

# Audit of the Outturn Best Value Performance Indicators 2002/2003

## Bury Metropolitan Borough Council

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## Introduction

The Local Government Act 1999 requires Councils to publish a Best Value Performance Plan containing performance indicators calculated in accordance with guidance and definitions issued by the Office of Deputy Prime Minister (ODPM). This guidance is contained in the blue book for 2002/2003 and the 'Burgundy book' for 2003/2004.

Councils were required to publish their BVPP, along with performance indicators, by the 30 June 2003. Performance information contained in the plan is also reported separately to the Audit Commission's Central Directorate. The Audit Commission include the information in the national data and analysis published each year also use it to inform the Comprehensive Performance Assessment process (service performance updates to be issued in December 2003).

We are required to give an opinion on the BVPP by the 31 December 2003 and reviewing the accuracy of the performance information it contains is one aspect of the work we do to support our opinion. We are also required to report to the Audit Commission's Central Directorate on the reliability of the Council's Best value Performance Indicators themselves.

This report sets out the work we undertook together with our findings from our review of the Councils BVPIs only. Our statutory opinion on the BVPP and qualitative assessment will be issued separately.

## Approach

### Interim work

Following the problems we experienced and the errors we identified during last years audit we agreed to undertake a special interim audit in 2002/2003. We undertook this work jointly with Internal Audit. Our intention was to review priority and high risk indicators to ensure that officers responsible for compiling these indicators understood what needed to be done and had put appropriate systems in place. By identifying problems early we hoped that we might be able to get them resolved in time for the production of outturn indicators.

### Outturn audit

Following on from our joint interim review we undertook a further risk assessment based on outturn variances and information provided by the Audit Commission's Central Directorate. This enabled us to focus our work according to the degree of risk associated with outturn indicators. This approach is prescribed by our Central Directorate and adopted at all audits.

In total there were about 30 BVPIs classified as High risk and requiring detailed systems testing (we had already tested the systems for some of these PIs as part of our interim work and it simply remained to check the outturn calculations for these). Some 13 BVPIs were pre-defined as 'high risk' at all authorities by the Audit Commission's Central Directorate.

Another 20 PIs were classified as medium risk and for these we checked the outturn calculations and reviewed the systems. No detailed systems testing was undertaken on medium risk indicators. A full listing of High and medium risk PIs is included at Appendix 1.

For low risk PIs we reviewed variances and calculations as appropriate.

It is usual for the Audit Commission's Central Directorate to query variances on new and amended PIs and we received queries regarding 6 indicators following the submission of the Council's BVPIs. It was necessary for us to undertake further checks in relation to some of these indicators.

## Findings

This year there were fewer errors with outturn indicators. However, as we reported in our interim report there is still more that needs to be done to ensure the reliability of performance indicators. Perhaps the most important improvement that could be made is to ensure that PI calculations and underlying information is subject to proper review. Many of the problems and errors we identified should really have been identified by the Council's own staff. The recommendations we made in our interim report can be found in the action plan at Appendix 2.

During our interim review we identified a number of 'problem PIs'. These were indicators where we had serious concerns about the information or systems underpinning the calculation of the PIs. Without additional work it was clear that the Council would be unable to produce reliable outturn PIs. These PIs, along with the outturn audit findings are detailed in Exhibit 1 below.

### EXHIBIT 1 PROBLEM INDICATORS FROM OUR INTERIM REVIEW

We were able:

BVPI No.	Description	Outturn findings
78(a)	Average time for processing a new benefits claim	Resolved following further audit analysis and testing the outturn indicator was agreed.
78(b)	Average time for processing a change in circumstances	Resolved following further audit analysis and testing the outturn indicator was agreed.
180b	Average lamp circuit wattage compared with average consumed by LA's	Resolved.
184(a)	Proportion of LA homes that were non-decent at 1 April 2002	Resolved.
184(b)	Percentage change in proportion of non-decent homes 2002-2003	Resolved.
185	Percentage of appointments made and kept for responsive repairs	Unable to resolve due to lack of system for period of audit.

Most of the problems identified at our interim review were resolved in time for the outturn indicators to be agreed. This entailed a significant amount of additional work for Audit Commission and Council staff. It was not possible to agree an outturn indicator for BVPI 185 as there was no system in place for the year of audit. We had to express a reservation against this BVPI in our report to the Audit Commission's Central Directorate.

Following our testing of outturn BVPIs we also had to express a reservation against a second BVPI:

- 180a(i) & (ii) Energy consumption LA buildings - The problem with 180a is a national technical issue and this BVPI has been the subject of widespread reservations around the country. This reservation has not been counted as an error when considering the BVPP.

In addition to the reservations in respect of 2 BVPIs we found that a number of the outturn BVPIs had been calculated incorrectly. Whilst it has been possible to amend these PIs in the return to the Audit Commission they are in effect misstated in the BVPP. Exhibit 2 summarises our testing results.

**EXHIBIT 2 SUMMARY OF PI TESTING RESULTS**

**There were fewer amendments this year than there were in 2001/2002.**

**In total Bury were required to publish 126 BVPIs**

For testing around 30 of these indicators were designated high risk and about another 20 indicators were designated medium Risk (due to interim work less outturn indicators were selected for testing than last year).

Findings:

Reservations	Amended by 15% or more	Amended by less than 15%	Satisfactory
2 PIs (1 last year)	6 PIs (9 last year)	8 PIs (12 last year)	37 (42 last year)
180a(i) & (ii) 185	45, 46, 99e(i), 174, 184b, 186a & b	14, 15, 180b, 30, 82a, 99a-e(ii), 175, 79b.	8, 9, 10, 16a, 17a, 156, 33, 34b, *36a-c, 43a, 43b, 44, 48, 49, 50, 52, 53, 54, 55, 56, 58, 161, 163, 62, 63, 66a, 184a-b, 78a-c, 82b, 84, 97a- b, 165, 107, 109a-c, 117, 170a, 170c.

\* Indicator 36a-c was actually amended due to a late change in definition beyond the Council’s control and is counted as satisfactory in Exhibit 1. Details of amended PIs can be found at Appendix 3.

The main reason for amendments to BVPIs was again failure on the part of compilers to fully understand guidance and definitions set down. There were also a number of cases where reliance was placed on system figures with no real reasonableness check on output.

Amendments to the Council’s PIs have been notified to the Audit Commission’s Central Directorate and corrected figures will appear in the national data and analysis. Our original report, along with follow-up comments, is included in Appendices 4 & 5.

Our opinion on the Council’s Best value Performance Plan along with qualitative assessment (required for the first time this year) we be the subject of a separate report. In terms of the accuracy of performance information in the BVPP there were fewer amendments/errors than last year and just one omission (BVPI 1b & 1c). At this stage we expect to give a clear opinion on the BVPP. However, moderation has yet to take place.

## The way forward

The Council is clearly committed to improvement and has done much to address problems encountered in previous years and has agreed an action plan addressing the recommendations we made in our interim report (Appendix 2).

The recommendations we made earlier this year around review arrangements for BVPIs should also help ensure continued improvement in the production of BVPIs and we make no further recommendations here.

A statutory opinion on the Council's BVPP along with a qualitative assessment of performance arrangements will be issue later this year.

## Status of our reports to the Trust/Council

*Our reports are prepared in the context of the Statement of Responsibilities of Auditors and Audited Bodies issued by the Audit Commission. Reports are prepared by appointed auditors and addressed to non-Executive Directors/Members or officers. They are prepared for the sole use of the audited body, and no responsibility is taken by auditors to any Director/Member or officer in their individual capacity, or to any third party.*

## High and medium risk BVPIs

BVPI no.	Description	Difference 2002/2003 outturn from 2001/2002 outturn (%)	Risk (H/M/L)
	<b>GENERAL CORPORATE HEALTH</b>		
1	Community Strategy with LSP?		Low
2a	Level of the Equality Standard for LG to which the authority conforms	N/A	Low
8	The percentage of undisputed invoices paid within 30 days	4%	High
9	Percentage of Council Tax collected	0%	High
10	%age of NNDR collected that were due for the financial year	0%	High
11a	The percentage of top 5% of earners that are women	50%	Low
11b	The percentage of top 5% of earners from black & ethnic minority communities	N/A	Low
12	The average working days/shifts lost due to sickness per FTE	-5%	High
14	Early retirements as % of total workforce	92%	Medium
15	Ill health retirements as % of total workforce	-21%	Medium
16A	% of LA e/ees declaring they are disabled per Disability Disc Act	97%	Medium
16B	% of economically active people in LA area declaring they are disabled	302%	Low
17A	% of LA e/ees from minority ethnic communities	105%	Medium
17B	% of economically active people in LA area from minority ethnic communities	111%	Low
156	Authority building open to the public accessible by disabled	470%	Medium
157	%age of interactions with public capable of electronic service delivery	7%	Low
180a(i)	Energy consumption of LA op property - electricity from a power supplier	N/A	High
180a(ii)	Energy consumption of LA op property - fossil fuels from on site heating system	N/A	High
180b	Average lamp circuit wattage compared with average consumption by LA's	N/A	High
30	<b>EDUCATION</b> %age 3 year olds access to free early years educn place	2%	Medium
33	Net Youth service expend per head age 13-19	5%	Medium
34a	%age of primary schools with 25% places unfilled	-32%	Low
34b	%age of secondary schools with 25% places unfilled	N/A	Medium
36a	Net exp per pupil in LEA schools - nursery, and primary under 5	7%	High
36b	Net exp per pupil in LEA schools - primary pupils 5+	9%	High
36c	Net exp per pupil in LEA schools - secondary pupils under 16	14%	High

BVPI no.	Description	Difference 2002/2003 outturn from 2001/2002 outturn (%)	Risk (H/M/L)
38	5 or more GCSEs A to C	5%	Low
39	5 or more GCSE's A* to G incl English and Maths	1%	Low
40	Level 4 in Key stage 2 Maths	3%	Low
41	Level 4 in Key stage 2 English	0%	Low
43a	%age SEN statements in 18 weeks excluding exceptions	49%	High
43b	%age SEN statements in 18 weeks including exceptions	69%	High
44	Excluded LEA school pupils per 1000 maintained school pupils	-25%	Medium
45	%age 1/2 days missed to absence in secondary schools	17%	High
46	%age 1/2 days missed to absence in primary schools		High
48	%age special measures schools	-100%	Medium
159a	%age permanently excluded pupils provided with <5 hours tuition	-100%	Low
159b	%age permanently excluded pupils provided with 6-12hrs tuition	-78%	Low
159c	%age permanently excluded pupils provided with 13-19 hrs tuition	343%	Low
159d	%age permanently excluded pupils provided with 20hrs or more tuition	N/A	Low
181a	14 year olds achieving level 5 Key Stage 3 English	N/A	Low
181b	14 year olds achieving level 5 Key Stage 3 Maths	N/A	Low
181c	14 year olds achieving level 5 Key Stage 3 Science	N/A	Low
49	<b>SOCIAL SERVICES</b> Stability of placements of children looked after	-16%	M
50	Educational qualifications of children looked after	-33%	High
51	Costs of services for children looked after	-5%	Low
52	Cost of intensive social care for adults & older people	7%	M
53	Intensive home care	45%	M/H
54	Older people 65+ helped to live at home	5%	High
55	Clients receiving a review	4%	High
56	Equipment under £1000 delivered in 3 weeks	3%	High
58	%age people receiving a statement of needs/how they'll be met	3%	High
161	Employment education and training for care leavers	359%	M/H
162	Children on CPR - cases should have been reviewed and were		Low
163	Adoptions of children looked after	135%	M/H
182	Users satisfied with the help they received from Social Services	N/A	Low
190	Users who asked for changes and those changes were made	N/A	Low
62	<b>HOUSING</b> Unfit priv. sector dwellings made fit/demolished - direct LA action	-48%	High

63	Average SAP energy efficiency rating of LA owned dwellings	2%	Medium
64	Priv sector dwellings vacant for 6mths+ reoccupied from LA action	N/A	Low
66a	Proportion of rent collected	0%	High
<b>BVPI no.</b>	<b>Description</b>	<b>Difference 2002/2003 outturn from 2001/2002 outturn (%)</b>	<b>Risk (H/M/L)</b>
74(i)	Satisfaction of tenants with overall service provided		Low
74(ii)	Satisfaction of tenants with overall service provided -black & ethnic minority	N/A	Low
74(iii)	Satisfaction of tenants with overall service provided - non-black & ethnic minority	N/A	Low
164	Follow CRE's code of practice in rented housing and Good practice standard for social landlords in tackling harassment		Low
183a	Average length of stay in bed and breakfast accommodation	N/A	Low
183b	Average length of stay in hostel accommodation	N/A	Low
184a	Proportion of LA homes that were non-decent at 1 April 2002	N/A	High
184b	Percentage change in proportion of non-decent homes 2002-2003	N/A	High
185	Percentage of appointments made and kept for responsive repairs.	N/A	High
76	<b>HOUSING BENEFIT/COUNCIL TAX BENEFIT</b> Strategy for combating fraud and error		Low
78a	Average time for processing new claims	-28%	High
78b	Average time for processing change of circumstances	14%	High
78c	%age of renewal claims processed on time	7%	High
79a	%age accuracy of calculation	1%	Low
79b	%age of recoverable overpayments due that were collected	-9%	High
	<b>ENVIRONMENTAL SERVICES</b>		
82a	% household waste that is recycled	3%	High
82b	% household waste that is composted	N/A	High
84	Kg of household waste collected per head	1%	Medium
86	Cost per household of waste collection	3%	Low
91	%age of population served by kerbside collection of recyclables		Low
	<b>TRANSPORT</b>		
96	Condition of principal roads	-10%	Low
97a	Condition classified non-principal roads	349%	High
97b	Condition unclassified non-principal roads	-36%	High
99a(i)	Road safety - pedestrians killed/serious injury per 100,000 popn	-32%	High
99a(ii)	Road safety - pedestrians slight injury per 100,000 popn	-19%	High



99b(i)	Road safety - pedal cyclists killed/serious injury per 100,000 popn	-19%	High
99b(ii)	Road safety - pedal cyclists slight injury per 100,000 popn	-28%	High
99c(i)	Road safety - 2 wheeled MVs - killed/serious injury per 100,000 popn	99%	High
99c(ii)	Road safety - 2 wheeled MVs slight injury per 100,000 popn	26%	High
<b>BVPI no.</b>	<b>Description</b>	<b>Difference 2002/2003 outturn from 2001/2002 outturn (%)</b>	<b>Risk (H/M/L)</b>
99d(i)	Road safety - car users killed/serious injury per 100,000 popn	27%	High
99d(ii)	Road safety - car users slight injury per 100,000 popn	6%	High
99e(i)	Road safety - other veh. users killed/serious injury per 100,000 popn	-9%	High
99e(ii)	Road safety - other veh. users slight injury per 100,000 popn	-15%	High
100	Temporary controls/rd closures per km of traffic sensitive road	-89%	Low
165	Pedestrian crossings with facilities for disabled	17%	High
178	% footpaths and rights of way easy to use by the public	5%	Low
186a	Principal roads not needing major repair	N/A	Low
186b	Non-principal roads not needing major repair	N/A	Low
187a	Condition of footways (Category 1, 1a, 2)	N/A	Low
	<b>PLANNING</b>		
106	%age of new homes built on previously developed land	12%	Low
107	Planning cost per head of population	-19%	High
109a	60% major applications determined in 13 weeks	N/A	High
109b	65% minor applications determined in 8 weeks	N/A	High
109c	80% other applications determined in 8 weeks	N/A	High
179	% of standard searches carried out in 10 days	-1%	Low
188	Percentage of decisions delegated to officers.	N/A	Low
166a	<b>ENVIRONMENTAL HEALTH &amp; TRADING STDS</b> Score vs best practice checklist - Env Hlth	8%	Low
166b	Score vs best practice checklist - Tdg Stds		Low
	<b>CULTURAL SERVICES</b>		
114	Score against the Local cultural strategy	N/A	Low
115	Cost per visit to public libraries	2%	Low
117	Visits to public libraries per 1000 population	5%	Medium
170a	Visits to/use of museums per 1000 population	4%	Medium
170b	Visits that were in person per 1000 population	4%	Low
170c	The number of pupils visiting museums & galleries in organised	65%	Medium

	school groups		
126a	<b>COMMUNITY SAFETY</b> Domestic burglaries per 1000 households	9%	Medium
127a	Violent offences by a stranger per 1,000 popn	N/A	High
127b	Violent offences in a public place per 1,000 popn	N/A	High
127c	Violent offences in connection with licensed premises per 1,000 popn	N/A	High
127d	Violent offences committed under the influence per 1,000 popn	N/A	High
<b>BVPI no.</b>	<b>Description</b>	<b>Difference 2002/2003 outturn from 2001/2002 outturn (%)</b>	<b>Risk (H/M/L)</b>
127e	Robberies per 1000 population	13%	High
128a	Vehicle crimes per 1000 population	-8%	Medium
174	Racial incidents recorded by the LA per 100,000 population	9%	Low
175	%age of racial incidents that resulted in further action	77%	High
176	Domestic violence refuge places per 10,000 population		Low
177	<b>COMMUNITY LEGAL SERVICE</b> Legal & advice expenditure on Quality mark services	N/A	Low

## Recommendations from our joint interim report

Recommendation	Priority 1 = Low 2 = Med 3 = High	Responsibility	Agreed	Comments	Action taken/planned	Date
R1 Agree further work needed in relation to problem PIs (BVPI184 & 185).	3	Andy Chicken		Estimate to be used for BVPP. Further work to be done before AC CPA return.		29/08/2003
R2 Identify who is responsible for reviewing PI calculations: liaison officer/line manager/other?	3	DCE	Agreed	Each department to clarify roles and responsibilities based on a hierarchy of:  Compilers – people gathering the data and producing the measures in line with set definitions.  Reviewers – people (preferably service managers) who will be responsible for agreeing the figures and checking of PIs.  Departmental contacts – people who take the departmental overview of performance .	Contact officers being identified by departments as first stage in the process.  Each contact officer will co-ordinate the allocation of compilers and reviewers for each BVPI.	11/07/2003  31/08/2003
R3 Subject all PIs to review and ensure that: <ul style="list-style-type: none"> <li>• Variances are explained</li> <li>• Calculations are reviewed</li> <li>• Underlying system reports and information is reviewed.</li> </ul>	3	Departmental Contacts/ Reviewers	Agreed	Review to be evidenced.	All PI methodology and calculations to have been reviewed as part of the bi-annual monitoring.  Internal Audit to review PI data as part of their annual systems work.	Report to Scrutiny Nov 2003  Quarterly reports to DCE

Recommendation	Priority 1 = Low 2 = Med 3 = High	Responsibility	Agreed	Comments	Action taken/planned	Date
R4 Consider circulating guidance to all involved in PI compilation and review.	3	Harry Downie	Agreed		<p>Future guidance to be notified to all contact officers, reviewers and compilers.</p> <p>Annual guidance to be accompanied by a presentation outlining the major changes and implications for departments.</p> <p>Investigate use of PIMS as a means of informing users of changes to PIs.</p>	From 30/06/2003
R5 Identify minimum working paper requirements including the need to document calculation methodologies.	3	Departmental Contact Officers	Agreed		Minimum requirements to be established in consultation with Audit Commission.	30/12/2003
R6 Ensure that improvement plans exist for key PIs and that they form part of routine performance management.	3	Departmental Contact Officers	Agreed		<p>Guidance already provided to departments on improvement plans.</p> <p>Progress to be monitored by BV team (initially 40 priority indicators and</p>	

Recommendation	Priority 1 = Low 2 = Med 3 = High	Responsibility	Agreed	Comments	Action taken/planned	Date
					PSA targets). Findings to be reported to Management Board.	Sept 2003

## Amended BVPIs

BVPI	Definition	Original Value	Amended Value	Difference	Variance	Reason Amended
14	Early retirements as % of total workforce	0.75	0.76	0.01	1%	Incorrect rounding to 2 decimal places.
15	Ill health retirements as % of total workforce	0.78	0.79	0.01	1%	Incorrect rounding to 2 decimal places.
180a	Energy consumption of LA op property - (i) electricity from a power supplier (ii) fossil fuels from on site heating system	i)89% ii) 117%		n/a		n/a - due to the method used to convert the area measure figures used for 180a are incorrect and cannot be corrected. As the definition currently stands the indicator must be qualified.
180b	Average lamp circuit wattage compared with average consumption by LA's	365	366	1	0%	Minor error in calculation. Wrong formula had been entered in excel spreadsheet but was easily corrected.
30	%age 3 year olds access to free early years educn place	82.9	86.97	4.07	5%	Average figure over the year had been used rather than January figures for private provision. For provision in schools the headcount from January 2002 had been used rather than January 2003.
45	%age 1/2 days missed to absence in secondary schools	0.7	7.6	6.9	986%	Definition had been amended. Original figure submitted was calculated on the old definition.
46	%age 1/2 days missed to absence in primary schools	0.4	5.3	4.9	1225%	Definition had been amended. Original figure submitted was calculated on the old definition.
82a	% household waste that is recycled	5.76%	6.06%	0.003	5%	Confusion over whether recycling in plants could be included. Having checked with a couple of other GM authorities decided

BVPI	Definition	Original Value	Amended Value	Difference	Variance	Reason Amended
						to include.
99a(i)	Road safety - pedestrians killed/serious injury per 100,000 popn	8.2	8.3	0.1	1%	Mid 2000 population estimates used instead of the mid 2001 estimates per the definition.
99a(ii)	Road safety - pedestrians slight injury per 100,000 popn	69.4	70.3	0.9	1%	see 99a(i)
99b(i)	Road safety - pedal cyclists killed/serious injury per 100,000 popn	2.2	2.2	0	0%	see 99a(i)
99b(ii)	Road safety - pedal cyclists slight injury per 100,000 popn	32.8	33.2	0.4	1%	see 99a(i)
99c(i)	Road safety - 2 wheeled MVs - killed/serious injury per 100,000 popn	8.7	8.9	0.2	2%	see 99a(i)
99c(ii)	Road safety - 2 wheeled MVs slight injury per 100,000 popn	37.7	38.2	0.5	1%	see 99a(i)
99d(i)	Road safety - car users killed/serious injury per 100,000 popn	10.4	10.5	0.1	1%	see 99a(i)
99d(ii)	Road safety - car users slight injury per 100,000 popn	429.66	435.1	5.44	1%	see 99a(i)
99e(i)	Road safety - other veh. users killed/serious injury per 100,000 popn	0.5	0.6	0.1	20%	see 99a(i)
99e(ii)	Road safety - other veh. users slight injury per 100,000 popn	35	35.4	0.4	1%	see 99a(i)
174	The number of racial incidents recorded by the authority per 100,000 population.	54.81	81.39	26.58	48%	Original figures included an element of estimation.
175	%age of racial incidents that resulted in further action	95.95	97.27	1.32	1%	Original figures included an element of estimation.
184b	%age change in proportion of non-decent LA homes between 1/4/02 & 1/4/03	0.01	7%	0.06	600%	Definition not followed.

186a	% of the principal road network where major structural treatment is not considered necessary	0.01	45.91	45.9	459000%	Definition clarified.
186b	%age of non-principal road network where major structural treatment is not considered necessary	0.05	467.8	467.75	935500%	Definition clarified.



Auditor's report to the Audit Commission's Central Directorate

BEST VALUE PERFORMANCE INDICATORS (BVPIS) - 2002/3 outturns & 2003/4, 2004/05 & 2005/06 targets						
	Number	Authority				
	47	Bury				
			Errors 02/03	Errors 03/04	Errors 04/05	Errors 05/06
			0	3	5	5
			2002/3 Outturn	2003/4 Targets	2004/5 Targets	2005/6 Targets
PI No.	Description	Contents/format	Data entry column	Data entry column	Data entry column	Data entry column
	<b>CORPORATE HEALTH</b>					
1a	Community strategy with LSP	Yes/No	Yes	Yes	Yes	Yes
1b	When will strategy review be completed?	Date - 00/mm/yy				
1c	Progress reported	Yes/No				
1d	When will strategy be in place? (put 00/00/00 if no timetable & 1a is 'No')	Date - 00/mm/yy				
2a	Equality Standard for Local Government Level	Number (1-5) or 0	0	Level 1	Level 2	Level 3
2b	The duty to promote race checklist score	%		Level 1	Level 2	Level 3
3	Citizen satisfied with the overall service provided	% satisfied		65.00%		
4	Complainants satisfied with the handling of their complaint	% satisfied		36.00%		
8	Invoices paid on time	%	87.54%			
9	Council Tax collected	%	97.30%	97.60%	97.90%	98.00%

10	NNDR collected	%	98.50%	98.70%	98.80%	98.90%
11a	% of top 5% earners that are women	%	40.63%	41.10%	41.70%	42.31%
11b	% of top 5% earners that are from ethnic minorities	%	3.04%	2.45%	2.76%	3.10%
12	Days sick per member of staff	Days/full time equiv. employee	13.20	12.00	11.40	11.00
14	Early retirements / staff	%	0.76%	0.63%	0.45%	0.45%
15	Ill health retirements / staff	%	0.79%	0.65%	0.50%	0.40%
16a	Staff with disabilities	%	1.77%	1.50%	1.80%	2.00%
16b	Working age (18-65) people with disabilities	%	15.88%			
17a	Staff from ethnic minorities	%	2.03%	1.50%	1.80%	2.00%
17b	Working age (18-65) people from ethnic minorities	%	5.58%			
156	Buildings w/facilities for people with disabilities	%	45.00%	100.00%	100.00%	100.00%
157	Types of interaction delivered electronically	%	46.00%	80.00%	90.00%	100.00%
180a(i)	Actual/'Typical' energy consumption LA buildings - electricity (2003/04)	%	89.00%	87.00%	85.00%	83.00%
180a(ii)	Actual/'Typical' energy consumption LA buildings - fossil fuels (2003/04)	%	117.00%	112.00%	107.00%	102.00%
180b	Average street lamp circuit wattage	kWh/streetlight	366.00			
180b	Avg lamp wattage/national average lamp wattage	%		365.00%	365.00%	366.00%
	<b>EDUCATION</b>					
30	3 yr. olds in Early Years Development Plan	%	87.0%			
33	Youth service expenditure	£/ pop 13 to 19	66.00	106.49	106.49	106.49
34a	Primary schools 25% + surplus places	% primary schools	5.88%	3.17%	4.76%	3.17%
34b	Secondary schools 25% + surplus places	% secondary schools	0.00%	0.00%	0.00%	0.00%

36a	Expenditure/pupil under 5	£/ pupil < 5	2,533.00			
36b	Expenditure/primary pupil 5 or over	£/ primary pupil 5+	2,055.00			
36c	Expenditure/secondary pupil under 16	£/ second. pupil < 16	2,797.00			
38	Pupils 5 or more GCSE's, A*-C	%	56.70%	57.00%	58.00%	59.00%
39	Pupils 5+ GCSEs, A*-G	%	99.10%	96.00%	98.00%	98.00%
40	Pupils level 4+ KS2 Maths	%	79.60%	84.00%	89.00%	89.00%
41	Pupils level 4+ KS2 English	%	79.00%	90.00%	91.00%	91.00%
43a	SENs in 18 weeks without exceptions	%	79.00%	95.00%	96.00%	97.00%
43b	SENs in 18 weeks with exceptions	%	51.00%	60.00%	70.00%	72.00%
44	All maintained school exclusions	No./1,000 pupils	1.70	1.88	1.55	1.45
45	All absences secondary schools	%	7.60%	7.11%	7.09%	7.07%
46	All absences primary schools	%	5.30%	5.08%	5.07%	5.05%
48	Schools subject to special measures	%	0.00%	0.00%	0.00%	0.00%
159 a	Perm excluded pupils provided w/alternative tuition: under 6 hours a week	%	0.00%	0.00%	0.00%	0.00%
159 b	6-12 (inclusive) hours a week	%	13.00%	6.00%	0.00%	0.00%
159 c	13-19 (inclusive) hours a week	%	39.00%	28.00%	0.00%	0.00%
159d	20 hours or more a week	%	48.00%	66.00%	100.00%	100.00%
181a	Level 5 or above in KS3: English	%	75.80%	77.00%	80.00%	81.00%
181b	Level 5 or above in KS3: Mathematics	%	72.40%	78.00%	82.00%	83.00%
181c	Level 5 or above in KS3: Science	%	70.50%	75.00%	77.00%	78.00%
181d	Level 5 or above in KS3: ICT assessment	%		72.00%	75.00%	76.00%
192a	Average days access to relevant training and development	Days/practitioner		4.00	4.00	4.00
192b	Average number of QTS teachers per 10 non-	Number		1.00	1.00	1.00

	maintained settings					
193a	School budgets / Schools Funding Assessment (SFA)	%		£84,250,000	£89,305,000	£94,664,000
193b	Increase in School Budgets/ increase in SFA	%		100.00%	100.00%	100.00%
194a	Level 5 or above in KS2: English	%		35.00%	38.00%	39.00%
194b	Level 5 or above in KS2: Maths	%		35.00%	38.00%	39.00%
	<b>SOCIAL SERVICES</b>					
49	Children with 3+ placements - PAF A1	%	8.70%	10.00%	8.00%	7.00%
50	Children leaving care - 1 or more A*-G GCSE's - PAF A2 (2003/04)	%	31.80%	66.00%	70.00%	70.00%
51	Cost children looked after - PAF B8 (2003/04)	£/weeks in foster & residential	332.00	335.00	350.00	360.00
52	Cost intensive care for adults - PAF B12	£/residential & nursing care weeks	392.00	375.00	370.00	370.00
53	Intensive home care - PAF C28	No. per 1,000 pop 65+	10.00	10.00	12.00	14.00
54	Older people helped to live at home - PAF C32	No. per 1,000 pop 65+	84.30	90.00	95.00	101.00
55	Reviews - PAF D40	%	71.00%			
56	Equipment in 3 weeks - PAF D38	%	92.00%			
56	Equipments delivered within 7 working days PAF D38	%		95.00%	96.00%	97.00%
58	Needs statements - PAF D39	%	94.00%	95.00%	96.00%	97.00%
161	Care leavers in education/training/employment - PAF A4	%	64.20%	60.00%	65.00%	70.00%
162	Reviews of CPR cases - PAF C20 (2003/04)	%	100.00%	100.00%	100.00%	100.00%
163	Adoptions of looked after children - PAF C23 (2003/04)	%	8.00%	9.00%	10.00%	11.00%

182	Users satisfied with help from social services	%	76.00%			
		Base number	347			
		Confidence interval +/- X%	3.30%			
190	Users whose requested changes were made	%	75.00%			
		Base number	213			
		Confidence interval +/- X%	5.10%			
195	Acceptable waiting time for assessment	%		10.00%	13.00%	15.00%
196	Clients receiving all services in care packages in 4 weeks of comp. of assessment	%		80.00%	82.00%	85.00%
	<b>HOUSING</b>					
62	Private unfit dwellings made fit/demolished	%	1.86%	3.00%	3.00%	4.00%
63	Average SAP rating of local authority owned dwellings	Number - rating	53.00	54.00	55.00	58.00
64	Priv. dwellings - returned to occupation	Number in full - not scaled	18	20	20	20
66a	Rent collection	%	94.72%	96.50%	96.75%	97.00%
74a	Tenant satisfaction - overall service with landlord - all tenants	% very/fairly satisfied	66.00%	75.00%	78.00%	81.00%
		Base number	780			
		Confidence interval +/- X%	4.00%			
74b	Satisfaction of tenants - black and minority ethnic tenants	% very/fairly satisfied	63.00%	75.00%	78.00%	81.00%
		Base number	780			
		Confidence interval +/- X%	4.00%			

74c	Satisfaction of tenants - non-black and minority ethnic tenants	% satisfied	66.00%	75.00%	78.00%	81.00%
		Base number	780			
		Confidence interval - +/- X%	4.00%			
74x	Year of survey for BV74 - authorities must give the results of their most recent survey which can be for 2000/01	Financial year e.g. - 00/01	00/01			
75a	Tenant satisfaction - participation in management - all tenants	% satisfied		57.00%	59.00%	61.00%
75b	Participation in management - black and minority ethnic tenants	% satisfied		57.00%	59.00%	61.00%
75c	Participation in management - non-black and minority ethnic tenants	% satisfied		57.00%	59.00%	61.00%
164	CRE code of practice & Good Practice Standards - harassment	Yes/No	yes	yes	yes	yes
183a	Average length of stay in bed & breakfast	Weeks	0.00	0.00	0.00	0.00
183b	Average length of stay in hostels	Weeks	9.00	9.00	8.00	7.00
184a	LA homes which were non-decent at beginning of the year	%	24.00%	23.00%	17.00%	12.00%
184b	Change in proportion of non-decent homes in the year	%	7.00%	30.00%	30.00%	30.00%
185	Responsive repairs (non-emergency), appointments made & kept	%		75.00%	85.00%	95.00%
	<b>BENEFITS</b>					
76	Fraud scheme	Yes/No	Yes			
76a	Number of claimants visited/1000 caseload	Number				
76b	Number of fraud investigators/1000 caseload	Number				
76c	Number of fraud investigations/1000 caseload	Number				

76d	No. of prosecutions & sanctions/1000 caseload	Number				
78a	Average time new claims	Calendar days	50.21	45.00	40.00	36.00
78b	Average time change in circumstances	Calendar days	9.50	9.00	9.00	9.00
78c	Renewal claims on time	%	63.48%	83.00%	83.00%	83.00%
79a	Case processed correctly	%	98.20%	98.50%	99.00%	99.50%
79b	Recovery of overpaid benefit	%	43.00%	41.00%	39.00%	37.00%
80	Benefits - User satisfaction surveys -					
80(a)	Contact/access facilities @ benefit office	% strongly agree/agree - all		87.00%		
80(b)	Service in benefit office	% strongly agree/agree - all		87.00%		
80(c)	Telephone service	% strongly agree/agree - all		80.00%		
80(d)	Staff in benefit office	% strongly agree/agree - all		93.00%		
80(e)	Clarity etc. of forms & leaflets	% strongly agree/agree - all		90.00%		
80(f)	Time taken for a decision	% strongly agree/agree - all		90.00%		
80(g)	Overall satisfaction	% strongly agree/agree - all		90.00%		
	<b>ENVIRONMENT</b>					
199	Cleanliness of relevant land and highways	%				
82a	Recycling	% household waste	6.06%	8.00%	12.00%	15.00%
82b	Composting	% household waste	0.00%	0.00%		
82c	Recovery heat & power	% household waste				

82d	Landfill	% household waste				
84	Household waste collected	Kgs per capita	446.00	464.00	471.00	478.00
86	Cost waste collection	£ per household	24.05	28.08	30.17	31.08
87	Cost waste disposal	£ per tonne municipal waste				
89	People satisfied with cleanliness standard in their area	% satisfied		54.00%		
90a	People satisfied with household waste collection	% satisfied		84.00%		
90b	People satisfied with waste recycling	% satisfied		82.00%		
90c	People satisfied with waste disposal (local tips)	% satisfied				
91	Pop served by a kerbside collection of recyclables	%	100.00%	100.00%	100.00%	100.00%
	<b>TRANSPORT</b>					
96	Condition: principal roads	%	35.40%	33.83%	30.00%	27.00%
96x	Survey method - note that DVI data must be converted to CVI	D (deflectograph) C (Coarse Visual Inspection) TTS (TRACS not 02/03 only)	D	D	D	D
97a	Condition classified non-principal roads	%	19.31%	19.12%	18.93%	18.74%
97b	Condition unclassified non-principal roads	%	5.32%	4.50%	4.00%	3.50%
99a	Road accidents - pedestrians (99a-e are per 100,000 pop)	No. killed/serious injury	8.30	12.20	11.80	11.30
		No. slight injury	70.30	68.00	67.50	67.00
99b	Pedal cyclists	No. killed/serious injury	2.20	0.60	0.60	0.60
		No. slight injury	33.30	27.00	26.80	26.20
99c	Two wheeled motor vehicles	No. killed/serious	8.90	6.60	5.90	5.30



		injury				
		No. slight injury	38.20	28.00	26.00	24.00
99d	Car users	No. killed/serious injury	10.50	11.90	11.10	10.30
		No. slight injury	435.10	390.00	381.00	375.00
99e	Other vehicle users	No. killed/serious injury	0.60	0.50	0.50	0.50
		No. slight injury	35.40	27.00	27.00	27.00
100	Days traffic controls in place	Days/km traffic sensitive road	0.05	0.70	0.60	0.60
102	Number journeys (2003/04)	Number in full - not scaled				
103	Respondents satisfied with public transport information	% satisfied		66.00%		
104	Respondents satisfied with local bus service	% satisfied		60.00%		
165	Pedestrian crossings with disabled facilities	%	66.70%	76.00%	77.00%	78.00%
178	Footpaths easy to use	%	72.60%	75.00%	76.00%	78.00%
178x	Use the CSS/Countryside Agency methodology for BV 178?	Yes/No	yes			
186a	% Prin.roads not needing major repair/km prin. roads	Number	0.010	0.000	0.020	0.030
186b	% Non-prin roads not needing major repair/km non-prin roads	Number	0.050	0.040	0.040	0.050
187a	Condition of footways - cat's1, 1a and 2 (187b not required for 2002/03)	%	34.07%	33.50%	32.00%	30.50%
	<b>PLANNING</b>					
106	New homes on brown field sites	%	85.50%	75.00%	78.00%	82.00%
107	Planning cost	£/capita	6.19	7.50	7.30	7.52
109a	Planning major apps in 13 weeks	%	36.60%	50.00%	55.00%	60.00%

109b	Planning minor apps in 8 weeks	%	59.50%	65.00%	65.00%	65.00%
109c	Planning other apps in 8 weeks	%	72.30%	80.00%	80.00%	80.00%
111	Applicants satisfied with the service received	% satisfied		70.00%		
179	Standard searches in 10 working days	%	99.10%	100.00%	100.00%	100.00%
188	Decisions delegated to officers	%	84.90%	90.00%	90.00%	90.00%
200a	Development Plan unexpired and under 5 years old?	Yes/No		no	no	no
200b	Proposals on deposit for alteration or replacement within 3 years	Yes/No		yes	yes	yes
	<b>ENVIRONMENTAL HEALTH &amp; TRADING STANDARDS</b>					
166a	Environmental Health checklist	%	100.00%	100.00%	100.00%	100.00%
166b	Trading Standards checklist	%	100.00%	100.00%	100.00%	100.00%
	<b>CULTURE &amp; LIBRARIES</b>					
114	Score on 'Creating Opportunity' checklist	%	100.00%	100.00%	100.00%	100.00%
115	Cost library visit	£/visit	2.80			
117	Visits to libraries	Number per 1,000 population	5,403	6000	6000	6000
118a	Users - found a book to borrow	%		65.00%		
118b	Users - found the information they were looking for	%		79.00%		
118c	Users - satisfied with the library overall	%		96.00%		
119a	Satisfaction with - sports/leisure facilities	% satisfied		65.00%		
119b	Satisfaction with - libraries	% satisfied		75.00%		
119c	Satisfaction with - museums/galleries	% satisfied		55.00%		
119d	Satisfaction with - theatres/concert halls	% satisfied		50.00%		
119e	Satisfaction with - parks & open spaces	% satisfied		62.00%		

170a	Visits/ usages of museums	Number/1,000 pop	251.45	263.00	263.00	263.00
170b	Visits/usages in person	Number/1,000 pop	244.18	248.00	248.00	249.00
170c	School pupil visits to museums	Number in full - not scaled	1,365	925	925	925
	<b>COMMUNITY SAFETY</b>					
126a	Burglaries	No. per 1,000 households	29.63	24.50	23.14	22.12
127a	Violent offences by a stranger	No. per 1,000 pop				
127b	Violent offences in a public place	No. per 1,000 pop				
127c	Violent offences in connection with licensed premises	No. per 1,000 pop				
127d	Violent offences committed under influence	No. per 1,000 pop				
127e	Robberies (only for authorities in designated police force areas)	No. per 1,000 pop	2.68	2.22	2.14	2.06
128a	Vehicle crimes	No. per 1,000 pop	23.88	22.43	20.60	19.20
174	Racial incidents involving the local authority	Number/100,000 pop	81.39	69.00	76.00	80.00
175	Racial incidents resulting in further action	%	97.27%	85.00%	100.00%	100.00%
176	Domestic violence refuge places	Number/10,000 pop	0.44	0.44	0.44	0.44
	<b>COMMUNITY LEGAL SERVICE</b>					
177	Legal & advice expenditure on Quality Mark services	%	62.00%	62.00%	62.00%	62.00%
	<b>CROSS-CUTTING INDICATORS</b>					
197	Change in rate of conceptions to females aged under 18	%		-10.00%	-12.00%	-15.00%
198	Rate of problem drug misusers in treatment	Number per 1,000 pop aged 15 - 44 inclusive		5.70	6.00	6.50



## Audit Commission Central Directorate Queries

BVPI ref	AC Central Directorate query	Auditor Response
1b,c	Please can the authority supply the data for these PIs	1b April 2003 1c Yes
78a, 78b	These are different from the figures (57.6 & 8.1) submitted to the DWP on the STATS 124 return. Is this because the BVPIs have been checked by yourselves against that return and the data we have received is the correct version. If that is not the case please let me know.	78a & 78b were amended as a result of the audit process.
91	This is almost the same as last year but the definition of the numerator is now limited to kerbside collection of recyclables. Can you confirm that the indicator was calculated using this year's definition.	This indicator is the same as last year at 100%. Apparently Bury provide a paper collection service to all (bar a few farm properties) reaching 99.6% of the population. If this PI needs amending then I suggest amending previous year as well. No detailed audit work has been undertaken on this indicator.
186a, b	These seem very low. The numerator is a percentage and so should be a decimal rather than a whole number i.e. .95 not 95 and the denominator is the spending per km divided by a million i.e. if the cost was £12,000 per km this would be .012 not 12,000. Therefore if the numerator was 95% and the cost per km was £12,000 the equation would be $.95/.012 = 79.16$	& 0.05 submitted. 186a should be 49.51 186b should be 467.8
166a	This is a perfect performance which is uncommon. If you haven't already done so, could you check the authority's working papers to see that they have addressed all the items of this indicator and taken into account the guidance issued in April 2001 – see the newsletters and the PI Reference Guide.	Indicators close to perfect last year. Variances not high. Environmental Services have assured us that all guidance has been taken into account. 166b is at 100% also.
128a	This is a huge decrease on last year. Please can the authority confirm it is correct.	Decrease < 10% . Previous years figure included "criminal damage to Vehicles" This years figure correctly excludes this category. Amended figure for previous 26.37

