

REGULATORY SERVICES COMPARATIVE PROFILE

2012-2013

Barchester

NEAREST NEIGHBOUR REPORT

- (m) Comparator 1
- (z) Comparator 2
- (n) Comparator 3
- (d) Comparator 4
- (a) Comparator 5
- (k) Comparator 6
- (s) Comparator 7
- (t) Comparator 8
- (f) Comparator 9
- (w) Comparator 10
- (x) Comparator 11
- (g) Comparator 12
- (r) Comparator 13
- (e) Comparator 14
- (u) Comparator 15

*Computed and printed by:
CIPFA Business Limited
3 Robert Street, London, WC2N 6RL
Tel: 0203 117 1840*

INTRODUCTION

We are pleased to be able to present the first edition of the Regulatory Services Comparative Profile.

The profile provides a comprehensive analysis of your authority's financial data, collected as part of CIPFA's Regulatory Services Statistics Survey, with the group of authorities specified on the title page.

The aim of the profile is to provide management information and insight for decision makers involved in all authority service areas. Due to the wide range of topics covered, the report will have a broad appeal and should be of interest to anyone involved in local authority finance.

The analysis is simple and non-judgemental, seeking to visualise the data and enable readers to draw their own conclusions. The executive report acts as a high level summary, but is also designed as an introduction to the whole report.

We hope you find this report interesting and helpful. If you have any comments, suggestions or queries then CIPFA would be delighted to hear from you.

INDEX

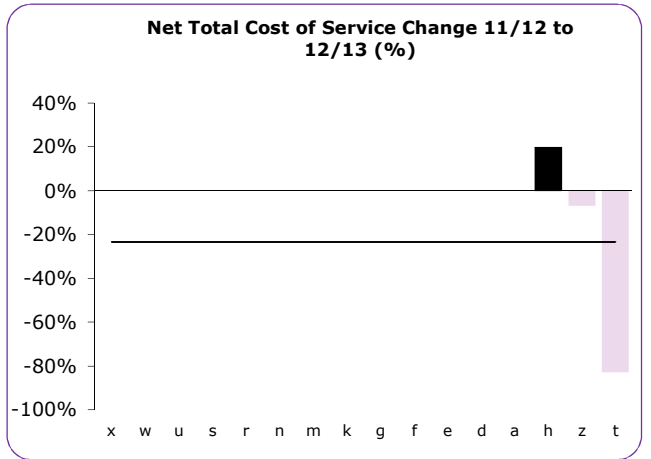
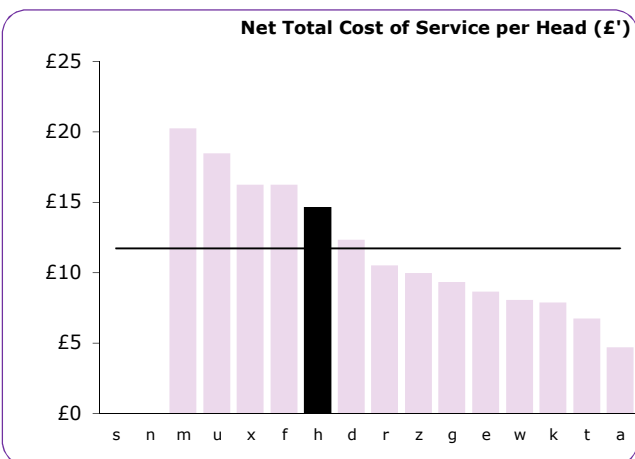
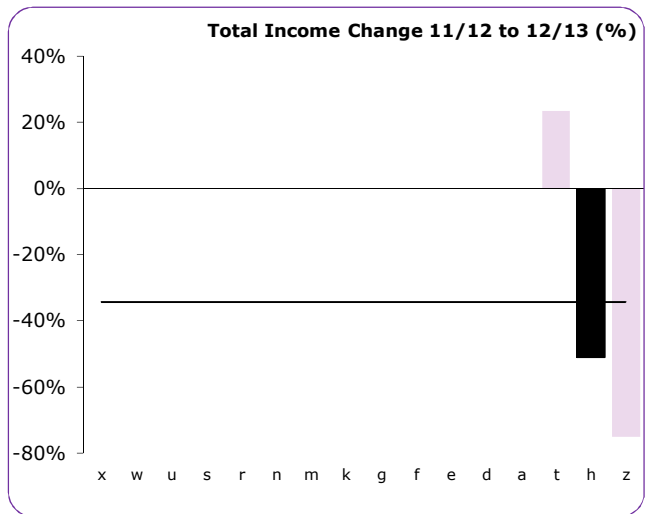
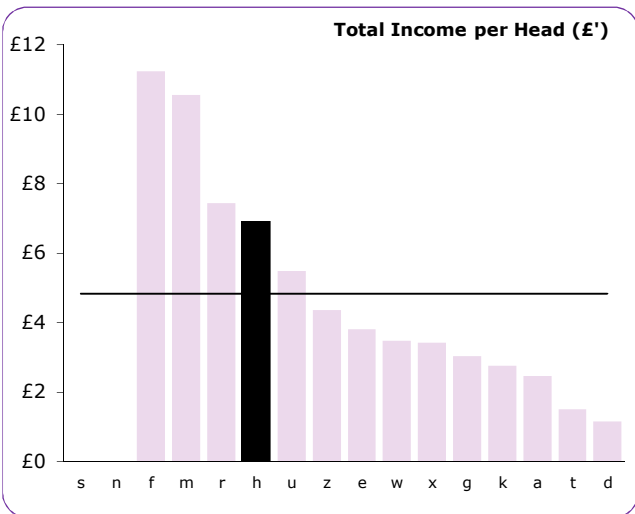
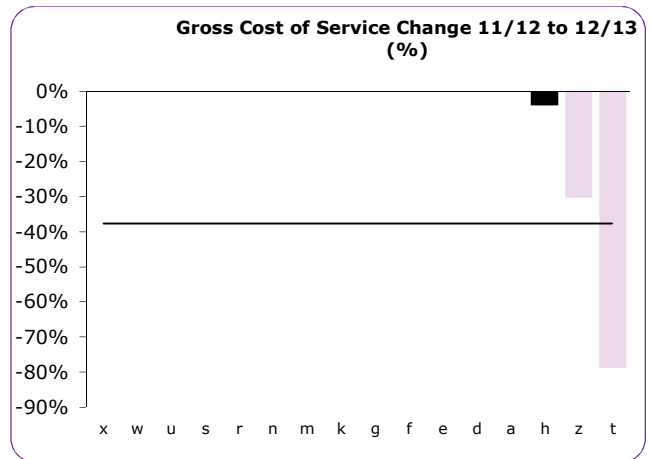
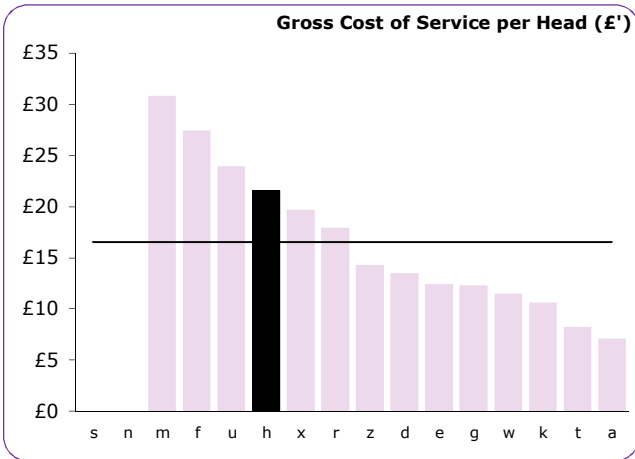
Executive Summary	Page 3
Subjective Financial Analysis	Page 7
Objective Financial Analysis	Page 18
Service Expenditure Overview	Page 23
Dwelling Stock	Page 24
Animal Health and Animal Welfare-Licensing	Page 28
Public Health	Page 30
Infectious Disease	Page 32
Pest Control	Page 33
Environmental Protection	Page 35
Noise Control	Page 38
Food Safety	Page 40
Health Safety and Welfare	Page 42
Port Health	Page 44
Housing Standards	Page 45
Water Safety	Page 48
Licensing (including Alcohol, Entertainment and Taxi)	Page 49
Taxi Licensing	Page 51
Other Regulatory	Page 53
Trading Standards	Page 54
Employee Analysis	Page 57
Cost of Difference	Page 58
Appendix 1	Page 61
Appendix 2	Page 64

EXECUTIVE SUMMARY

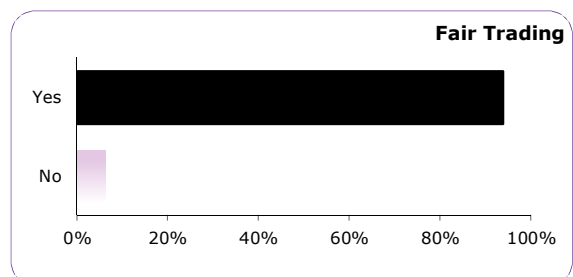
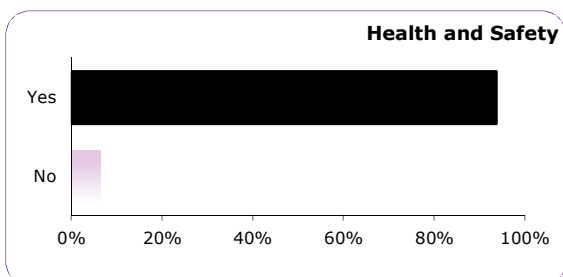
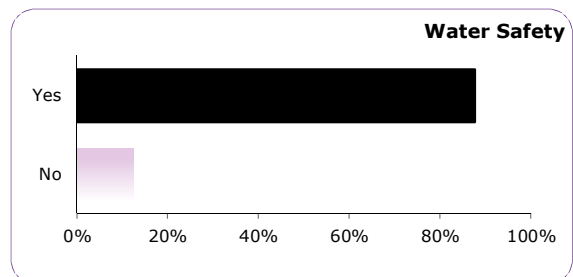
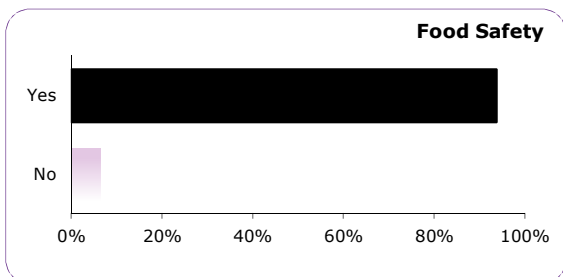
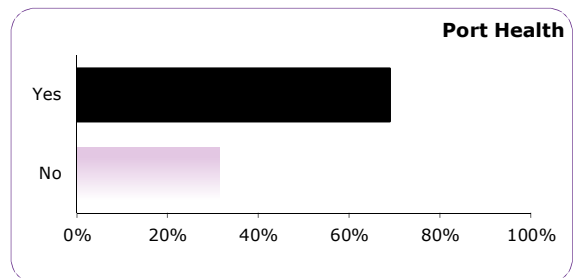
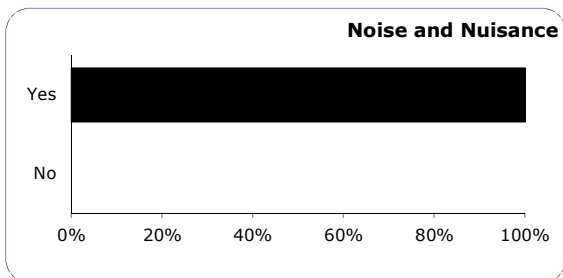
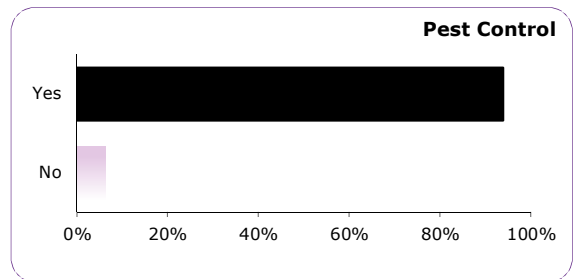
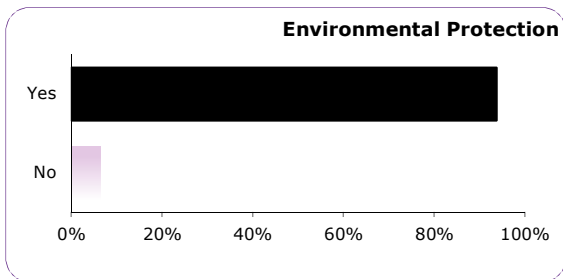
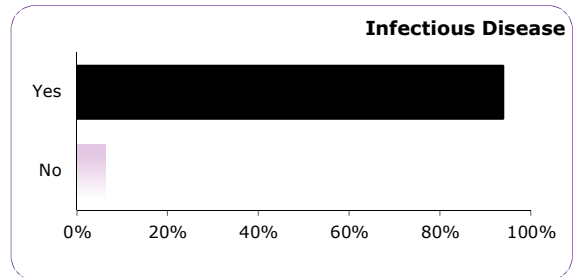
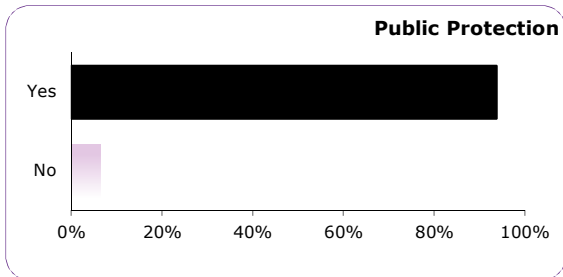
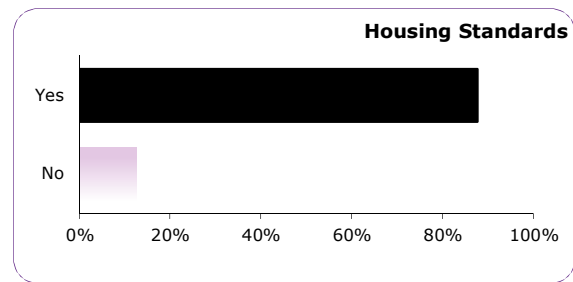
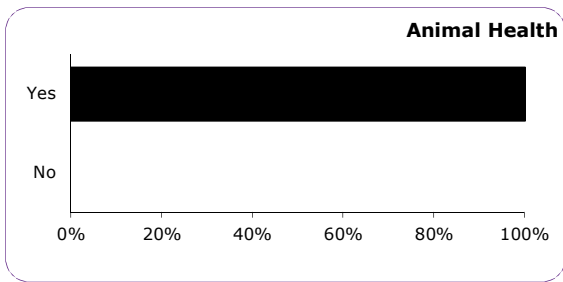
This section provides the headline figures for this year's Regulatory Services Statistics

Net Total Cost of Service

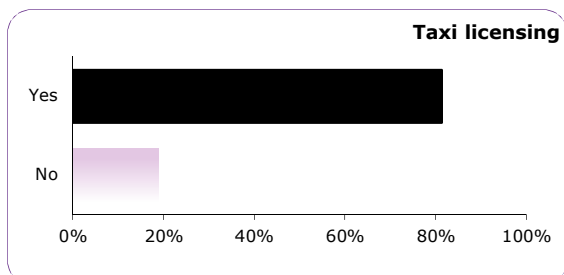
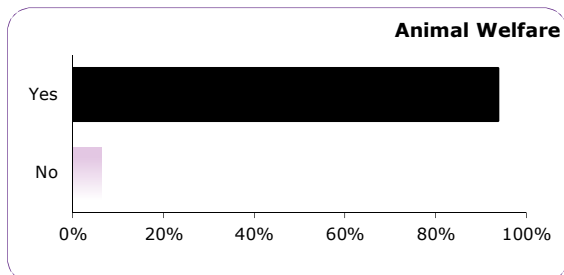
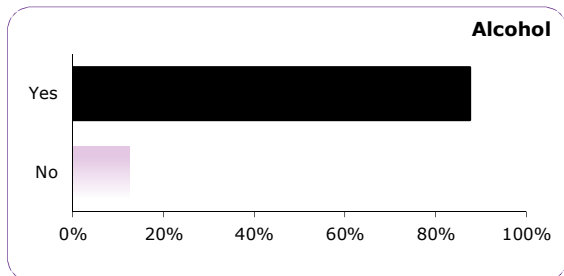
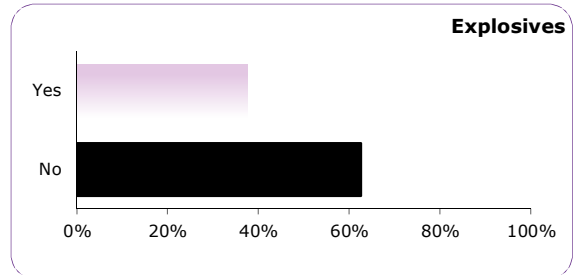
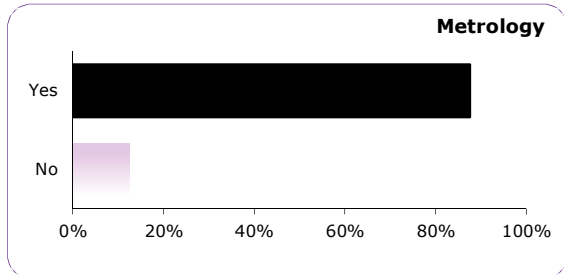
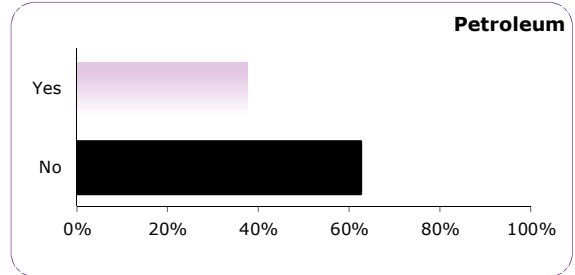
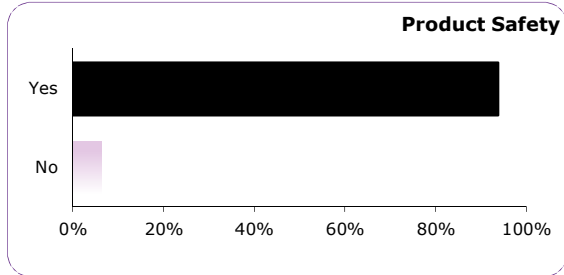
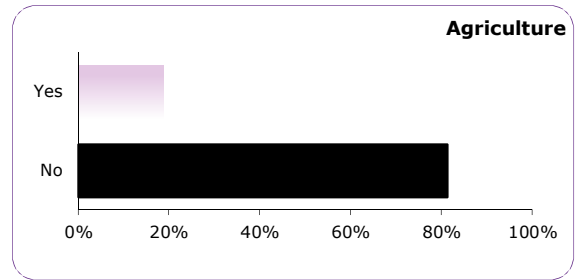
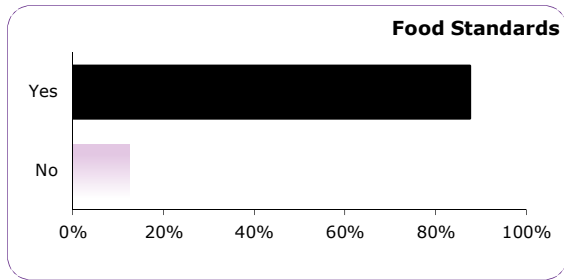
	£'000	£ p/h	Group Avg £ p/h	£'000 Change from 11/12 to 12/13 (%)	
				Barchester	Group
Barchester					
Gross Cost of Service	9,309	21.52	16.53	-3.8%	-37.7%
Total Income	2,990	6.91	4.83	-51.1%	-34.2%
Net Total Cost of Service	6,319	14.61	11.70	19.7%	-23.4%



Service Functions Covered by Local Authorities



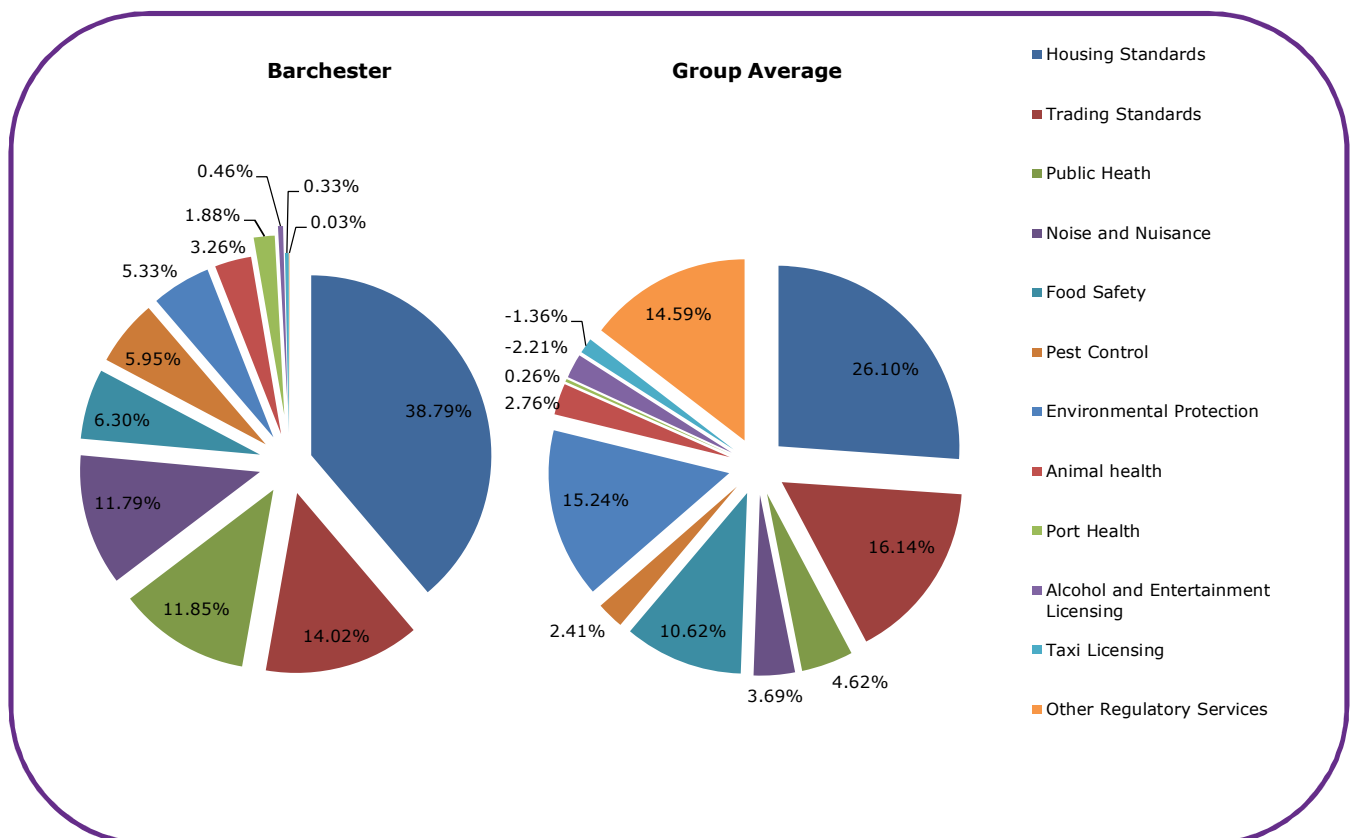
Service Functions Covered by Local Authorities



Expenditure by Service

	£'000	£ p/h	Group Avg £ p/h
Barchester			
Alcohol and Entertainment Licensing	29	0.07	(0.28)
Animal health	206	0.48	0.35
Public Health	749	1.73	0.58
Environmental Protection	337	0.78	1.92
Noise and Nuisance	745	1.72	0.47
Food Safety	398	0.92	1.34
Health and Safety	-	-	0.26
Housing Standards	2,451	5.67	3.29
Infectious Disease Control	-	-	0.10
Pest Control	376	0.87	0.30
Port Health	119	0.28	0.03
Taxi Licensing	21	0.05	(0.17)
Water Safety	-	-	0.04
Trading Standards	886	2.05	2.04
Other Regulatory Services	2	0.00	1.84
Total	6,319	14.61	12.12

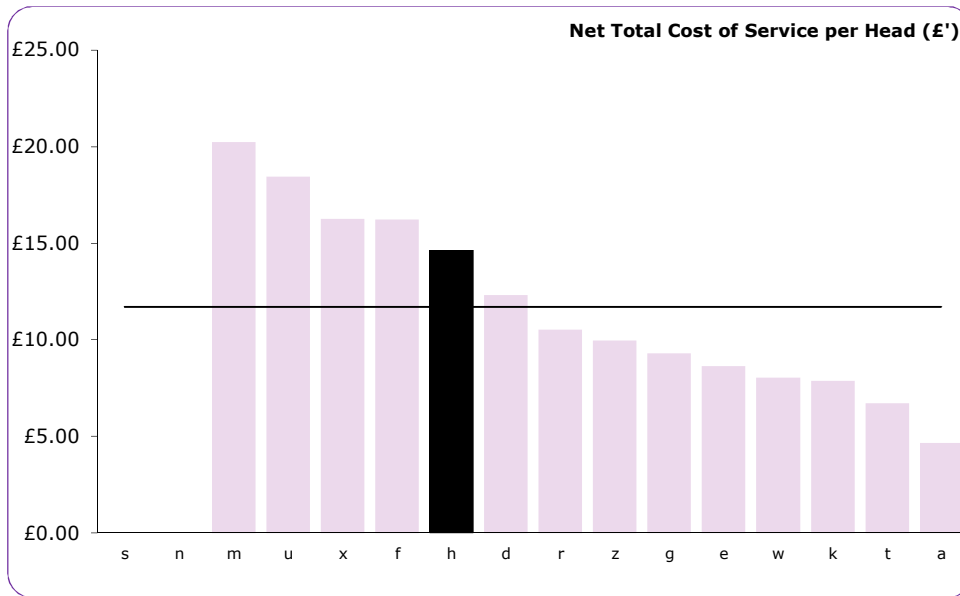
Percentage Spent on Services



*Figures less than 0 are considered income and therefore ignored.

SUBJECTIVE FINANCIAL ANALYSIS

This section provides a headline summary of the "Regulatory Services", Net Total Cost of Service per head of total population.



Net Total Cost of Service includes Capital Charges (analysis of the Net Total Cost of Service continues on the next page)

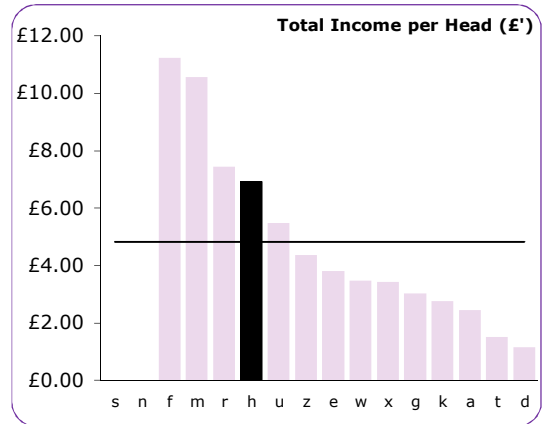
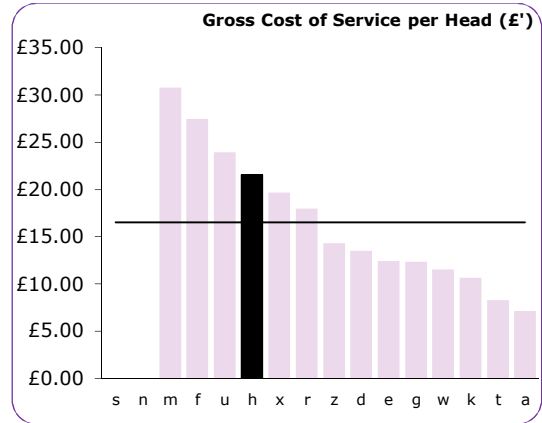
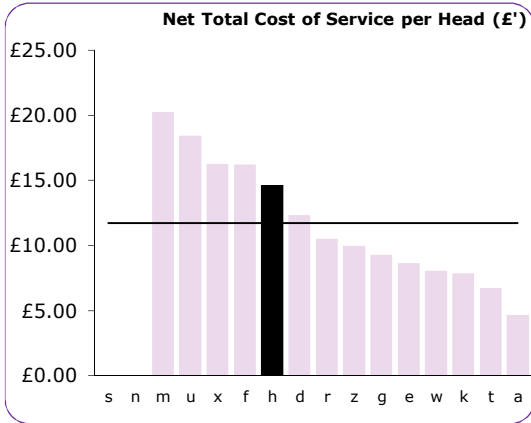
Subjective Financial Analysis

Net Total Cost of Service	Page 8
Gross Cost of Service	Page 9
Income	Page 11

Net Total Cost of Service

	£'000	£ p/h	Group Avg £ p/h	£'000 Change from 11/12 to 12/13 (%)	
				Barchester	Group
Barchester					
Gross Cost of Service	9,309	21.52	16.53	-3.8%	-37.7%
Total Income	2,990	6.91	4.83	-51.1%	-34.2%
Net Total Cost of Service	6,319	14.61	11.70	19.7%	-23.4%

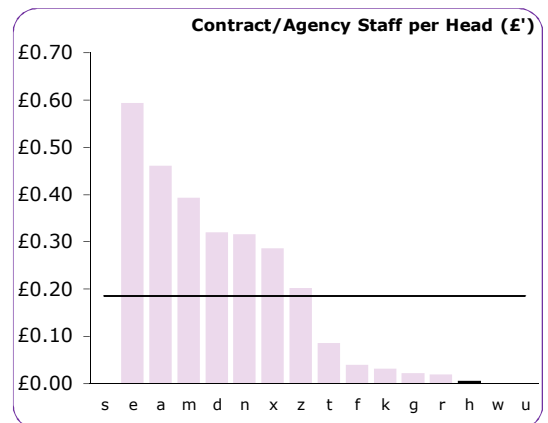
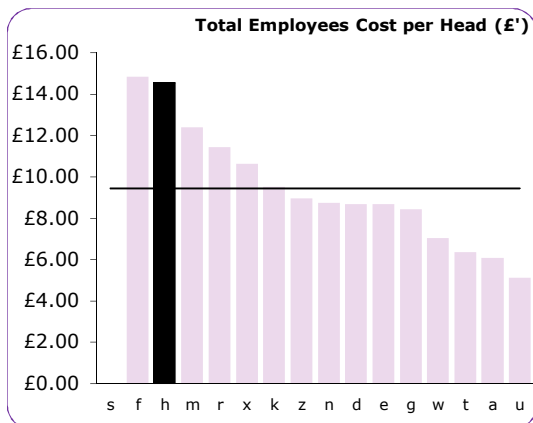
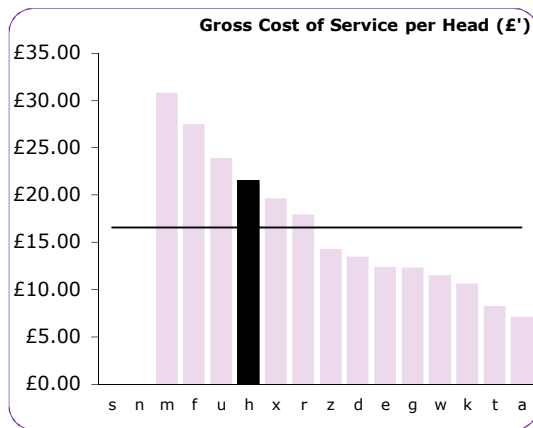
Net Total Cost of Service	£ per head
Max	£20.24
Min	£4.67
Median	£10.24
Range	£15.57

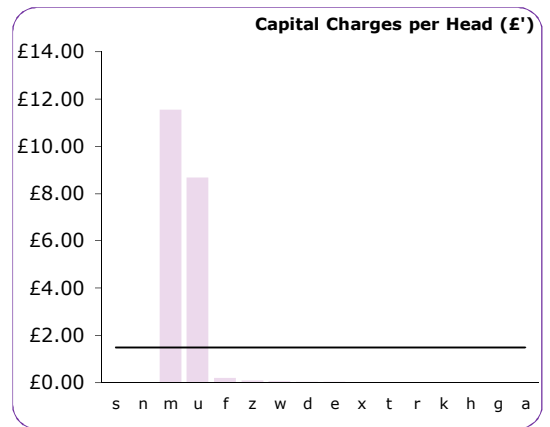
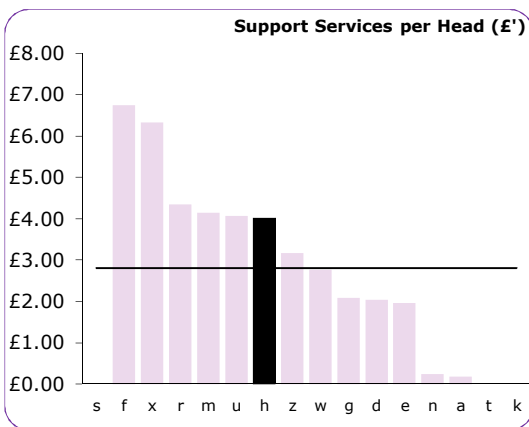
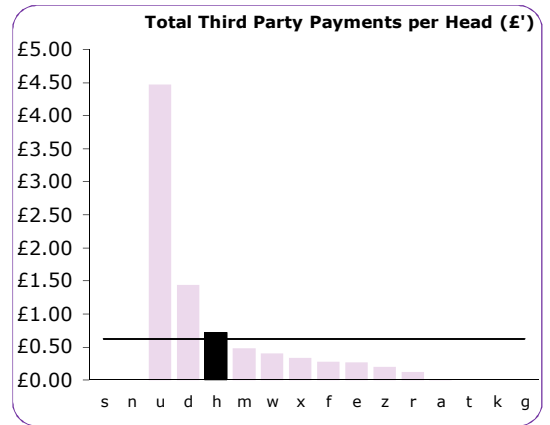
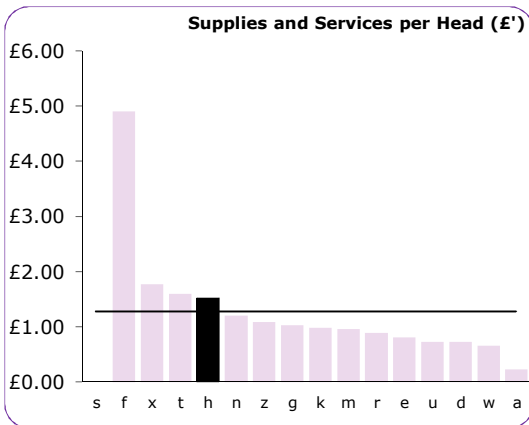
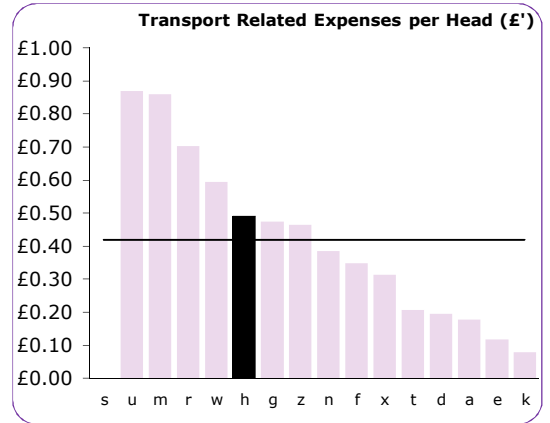
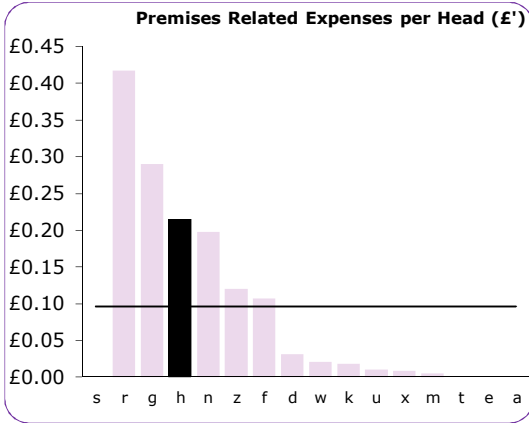


Gross Cost of Service

	£'000	£ p/h	Group Avg £ p/h	£'000 Change from 11/12 to 12/13 (%)	
				Barchester	Group
Barchester					
Employees Expenses	6,298	14.56	9.43	19.7%	-23.4%
Contract/Agency Staff	2	0.00	0.19	389.5%	36.9%
Premises related expenses	93	0.22	0.10	-90.7%	21.2%
Transport related expenses	212	0.49	0.42	9.0%	7.1%
Supplies and Services	657	1.52	1.27	-71.5%	-51.6%
Third Party Payments	312	0.72	0.62	63.6%	-31.6%
Support Services	1,735	4.01	2.81	-1.0%	-28.1%
Capital Charges	0	0.00	1.47	-100.0%	53.4%
Gross Cost of Service	9,309	21.52	16.53	-3.8%	-37.7%

Gross Cost of Service	£ per head
Max	£30.80
Min	£7.13
Median	£13.90
Range	£23.67

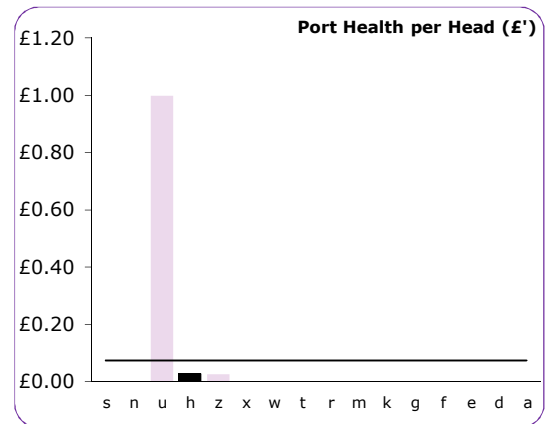
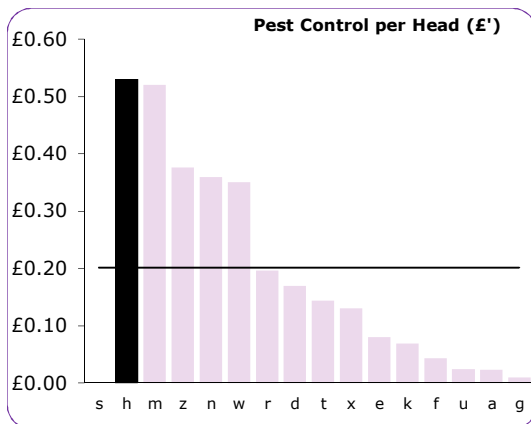
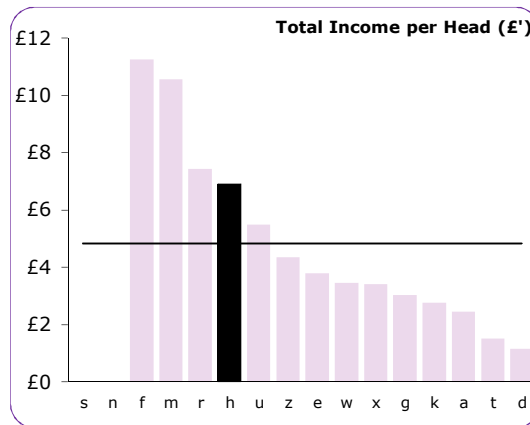




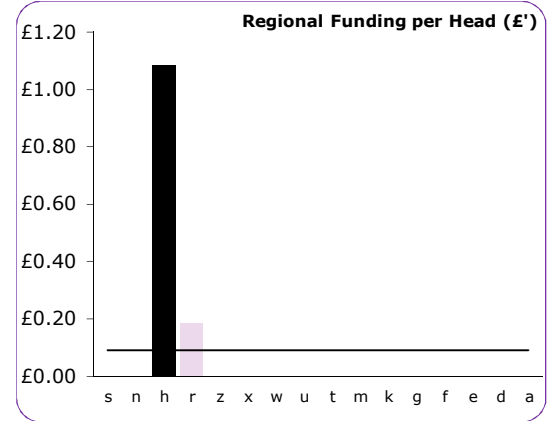
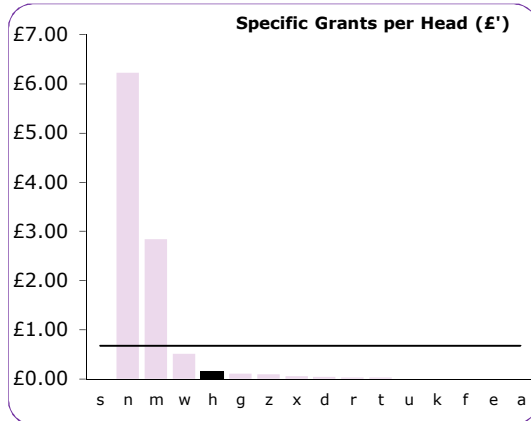
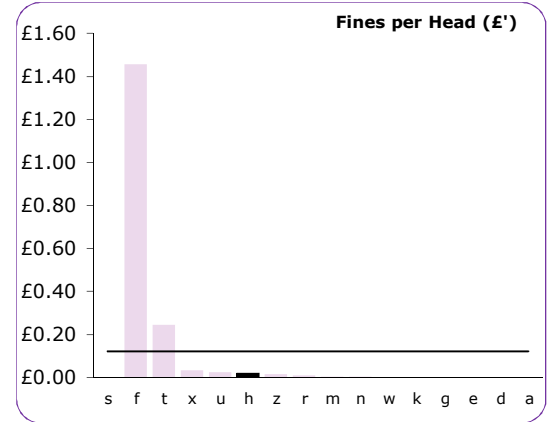
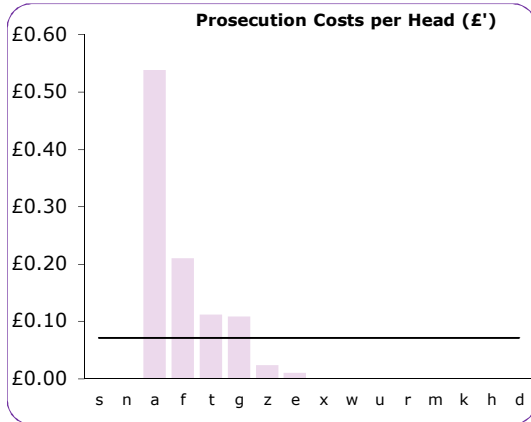
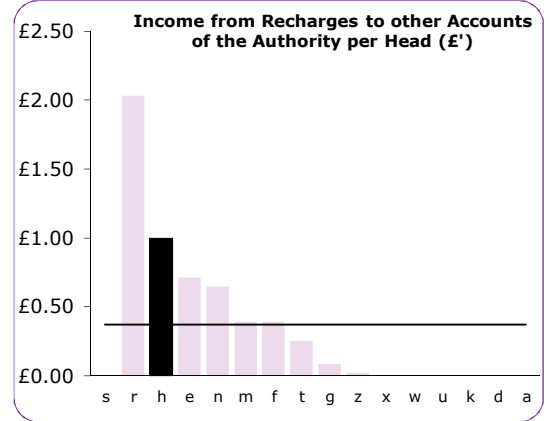
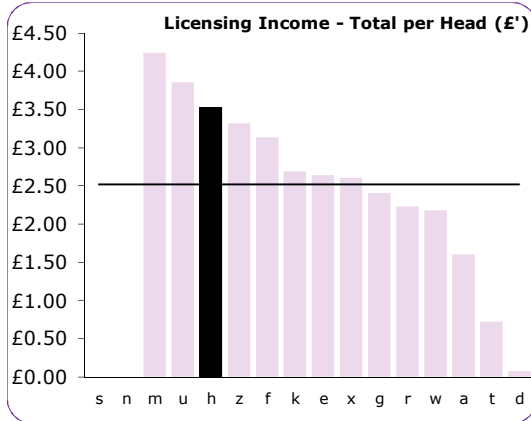
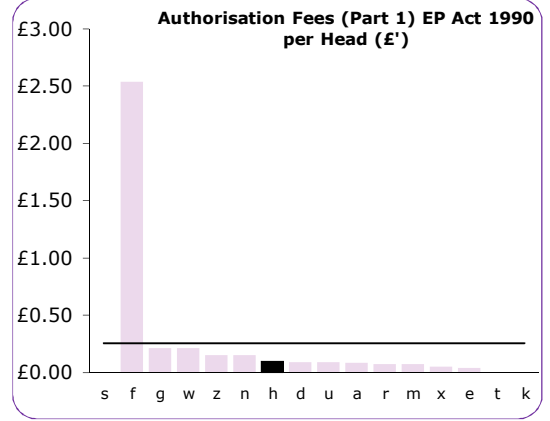
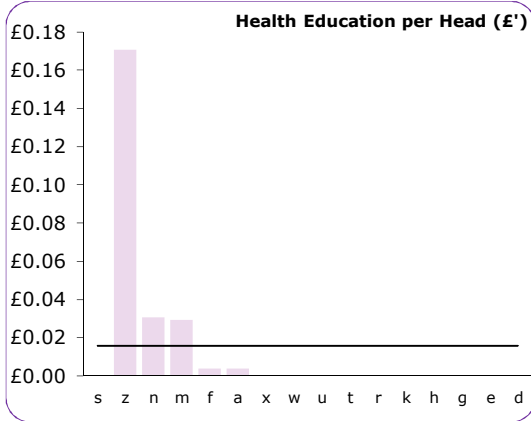
Income

	£'000	£ p/h	Group Avg £ p/h	£'000 Change from 11/12 to 12/13 (%)	
				Barchester	Group
Barchester					
Pest Control	229	0.53	0.20	-100.0%	-46.6%
Port Health	12	0.03	0.08	310.0%	105.0%
Health Education	0	0.00	0.02	na	-92.9%
Income Generated (Environ Act)	43	0.10	0.26	45.0%	-27.5%
Total Licensing Income	1,524	3.52	2.52	-15.0%	-3.5%
Income from recharges	432	1.00	0.37	-100.0%	-100.0%
Income from Prosecution Costs	0	0.00	0.07	300.0%	100.0%
Income from Fines	9	0.02	0.12	0.0%	-75.0%
Income from specific grant	57	0.13	0.67	-23.0%	-74.3%
Income (regional fund)	469	1.08	0.09	-99.2%	-39.6%
Income from Grant	0	0.00	0.03	na	na
Other Income	215	0.50	0.79	-25.4%	89.5%
Total Income	2,990	6.91	4.83	-51.1%	-34.2%

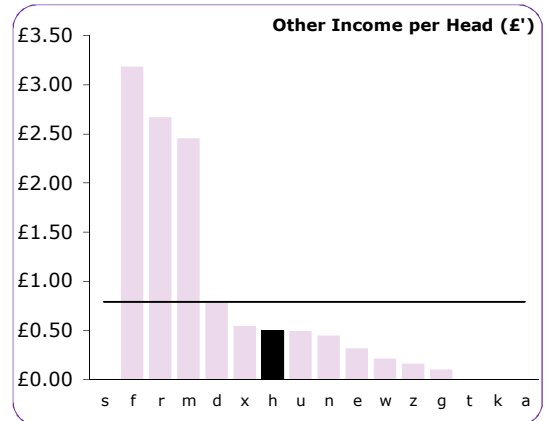
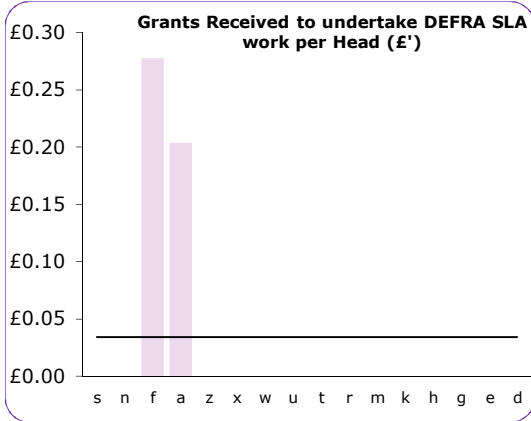
Income	£ per head
Max	£11.24
Min	£1.16
Median	£3.64
Range	£10.08



Income



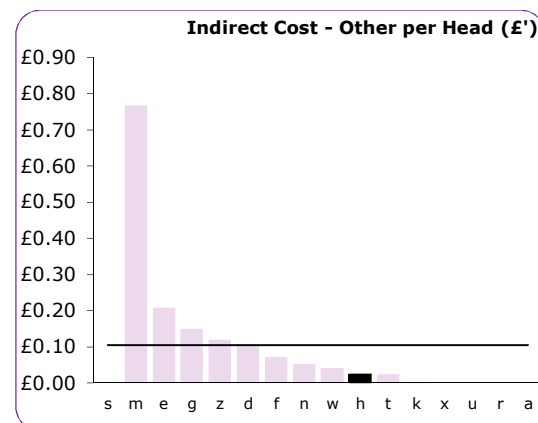
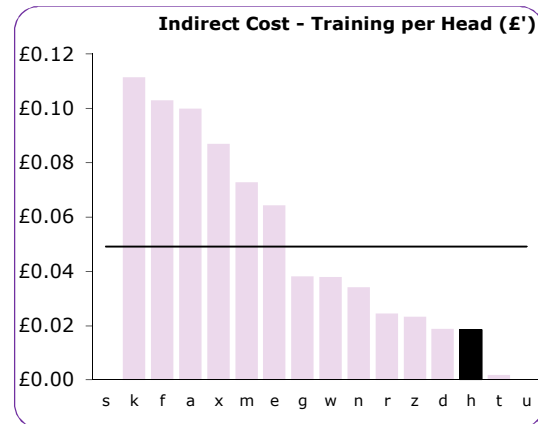
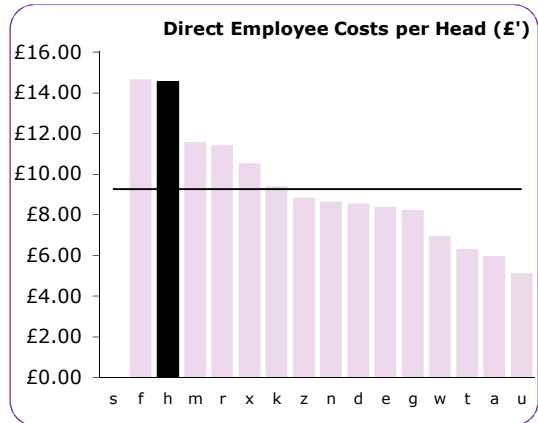
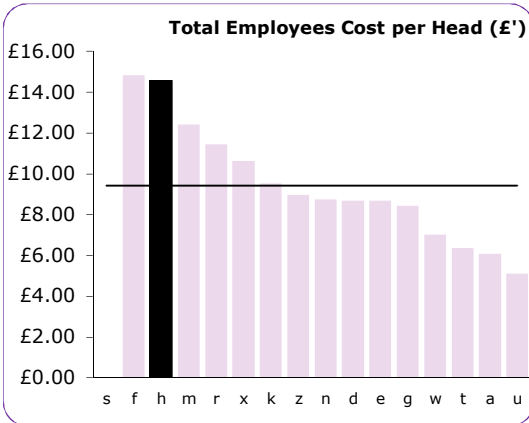
Income



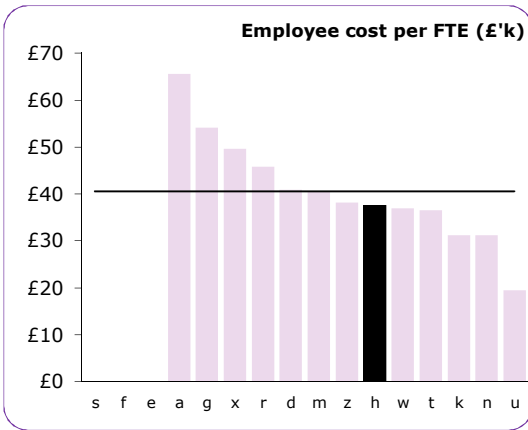
Cost of Employees

	£'000	£ p/h	Group Avg £ p/h	£'000 Change from 11/12 to 12/13 (%)	
				Barchester	Group
Barchester					
Direct					
Employee	6,279	14.52	9.28	0.5%	-10.7%
Indirect					
Training	8	0.02	0.05	800.0%	262.3%
Other	11	0.03	0.10	266.7%	132.1%
Total Cost	6,298	14.56	9.43	1.4%	-10.3%

Cost of Employees	£ per head
Max	£14.85
Min	£5.12
Median	£8.74
Range	£9.73



Cost of Employees

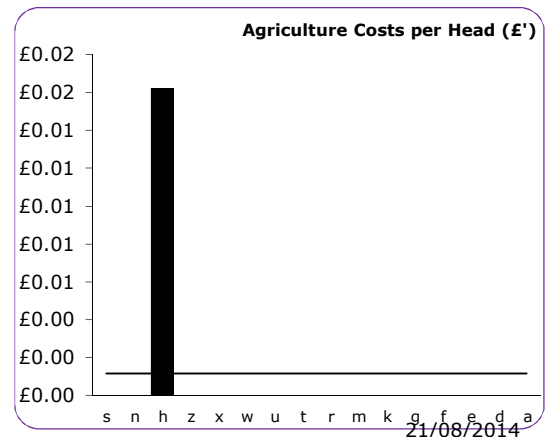
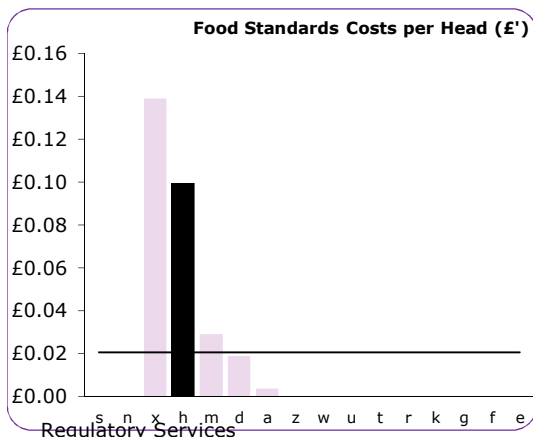
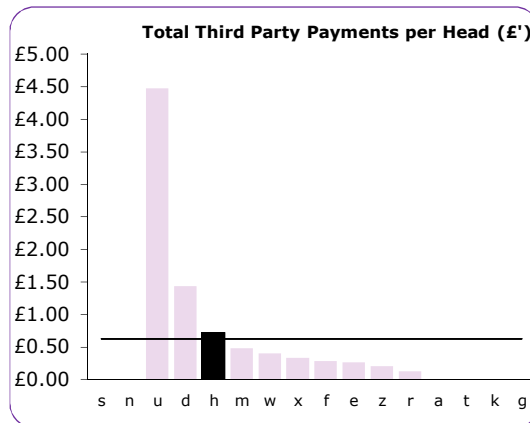


	Barchester	Group Average
Total Cost £'000	£6,298 k	£2,407 k
Employee FTE	168.0 FTE	52.0 FTE
Employee cost/FTE	£37.5 k	£40.6 k

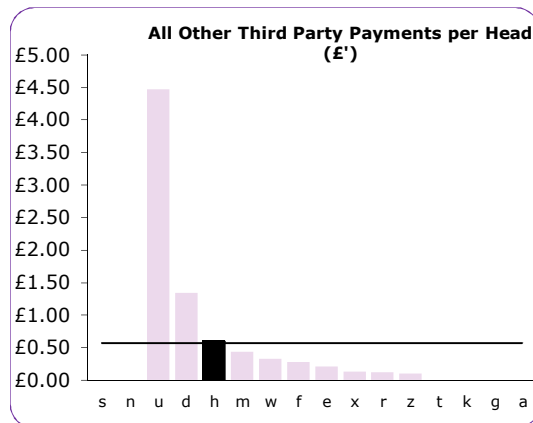
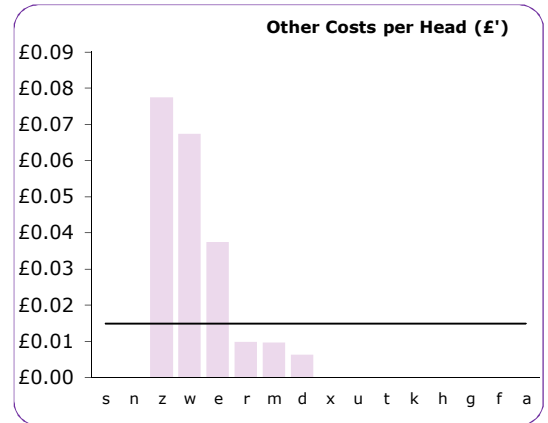
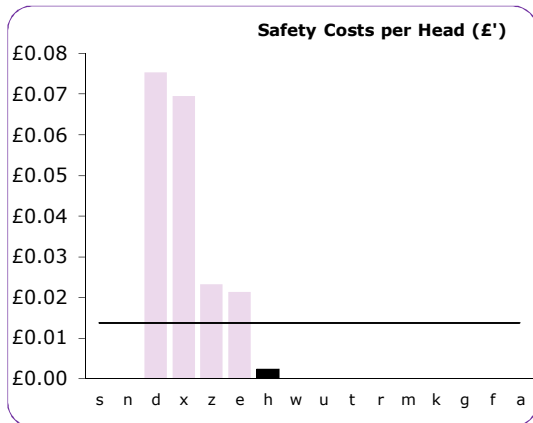
Third Party Payments

	£'000	£ p/h	Group Avg £ p/h	£'000 Change from 11/12 to 12/13 (%)	
				Barchester	Group
Barchester					
Sample testing & analytical costs					
Food Standards	43	0.10	0.02	-100.0%	-76.5%
Agriculture	7	0.02	0.00	-100.0%	-100.0%
Safety	1	0.00	0.01	-100.0%	-20.0%
Other sampling	0	0.00	0.01	na	-83.3%
All other Third Party Payments	261	0.60	0.57	80.7%	-39.5%
Total Third Party Payments	312	0.72	0.62	63.6%	-31.6%

Third Party Payments	£ per head
Max	£4.47
Min	£0.00
Median	£0.27
Range	£4.47



Third Party Payments

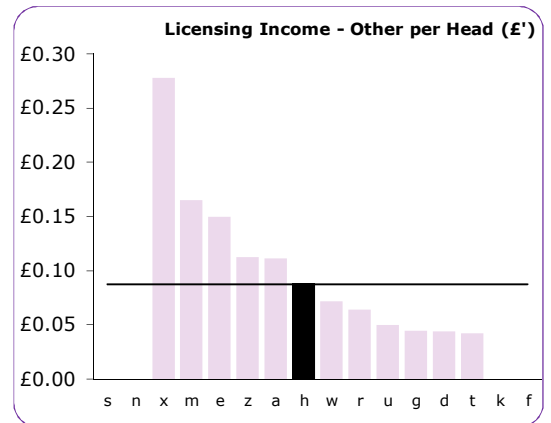
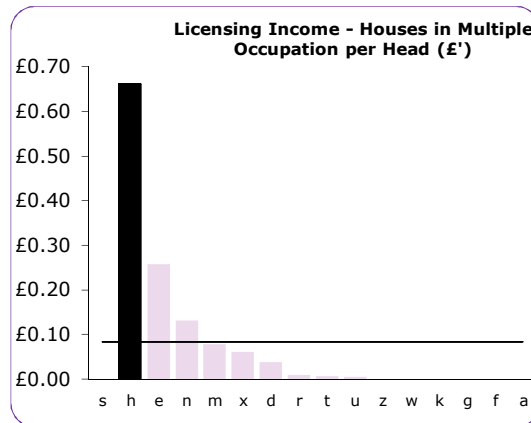
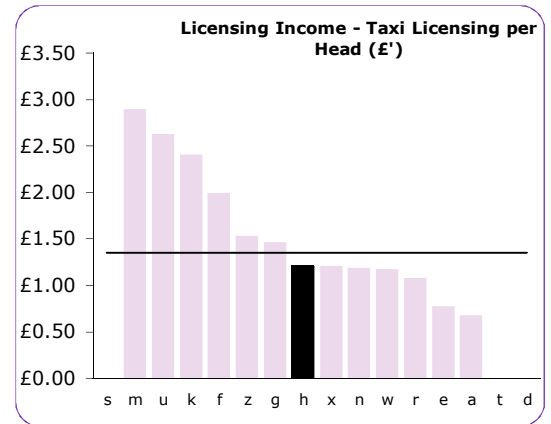
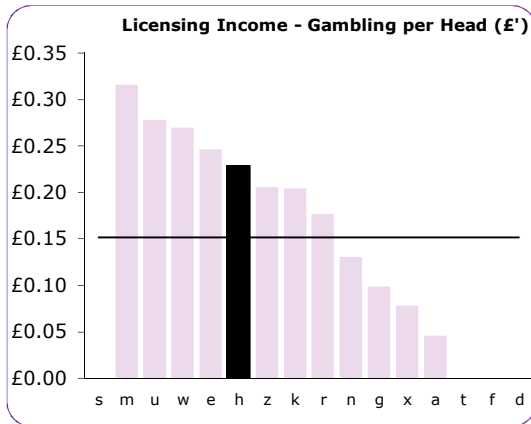
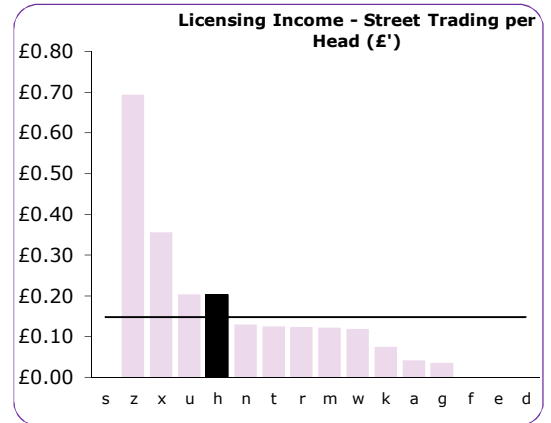
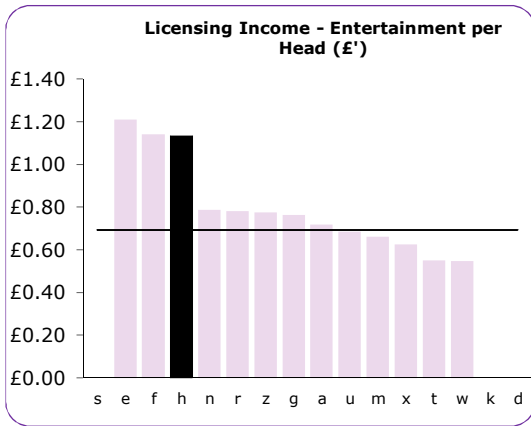
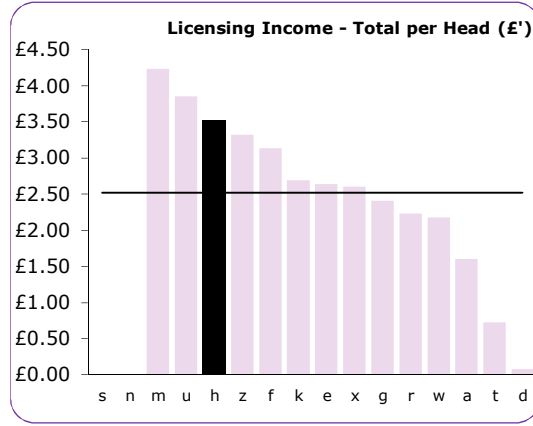


Licensing Income

	£'000	£ p/h	Group Avg £ p/h	£'000 Change from 11/12 to 12/13 (%)	
				Barchester	Group
Barchester					
Alcohol/Entertainment licensing	490	1.13	0.69	15.0%	37.6%
Street Trading	88	0.20	0.15	-43.9%	-72.0%
Gambling Licensing	99	0.23	0.15	-14.5%	-62.9%
Taxi Licensing	523	1.21	1.35	-28.9%	-3.3%
Licensing HMOs	286	0.66	0.08	na	-100.0%
Other Licensing	38	0.09	0.09	46.8%	57.8%
Total Licensing Income	1,524	3.52	2.52	-15.0%	-3.5%

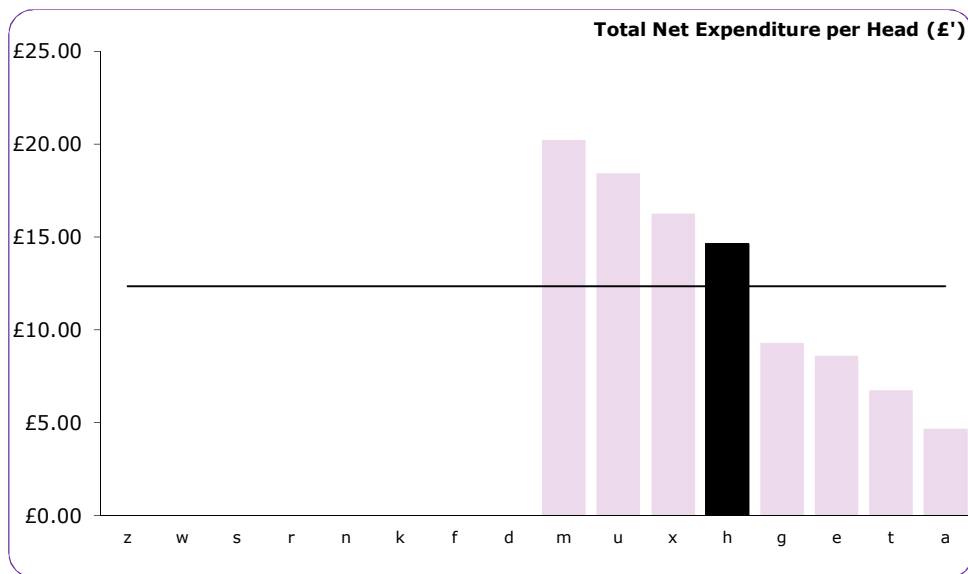
Licensing Income	£ per head
Max	£4.24
Min	£0.08
Median	£2.62
Range	£4.16

Licensing Income



OBJECTIVE FINANCIAL ANALYSIS

This section provides a headline summary of the "Regulatory Services", Net Total Cost of Service per head of total population.



Net Total Cost of Service includes Capital Charges (analysis of the Net Total Cost of Service continues on the next page)

Objective Financial Analysis

Net Total Cost of Service Page 19

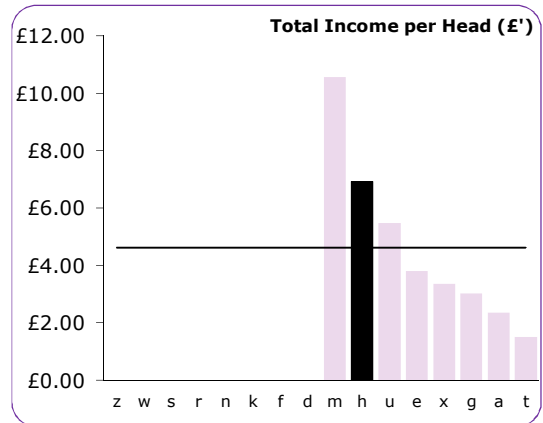
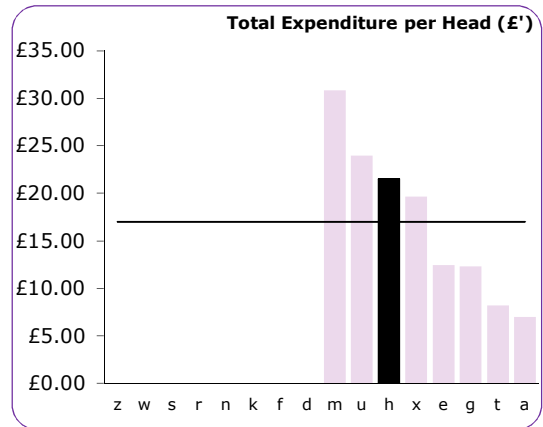
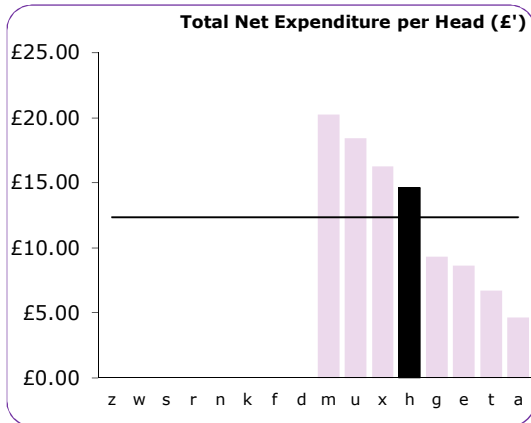
Net Expenditure by Service Function Page 20

Net Total Cost of Service

	£'000	£ p/h	Group Avg £ p/h
Barchester			
Total Expenditure	9,310	21.53	16.99
Total Income	2,991	6.92	4.63
Net Total Cost of Service	6,319	14.61	12.36

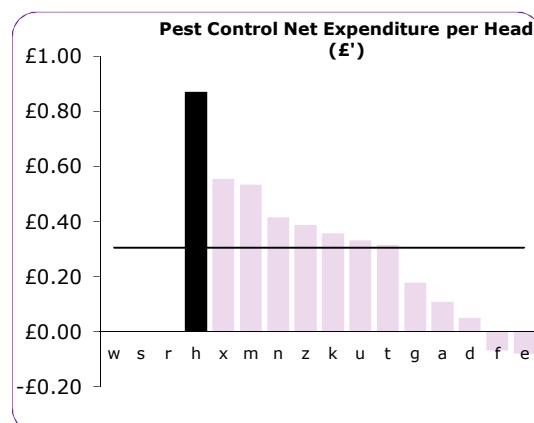
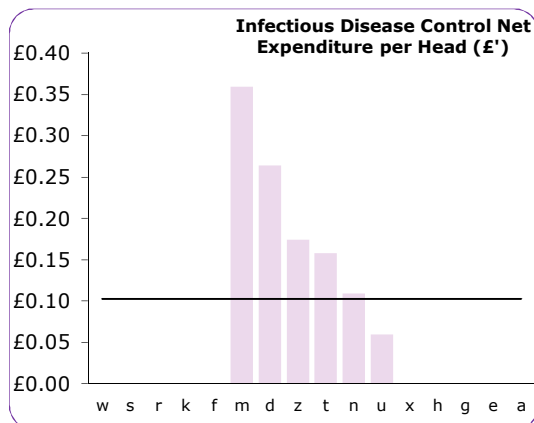
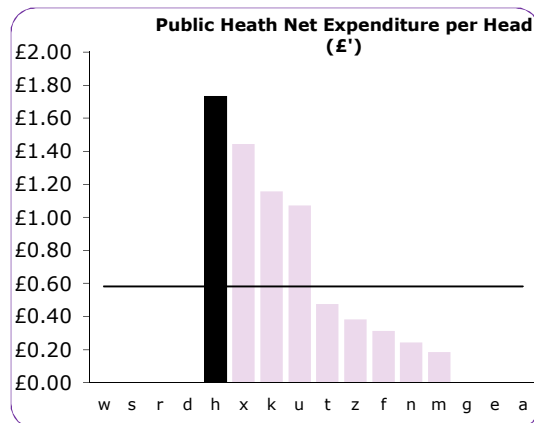
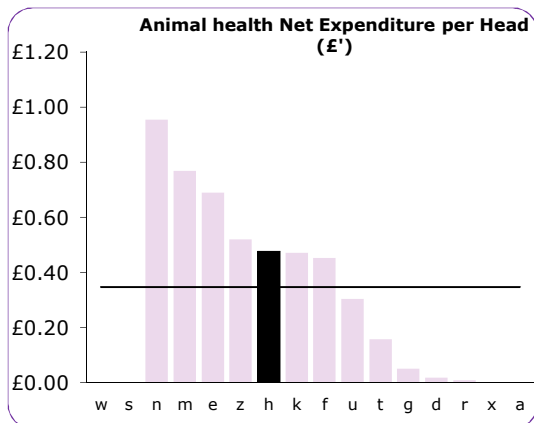
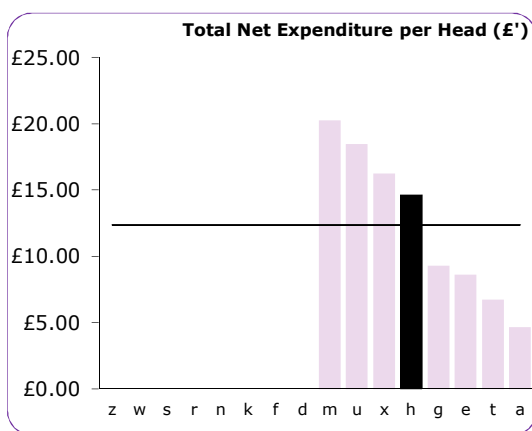
Net Total Cost of Service	£ per head
Max	£20.24
Min	£4.67
Median	£11.96
Range	£15.57

*Percentage change for the objective analysis financial changes have not been shown as the calculations represent an unfair representation of the figures.

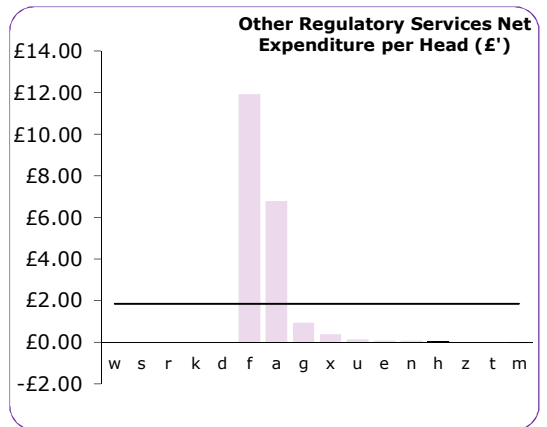
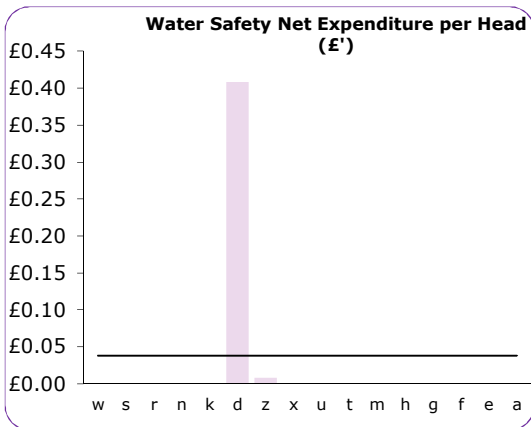
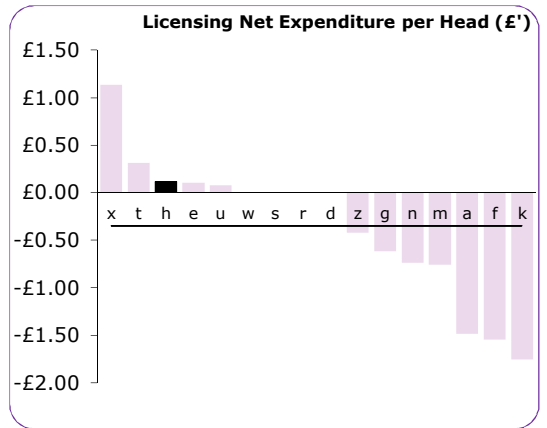
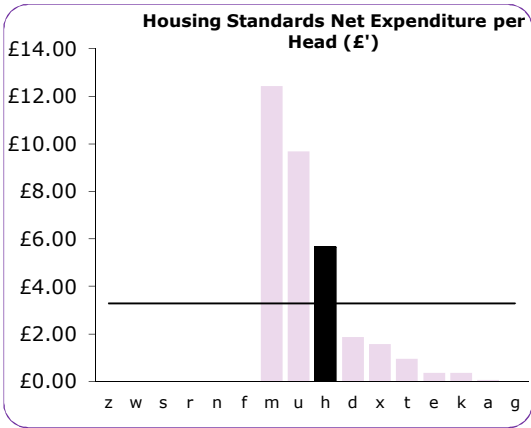
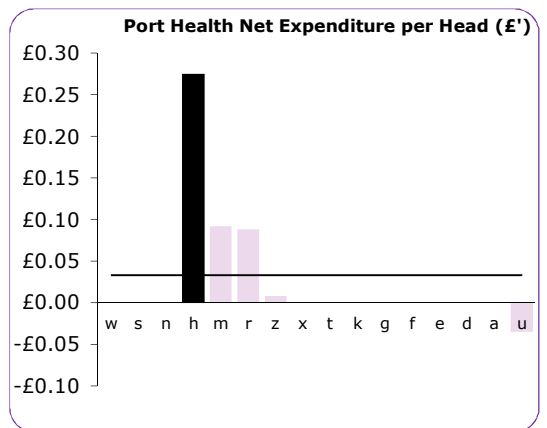
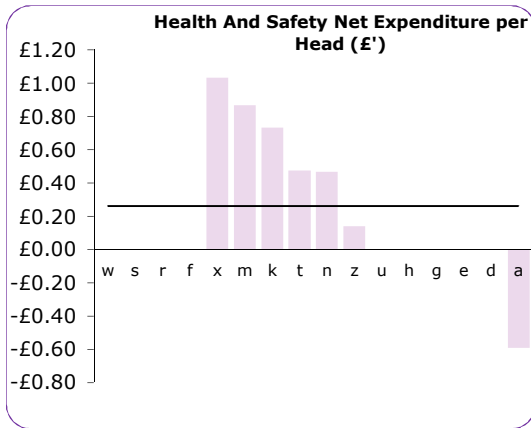
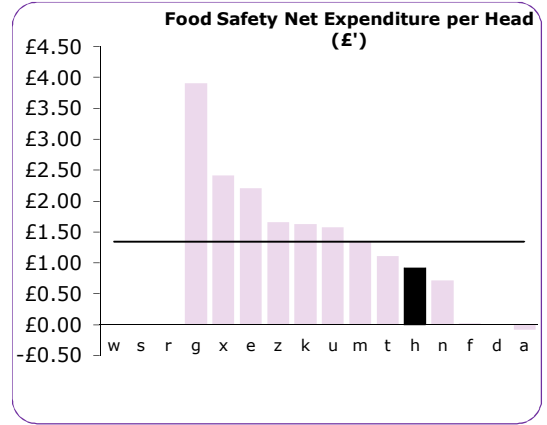
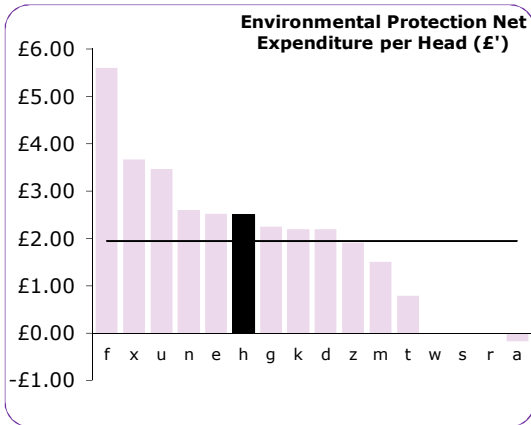


Net Expenditure by Service Function Covered

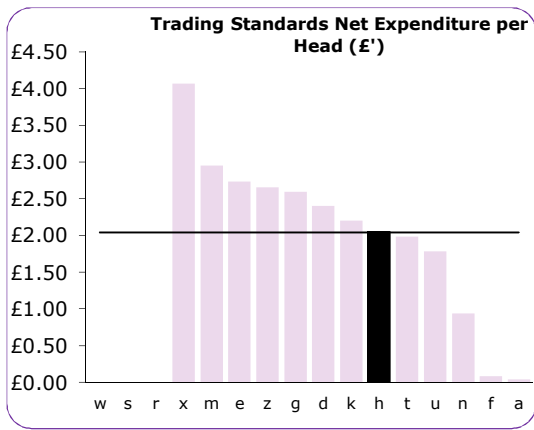
	£'000	£ p/h	Group Avg £ p/h
Barchester			
Alcohol and Entertainment Licensing	29	0.07	(0.28)
Animal Health	206	0.48	0.35
Public Health	749	1.73	0.58
Environmental Protection	337	0.78	1.92
Noise and Nuisance	745	1.72	0.47
Food Safety	398	0.92	1.34
Health and Safety	-	0	0.26
Housing Standards	2,451	5.67	3.29
Infectious Disease	-	0	0.10
Pest Control	376	0.87	0.30
Port Health	119	0.28	0.03
Taxi Licensing	21	0.05	(0.17)
Water Safety	-	0	0.04
Trading Standards	886	2.05	2.04
Other Regulatory Services	2	0.00	1.84
Net Expenditure	6,319	14.61	12.36



Net Expenditure by Service Function Covered



Net Expenditure by Service Function Covered

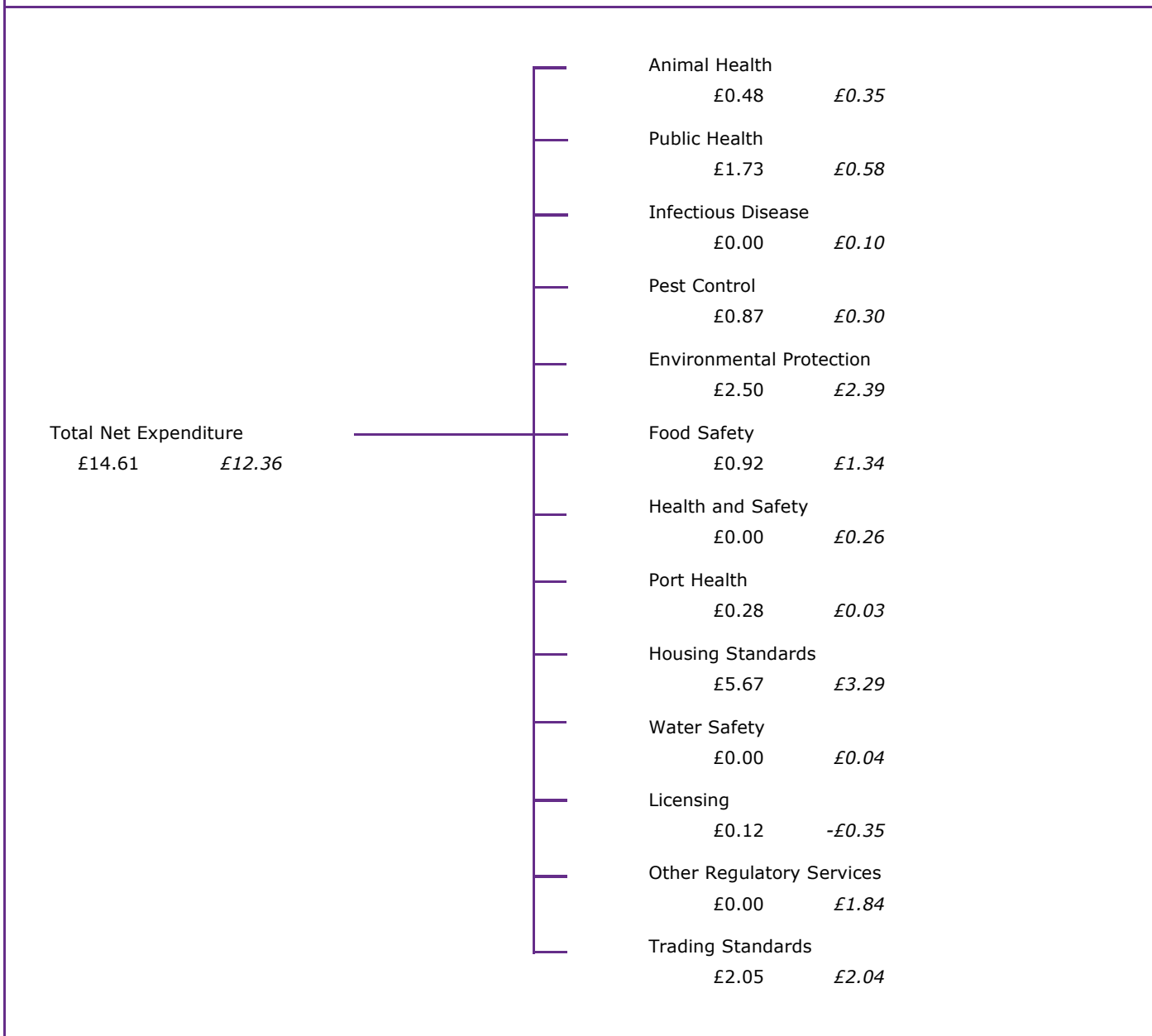


SERVICE EXPENDITURE OVERVIEW

Total Net Expenditure (including capital charges) - Objective Analysis

COST TREE

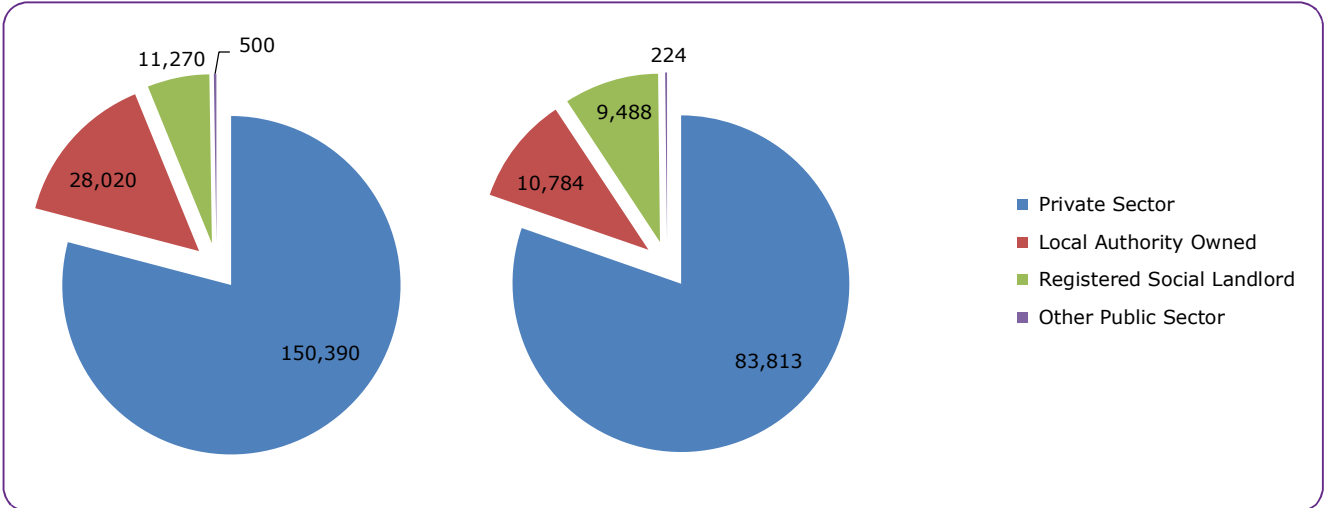
This tree diagram analyses the net expenditure per head of total population for each service area. Under each category two figures are given, the first being the authority's cost and the second (in italics) is the group average.



DWELLING STOCK

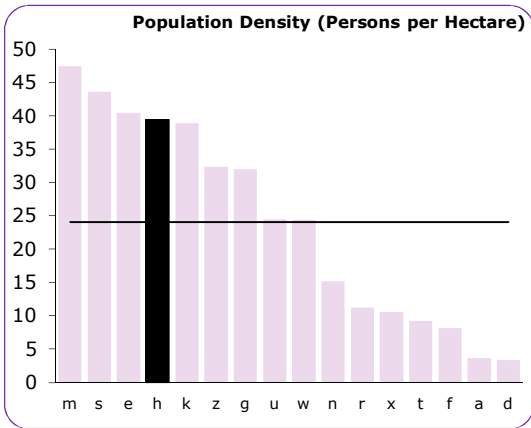
Numbers at 1st April 2012	Barchester	Group Average
Local Authority Owned	28,020	10,784
Registered Social Landlord	11,270	9,488
Other Public Sector	500	224
Private Sector	150,390	83,813
Total Dwellings	190,180	104,309

Dwelling Stock at 1st April 2012

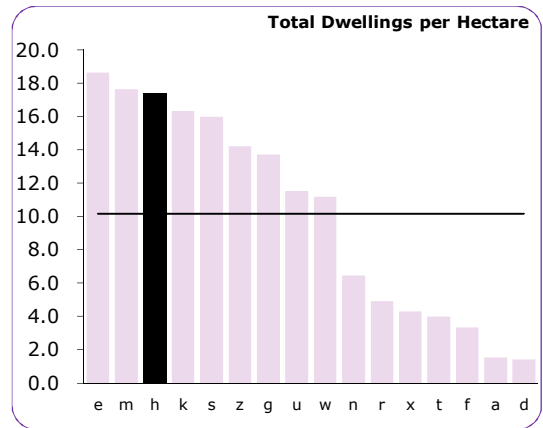


Barchester

Group Average



Barchester 39.46 Avg 24.02

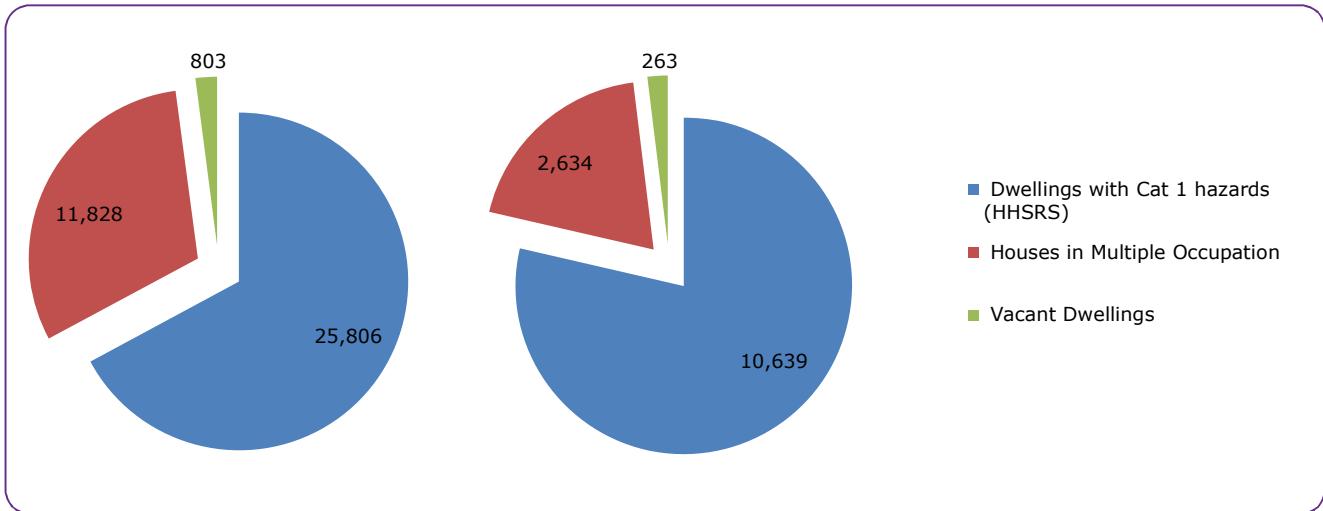


Barchester 17.35 Avg 10.16

Type of Dwelling Stock

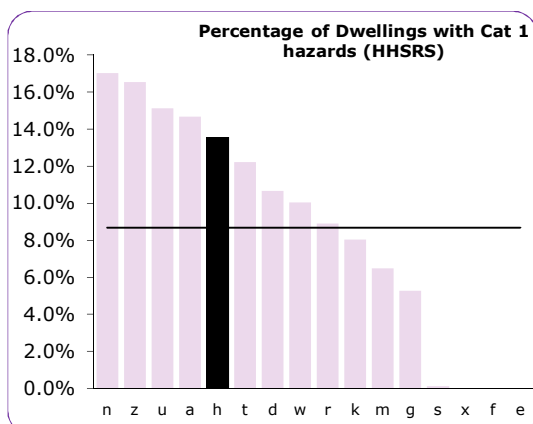
Type of Dwelling Stock at 1st April 2013	Barchester	Group Average
Dwellings with Cat 1 hazards (HHSRS)	25,806	10,639
Vacant Dwellings	803	263
Houses in Multiple Occupation	11,828	2,634

Type of Dwelling Stock at 1st April 2012

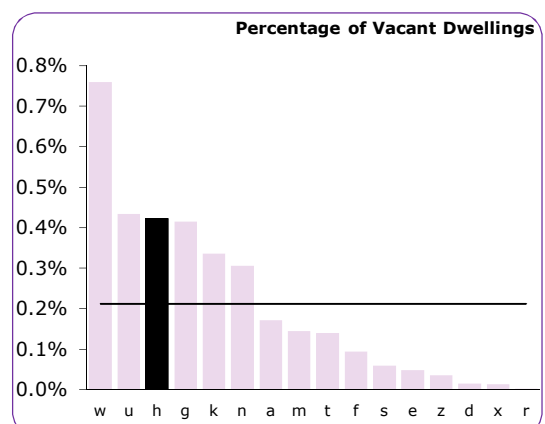


Barchester

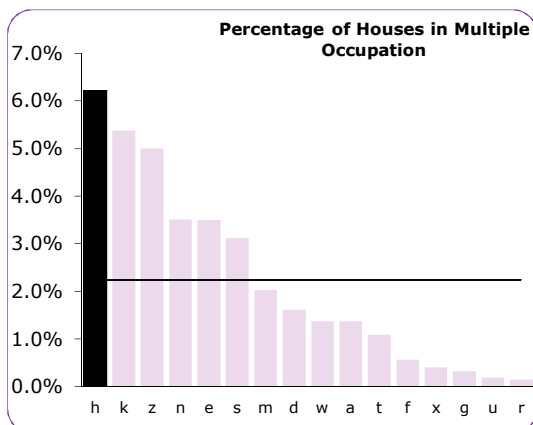
Group Average



Barchester 13.57% Avg 8.67%



Barchester 0.42% Avg 0.21%

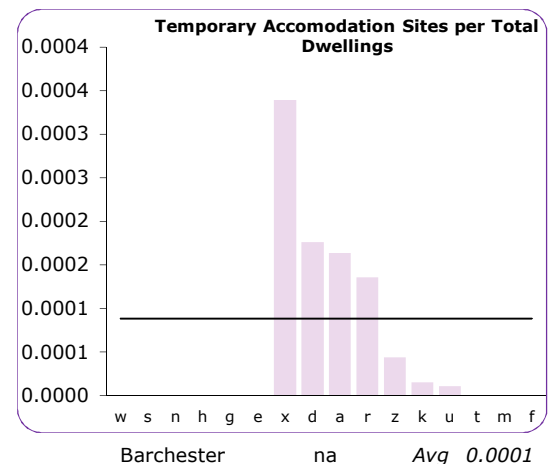
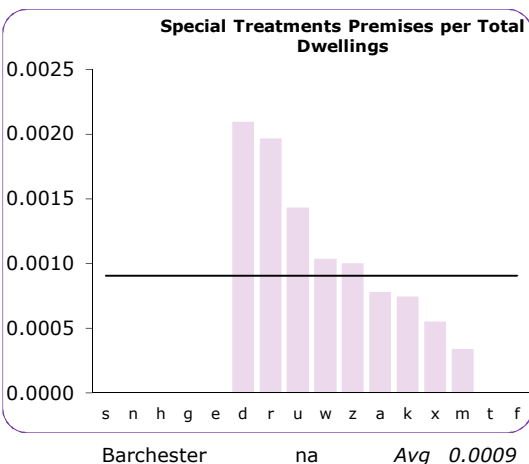
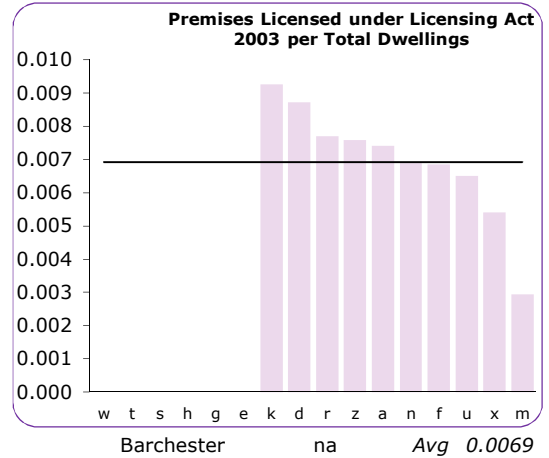
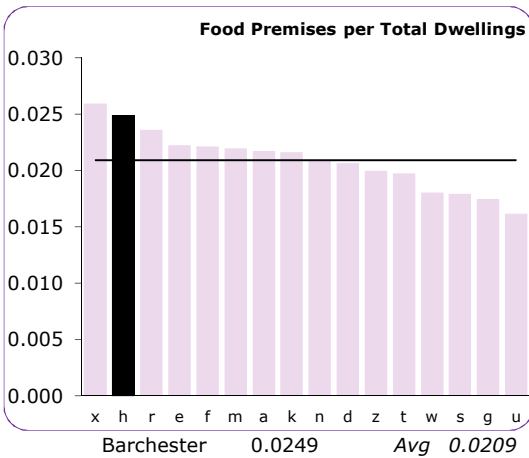
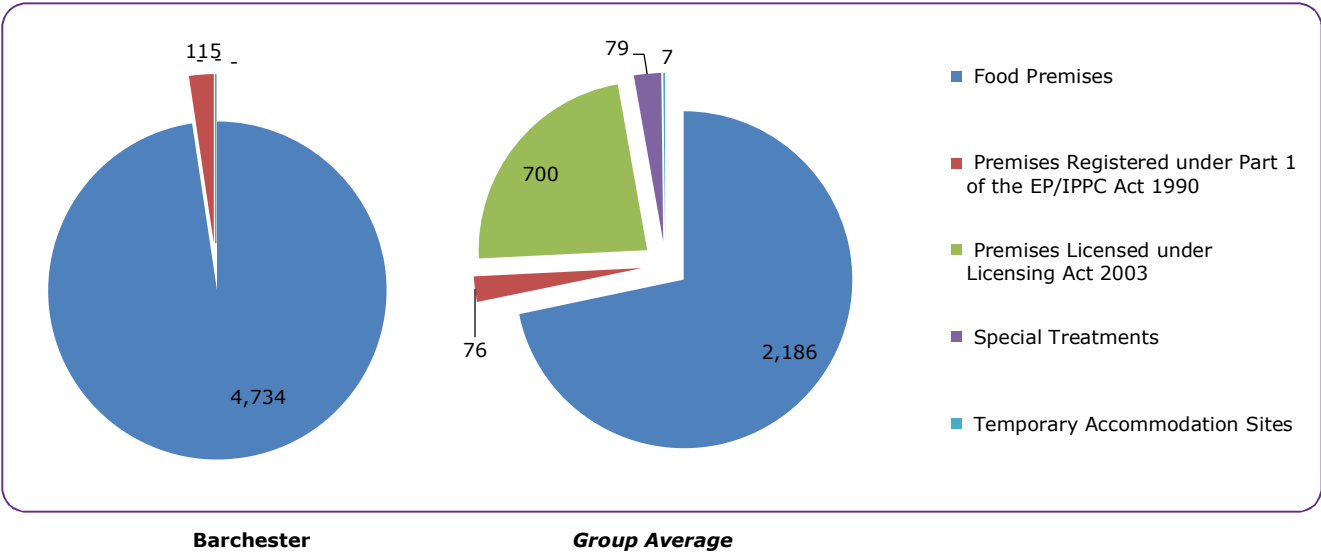


Barchester 6.22% Avg 2.24%

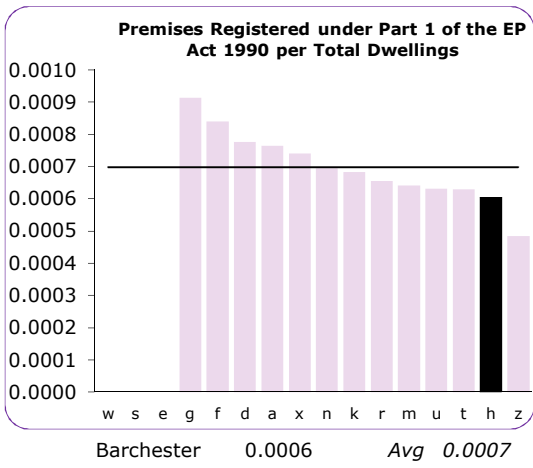
Premises Subject to Local Authority Inspection

Numbers at 1st April 2012	Barchester	Group Average
Food Premises	4,734	2,186
Premises Licensed under Licensing Act 2003	na	700
Special Treatments	na	79
Temporary Accommodation Sites	na	7
Premises Registered under Part 1 of the EP/IPPC Act 1990	115	76

Premises Subject to Local Authority Inspection at 1st April 2012



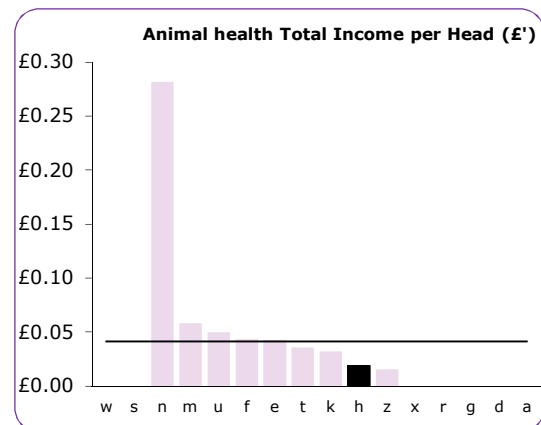
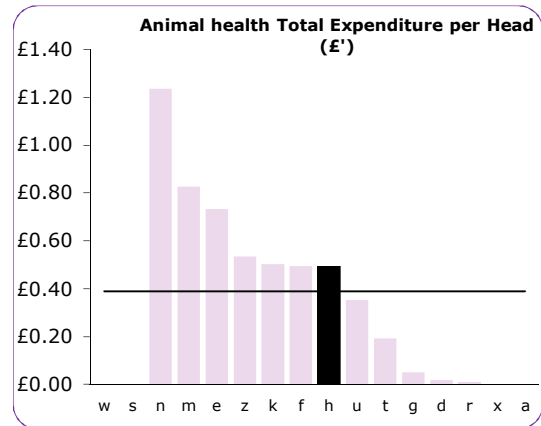
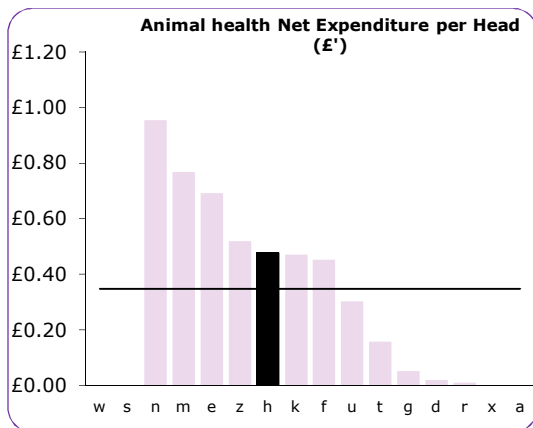
Premises Subject to Local Authority Inspection



ANIMAL HEALTH AND ANIMAL WELFARE-LICENSING

Animal Health 2012-2013 Actuals	£'000	£ per head	Avg £ per head
Gross Expenditure	214	0.49	0.39
Total Income	8	0.02	0.04
Net Expenditure	206	0.48	0.35

	£ per head
Max	£0.95
Min	£0.00
Median	£0.38
Range	£0.95

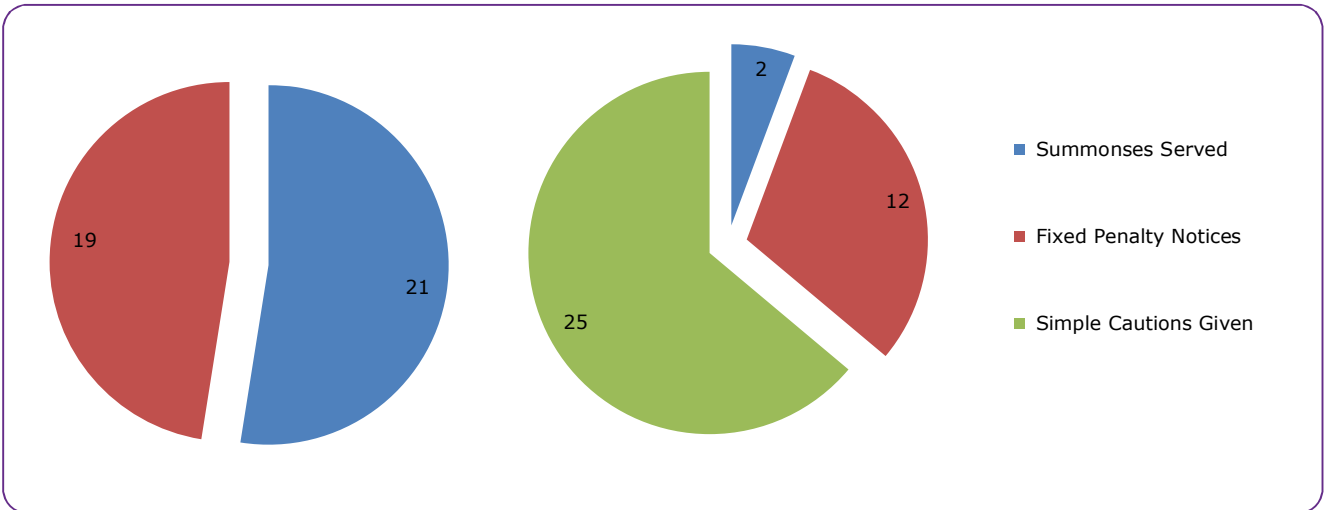


Animal Welfare - Licensing

Enforcement Action During 2012-13	Barchester	Group Average
Complaints/Requests for Service Requiring a Response	3,012	1,166
Inspections Carried Out	64	253
Actions Taken		
Summonses Served	21	2
Simple Cautions Given	na	25
Fixed Penalty Notices Given	19	12
Stray Animals Impounded	1,534	471

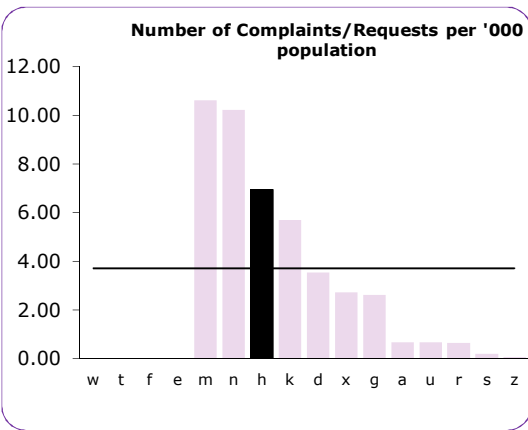
Animal Welfare - Licensing

Enforcement Actions Taken During the Year

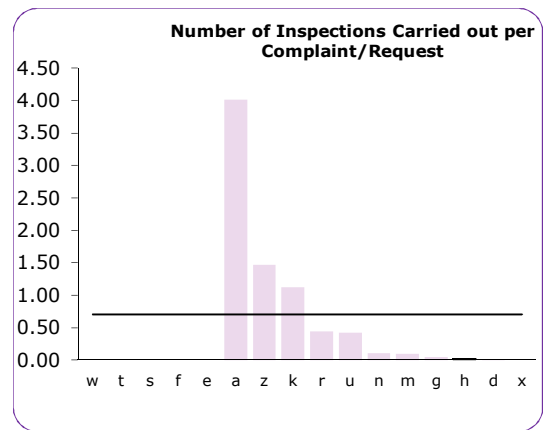


Barchester

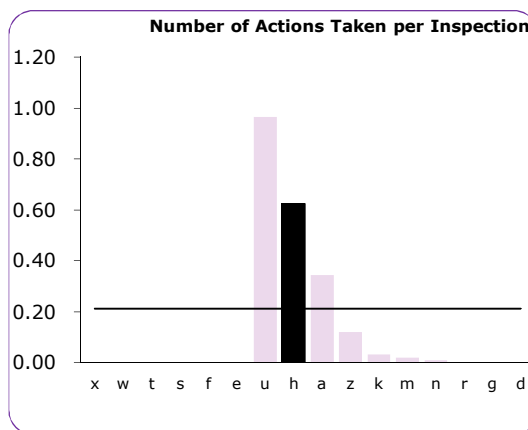
Group Average



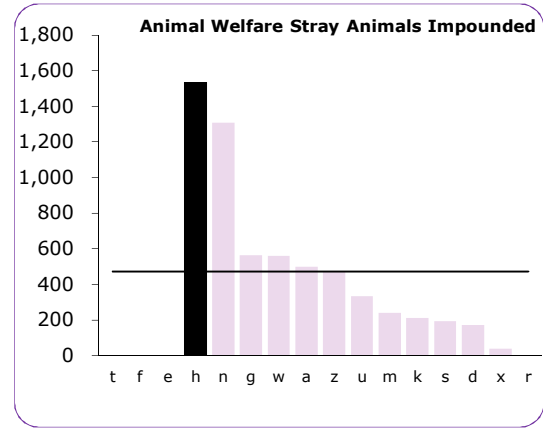
Barchester 6.96 Avg 3.73



Barchester 0.02 Avg 0.70



Barchester 0.63 Avg 0.21

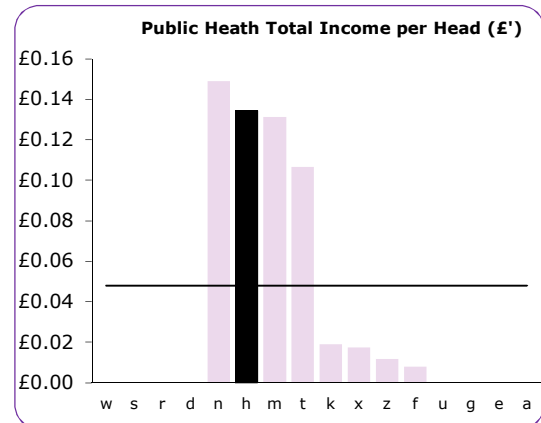
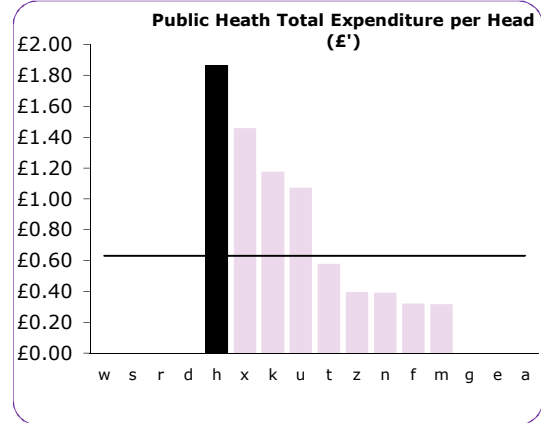
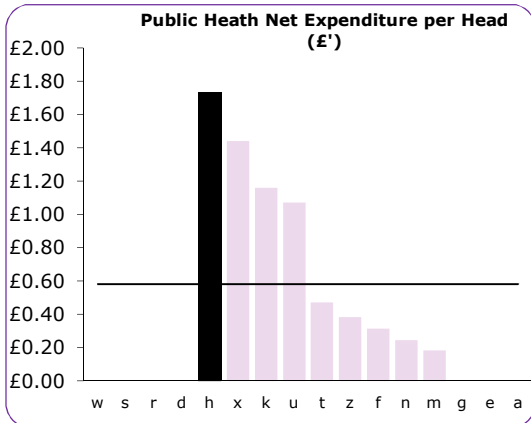


Barchester 1,534 Avg 471

PUBLIC HEALTH

Public Health 2012-2013 Actuals	£'000	£ per head	Avg £ per head
Gross Expenditure	807	1.87	0.63
Total Income	58	0.13	0.05
Net Expenditure	749	1.73	0.58

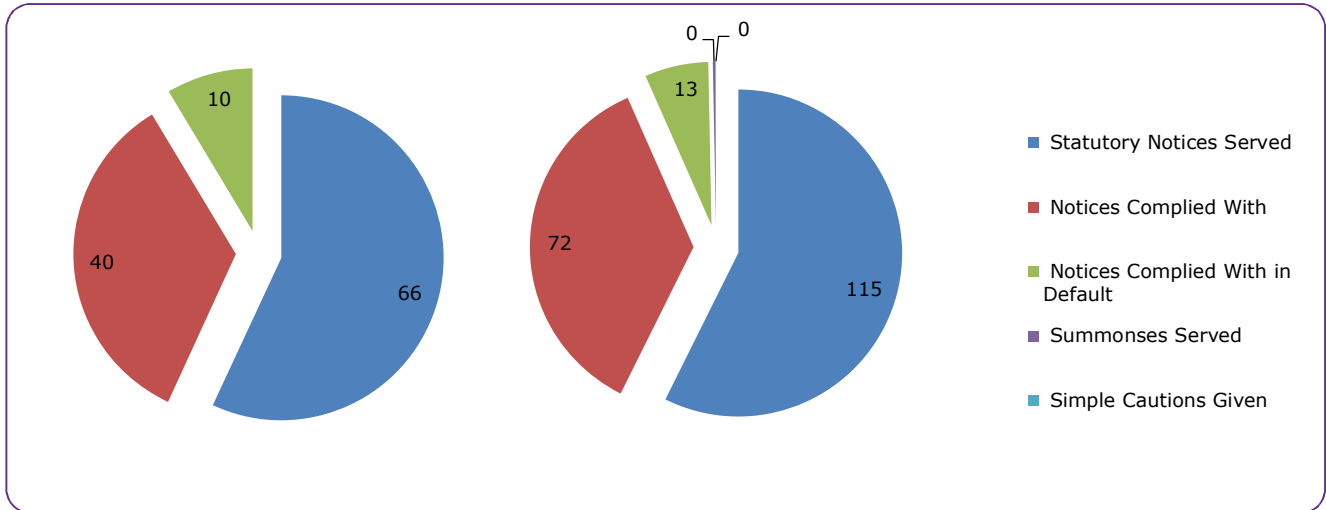
	£ per head
Max	£1.73
Min	£0.00
Median	£0.35
Range	£1.73



Public Health, Drainage and Pest Control

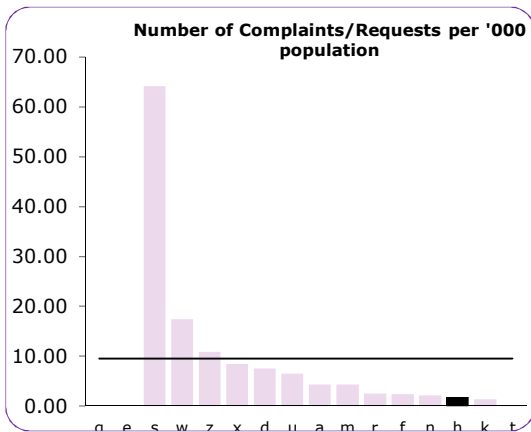
Enforcement Action During 2012-13	Barchester	Group Average
Requests for Service Requiring a Response	710	1,776
Actions Taken		
Statutory Notices Served	66	115
Notices Complied With	40	72
Notices Complied With in Default	10	13
Summonses Served	-	0
Simple Cautions Given	-	0

Enforcement Actions Taken During the Year

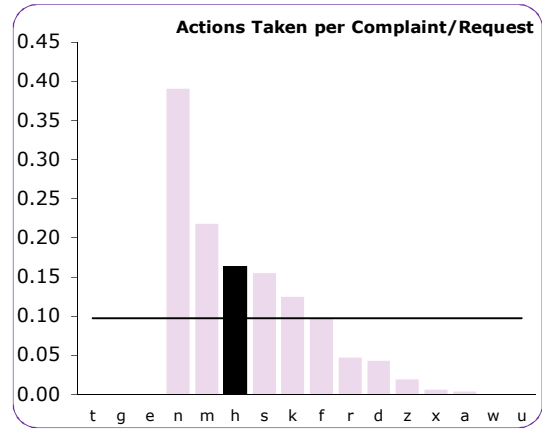


Barchester

Group Average



Barchester 1.64 Avg 9.57

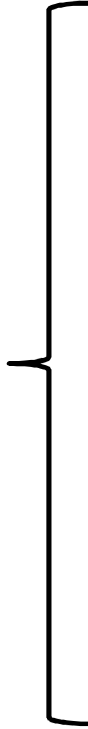
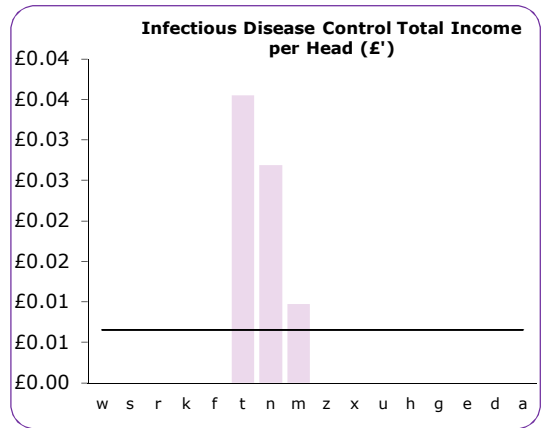
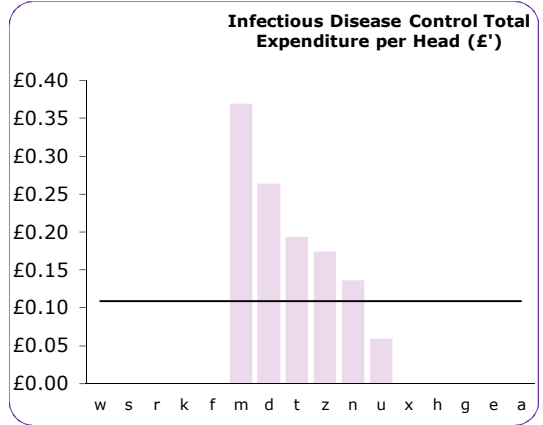
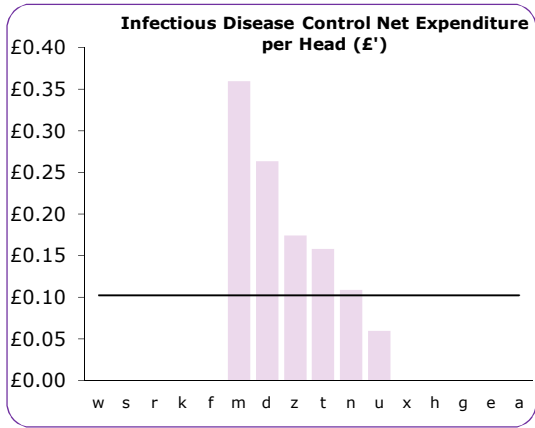


Barchester 0.16 Avg 0.10

INFECTIOUS DISEASE

Infectious Disease 2012-2013 Actuals	£'000	£ per head	Avg £ per head
Gross Expenditure	-	-	0.11
Total Income	-	-	0.01
Net Expenditure	-	-	0.10

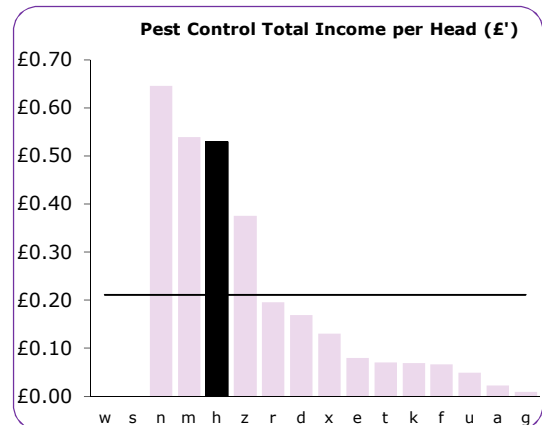
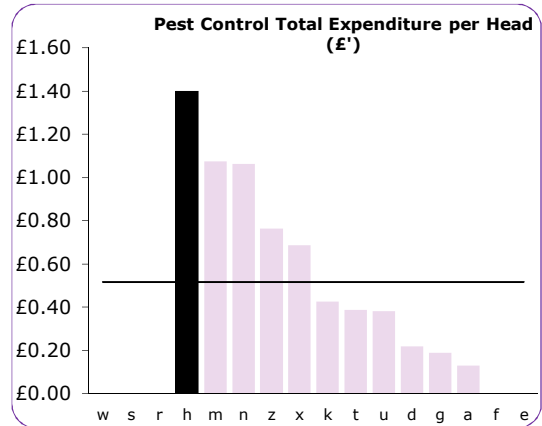
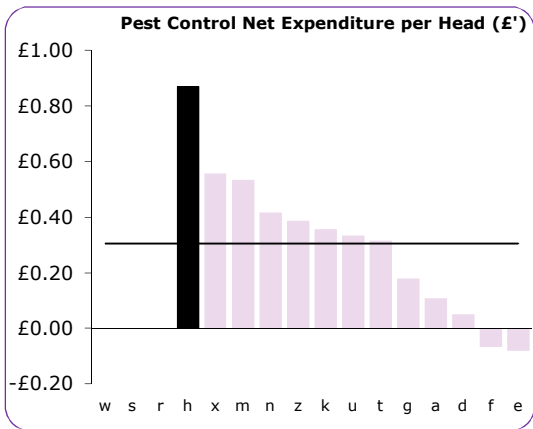
	£ per head
Max	£0.36
Min	£0.00
Median	£0.06
Range	£0.36



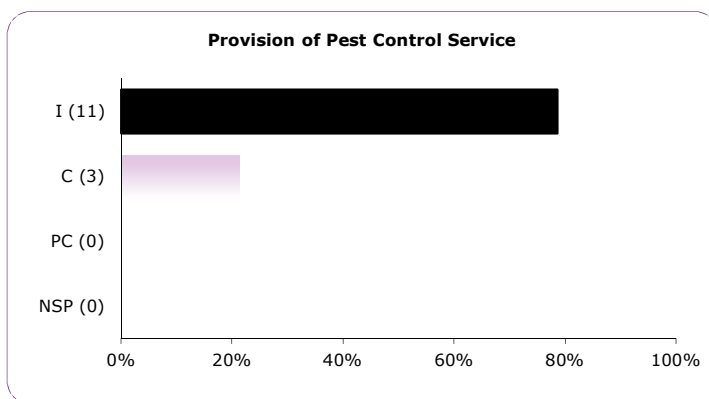
PEST CONTROL

Pest Control 2012-2013 Actuals	£'000	£ per head	Avg £ per head
Gross Expenditure	605	1.40	0.52
Total Income	229	0.53	0.21
Net Expenditure	376	0.87	0.30

	£ per head
Max	£0.87
Min	-£0.08
Median	£0.33
Range	£0.95



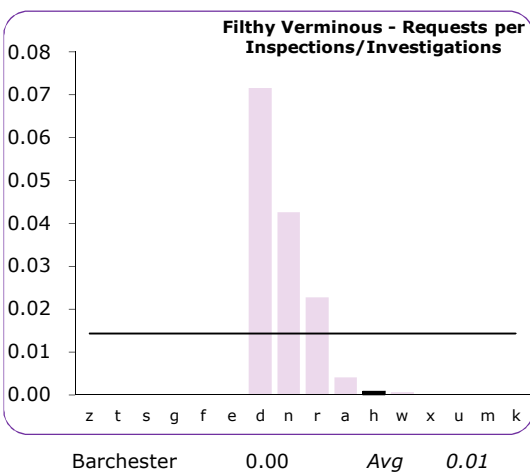
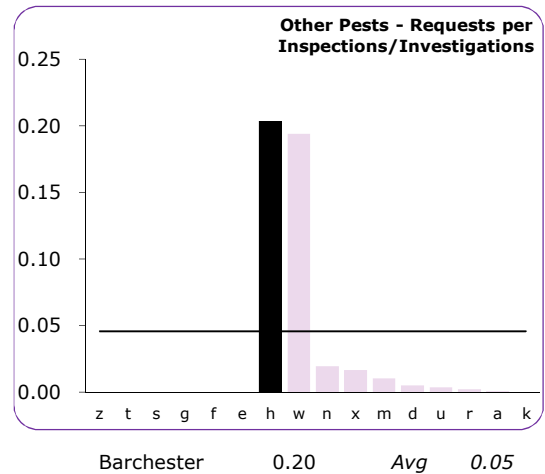
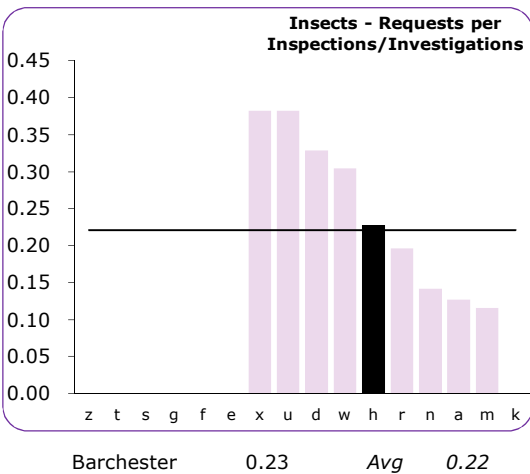
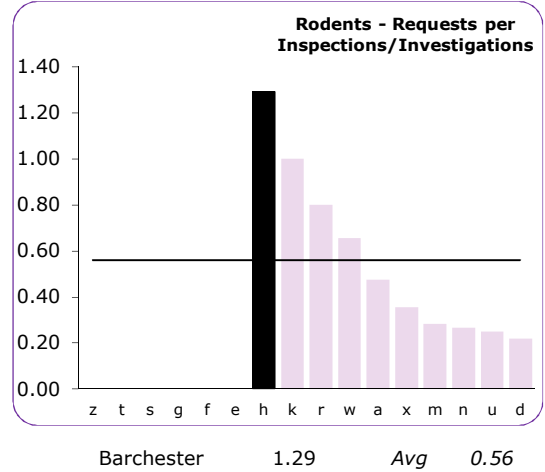
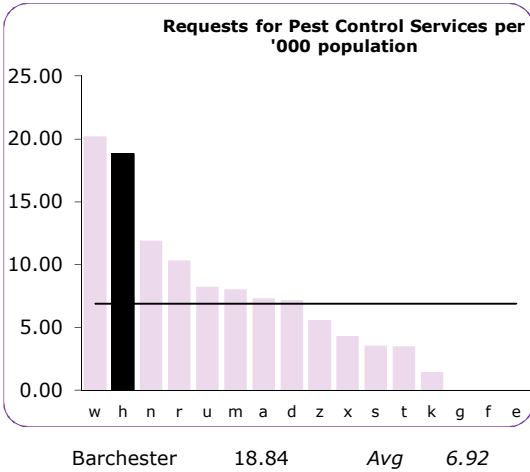
Pest Control



KEY	
I	In-House
C	Contracted Out
PC	Partially Contracted Out
NSP	No Service Provided

Pest Control

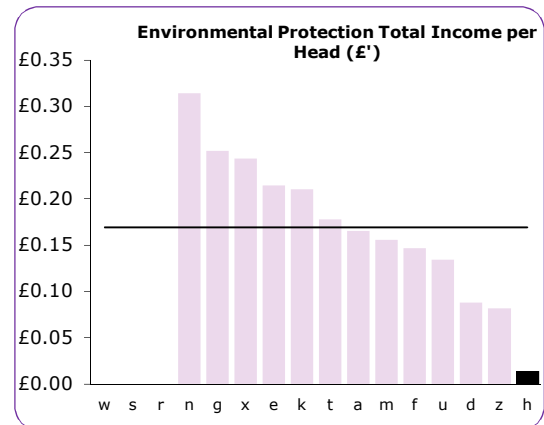
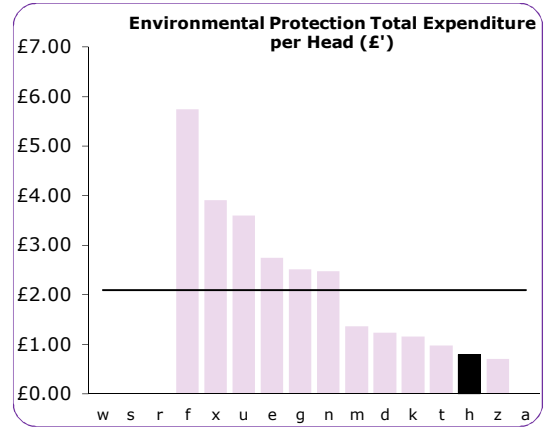
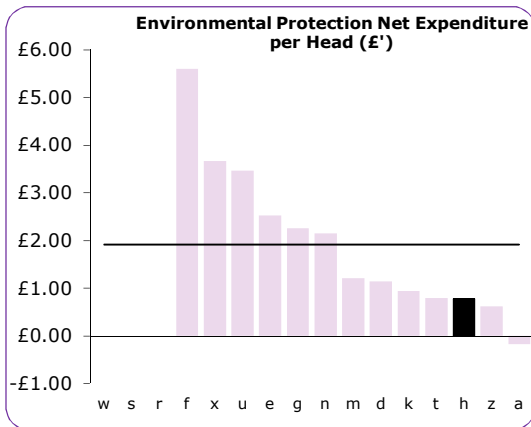
Number of Requests for Pest Control Services	Barchester	Group Average
Inspections/Investigations (incl revisits)	4,728	3,761
Requests for pest control services		
Rodents	6,107	1,550
Insects	1,073	644
Other Pests	963	166
Filthy Verminous and Allied Services	4	68



ENVIRONMENTAL PROTECTION

Environmental Protection 2012-2013 Actuals	£'000	£ per head	Avg £ per head
Gross Expenditure	343	0.79	2.09
Total Income	6	0.01	0.17
Net Expenditure	337	0.78	1.92

	£ per head
Max	£5.60
Min	-£0.17
Median	£1.21
Range	£5.77

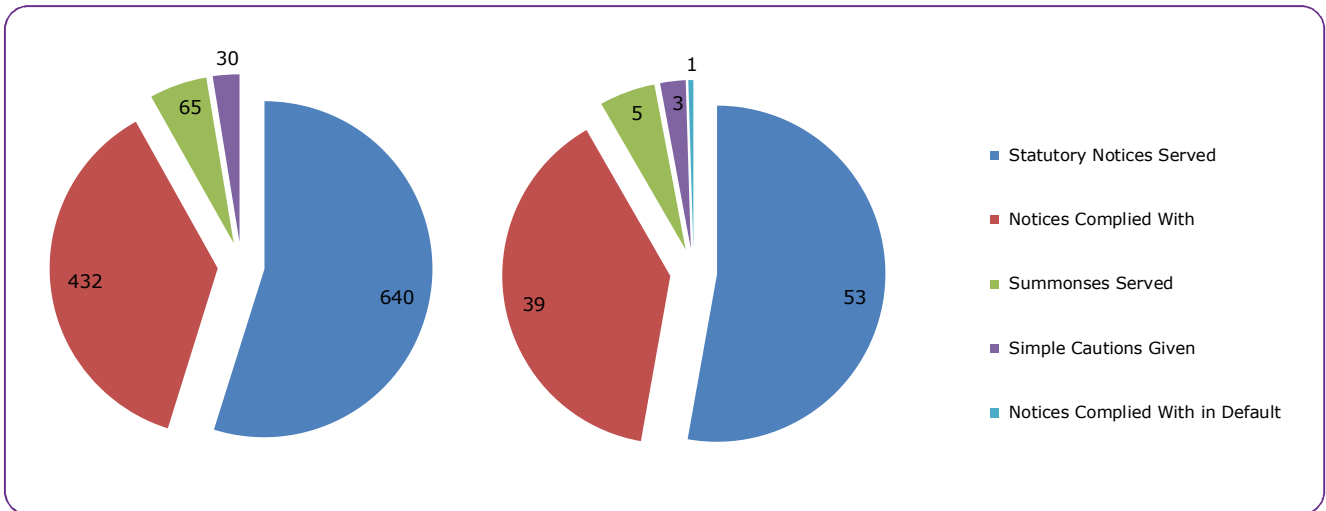


Pollution Control (excluding Noise Control)

Enforcement Action During 2012-13	Barchester	Group Average
Complaints/Requests for Service	6,137	986
Actions Taken		
Statutory Notices Served	640	53
Notices Complied With	432	39
Notices Complied With in Default	-	1
Summonses Served	65	5
Simple Cautions Given	30	3

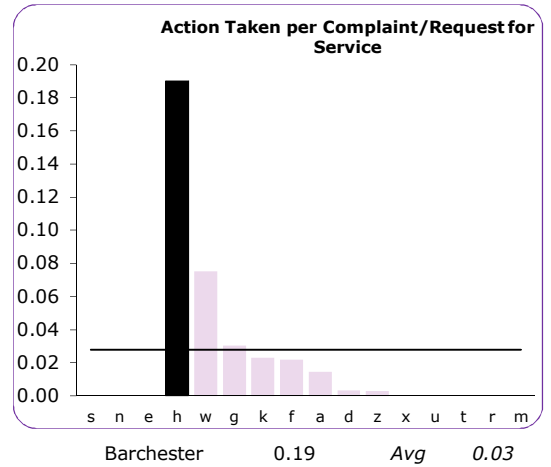
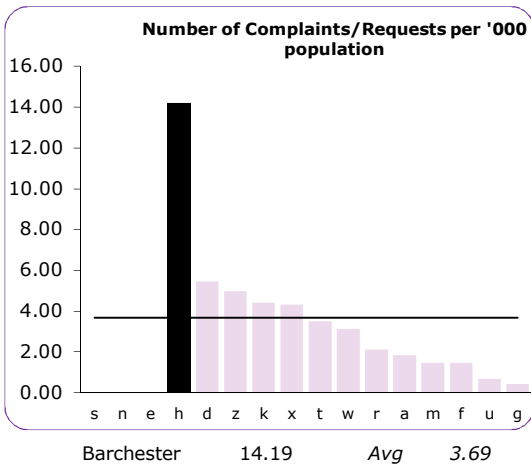
Pollution Control (excluding Noise Control)

Enforcement Actions Taken During the Year



Barchester

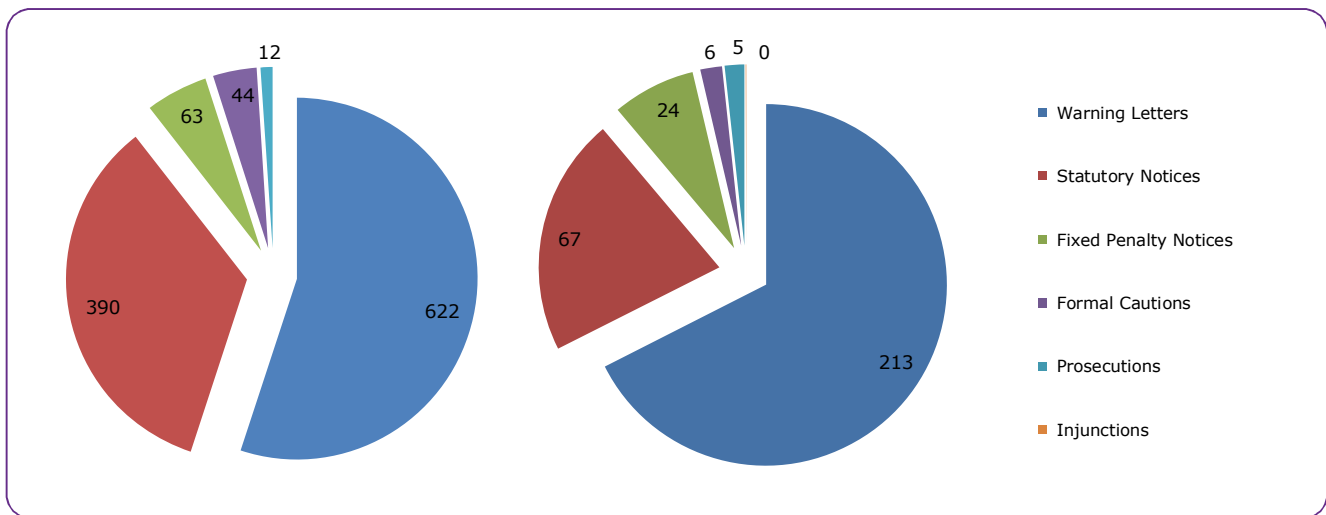
Group Average



Environmental Crime: Fly-Tipping

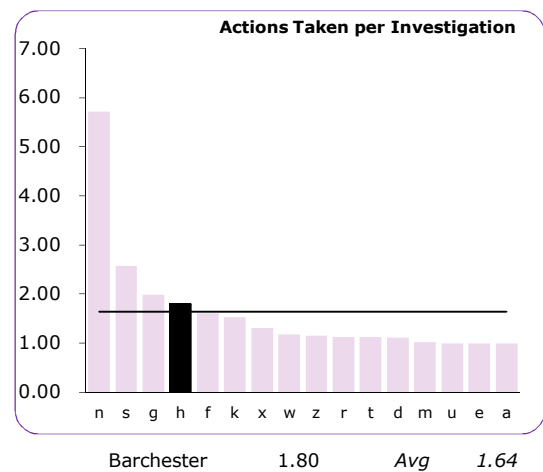
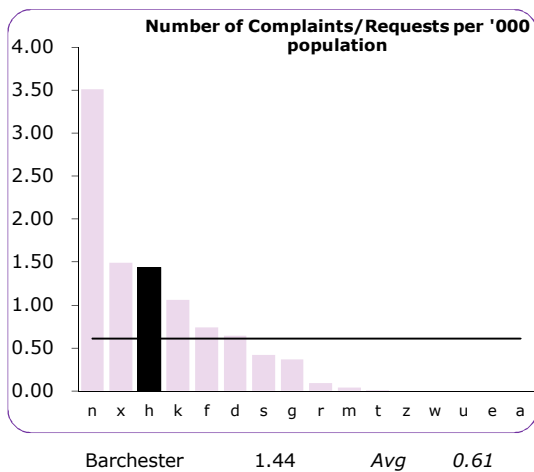
Enforcement Action During 2012-13	Barchester	Group Average
Investigation Actions	1,835	888
Actions Taken	3,306	1,347
Breakdown of Actions Taken		
Warning Letters	622	213
Fixed Penalty Notices	63	24
Statutory Notices	390	67
Formal Cautions	44	6
Prosecutions	12	5
Injunctions	-	0

Enforcement Actions Taken During the Year



Barchester

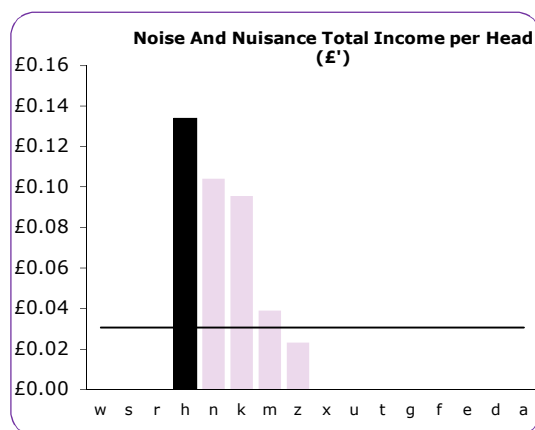
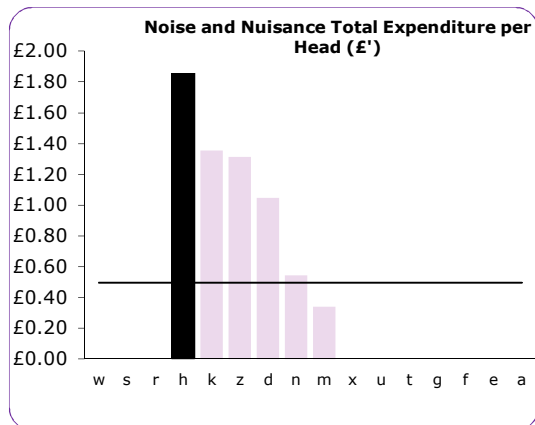
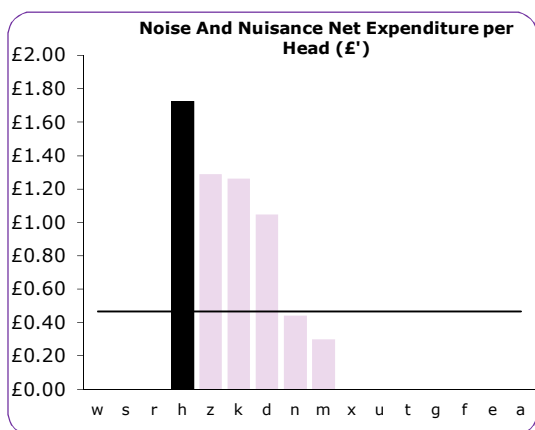
Group Average



Noise Control

Noise Control 2012-2013 Actuals	£'000	£ per head	Avg £ per head
Gross Expenditure	803	1.86	0.50
Total Income	58	0.13	0.03
Net Expenditure	745	1.72	0.47

	£ per head
Max	£1.72
Min	£0.00
Median	£0.00
Range	£1.72

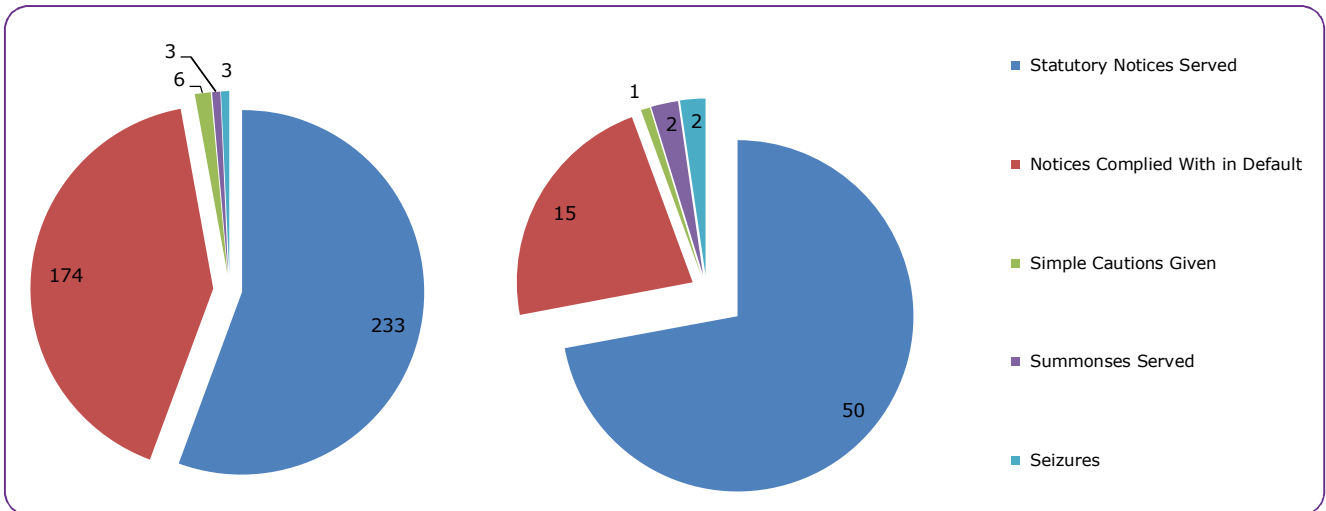


Noise Control

Enforcement Action During 2012-13	Barchester	Group Average
Incidents	4,335	1,346
Actions Taken		
Statutory Notices Served	233	50
Notices Complied With in Default	174	15
Summonses Served	3	2
Simple Cautions Given	6	1
Fixed Penalty Notices Given	-	-
Seizures	3	2

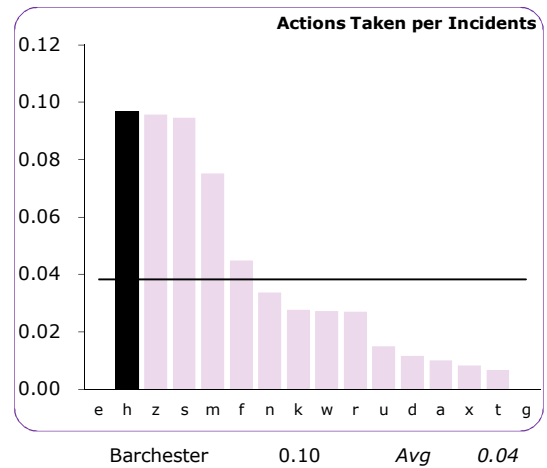
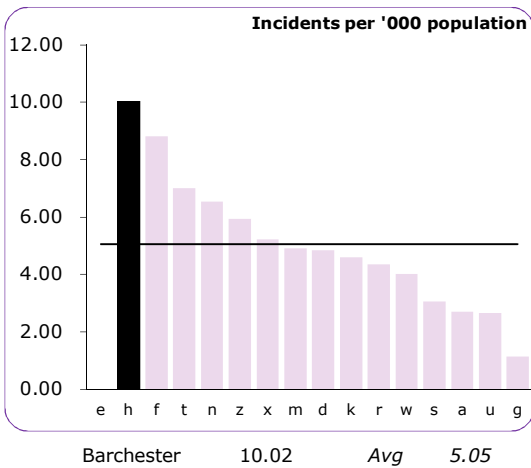
Noise Control

Enforcement Actions Taken During the Year



Barchester

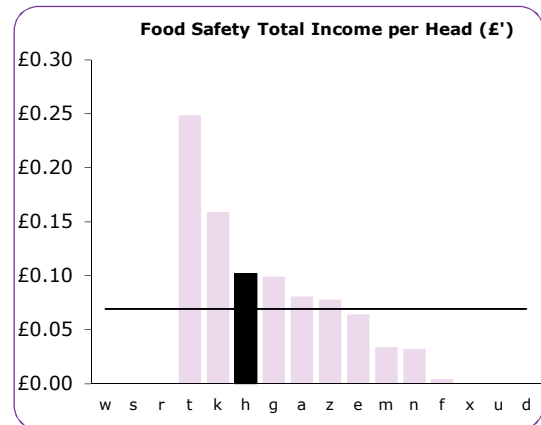
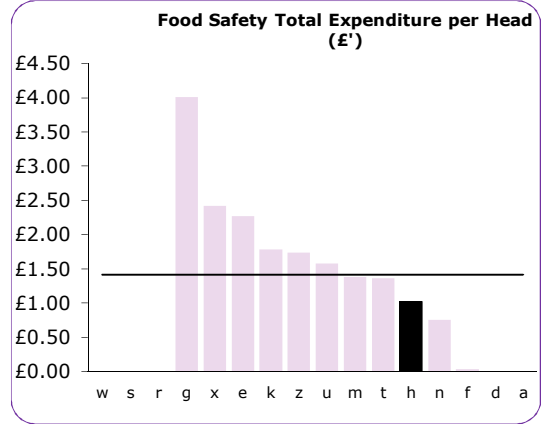
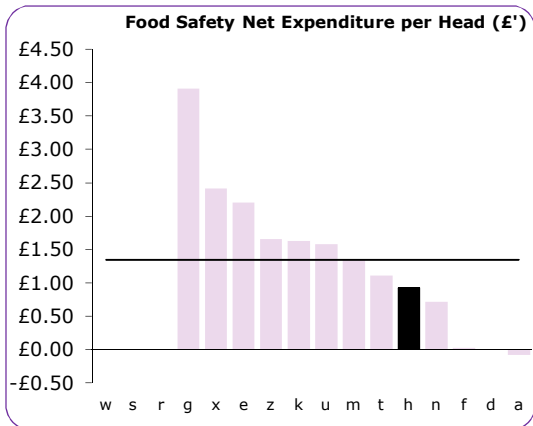
Group Average



FOOD SAFETY

Food Safety 2012-2013 Actuals	£'000	£ per head	Avg £ per head
Gross Expenditure	442	1.02	1.41
Total Income	44	0.10	0.07
Net Expenditure	398	0.92	1.34

	£ per head
Max	£3.91
Min	-£0.08
Median	£1.35
Range	£3.99

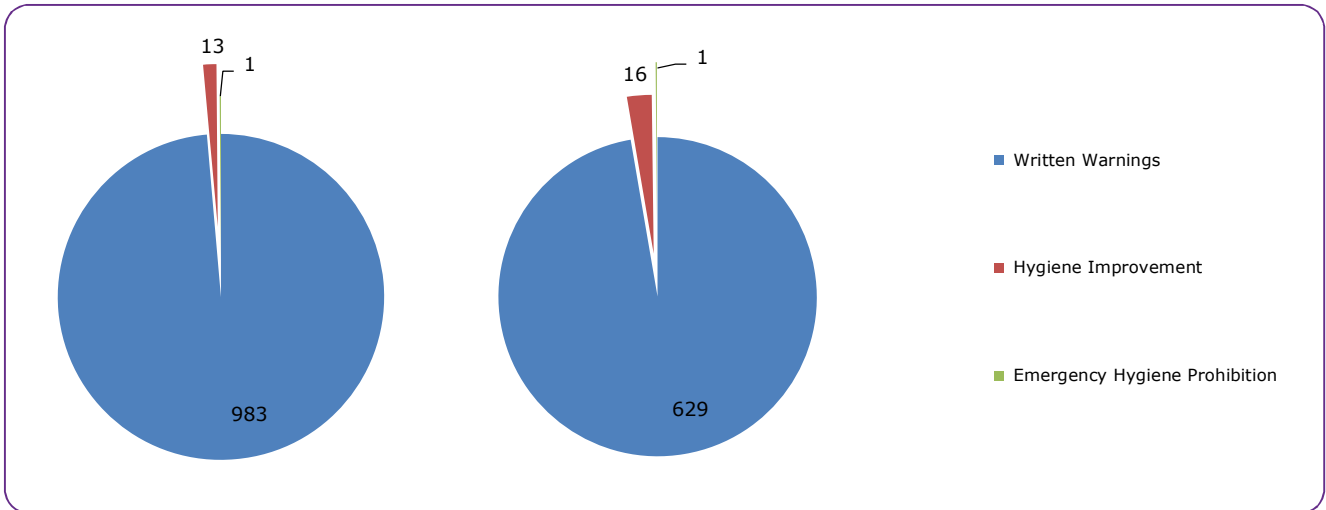


Food Safety

Enforcement Action During 2012-13	Barchester	Group Average
Complains/Requests for Service Requiring a Response	348	262
Hygiene Inspections Carried Out	1,193	859
Actions Taken		
Written Warnings	983	629
Hygiene Improvement Notices Served	13	16
Emergency Hygiene Prohibition Notices Served	1	1
Hygiene Prohibition Orders Served	-	1
Simple Cautions Given	-	1

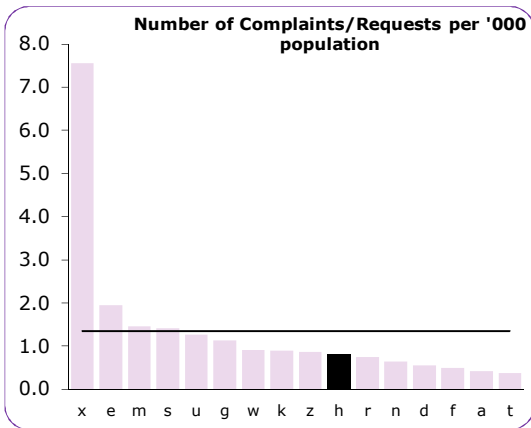
Food Safety

Enforcement Actions Taken During the Year

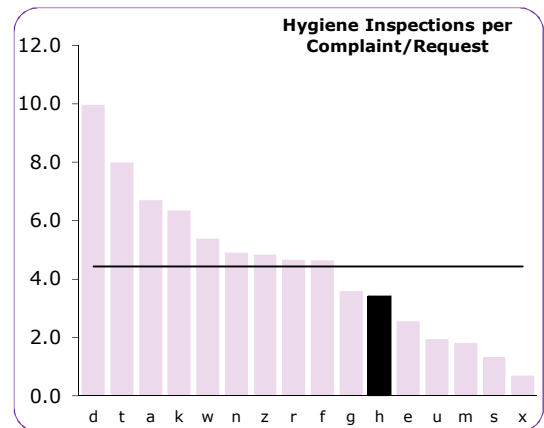


Barchester

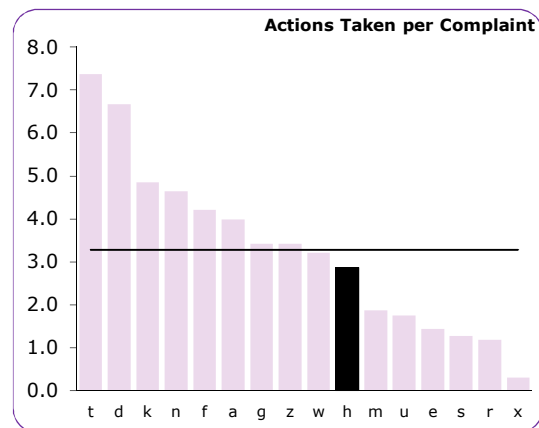
Group Average



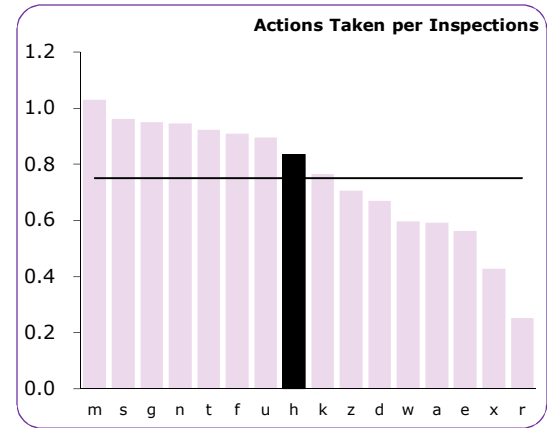
Barchester 0.80 Avg 1.34



Barchester 3.43 Avg 4.43



Barchester 2.86 Avg 3.28

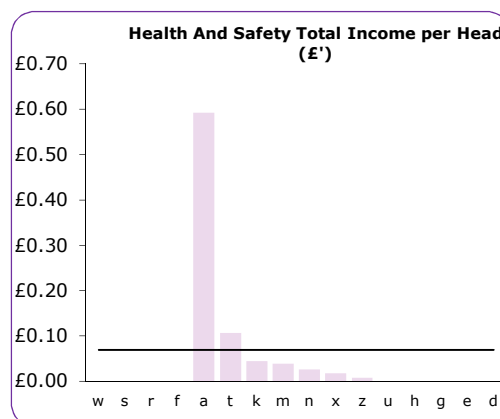
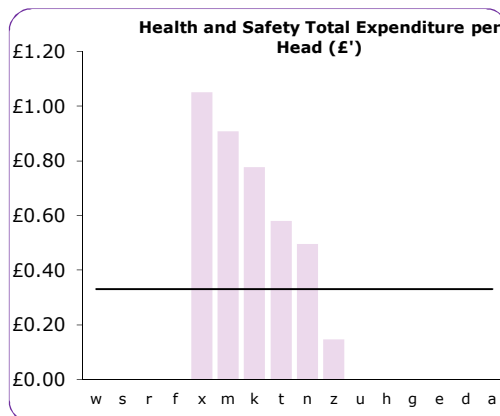
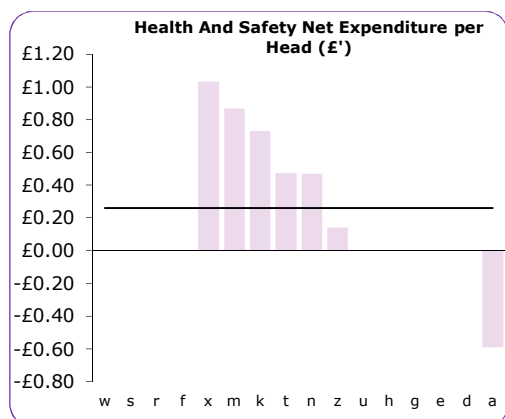


Barchester 0.84 Avg 0.75

HEALTH SAFETY AND WELFARE

Health Safety and Welfare 2012-2013 Actuals	£'000	£ per head	Avg £ per head
Gross Expenditure	-	-	0.33
Total Income	-	-	0.07
Net Expenditure	-	-	0.26

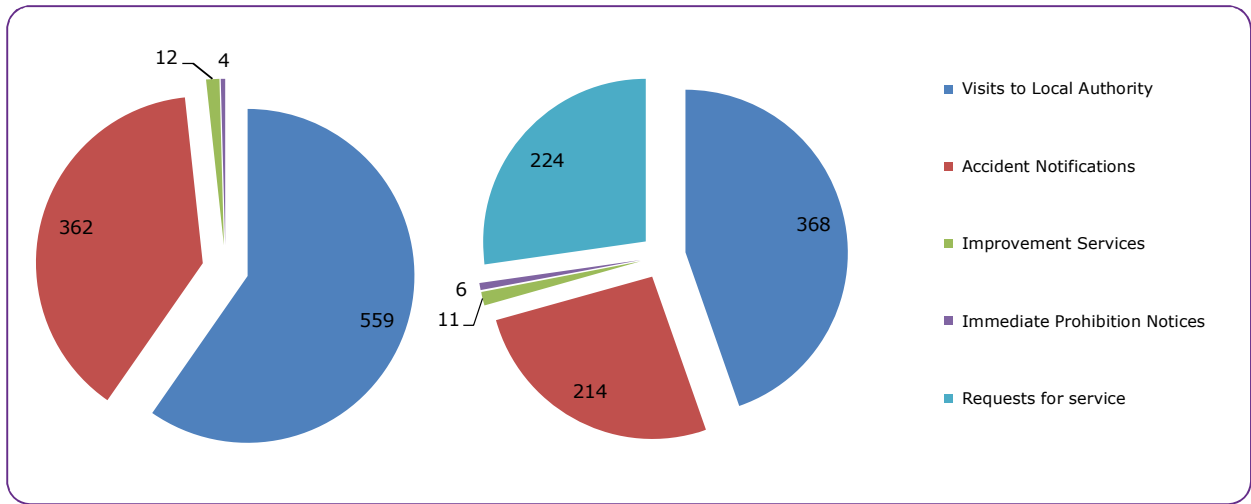
	£ per head
Max	£1.03
Min	-£0.59
Median	£0.07
Range	£1.63



Health, Safety and Welfare

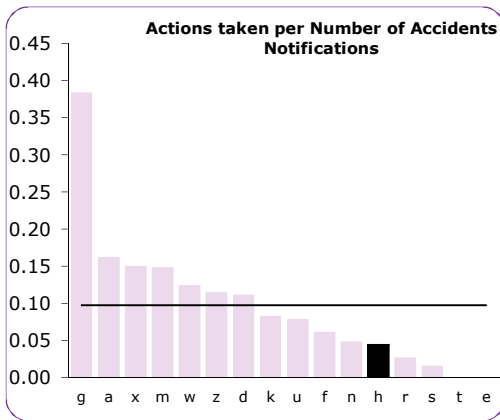
Enforcement Action During 2012-13	Barchester	Group Average
Accident Notifications Received under RIDDOR	362	214
Complaints/Requests for service requiring a response	na	224
Visits to Local Authority Enforced Premises	559	368
Actions Taken		
Improvement Services Served	12	11
Deferred Prohibition Notices	-	-
Immediate Prohibition Notices	4	6
Simple and Formal Cautions Given	na	na

Enforcement Actions Taken During the Year

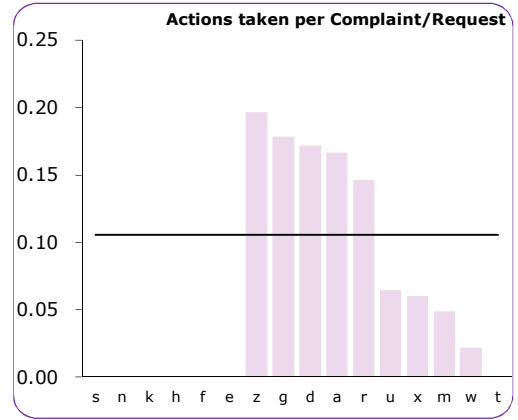


Barchester

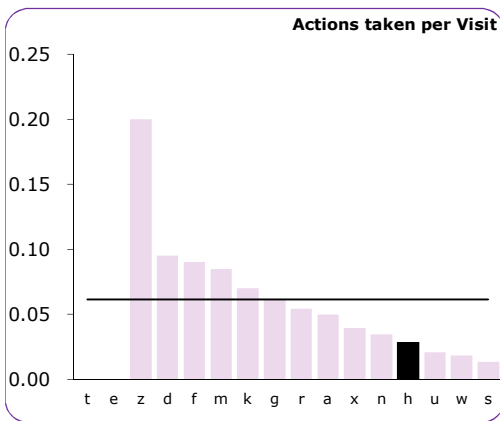
Group Average



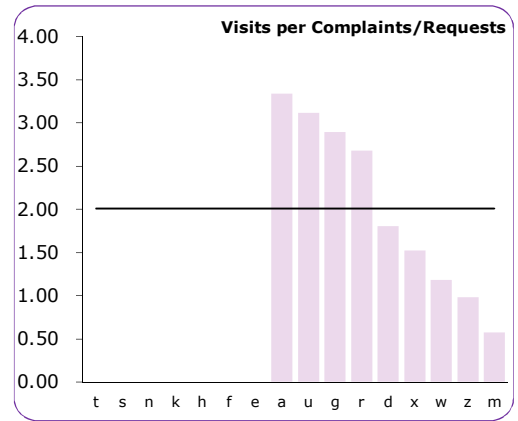
Barchester 0.04 Avg 0.10



Barchester na Avg 0.11



Barchester 0.03 Avg 0.06

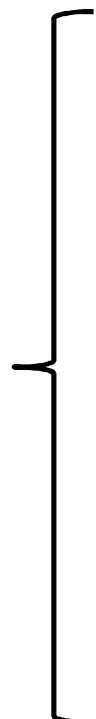
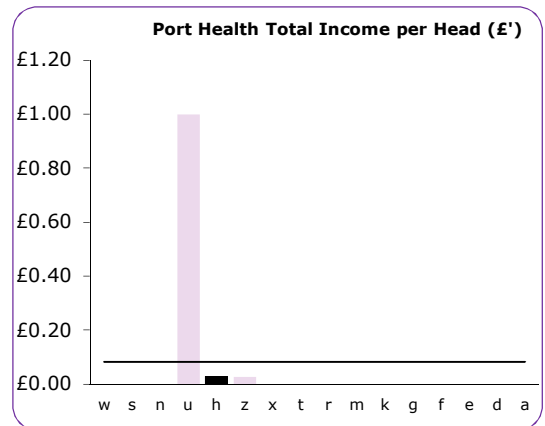
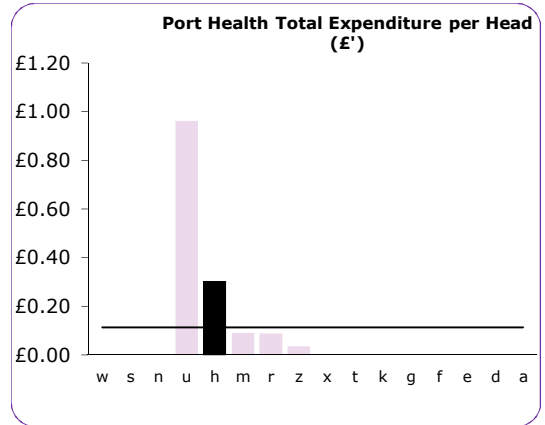
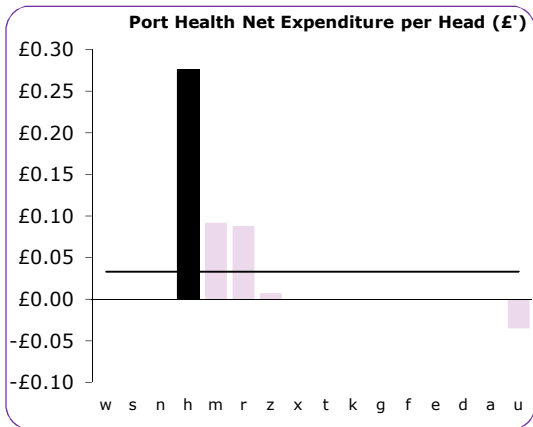


Barchester na Avg 2.01

PORT HEALTH

Port Health 2012-2013 Actuals	£'000	£ per head	Avg £ per head
Gross Expenditure	131	0.30	0.63
Total Income	12	0.03	0.05
Net Expenditure	119	0.28	0.58

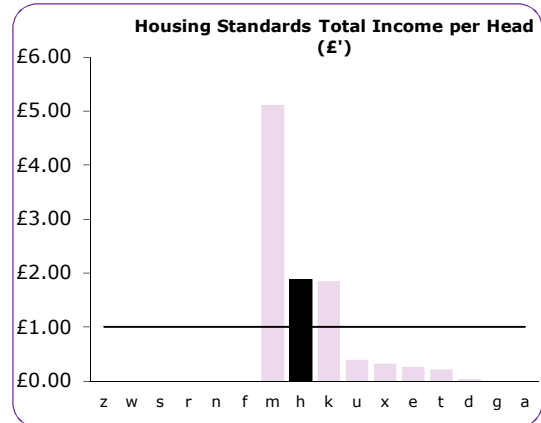
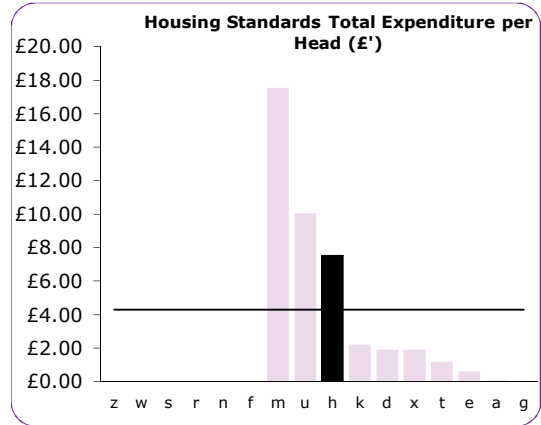
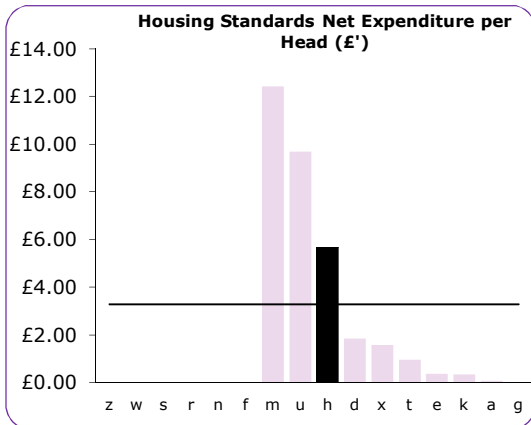
	£ per head
Max	£0.28
Min	-£0.03
Median	£0.00
Range	£0.31



HOUSING STANDARDS

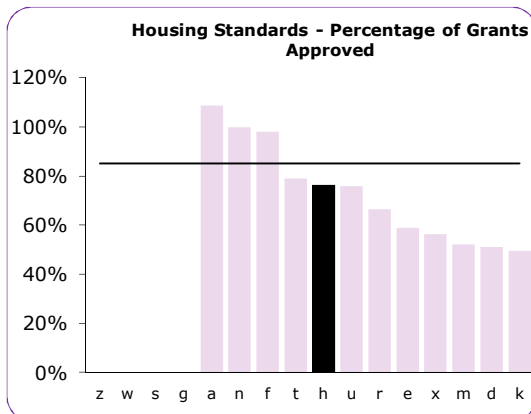
Housing Standards 2012-2013 Actuals	£'000	£ per head	Avg £ per head
Gross Expenditure	3,262	7.54	4.30
Total Income	811	1.88	1.01
Net Expenditure	2,451	5.67	3.29

	£ per head
Max	£12.43
Min	£0.00
Median	£1.26
Range	£12.43



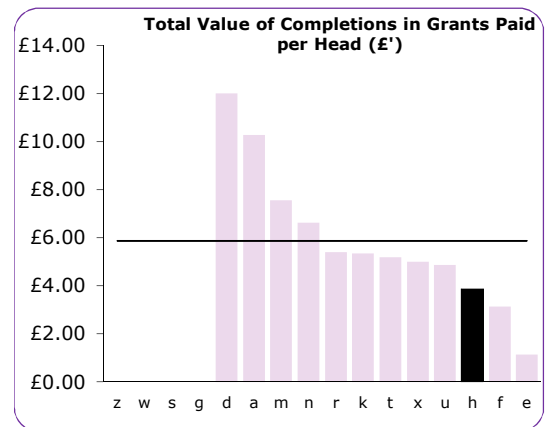
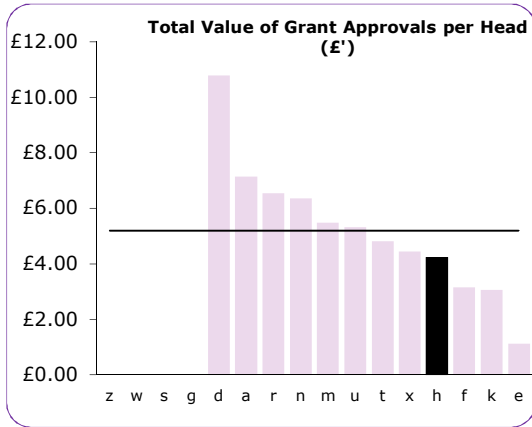
Housing Renovation Grants

2012-2013 Actuals	Barchester	Group Average
Number of Grant Enquiries dealt with	1,342	816
Number of Grants Approved	1,023	695

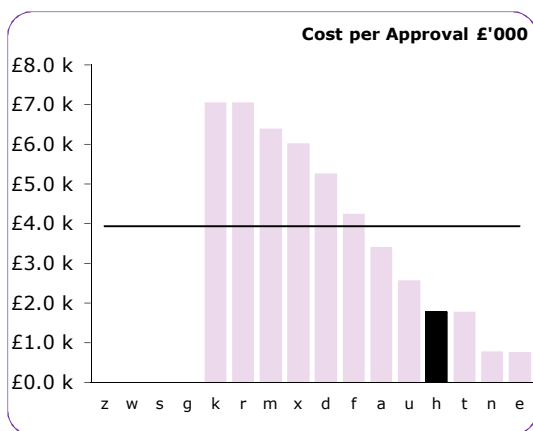


Barchester 76.2% Avg 85.1%

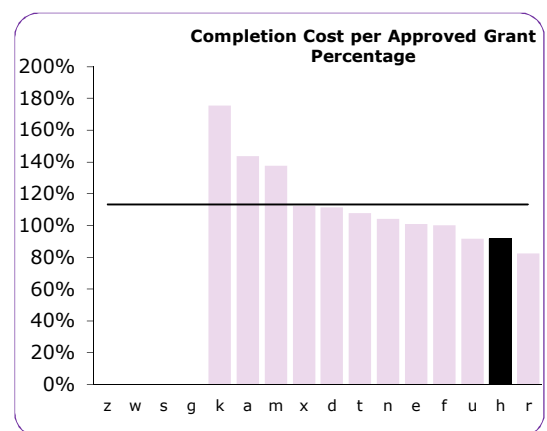
Housing Renovation Grants



2012-2013 Actuals	Barchester £'000	Group Average £ p/h
Total Value of Grants Approved	1,828	£4.23
Total Value of Completions in Grants paid	1,673	£3.87



Barchester £1.79 k Avg £3.93 k



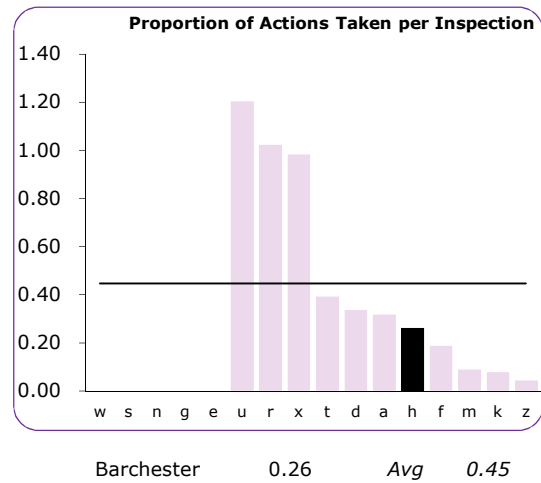
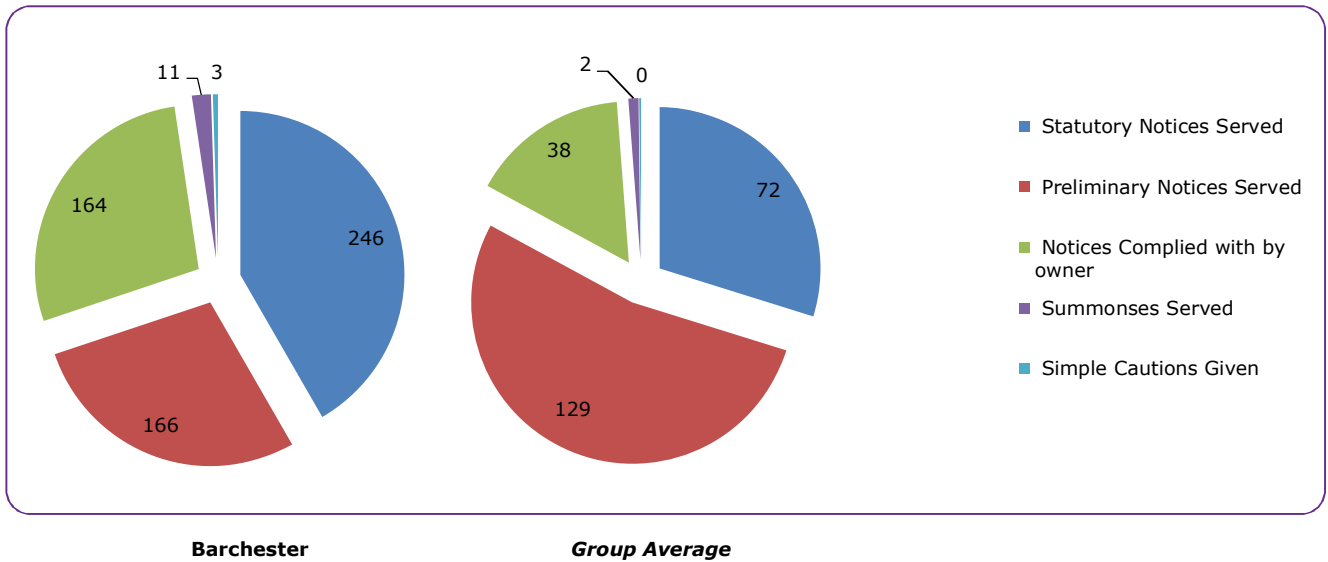
Barchester 91.5% Avg 113.3%

Private Sector Housing Standards

Enforcement Action During 2012-13	Barchester	Group Average
Inspections	2,269	973
Actions Taken		
Preliminary Notices Served	166	129
Statutory Notices Served	246	72
Notices Complied with by owner	164	38
Notices Complied in Default	-	3
Summonses Served	11	2
Simple Cautions Given	3	0

Private Sector Housing Standards

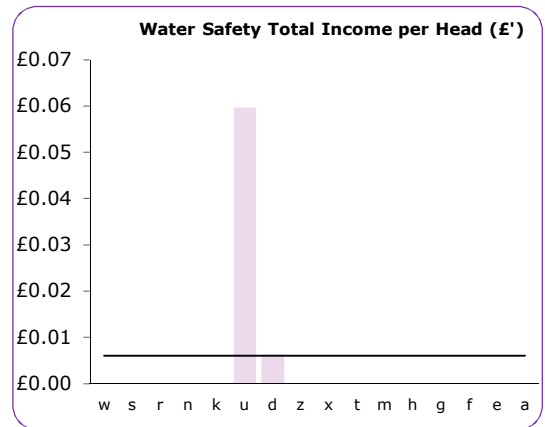
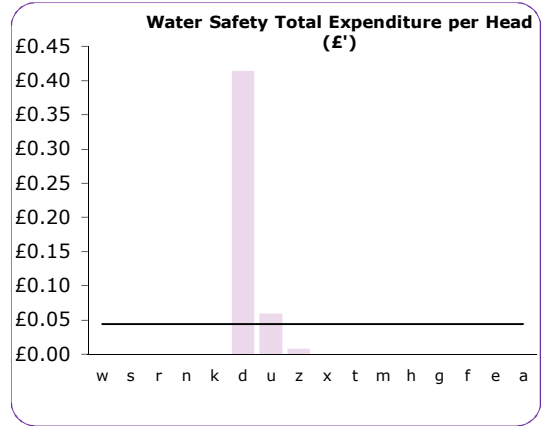
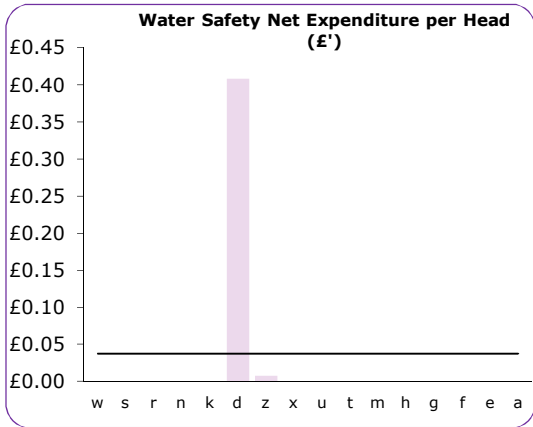
Enforcement Actions Taken During the Year



WATER SAFETY

Water Safety 2012-2013 Actuals	£'000	£ per head	Avg £ per head
Gross Expenditure	-	-	0.04
Total Income	-	-	0.01
Net Expenditure	-	-	0.04

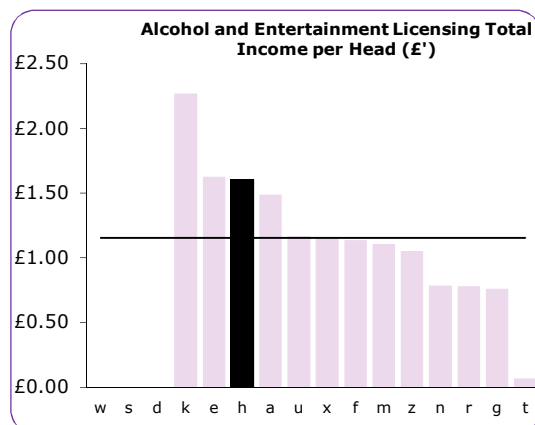
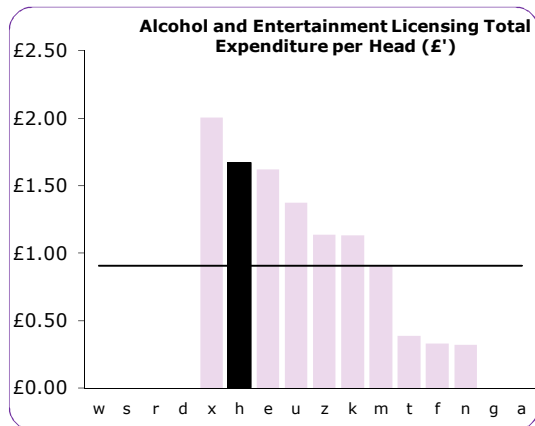
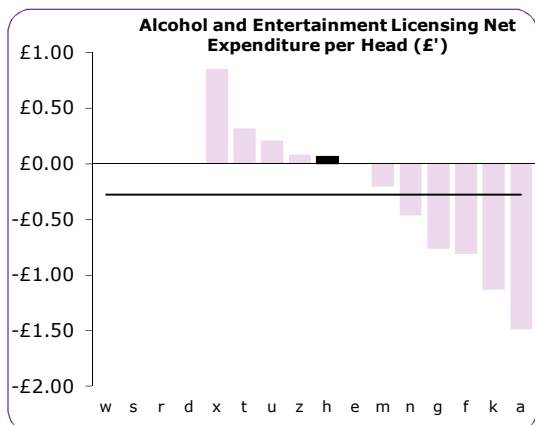
	£ per head
Max	£0.41
Min	£0.00
Median	£0.00
Range	£0.41



LICENSING (including Alcohol, Entertainment and Taxi)

Alcohol and Entertainment Licensing 2012-2013 Actuals	£'000	£ per head	Avg £ per head
Gross Expenditure	723	1.67	0.91
Total Income	694	1.60	1.15
Net Expenditure	29	0.07	(0.28)

	£ per head
Max	£0.85
Min	-£1.49
Median	-£0.10
Range	£2.34

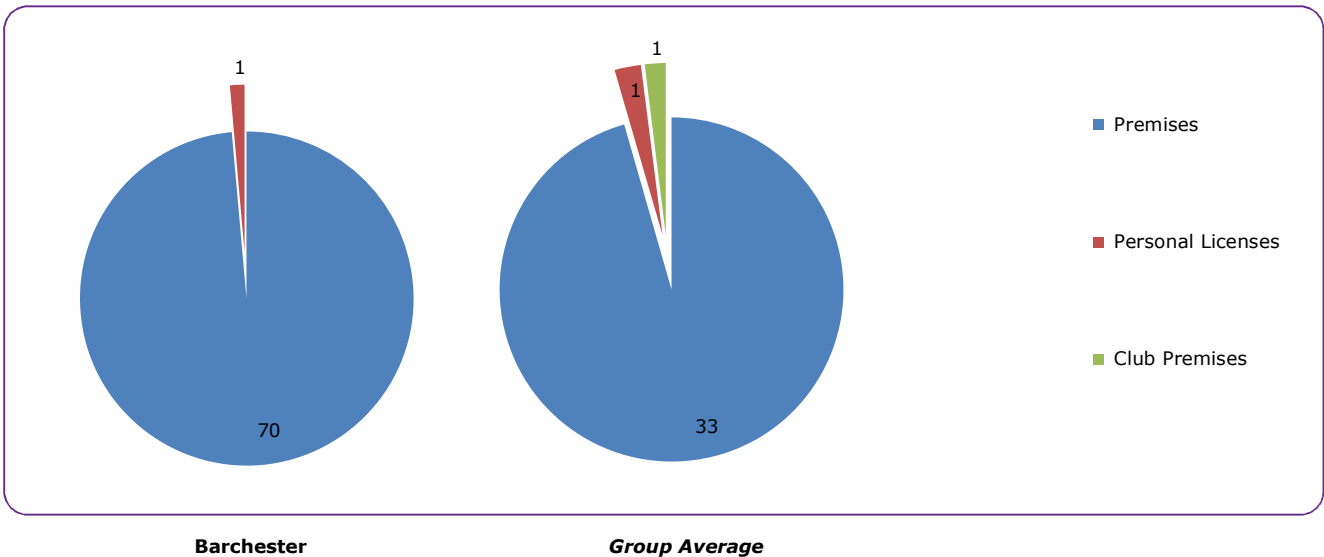


Alcohol and Entertainment Licensing

Premises Licenses During 2012-13	Barchester	Group Average
Actions Taken		
Licenses Surrendered	34	19
Licenses Lapsed	1	2
Licenses Suspended by a Court	35	13
Closure Notices	-	-
Club Premises Certificates During 2012-13		
Actions Taken		
Licenses Surrendered	-	1
Licenses Lapsed	-	-
Licenses Withdrawn	-	0
Personal Licenses During 2012-13		
Actions Taken		
Licenses Surrendered	20	26
Licenses Revoked	-	-
Licenses Forfeited	25	48
Licenses Suspended	-	-

Alcohol and Entertainment Licensing

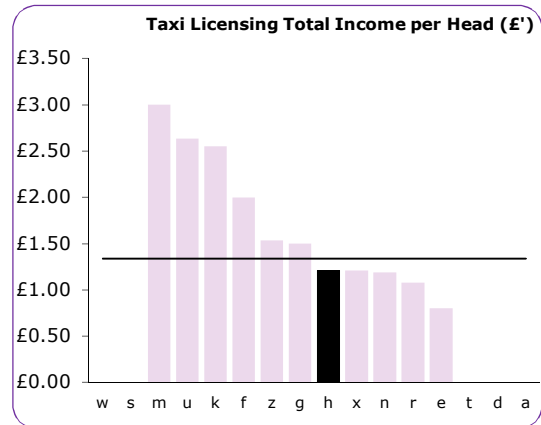
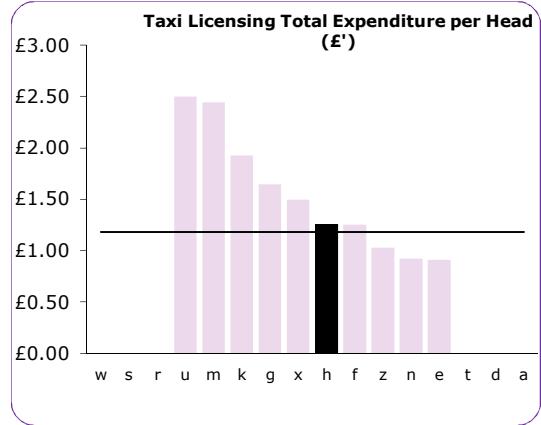
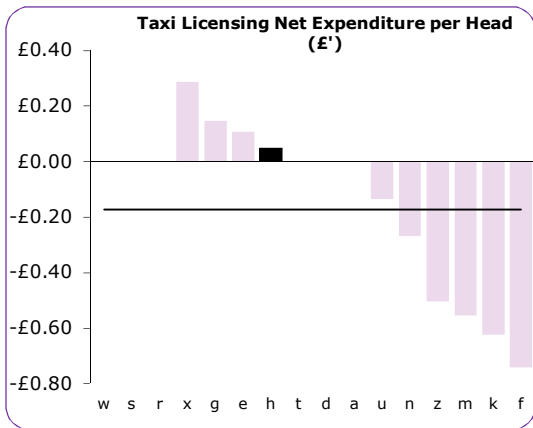
Enforcement Actions Taken During the Year



TAXI LICENSING

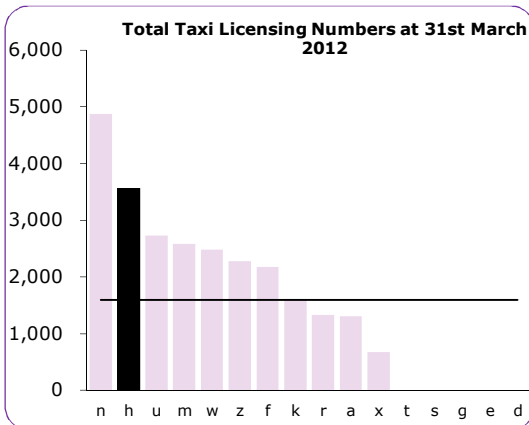
Taxi Licensing 2012-2013 Actuals	£'000	£ per head	Avg £ per head
Gross Expenditure	544	1.26	1.18
Total Income	523	1.21	1.34
Net Expenditure	21	0.05	(0.17)

	£ per head
Max	£0.29
Min	-£0.74
Median	£0.00
Range	£1.03



Taxi Licensing

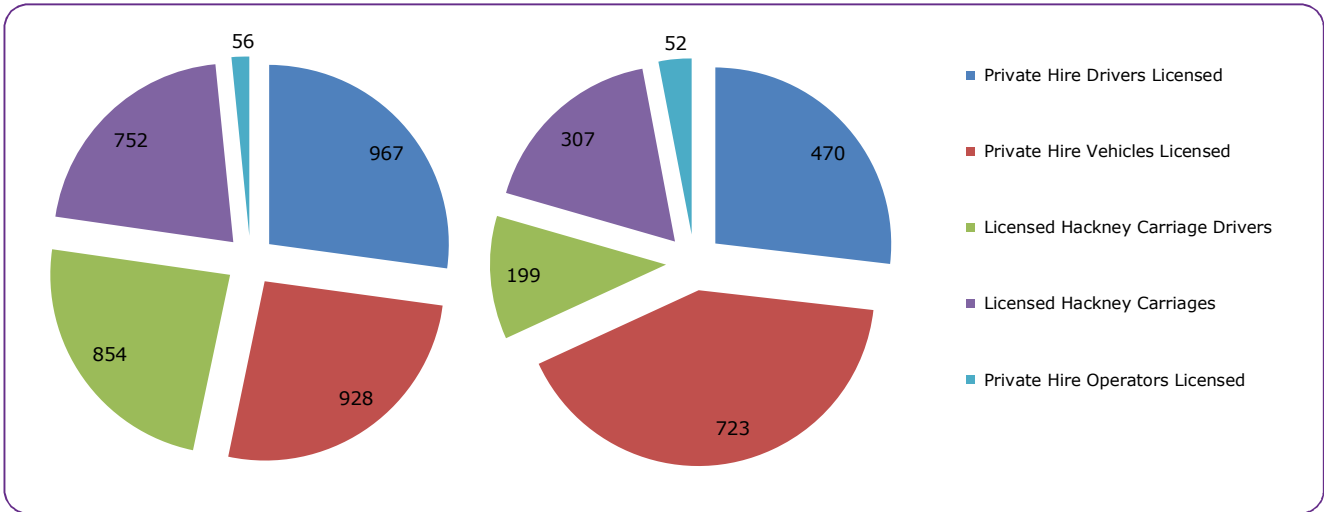
Numbers at 31st March 2012	Barchester	Group Average
Licensed Hackney Carriages	752	307
Private Hire Vehicles Licensed	928	723
Licensed Hackney Carriage Drivers	854	199
Private Hire Drivers Licensed	967	470
Drivers holding a "Dual License"	-	575
Private Hire Operators Licensed	56	52



Barchester 3,557 Avg 1,599

Taxi Licensing

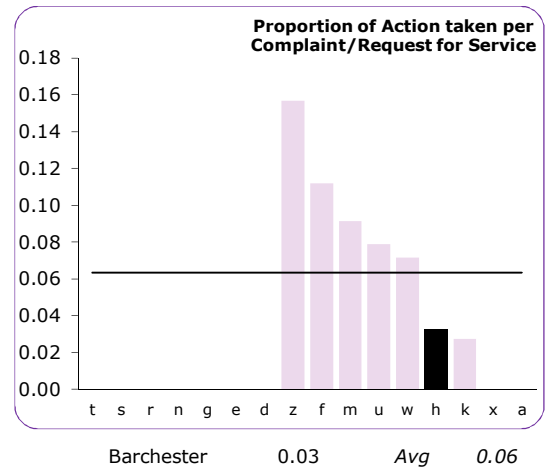
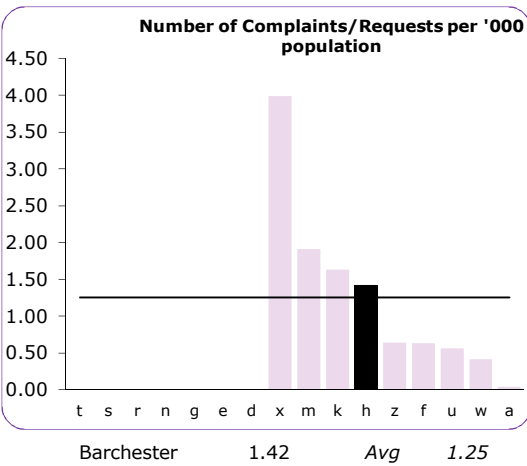
Taxing Licensing Numbers



Barchester

Group Average

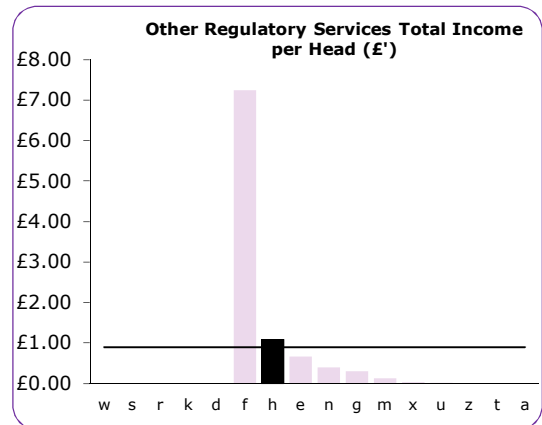
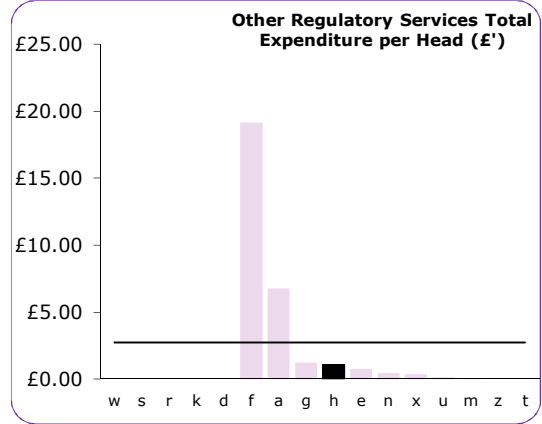
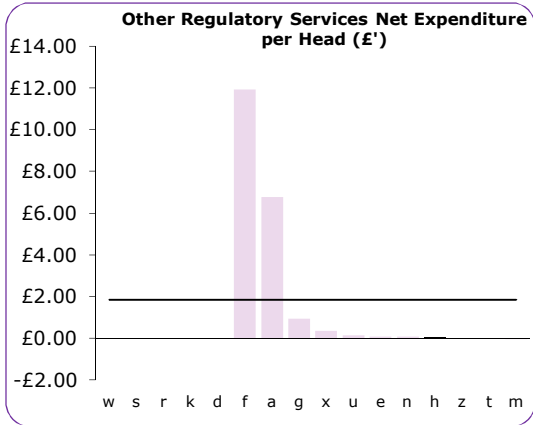
Enforcement Action During 2012-13	Barchester	Group Average
Complaints/Requests for Service	616	253
Actions Taken		
Summonses Served	20	8
Simple Cautions Given	-	6



OTHER REGULATORY SERVICES

Other Regulatory 2012-2013 Actuals	£'000	£ per head	Avg £ per head
Gross Expenditure	472	1.09	2.74
Total Income	470	1.09	0.90
Net Expenditure	2	0.00	1.84

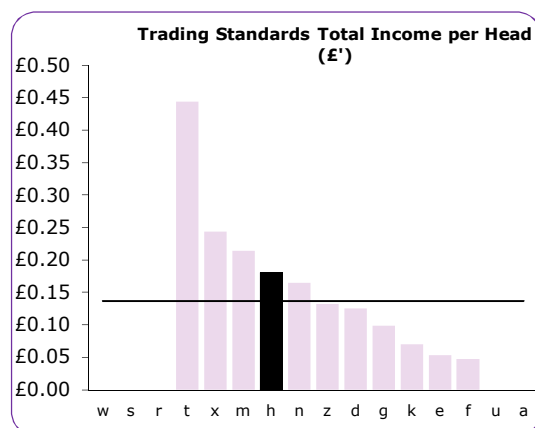
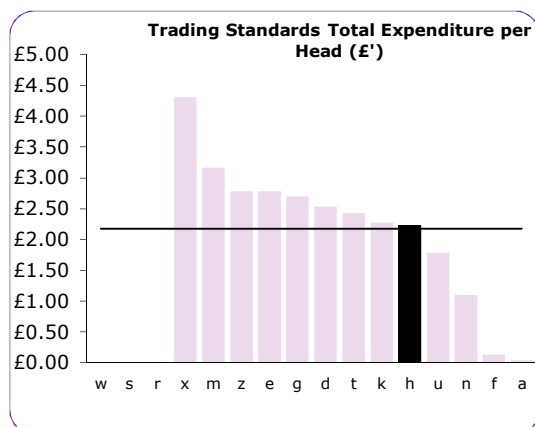
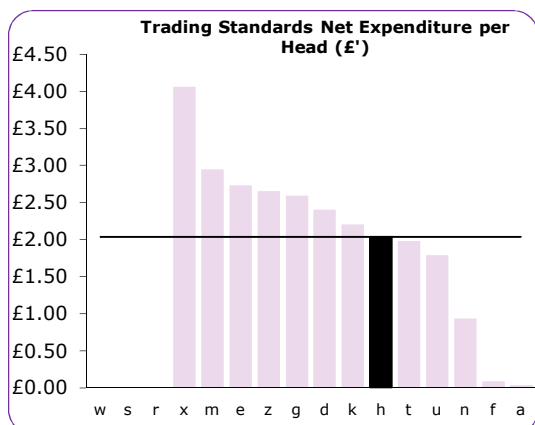
	£ per head
Max	£11.92
Min	-£0.05
Median	£0.09
Range	£11.97



TRADING STANDARDS

Trading Standards 2012-2013 Actuals	£'000	£ per head	Avg £ per head
Gross Expenditure	964	2.23	2.17
Total Income	78	0.18	0.14
Net Expenditure	886	2.05	2.04

	£ per head
Max	£4.07
Min	£0.04
Median	£2.20
Range	£4.03



Trading Standards Risk Assessment

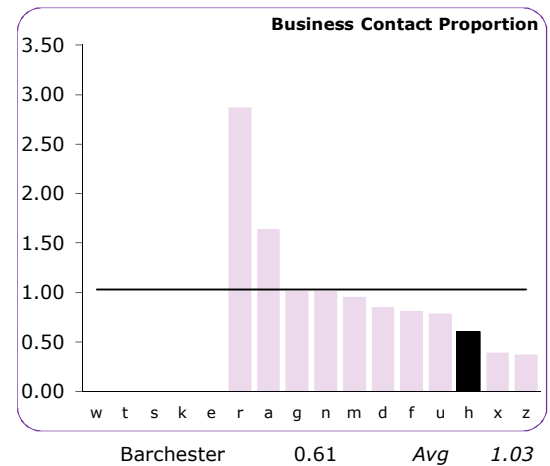
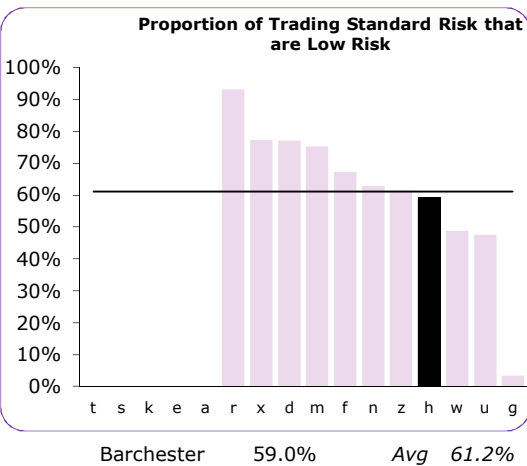
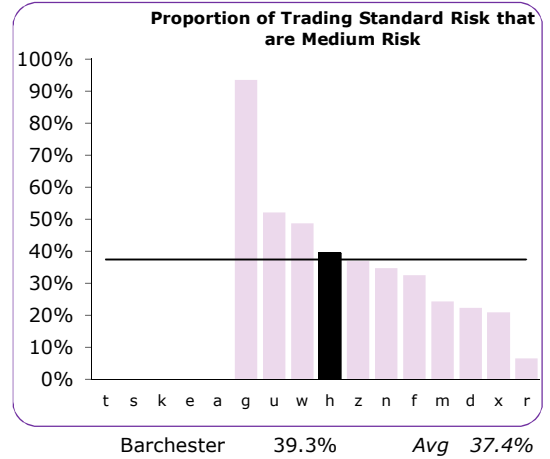
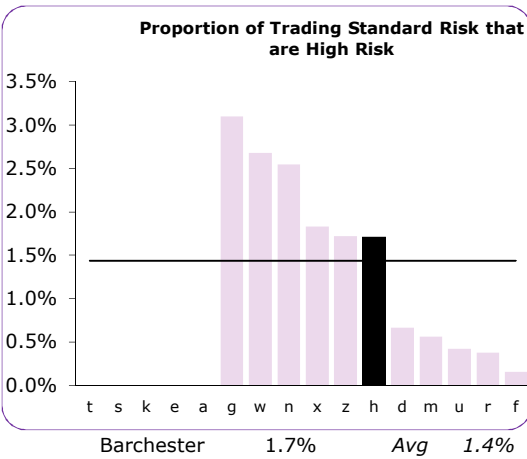
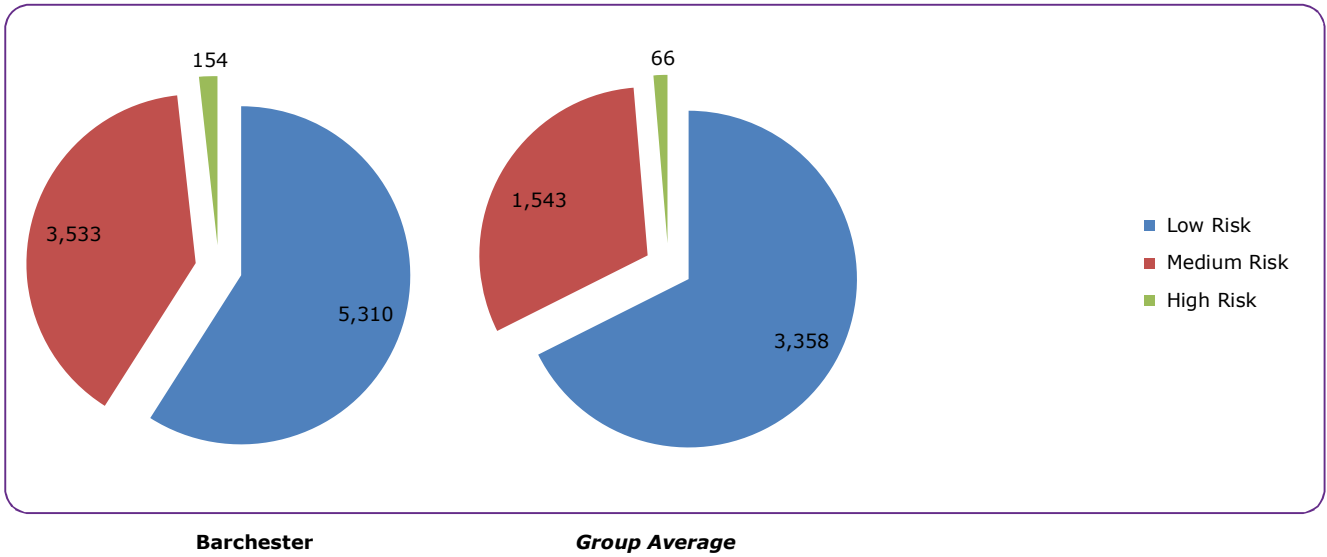
Number of Businesses at 1st April 2013	Barchester	Group Average
High Risk	154	66
Medium Risk	3,533	1,543
Low Risk	5,310	3,358
Total Businesses	8,997	4,967

Business Contact

Number of Businesses at 1st April 2013	Barchester	Group Average
Sited within your area	9,104	8,124
Registered for Business Rates	15,046	7,423

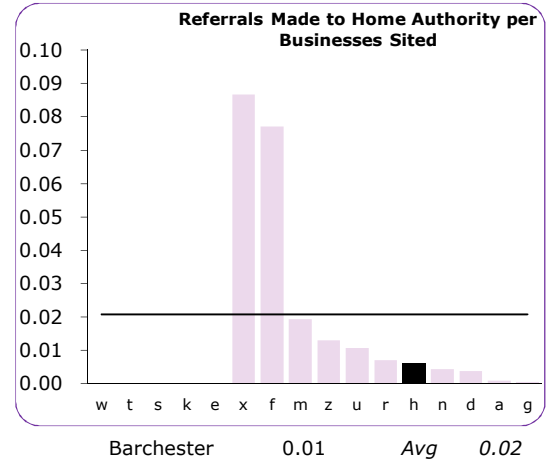
Trading Standards Risk Assessment

Business with Trading Standard Risk

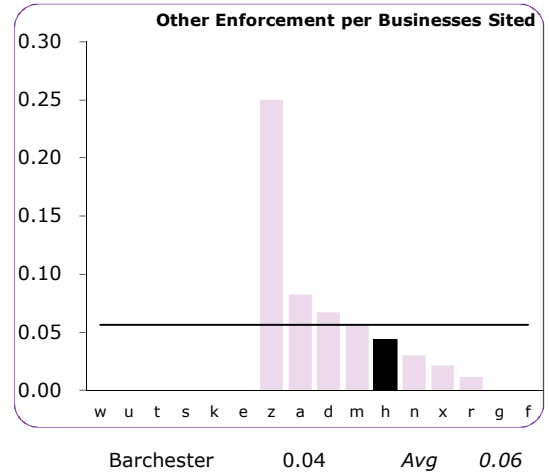
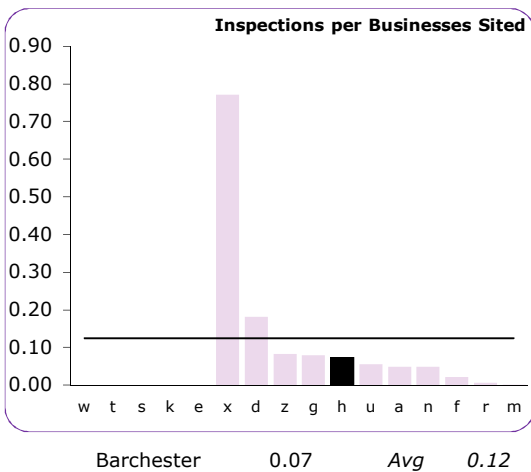


Trading Standards

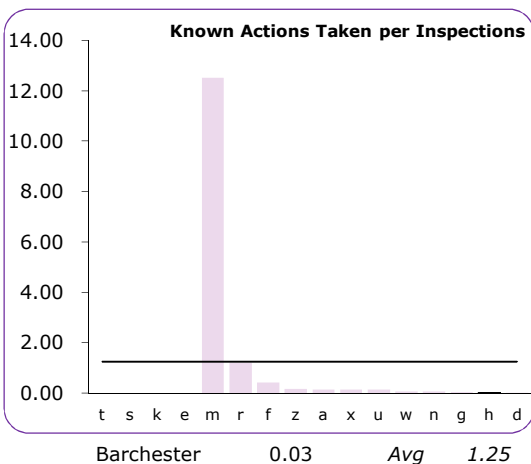
Requests/Referrals During 2012-13	Barchester	Group Average
Request for advice from business	294	175
Referrals Made to Home Authority	54	88



Investigations Carried Out 2012-13	Barchester	Group Average
Number of Inspections	661	453
Other Enforcement Activities	397	403



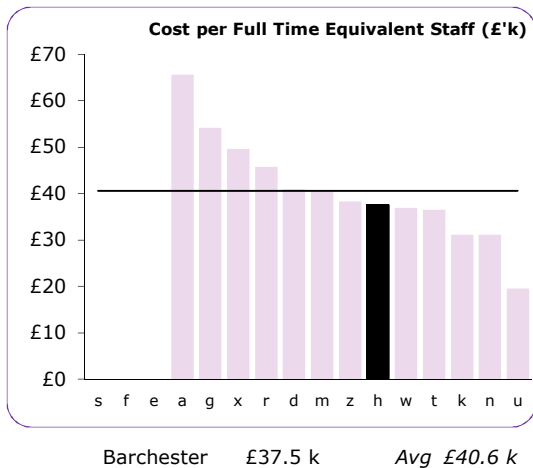
Actions Taken 2012-13	Barchester	Group Average
Written Warnings	2	47
Simple Cautions Given	1	4
Formal Undertakings	-	0
Enforcement Orders Issued	-	-
Prosecutions	16	11



EMPLOYEE ANALYSIS

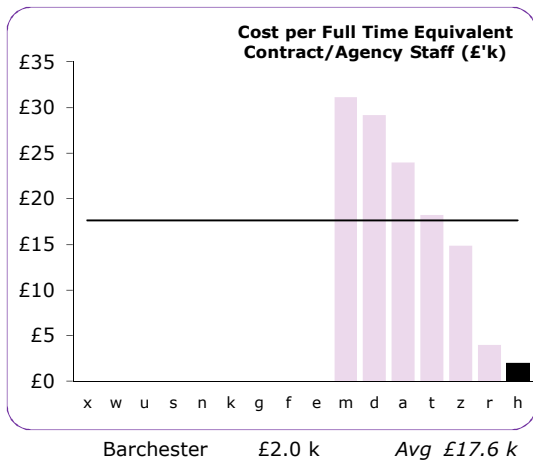
Full Time Staff

	Barchester	Group Average
Gross Direct Employee Expenditure £'000	£6,298 k	£2,407 k
Student FTE		
Environmental Health	1.0 FTE	0.4 FTE
Trading Standards	0.0 FTE	0.3 FTE
Total Students	1.0 FTE	0.4 FTE
Staff FTE		
Environmental Health	133.2 FTE	48.4 FTE
Trading Standards	34.8 FTE	12.9 FTE
Total Staff (including Students)	168.0 FTE	52.0 FTE



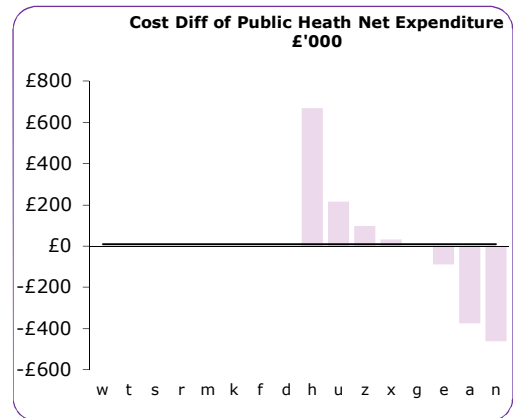
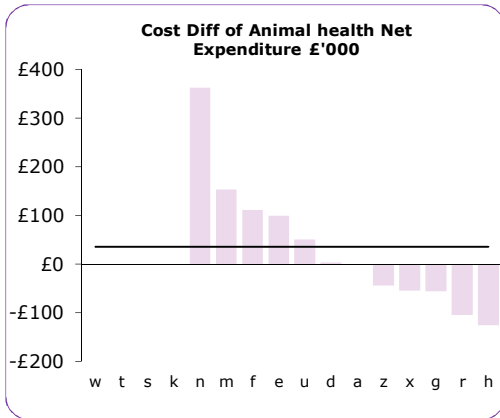
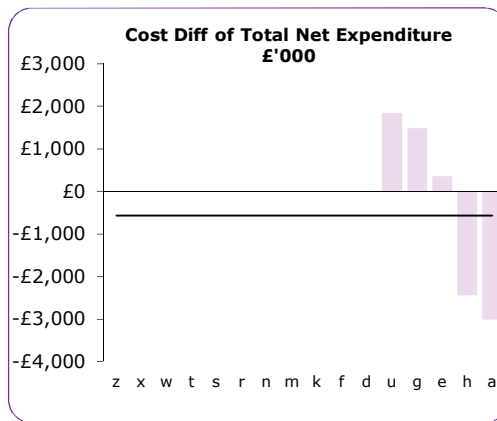
Contract/Agency Staff

	Barchester	Group Average
Gross Contract/Agency Expenditure	£2 k	£45 k
Contract/Agency FTE		
- Environmental Health	1.0 FTE	0.9 FTE
- Trading Standards	0.0 FTE	0.7 FTE
Total Contract/Agency Staff	1.0 FTE	1.1 FTE

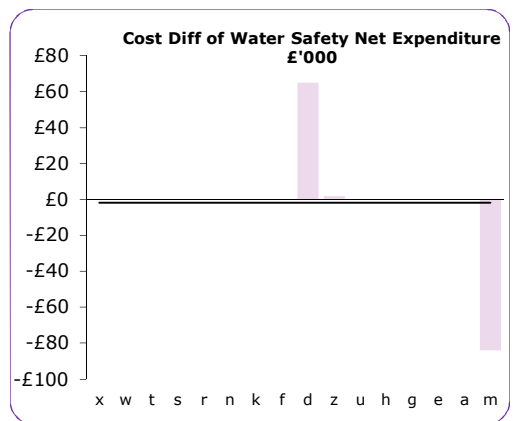
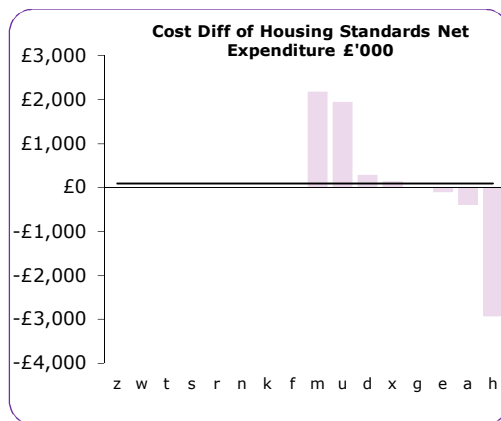
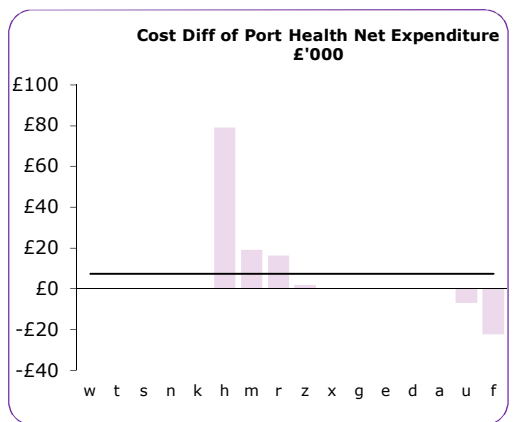
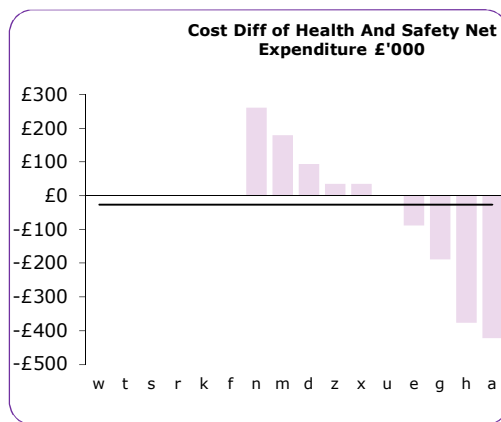
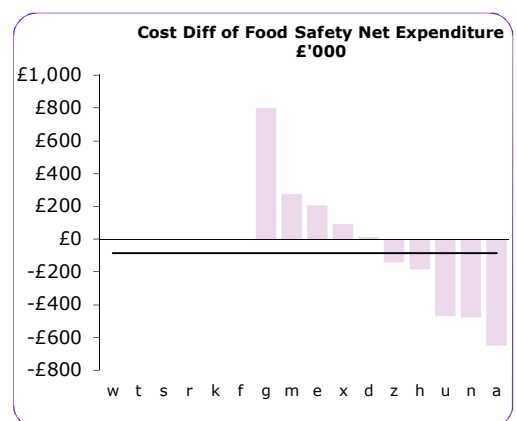
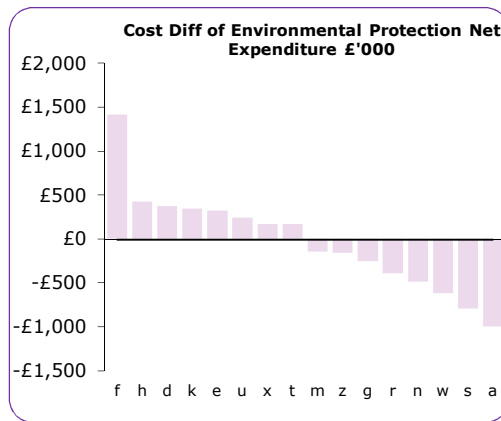
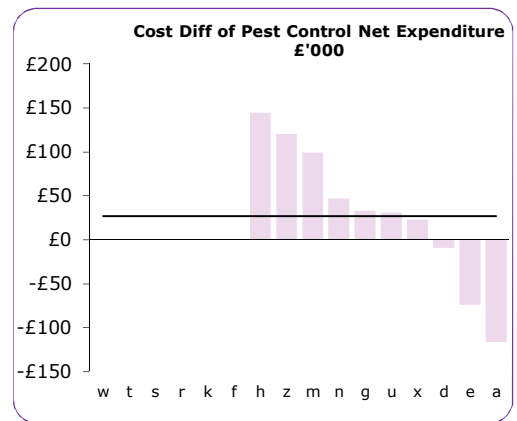
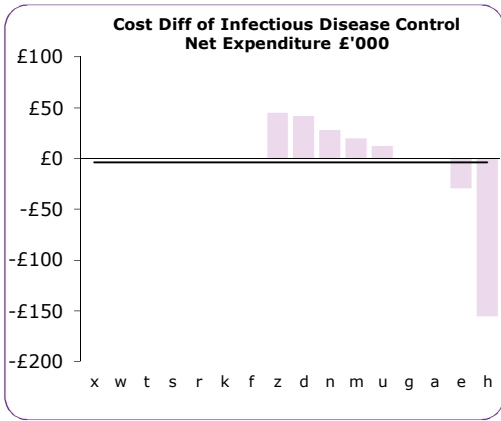


COST OF DIFFERENCE

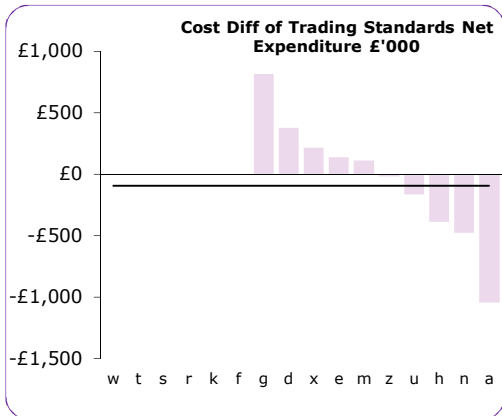
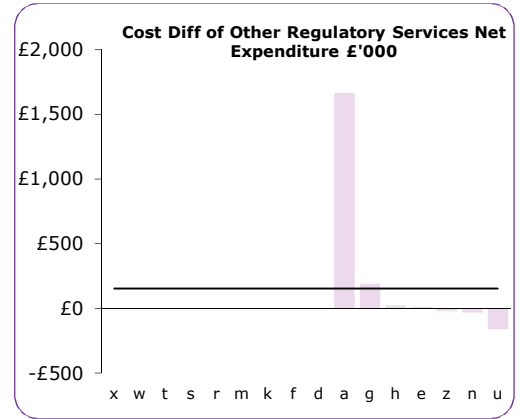
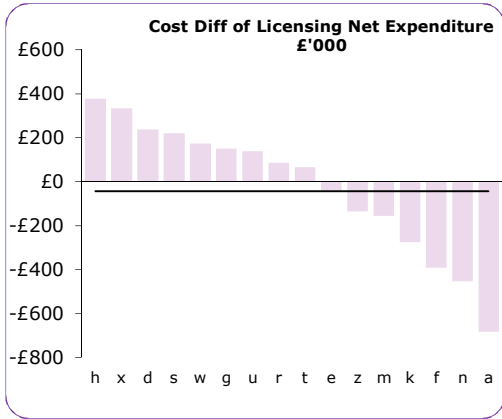
	£'000	£ p/h	Group Avg £ p/h	Cost Diff from Group Avg £'000	% Cost Diff of Service Expenditure
Animal Health	206	0.48	0.35	59	28.6%
Public Health	749	1.73	0.58	516	68.9%
Infectious Disease	-	-	0.10	(41)	na
Pest Control	376	0.87	0.30	251	66.9%
Environmental Protection	1,082	2.50	2.39	214	19.8%
Food Safety	398	0.92	1.34	(183)	-45.9%
Health and Safety	-	-	0.26	(124)	na
Port Health	119	0.28	0.03	106	88.9%
Housing Standards	2,451	5.67	3.29	1,156	47.1%
Water Safety	-	-	0.04	(15)	na
Licensing	50	0.12	(0.35)	220	na
Other Regulatory Services	2	0.00	1.84	(739)	na
Trading Standards	886	2.05	2.04	68	7.7%
Total	6,319	14.61	12.36	1,348	21.3%



Cost of Difference



Cost of Difference



APPENDIX 1 - COMPARATIVE BAR CHARTS

Comparative bar charts

This type of chart is the backbone of our report. It enables us to display the data for the entire group efficiently, displays clearly to readers where their authority sits compared to the group and provides key information about the range of values being compared.

While we hope these charts will be intuitive to many readers, some readers will benefit from a little more information. In this appendix we clarify how these charts work and present techniques for getting the most out of the them.

Example 1: Anatomy of a comparative bar chart

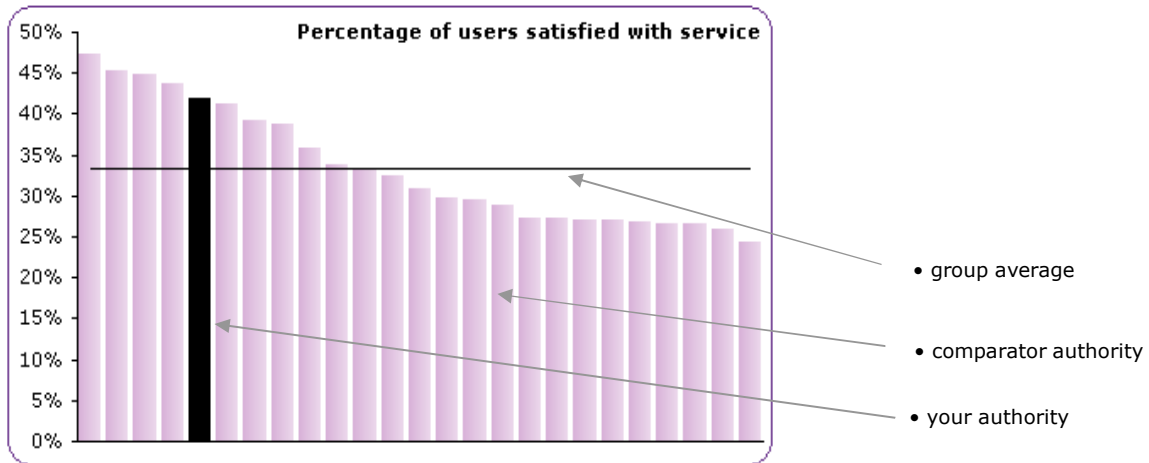
This chart displays fictional user satisfaction data for 25 authorities. Each bar represents an individual authority and the bar for the reader's authority highlights in black.

The values for the authorities are displayed in order starting at the highest value at the left of the chart and dropping to the lowest at the right of the chart.

In this example, the black bar highlights on the left of the chart, showing that the authority is performing strongly (has a high value) for this indicator when compared to the other 24 authorities.

The horizontal black line is the average value for the group. In this example it can literally 'be seen' that the authorities user satisfaction is clearly above average as the black bar is taller than the height of the average line.

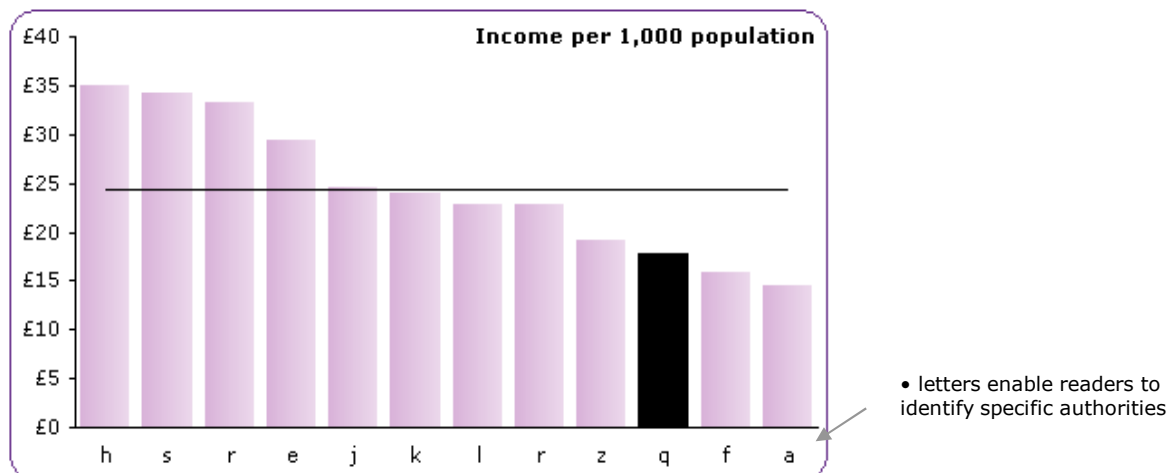
The y-axis shows the scale and enables readers to judge the values of individual authorities and the average. While readers naturally cannot read exact values off the chart, your authority's own value and the group average will be displayed near the chart, often with the associated raw data.



Example 2: Comparative bar charts for reports with small numbers of authorities

This example displays fictional income data for 12 authorities.

Authorities can request copies of this report using any grouping of authorities that they wish (e.g. small regional groupings, nearest neighbours or family groupings, core cities up to the whole of Britain).



Example 3: Zero values and unavailable data

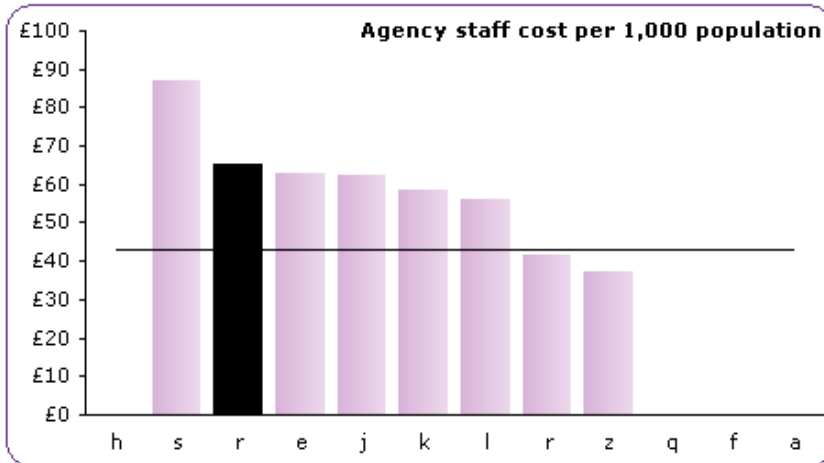
Zero values: In some cases the value for any authority might be zero, in this case the value 'displays' as a bar of zero height (i.e. no bar) on the right of the distribution (which follows the pattern of lowest values to the right of the chart).

Unavailable data: In other cases there may not be data available, either because the data were not supplied, or because the data supplied have been rejected. These are displayed by missing bars on the left of the chart.

Averages: Zero values are included in the average as they are genuine values for authorities. The average however excludes unavailable data.

This chart shows fictional agency staff costs for 12 authorities. The four missing bars can potentially cause confusion, however it will quickly become second nature to readers.

In this chart, authorities q, f and a have no spend on agency staff, i.e. they have not used agency staff and therefore their values are genuinely zero. However the use by authority h is unknown and has been excluded from the analysis (represented by the gap on the left of the chart). The chart average is based on only 11 authorities as authority h is

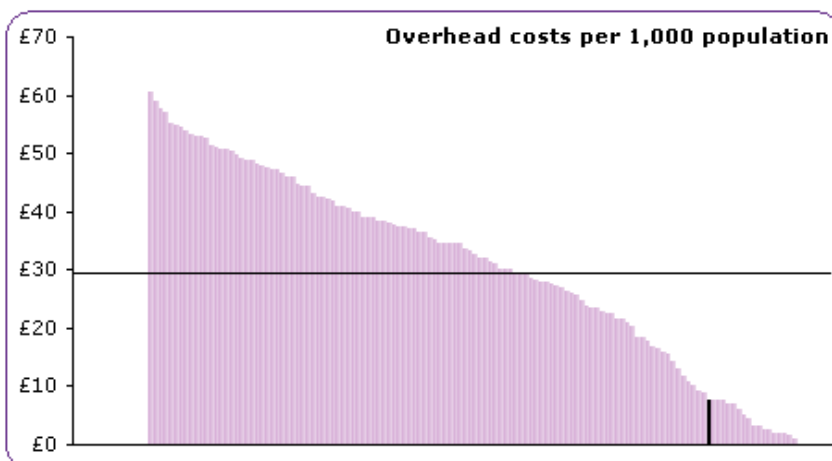


Example 4: Comparisons with large numbers of authorities

When a large number of authorities are displayed the individual bars get so small that they start to merge. The value for your authority should still be clearly visible as the black bar. While individual bars cannot be seen, this does not detract from the readers ability to compare their value to the group, or learn about overall range of values.

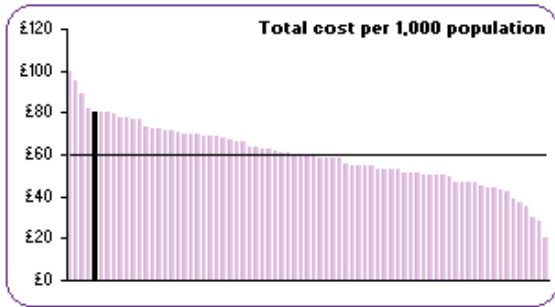
This chart shows fictional overhead costs for 150 authorities. By looking at the shape of the graph and position of the black bar and average line the following information can be observed.

- The black bar authority has a very low figure, being less than a third of the group average.
- Data were not available for around 10% of the authorities (gap on left of the chart).
- 5% of the authorities report either zero or miniscule costs (gap on right of the chart).
- There is great variation in these costs, as the distribution slopes smoothly from left to right showing that there is no 'typical' value for this cost.



Examples 5-8: Example distributions and help in interpreting them

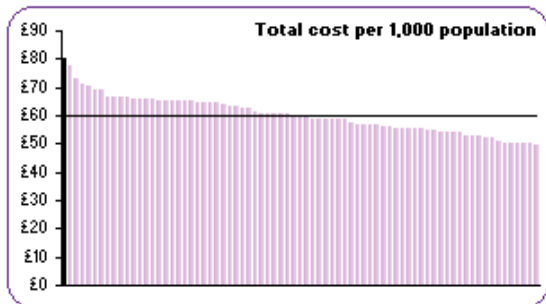
The distributions of values shown on the charts can vary greatly. Here we show some examples to help readers understand how the distributions can vary. In each case we will keep the black bar authority's value the same and the group average the same, however the shape of the graph and distribution of the groups values are varied to give quite different pictures of the example authority's costs.



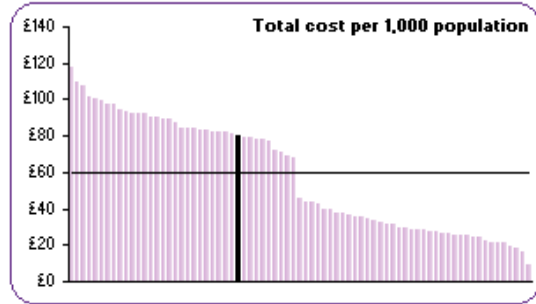
- This chart shows a very common distribution (which a statistician would appropriately call the 'normal' distribution).
- While there is a wide range of values (20-100) the majority of authorities are in a much tighter range (about half are between 50 and 70).
- In this particular case the highlighted authority has one of the highest costs.



- This chart shows a straight sloping distribution.
- There is no consistency between authorities and no such thing as a typical value.
- In this particular case the highlighted authority is above average, but not significantly so.



- This chart shows little variation between authorities.
- In this particular case the highlighted authority is clearly the most expensive per 1,000 population.



- This distribution is quite rare, the chart clearly displays two distinct groupings of authorities.
- In this case interpreting the highlighted authorities value is difficult and it is important to investigate the reasons behind this variation.

Quartiles

We finish this introduction with a quick note about quartiles. Quartiles are a popular simple way to examine distributions of cost or performance data.

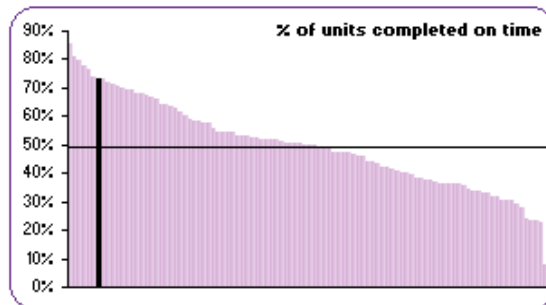
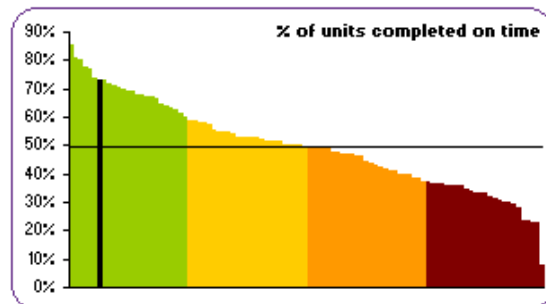
Quartiles are produced by splitting the distribution into four quarters, as presented on the right.

Mathematically the word quartile refers to the boundaries between the quarters (called the lower quartile, median and upper quartile).

In business & management the word quartile is more often used to refer to the quarters themselves. "Top quartile" is used to describe the best quarter (e.g. highest performance) while "bottom quartile" refers to the worse (e.g. high cost or low performance).

It is common approach to view "being in the top quartile" as a benchmark to be achieved, and "being in the bottom quartile" as a sign of problems.

We do not show quartiles in this report, as this approach can be viewed as simplistic, and it does not fit in with the purpose of the report, which is to inform rather than judge. The reader should however compare the top and bottom charts and note how easy it is to quarter the distribution with the mind's eye.



APPENDIX 2 - CONTACT US

We hope you have found the profile interesting and informative.

This is the first year of the profile and we aim for this to be a user-led product that improves year-on-year.

Please help us improve the next round by contacting us with your thoughts and suggestions!
statistics@cipfa.org

We will also be happy to answer any queries you have regarding the profiles.

For details of our other products please follow the links below:

Income Generation Profile: <http://www.cipfa.org/services/research-and-statistics/comparative-profiles>

CIPFASStats homepage: <http://www.cipfa.org/services/research-and-statistics>