

Re-Categorisation Tool

May 2007



# District CPA

Harrogate Borough Council

Analysis of service performance information

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## About this tool

Re-categorisation activity will only be carried out in district councils where there is evidence of a potential change from the original CPA category. Evidence will be considered from a number of different sources, e.g. direction of travel statements and use of resources assessments, to decide whether sufficient improvement or deterioration has taken place to warrant a new corporate assessment. One of the sources of evidence that will be considered is the analysis of service performance information. This tool sets out improvement and current performance on a set of performance indicators (PIs) determined following consultation and is designed to support the Commission in deciding whether to undertake a corporate assessment for this authority. Councils may also use this tool to assist with their internal discussions about whether to apply for a new corporate assessment. The tool should be read alongside CPA - District Council Framework from 2006, service performance information and regional panel guidance available from <http://www.audit-commission.gov.uk/cpa/districts>

The significance given to the analysis of service performance information in determining whether sufficient improvement or deterioration has taken place to warrant a new corporate assessment will depend on the circumstances of the council.

## How this tool analyses improvement in PIs

When considering service performance information the Commission will give attention to:

- the extent of improvement – what proportion of the PIs are improving;
- the strength of improvement – whether improvement is substantial, or better than expected; and
- the area(s) of improvement – whether improvement is seen in areas of previously weak performance or local priorities.

What we mean by extent of improvement and strength of improvement are set out in this tool. The areas of improvement can be considered using information in this tool alongside information provided by the council, for example about its priorities for service improvement. The change in PI performance is only one indication of improvement / deterioration. For the purposes of this tool references to improvement / deterioration apply to PI performance only. This tool uses quartiles to make comparisons of current service performance.

Extent of improvement is based on a basket of PIs. It measures the degree to which there is a consistent direction of travel across the council's basket of PIs. Extent of improvement is calculated by taking the number of PIs in the basket that have improved since the base year and dividing that by the number of PIs in the basket for which it is possible to make a time series comparison. The results for a council are not affected by the results for other councils. See note 1.

Strength of improvement is based on results for each PI. It measures the extent to which a result for a council has changed by more than would be expected. See note 3. The amount of change that is expected is determined by a) the average change across all councils, b) the confidence limit selected and c) whether the council is starting from a position that is close to or far from the best possible result.

Strength of improvement is a relative measure and is included in this tool to provide some additional comparative information on improvement. This measure has been devised to highlight exceptional changes in performance in relation to individual PIs. The significance of this relative measure will depend on the circumstances of the council in relation to, for example, how near it was to achieving the higher or lower CPA category the last time it was assessed.

## For more information

If you have any queries about this tool please email [cpa@audit-commission.gov.uk](mailto:cpa@audit-commission.gov.uk). You should contact your relationship manager if you wish to discuss the process for applying for a corporate assessment.

## Content

The tool has four sections:

- Introduction - summarises evidence of extent of improvement and current performance in the context of other councils;
- Improvement section - sets out the direction of travel and strength of improvement / deterioration for each PI;
- Detailed performance information - presents detailed performance information for reference; and
- Notes and technical guidance.






The indicators, both best value PIs and other performance measures, used in the analysis of service performance information for district councils are based on those used in the service assessment of single tier and county councils. They have been selected as robust and reliable measures of service performance, covering a broad range of the services that district councils provide.

The analysis uses data for the following time periods:

- Improvement - For most PIs this is based on changes between 2002/03 and 2005/06. For user satisfaction measures changes are assessed between 2003/04 and 2006/07, unless otherwise stated.
- Current performance - For most PIs this is based on results for 2005/06. For user satisfaction measures the latest results are 2006/07, unless otherwise stated.

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The following symbols are used to show different categories of improvement at the individual PI level.

	Improving substantially
	Improving
	No Change
	Deteriorating
	Deteriorating substantially

In some cases it is not appropriate to show whether a PI has improved. The following symbols are used in those cases where it is not appropriate to show an improvement.

<b>Q</b>	One or more of the data in the calculation is qualified
<b>M</b>	One or more of the data in the calculation is missing
<b>NC</b>	Either the PI was not collected in one or both of the years under comparison, or the council was not required to provide the PI in one or both years.
<b>NA</b>	It is not appropriate to show an improvement for this PI

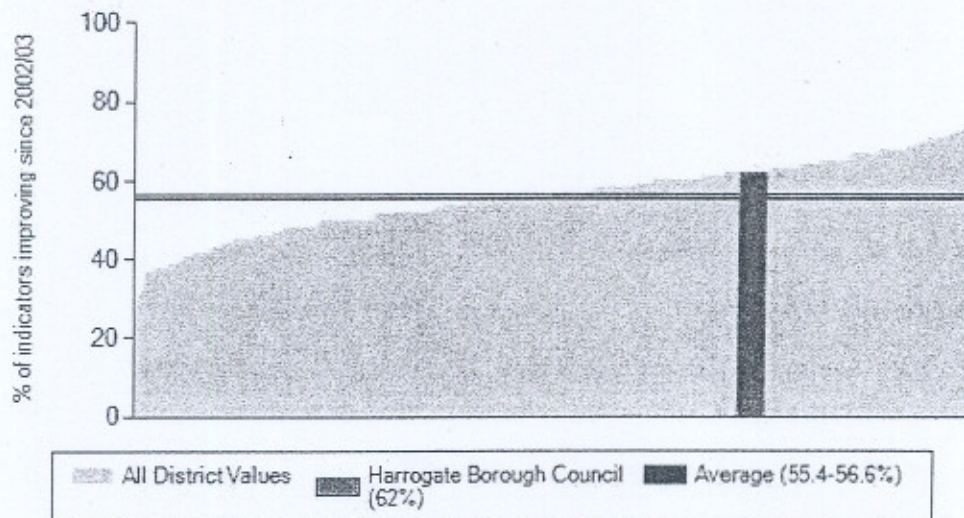
## Introduction

### Extent of improvement

The chart compares the extent of improvement for this council, i.e. what proportion of PIs are improving, to what has been achieved by all other districts councils. The horizontal lines on the chart indicate the average extent of improvement across all district councils. The average is shown as a range to make allowance for differences between councils in the services they provide and the PIs for which improvement assessments can be made.

Based on the basket of PIs used in this tool, 62% of the PIs for this council improved over the period. The extent of improvement for this council is above the average range for all district councils. See note 4.

### Proportion of PIs that have improved



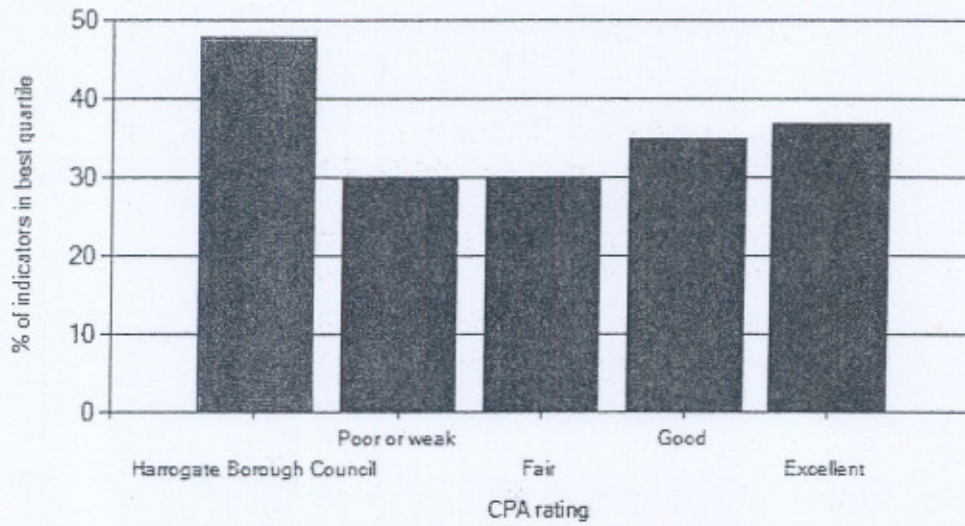
### Current service performance

The chart shows the proportion of PIs for which this council is performing in the 'best' quartile. The chart compares the result for this council with the average for councils in each CPA category.

The proportion of PIs where this council is performing in the best quartile is 48%. This is above the average range for councils with a CPA rating of Fair. See note 5.

The current CPA rating for this council is Fair.

## Proportion of indicators in the 'best' quartile based on latest data



# Improvement Report

## Environment

	Improvement since 2002/03	Current Quartile			
		Best	2nd	3rd	Worst
BVPI 109a Percentage of MAJOR planning applications determined within 13 weeks (Planning Standards Authority)	△		■		
BVPI 109b Percentage of MINOR applications determined within 8 weeks	△			■	
BVPI 109c Percentage of OTHER applications determined within 8 weeks	△			■	
* BV111 - Satisfaction of applicants with planning service See note 2	▼				■
BV199a - % of land littered to a significant or heavy extent	▽			■	
# BV89 - Satisfaction with cleanliness of public space - adjusted for deprivation See note 2 & note 6	◁▷	■			
BV82a&b - Household waste - Recycling and composting performance (Recycling target met)	NC			■	
BV84 - Number of kilograms of household waste collected per head	▽	■			
BV91 - % of population served by a kerbside collection of recyclables	△				■
# BV90a - Satisfaction with waste collection See note 2	◁▷	■			
# BV90b - Satisfaction with recycling-adjusted for deprivation See note 2 & note 6	◁▷				■
BV179 - % of standard planning searches carried out within 10 working days	△	■			
BV63 - Average SAP rating of LA dwellings	△			■	
BV166a - Environmental health best practice checklist	△	■			

\* Improvement from 2000/01 to 2003/04

# Improvement from 2003/04 to 2006/07

## Culture

	Improvement since 2002/03	Current Quartile			
		Best	2nd	3rd	Worst
# BV119a - Residents satisfied with sports and leisure facilities See note 2	▲				
# BV119e - Residents satisfied with parks and open spaces See note 2	◁▷				
# BV119c - Residents satisfied with museums and galleries See note 2	▲				
# BV119d - Residents satisfied with arts activities and venues See note 2	▲				

## Housing (Community)

	Improvement since 2002/03	Current Quartile			
		Best	2nd	3rd	Worst
HIP - % of private sector homes vacant for six months or more - adjusted for deprivation See note 6	△				
BV183a - Average number of weeks spent by homeless households in priority need in B&B	◁▷				
BV183b - Average number of weeks spent by homeless households in priority need in Hostels	▼				
HIP - % of homelessness acceptances that are repeat applications	NC				
BV175 - % of racial incidents reported to the council that resulted in further action	NC				

# Improvement from 2003/04 to 2006/07

### Housing (Management)

	Improvement since 2002/03	Current Quartile			
		Best	2nd	3rd	Worst
BV184a - The % of LA homes that were non decent at the start of the year	△				
*BV74a - Tenant satisfaction with service provided by landlord - adjusted for deprivation See notes 2, 6 & 7	△				
*BV75a - Tenant satisfaction with opportunities for participation - adjusted for deprivation See notes 2, 6 & 7	◁▷				
HIP(Formerly BV72) - % of urgent repairs completed in time	NC				
HIP(Formerly BV73) - Average time taken to complete non-urgent repairs in days	△				
BV66a - % of rent collected	△				
HIP (Formerly BV68) - Average re-let time in days	NC				

### Housing Benefit & Council Tax Benefit

	Improvement since 2002/03	Current Quartile			
		Best	2nd	3rd	Worst
BV78a - Average time (in days) for processing new Housing Benefit or Council Tax Benefit claims	△				

\* Improvement since 2000/01