

A Comparison of Performance Indicator Results for Guildford, Surrey, All Districts and All England 1999/2000

Performance Indicator Description			Guildford	Surrey's Lowest Performer	Surrey's Highest Performer	District Councils - Average	District Councils - Top 25%	All England - Average	All England - Top 25%
The number of complaints determined by an Ombudsman		A1a	11	28	6	-	-	-	-
The number which were classified as: Local settlement (local settlement/ withdrawn in Wales)		A1b(i)	0	2	0	-	-	-	-
Maladministration		A1b(ii)	0	0	0	-	-	-	-
The number of the authority's buildings open to the public		A2a	33	5	34	-	-	-	-
The number of such buildings in which all public areas are suitable for and accessible to disabled persons		A2b	1	0	6	-	-	-	-
Does the authority have a comprehensive published policy to provide services fairly to all sections of the community?	Yes/No	A3a	Yes	91% No	9% Yes	47% yes	-	55% yes	-
Does the authority formally monitor how it carries out this policy?	Yes/No	A3b	No	73% No	27% N/A	15% yes	-	28% yes	-
Does the authority follow the Commission for Racial Equality and the Equal Opportunities Commission and Disability Discrimination Act 1995 codes of practice on employment?	Yes/No	A3c(i)	Yes	18% No	82% Yes	75% yes	-	81% yes	-
Does the authority carry out formal monitoring of staff with respect to equal opportunities?	Yes/No	A3c(ii)	Yes	18% No	82% Yes	50% yes	-	55% yes	-
Has the authority adopted the Commission for Racial Equality's 'Standard for Local Government'?	Yes/No	A4	No	82% No	18% Yes	37% yes	-	50% yes	-
The percentage of invoices which were paid promptly		A5	76%	66%	95%	85%	92%	81%	88%
HOUSING: The percentage of lettings to new tenants arranged by the council, whether in its own dwellings or through its nominations to housing associations to: Homeless households		B1a	21%	21%	43%	23%	34%	26%	37%
Others		B1b	79%	57%	79%	77%	91%	74%	90%
The % of dwellings that are empty: Available for letting or awaiting minor repairs		B2a	1.0%	1.5%	0.3%	1.2%	0.6%	1.4%	0.7%
Others		B2b	1.6%	1.6%	0.1%	0.5%	0.1%	0.8%	0.2%
The average time taken to relet dwellings available for letting or awaiting minor repairs (in weeks)		B3	6.1	8.1	3.3	5.5	3.9	6.0	4.3
Does the authority follow the Commission for Racial Equality's Code of Practice in rented housing?	Yes/No	B4	Yes	36% No	27% Yes	52% yes	-	63% yes	-
The % of relevant repairs completed within government time limits		B5	89%	83%	99%	89%	96%	88%	95%
% of repair jobs for which an appointment was both made and kept by the authority (put 0% if appointments are not given)		B6	18%	0%	82%	14%	8%	21%	37%
The rent collected as a % of the rent due		B7	98.3%	98.3%	100.5%	98.6%	99.8%	98.1%	99.6%
Does B7 include recovery of overpayments of housing benefit (1) see cell A216 below	Yes/No		Yes	27% No	36% Yes	-	-	-	-
The % of all current tenants owing over 13 weeks' rent at 31 March 2000, excluding those owing less than £250		B8	1.9%	4.6%	1.7%	3.3%	1.9%	4.6%	2.3%
Does B8 include recovery of overpayments of housing benefit (1)	Yes/No		No	36% No	18% Yes	-	-	-	-
The average weekly costs per dwelling, itemised as follows: Management		B9a	£13.85	£17.68	£8.12	£9.63	£7.89	£10.84	£8.08
Repairs		B9b	£13.32	£19.09	£9.18	£11.68	£9.84	£12.39	£10.12
Rent rebates		B9c	£29.47	£30.95	£19.82	£22.71	£19.71	£24.64	£20.32

Information obtained from the Audit Commission 1999/2000 Local Authority Performance Indicators Council Services Compendium for England.

A Comparison of Performance Indicator Results for Guildford, Surrey, All Districts and All England 1999/2000

Performance Indicator Description			Guildford	Surrey's Lowest Performer	Surrey's Highest Performer	District Councils - Average	District Councils - Top 25%	All England - Average	All England - Top 25%
Capital charges and other items, net		B9d	£3.51	£6.61	-£2.52	£4.75	£1.50	£8.42	£3.23
Less government subsidy (show as negative if authority receives subsidy)		B9e	-£1.95	£7.87	-£5.70	-£5.39	-£10.20	-£11.73	-£16.87
Total = average rent		B9f	£58.20	£62.69	£49.25	£43.32	£38.24	£44.49	£38.10
New tenancies given to vulnerable people excluding elderly people, as a % of all new tenancies except those given to the elderly		B10	9.2%	7.3%	16.5%	12.8%	15.2%	14.8%	18.9%
The % of rent lost through properties being empty		B11	2.1%	2.1%	1.0%	1.8%	1.1%	2.1%	1.2%
HOMELESSNESS: The average number of homeless households in temporary accommodation during the year in: Bed and breakfast accommodation		C1a	2	21	0	-	-	-	-
Hostel accommodation		C1b	1	27	0	-	-	-	-
Other temporary housing		C1c	2	73	0	-	-	-	-
The average length of stay in bed & breakfast accommodation (weeks)		C2	4	31	0	5.00	1.00	6.00	1.00
The average time taken to decide whether to accept people as homeless (days)		C3	16	50	2	23.00	13.00	27.00	14.00
REFUSE COLLECTION: Are recyclable materials collected separately from household waste?	Yes/No	D1(i)	Yes *	27% No	73% Yes	76% yes	-	76% yes	-
Does the authority promote home composting by making available composting equipment to all relevant dwellings?	Yes/No	D1(ii)	Yes	45% No	55% Yes	64% yes	-	66% yes	-
The number of household waste collections which were missed per 100,000 collections: during May to September		D2a(i)	81	210	31.47	130.00	17.00	194.00	23.00
The number of household waste collections which were missed per 100,000 collections: during April & October to March		D2a(ii)	64	172	27.62	198.00	17.00	205.00	22.00
The percentage of missed collections during May to September put right by the end of the next working day.		D2b	90%	90.2%	100.0%	93.0%	100.0%	91.0%	100.0%
The tonnes of waste collected per household that was recycled (Councils that are disposal authorities should put all recycling in E1a below)		D3	0.06	0.05	0.18	0.08	0.10	0.08	0.10
The tonnes of waste collected per household that was not recycled (Councils that are disposal authorities should count all the relevant tonnage in E2 below)		D4	0.90	0.67	0.94	0.81	0.70	0.83	0.71
The net cost per household of refuse collection		D5	£36.16	£43.40	£18.16	£28.43	£23.68	£28.52	£23.53
PLANNING & LAND SEARCHES: The % of householder applications decided within eight weeks		F1a	61%	61%	86%	76%	85%	75%	84%
The % of non-householder applications decided within eight weeks		F1b	28%	28%	66%	55%	64%	54%	63%
The number of decisions on planning appeals reported during the year		F2a	89	119	30				
The % of these appeals that were successful		F2b	17%	49%	17%	30%	23%	30%	23%
The % of the authority's population covered by a unitary or local development plan		F3	100%	100%	100%	-	-	-	-
The number of advertised departures from the statutory plan approved by the authority		F4	0	30	0	-	-	-	-
The net expenditure per head of population		F5	£10.36	£13.62	£1.05	£7.78	£4.88	£7.57	£4.83
Percentage of standard searches carried out in 10 working days		F6a	96.2%	77.0%	100.0%	91.0%	100.0%	90.2%	100.0%
Standard search fee		F6b	£105.00	£136.25	£99.00	£83.32	£70.00	£88.20	£72.60

Information obtained from the Audit Commission 1999/2000 Local Authority Performance Indicators Council Services Compendium for England.

A Comparison of Performance Indicator Results for Guildford, Surrey, All Districts and All England 1999/2000

Performance Indicator Description			Guildford	Surrey's Lowest Performer	Surrey's Highest Performer	District Councils - Average	District Councils - Top 25%	All England - Average	All England - Top 25%
BENEFITS: The average time for processing new claims for council tax benefit from the date of receipt of the claim by the local authority for the period 1st October 1999 to 31st March 2000 - calendar days		G1	22	71	14	46	30	50	32
The average time for processing new claims for housing benefit from local authority tenants from the date of receipt of the claim by the local authority for the period 1st October 1999 to 31st March 2000 - calendar days		G2	21	62	21	41	28	44	29
The average time for paying new claims for rent allowance from the date of receipt of the claim by the local authority for the period 1st October 1999 to 31st March 2000 - calendar days		G3	19	81	11	46	33	48	34
The percentage of renewal claims for rent allowance paid on time		G4	26%	26%	99%	79%	92%	78%	92%
The total number of benefit claimants		G5a	6,265	2496	6,265	6,837	4,817	12,850	
The cost of administration per claimant		G5b	£92.20	£212.00	£84.84	£104.73	£84.02	£105.98	£81.78
The amount of benefit over-paid as a % of the total benefits paid in the year		G6a	3.7%	6.3%	2.3%	3.5%	2.8%	3.5%	2.8%
The % of recoverable overpayments (excluding Council Tax) that were recovered in the year		G6b	62%	15%	107%	67%	80%	66%	78%
The number of WBS claimants identified in the year as a % of claimants in G5a		G6c	1.8%	1.1%	4.0%	2.5%		2.3%	
What % of claimants felt that they were clearly told what information to provide?		G7a	97%	84%	97%	88%	93%	87%	92%
What % of claimants were satisfied with the way they were dealt with by the authority?		G7b	88%	77%	93%	82%	88%	78%	87%
COUNCIL TAX: The % of council tax which the authority should have received during the year that was received during the year, excluding reliefs and rebates		H1	98.6%	97.8%	99.0%	97.0%	98.1%	96.1%	97.8%
The % of business rates which should have been received during the year that was received.		H2	99.4%	96.3%	99.9%	97.7%	98.6%	97.4%	98.6%
The net cost of collecting council tax per chargeable dwelling		H3	£14.11	£19.71	£10.46	£14.58	£12.42	£15.10	£12.41
LEISURE: Number of swims and other visits per 1,000 population		I1a	13,951	3,927	13,951	6,141	7,584	6,020	7,297
The net cost per swim/visit		I1b	£0.12	£0.88	-£0.80	£1.14	£0.68	£1.32	£0.73
The number of playgrounds and play areas provided by the council, per 1,000 children under 12.		I2a	1.6	1.0	4.0	2.6	3.2	2.5	3.0
The % of these which: conform to national standards for local unequipped play areas		I2b(i)	0%	0%	40%	5%	3%	5%	2%
The % of these which: conform to national standards for local equipped play areas		I2b(ii)	25%	25%	100%	32%	49%	33%	51%
The % of these which: conform to national standards for larger, neighbourhood equipped play areas.		I2b(iii)	0%	0%	32%	6%	7%	7%	8%
The number of sports pitches available to the public		I3	34	8	71	23	32	44	55
Total net spending per head on sport and recreation and parks and open spaces		I4	£12.00	£22.55	£8.30	£16.24	£11.27	£17.57	£11.28
MUSEUMS: The number of museums operated or supported by the authority		I5a	2	0	2	1	-	2	2

Information obtained from the Audit Commission 1999/2000 Local Authority Performance Indicators Council Services Compendium for England.

A Comparison of Performance Indicator Results for Guildford, Surrey, All Districts and All England 1999/2000

Performance Indicator Description			Guildford	Surrey's Lowest Performer	Surrey's Highest Performer	District Councils - Average	District Councils - Top 25%	All England - Average	All England - Top 25%
The number of those museums that are registered under the Museum & Galleries Commission registration scheme		I5b	2	0	2	2	-	2	3
The number of visits/usages to museums per 1,000 population		I6a	897.00	21.00	897.00	432.00	580.00	506.00	581.00
The number of those visits that were in person per 1,000 population		I6b	857.00	21.00	857.00	376.00	535.00	431.00	523.00
The net cost per visit/usage		I7	£4.01	£11.35	£2.66	£7.12	£3.58	£7.73	£3.86
LOCAL ENVIRONMENT: The % of highways that are:									
Of a high standard of cleanliness		J1(i)	21.71%	0.00%	96.00%	52.20%	76.60%	45.60%	68.20%
Of an acceptable standard of cleanliness		J1(ii)	70.24%	0.00%	70.24%	41.30%	58.40%	46.80%	65.20%
The average time taken to remove fly-tips (calendar days)		J2	2.0	3.0	0.0	2.4	1.0	2.4	1.0
Net spending per head of population on street cleaning		J3	£8.53	£8.60	£4.53	£5.80	£4.37	£7.06	£4.68
The number of public conveniences provided by the authority which are: open more than 12 hours a day		J4a(i)	0	0	17	11	15	10	14
The number of public conveniences provided by the authority which are: open less than 12 hours a day		J4a(ii)	16	0	21	6	9	7	10
The number of these public conveniences providing: Access for disabled people		J4b(i)	15	1	21	10	13	10	13
Baby-changing facilities		J4b(ii)	4	0	4	3	5	3	5
The % of food premises inspections that should have been carried out that were carried out for: High risk premises		J5a	96.2%	93.5%	100.0%	92.8%	100.0%	90.9%	99.6%
Other premises		J5b	77.3%	77.3%	100.0%	86.8%	100.0%	82.1%	99.3%
Net spending per head of population on environmental health & consumer protection		J7	£6.79	£8.01	£4.34	£7.25	£5.99	£7.73	£9.10
Net spending per head of population on public transport		P7	£0.67	£2.00	£0.10	£2.48	£1.19	£8.38	£1.70
EXPENDITURE: Total net spending per head of population		Q1	£92.71	£111.00	£72.53	£96.75	£85.24	-	-

* paper in some areas

** new operator incomplete records

*** not inspected as per the standard for this indicator