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STATUTORY INSTRUMENTS

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**2006 No. 553**

**LOCAL GOVERNMENT, ENGLAND**

**The Local Government (Best Value) Performance Indicators and Performance Standards (Amendment) (England) Order 2006**

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|-------------------------------|---------|------------------------|
| <i>Made</i>                   | - - - - | <i>2nd March 2006</i>  |
| <i>Laid before Parliament</i> |         | <i>10th March 2006</i> |
| <i>Coming into force</i>      | - -     | <i>1st April 2006</i>  |

The First Secretary of State makes the following Order in exercise of the powers conferred by sections 4(1) and (2) and 28(1)(b) of the Local Government Act 1999<sup>(1)</sup>.

In accordance with section 4(3) of that Act, he has consulted with persons appearing to him to represent the best value authorities concerned and such other persons as he thinks fit.

**Citation, commencement and application**

1.—(1) This Order may be cited as the Local Government (Best Value) Performance Indicators and Performance Standards (Amendment) (England) Order 2006 and shall come into force on 1st April 2006.

(2) This Order applies to best value authorities in England, except police authorities.

**Amendment of the Local Government (Best Value) Performance Indicators and Performance Standards (England) Order 2005**

2. The Local Government (Best Value) Performance Indicators and Performance Standards (England) Order 2005<sup>(2)</sup> is amended as follows.

**General corporate health performance indicators**

3.—(1) In article 3—

(a) in paragraph (1), for “1 to 12”, substitute “1 to 13”.

(b) for paragraph (4), substitute—

“(4) The best value authorities specified for the purposes of paragraph (3) are—

(a) the Greater London Authority;

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(1) 1999 c. 27.  
(2) S.I.2005/598.

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- (b) Transport for London; and
- (c) the London Development Agency.”.

(c) after paragraph (8), add—

“(9) The performance of county councils which are not unitary councils, in exercising all of their functions, shall be measured by reference to indicators 1, 2 and 5 to 13 in Schedule 1.”.

(2) In Schedule 1 (general corporate health performance indicators) for indicator 12 substitute—

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| “12 | Overall user satisfaction with the authority  |
| 13  | The percentage of complainants satisfied with the authority’s handling of their complaint.” |

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**Performance indicators for education**

4. In Schedule 2 (performance indicators for education) omit indicator 9.

**Performance indicators for housing and housing related services**

5. In Schedule 5 (performance indicators for housing and housing related services) omit indicator 7.

**Performance indicators for housing benefit and council tax benefit**

6. In Schedule 7 (performance indicators for housing benefit and council tax benefit) after indicator 5 add—

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| “6 | The level of satisfaction with the housing benefit and council tax benefit service.” |
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**Performance indicators for waste and cleanliness**

7.—(1) In article 10—

- (a) in paragraph (1), for “1 to 5 and 7”, substitute “1 to 5, 7 and 12”.
- (b) in paragraph (2), for “1, 2, 5, 6, 8 and 9”, substitute “1, 2, 5, 6, 8, 9, 10, 11 and 13”.

(2) In Schedule 8 (performance indicators for waste and cleanliness) after indicator 9 add—

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| “10 | The level of satisfaction with household waste collection.               |
| 11  | The level of satisfaction with waste recycling.                          |
| 12  | The level of satisfaction with waste disposal.                           |
| 13  | The level of satisfaction with the standard of cleanliness in the area.” |

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**Performance indicators for transport**

8.—(1) In article 13—

- (a) for paragraph (2), substitute—

- “(2) The best value authorities specified for the purposes of paragraph (1) are—
- (a) county councils; and
  - (b) non-metropolitan district councils which are unitary councils.”.
- (b) for paragraph (3), substitute—
- “(3) In exercising their transport functions, the performance of—
- (a) metropolitan district councils;
  - (b) the Council of the Isles of Scilly; and
  - (c) the Common Council of the City of London in its capacity as a local authority,
- shall be measured by reference to indicators 1 to 4 and 6 to 9 in Schedule 11.”.
- (c) in paragraph (4), for “1 and 3 to 9”, substitute “1, 3 to 6 and 8 to 11”.
- (d) in paragraph (6), for “5”, substitute “5, 10 and 11”..
- (2) In Schedule 11 (performance indicators for transport) after indicator 9 add—

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| “10 | The level of satisfaction with transport information |
| 11  | The level of satisfaction with local bus services.”  |

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### **Performance indicators for planning**

- 9.—(1) In article 15—
- (a) in paragraph (3), for “1, 2 and 4 to 6”, substitute “1, 2 and 4 to 7”.
  - (b) in paragraph (4), for “2 and 4”, substitute “2, 4 and 7”.
- (2) In Schedule 13 (performance indicators for planning) after indicator 6 add—

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| “7 | The level of satisfaction of applicants with the authority’s planning services.” |
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### **Performance standards for major planning applications**

- 10.—(1) In article 16—
- (a) in paragraph (2), for “57 per cent”, substitute “60 per cent”.
  - (b) for paragraph (4), substitute—
- “(4) The best value authorities specified for the purposes of paragraph (1) are—
- Aylesbury Vale District Council;
  - Barrow-in-Furness Borough Council;
  - Basildon District Council;
  - Bassetlaw District Council;
  - Berwick-upon-Tweed Borough Council;
  - Birmingham City Council;
  - Bradford District Council;
  - Braintree District Council;

Breckland District Council;  
The Broads Authority;  
London Borough of Bromley;  
Carlisle City Council;  
Chelmsford Borough Council;  
Cherwell District Council;  
Chesterfield Borough Council;  
Dartford Borough Council;  
Daventry District Council;  
Doncaster Metropolitan Borough Council;  
Easington District Council;  
East Dorset District Council;  
East Staffordshire Borough Council;  
Epping Forest District Council;  
London Borough of Greenwich;  
London Borough of Hackney;  
Harborough District Council;  
Harrogate Borough Council;  
Herefordshire District Council;  
High Peak Borough Council;  
Hinckley and Bosworth Borough Council;  
Isle of Wight County Council;  
King's Lynn and West Norfolk Borough Council;  
Lake District National Park Authority;  
Malvern Hills District Council;  
Mid Suffolk District Council;  
Newcastle-under-Lyme Borough Council;  
North Devon District Council;  
Norwich City Council;  
Oswestry Borough Council;  
Peterborough City Council;  
Plymouth City Council;  
Rochford District Council;  
Rossendale Borough Council;  
Runnymede Borough Council;

Rutland District Council;  
Scarborough Borough Council;  
Selby District Council;  
Slough Borough Council;  
South Cambridgeshire District Council;  
South Gloucestershire District Council;  
South Ribble Borough Council;  
South Somerset District Council;  
Stoke on Trent City Council;  
Sunderland City Council;  
Surrey Heath Borough Council;  
Test Valley Borough Council;  
Thanet District Council;  
Torrige District Council;  
Tynedale District Council;  
Vale of White Horse District Council;  
London Borough of Waltham Forest;  
Warrington Borough Council;  
West Lancashire District Council;  
West Wiltshire District Council;  
Winchester City Council;  
Wyre Borough Council;  
Wyre Forest District Council;  
York City Council.”.

### **Performance standards for minor planning applications**

**11.**—(1) In article 17—

- (a) in paragraph (2), for “63 per cent”, substitute “65 per cent”.
- (b) for paragraph (3), substitute—

“(3) The best value authorities specified for the purposes of paragraph (1) are—

Allerdale District Council;  
Berwick-upon-Tweed Borough Council;  
Blyth Valley Borough Council;  
Bournemouth Borough Council;  
Braintree District Council;  
The Broads Authority;

Caradon District Council;  
Castle Morpeth Borough Council;  
East Dorset District Council;  
East Staffordshire Borough Council;  
Epping Forest District Council;  
Herefordshire District Council;  
Kingston-upon-Hull City Council;  
Mid Suffolk District Council;  
Newcastle-under-Lyme Borough Council;  
North East Lincolnshire Borough Council;  
Norwich City Council;  
Oswestry Borough Council;  
Rutland District Council;  
Selby District Council;  
South Gloucestershire District Council;  
South Somerset District Council;  
South Staffordshire District Council;  
Suffolk Coastal District Council;  
Surrey Heath Borough Council;  
Thanet District Council;  
Trafford District Council;  
Vale of White Horse District Council;  
Wealden District Council;  
Wear Valley District Council;  
Yorkshire Dales National Park Authority.”.

**Performance standards for other planning applications**

12.—(1) In article 18—

(a) in paragraph (2), for “75 per cent”, substitute “80 per cent”.

(b) for paragraph (3), substitute—

“(3) The best value authorities specified for the purposes of paragraph (1) are—

Bassetlaw District Council;  
Berwick-upon-Tweed Borough Council;  
Blyth Valley Borough Council;  
Bournemouth Borough Council;  
The Broads Authority;

East Staffordshire Borough Council;  
Herefordshire District Council;  
Kingston-upon-Hull City Council;  
Mid Suffolk District Council;  
North East Lincolnshire Borough Council;  
Norwich City Council;  
Peak District National Park Authority;  
South Somerset District Council;  
South Staffordshire District Council;  
Thanet District Council;  
Tynedale District Council;  
Yorkshire Dales National Park Authority.”.

**Performance indicators for culture and related services**

13.—(1) In article 20—

(a) in paragraph (1), for “1 to 3”, substitute “1 to 5”.

(b) in paragraph (3), for “1 and 3”, substitute “1, 3 and 6”.

(2) In Schedule 15 (performance indicators for culture and related services) after indicator 3 add—

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|    |   |
|----|---|
| “4 | The percentage of library users who found the book or information they wanted and were satisfied with the outcome.  |
| 5  | The level of satisfaction with the authority’s cultural and recreational services and activities, with results broken down by—<br>(a) Sports and leisure facilities,<br>(b) Libraries,<br>(c) Museums,<br>(d) Arts activities and venues; and<br>(e) Parks and open spaces. |
| 6  | The level of satisfaction with the authority’s cultural and recreational services and activities, with results broken down by—<br>(a) Sports and leisure facilities,<br>(b) Museums,<br>(c) Arts activities and venues; and<br>(d) Parks and open spaces.”                  |

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Signed by authority of the First Secretary of State

2nd March 2006

*Phil Woolas*  
Minister of State  
Office of the Deputy Prime Minister

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## EXPLANATORY NOTE

*(This note is not part of the Order)*

The Local Government (Best Value) Performance Indicators and Performance Standards (England) Order 2005 sets statutory performance indicators and standards for best value authorities in England excluding police authorities. These indicators relate to specific functions of these authorities.

This amending Order makes alterations to those indicators and standards. The Order includes indicators requiring authorities to measure performance using user satisfaction surveys.

Article 3 makes amendments to corporate health performance indicators.

Article 4 makes amendments to performance indicators for education.

Article 5 makes amendments to performance indicators for housing and housing related services.

Article 6 makes amendments to performance indicators for housing benefit and council tax benefit.

Article 7 makes amendments to performance indicators for waste and cleanliness.

Article 8 makes amendments to performance indicators for transport.

Article 9 makes amendments to performance indicators for planning.

Article 10 makes amendments to performance standards for major planning applications.

Article 11 makes amendments to performance standards for minor planning applications.

Article 12 makes amendments to performance standards for other planning applications.

Article 13 makes amendments to performance indicators for culture and related services.

A regulatory impact assessment has not been prepared for this instrument as it has no impact on business, charities or voluntary bodies.