted in the last 5 years?
NAWPI 7.3	The number of advertised departures from the adopted statutory development plan approved by the best value authority as a percentage of total permissions granted.
NAWPI 7.4	The percentage of total applications determined within 8 weeks.
NAWPI 7.6	Quality in customer service (Planning Officers Society Wales checklist):— the number of quality indicators achieved as a ratio of the total.
NAWPI 7.7	The percentage of standard statutory land searches carried out in 10 working days.
NAWPI 7.8	Is a Local Biodiversity Action Plan in place for the best value authority's area? If no, will there to be such a plan in place within the next 12 months?

SCHEDULE 8

Article 4

ENVIRONMENTAL HEALTH AND TRADING STANDARDS INDICATORS

Indicator Number	Description of indicator
NAWPI 8.1	The percentage of food premises inspections that should have been carried out that were carried out for: (a) high risk premises (b) other premises.
NAWPI 8.2/ BV 166	The best value authority's score against the checklist of enforcement best practice for environmental health/trading standards.

SCHEDULE 9**Article 4****CULTURE INDICATORS**

Indicator Number	Description of indicator
NAWPI 9.1	Number of school pupils visiting museums and galleries in organised school groups.
NAWPI 9.2	The number of physical visits to public libraries per 1,000 population of the best value authority during the financial year.
NAWPI 9.3	Swimming pools and sports centres: the number of swims and other visits per 1,000 population of the best value authority during the financial year.
NAWPI 9.4	Playgrounds: (a) the number of playgrounds and play areas provided by the best value authority, per 1,000 children under the age of 12 in the best value authority area, and (b) the percentage of these which: (i) conform to national standards for local unequipped play areas; (ii) conform to national standards for local equipped play areas; (iii) conform to national standards for larger neighbourhood equipped play areas.

SCHEDULE 10**Article 4****NATIONAL PARKS AUTHORITY CORPORATE GOVERNANCE INDICATORS**

Indicator Number	Description of indicator
NAWPI 10.1	The levels of compliance with the best value authority's approved Welsh language scheme as confirmed by the Welsh Language Board.
NAWPI 10.2	The level of the Commission for Racial Equality's standard for local government to which the best value authority conforms.
NAWPI 10.3	The number of complaints to an Ombudsman classified as maladministration.
NAWPI 10.4	The percentage of undisputed invoices which were paid by the best value authority within 30 days of such invoices being received.

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Indicator Number	Description of indicator
NAWPI 10.5	The number of working days or shifts per full time equivalent of all permanent best value authority employees lost due to sickness absence.
NAWPI 10.7	Ill health retirements as a percentage of the best value authority's workforce.
NAWPI 10.8	The number of staff declaring that they meet the Disability Discrimination Act 1995 (c. 50) disability definition as a percentage of the best value authority's workforce.
NAWPI 10.9	The number of staff from minority ethnic communities within the best value authority's workforce as a percentage of the total workforce of the authority.
NAWPI 10.10	The percentage of interactions with the public, by type of transaction, which are capable of electronic service delivery which are being delivered using internet protocols or other paperless methods.
NAWPI 10.11	The percentage of the best value authority's buildings open to the public and that are suitable and accessible to disabled people.
NAWPI 10.12	Has the best value authority established a corporate policy to reduce crime and disorder in their area?

SCHEDULE 11

Article 4

HOUSING BENEFIT AND COUNCIL TAX BENEFIT INDICATORS

Indicator Number	Description of indicator
NAWPI 11.1 / BV76	Security: Whether the best value authority has a written and proactive strategy for combating fraud and error which embraces specified initiatives including those sponsored by the Department of Work and Pensions (DWP) which is communicated regularly to all staff? Yes/no
NAWPI 11.3 (a)/ BV78a	Speed of processing: (a) Average time for processing new . claims
NAWPI 11.3 (b)/ BV78b	

Note: Definitions of terms and guidance on measuring performance against these indicators are set out in the Housing Benefit and Council Tax Benefit Management Information System Guide produced by the DWP.

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Indicator Number	Description of indicator
(b) (b) Average time for processing notifications of changes of circumstances. NAWPI 11.3 (c) BV78c	
(c) (c) Percentage of renewal claims processed on time. NAWPI 11.4 (a)/ BV79a	Accuracy of processing: (a) Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the determination for a sample of cases schecked post-determination.
NAWPI 11.4 (b)/ BV79b	
(b) (b) The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the financial year.	

Note: Definitions of terms and guidance on measuring performance against these indicators are set out in the Housing Benefit and Council Tax Benefit Management Information System Guide produced by the DWP.

SCHEDULE 12

Article 4

CROSS CUTTING COMMUNITY SAFETY INDICATORS

Indicator Number	Description of indicator
NAWPI 12.1 / BV126	Domestic burglaries per 1,000 households in the best value authority area.
NAWPI 12.2 / BV127	Violent crimes per 1,000 population, of the best value authority: (a) violent offences committed by a stranger (b) violent offences committed in a public place (c) violent offences committed in connection with licensed premises (d) violent offences committed under the influence.
NAWPI 12.3 / BV128	Vehicle crimes per 1,000 population of the best value authority.
NAWPI 12.4 / BV173	Has the best value authority established a corporate strategy to reduce crime and disorder in their area? If it hasn't, has the best value authority established a timetable for doing so?

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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 2002.

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 3 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.

Article 4 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 12 detail the prescribed indicators for different functions as follows:

Schedule 1 — Corporate Governance

Schedule 2 — Education

Schedule 3 — Social Services

Schedule 4 — Housing

Schedule 5 — Environment Services

Schedule 6 — Transport

Schedule 7 — Planning

Schedule 8 — Environmental Health & Trading Standards

Schedule 9 — Cultural and Related Services

Schedule 10 — National Parks Authority Corporate Governance

Schedule 11 — Housing Benefit and Council Tax Benefit

Schedule 12 — Cross Cutting Community Safety

This Order revokes the Local Government (Best Value Performance Indicators) (Wales) Order 2001 although the majority of the indicators remain the same. The following changes have been made to the indicators in the 2001 Order:

The following indicators have been deleted:

NAWPI 2.9, 4.8, 4.9, 11.2, 12.5

The following indicators have been added:

NAWPI 2.14, 3.13, 3.14, 3.15, 4.13, 4.14, 4.15, 7.8, 10.12

The following indicators have been amended:

NAWPI 1.8, 2.13, 3.2, 5.1, 9.2, 12.2

In addition minor drafting amendments have been made to several other indicators.

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The detail for each indicator (contained in the third column of the schedules to the previous Orders) has also been removed, to be replaced by guidance to be issued by the National Assembly.