

Services		Services		Change 2009-2012			Observation
2009		2012	2012	Change	2009	2012	
1	Corporate Policy	1	C2a	GAIN	Basic	Optimum	improvement
2	Housing Policy	2	C2b	SAME	Optimum	Optimum	
3	Planning Policy	3	C2c	SAME	Optimum	Optimum	
4	Equalities	4	[B2a]	GAIN	Basic	Optimum	improvement following changed processes
5	Health/Culture	5	C3a	SAME	Optimum	Optimum	
6	Benefits	6	C3b	SAME	Basic	Basic	
7	Housing Options	7	C3c	SAME	Basic	Basic	
8	Estate Management		see 7, 9				
9	Supported Housing	9	C3e	LOSS	Optimum	Premium	more expensive
10	Housing Repairs	10	C4d	SAME	Optimum	Optimum	
11	Children's Services	11	C3f	SAME	Optimum	Optimum	
12	Tenant Participation	12	C3g	SAME	Optimum	Optimum	has drifted to boundary with Premium
13	Community Policy	13	C2d	SAME	Optimum	Optimum	
14	Customer Insight	14	B1b	SAME	Optimum	Optimum	
15	Economic Development	15	C4a	LOSS	Optimum	Basic	
16	Town Centre	16	C4b	SAME	Optimum	Optimum	
17	Revenues/Financial Wellbeing		see 6				
18	Funding	18	C4c	SAME	Optimum	Optimum	
19	Community/Voluntary	19	C1a	GAIN	Problem	Optimum	significant improvement
20	Community Safety	20	C3d	SAME	Optimum	Optimum	
21	Neighbourhood Management		see 20				
22	Payroll	22	A1b	SAME	Optimum	Optimum	
23	Creditors	23	A1c	GAIN	Basic	Optimum	improvement
24	Accountancy	24	A1a	LOSS	Optimum	Premium	more expensive - specialised HRA requirement
25	Internal Audit	25	A1d	SAME	Optimum	Optimum	
26	Customer Services	26	B1a	LOSS	Optimum	Premium	has needed greater resources; expectation of once more being Optimum following organisational learning
27	Corporate & Democratic	27	B2b	SAME	Optimum	Optimum	
28	Elections	28	B3	SAME	Optimum	Optimum	some improvement, as has moved to middle of Optimum
29	Environmental Health	29	D1	SAME	Optimum	Optimum	some improvement, as has moved to middle of Optimum
30	Development Control	30	D3	SAME	Optimum	Optimum	
31	Building Control	31	D4	SAME	Optimum	Optimum	no change
32	Environmental Management	32	C4f	GAIN	Basic	Optimum	improvement
33	Waste Management	33	D2	SAME	Premium	Premium	
34	Property Management	34	A4a	SAME	Optimum	Optimum	has drifted to boundary with Premium
35	Cemeteries	35	C4g	SAME	Premium	Premium	some improvement - now at boundary with Optimum
				GAINS	5		
				LOSSES	4		
				NET GAIN	1		