

# Best value in housing

## What is it about?

- Best Value is about the delivery by local authorities of high quality, efficient services that are responsive to the needs and aspirations of local people - the service users.
- It is central to the Government's agenda for modernising local government as described in the White Paper Strong Local Leadership - Quality Public Services (December 2001).
- Since 1 April 2000, Best Value has required local authorities to make continuous improvements to all of their services including housing.
- In carrying out the duty local authorities are required to follow a broad statutory performance management framework as provided for in [Part 1 of the Local Government Act 1999](#).

## What are authorities required to do?

The statutory framework for Best Value requires local authorities to:

- establish corporate wide objectives;
- agree a programme of Best Value Performance Reviews of services and set this out in an annual Best Value Performance Plan (BVPP) - the annual deadline for publication of the BVPPs is 30 June;
- undertake Best Value Performance Reviews of all their services. Reviews need to embrace the "four Cs":
  - challenge** - why and how a service is being provided
  - compare** - with the performance of others across a range of relevant indicators, taking into account the views of service users and potential suppliers
  - consult** - local taxpayers, service users, partners and the wider business community in the setting of new performance targets
  - competition** - consider fair competition as a means of securing efficient and effective services.
- set performance targets in relation to national performance indicators prescribed by Government and those drawn up locally, and publish these in the annual Best Value Performance Plan;

## The Framework also provides for:

- a strengthened external audit and inspection regime. Housing inspections are carried out by the Housing Inspectorate which is part of the Audit Commission;
- the Secretary of State with (last resort) powers of intervention in the case of service failure.

Statutory and other guidance is provided in DETR circular 10/99.

## Best Value in Housing

Guidance on the application of Best Value to housing is contained in the Best Value in Housing Framework document, which is available from;

Housing Support Unit  
ODPM - Zone 2/C6  
Eland House  
Bressenden Place  
London SW1E 5DU  
tel: 020 7944 3257  
fax: 020 7944 4527  
e mail:[h.r.summaries@odpm.gsi.gov.uk](mailto:h.r.summaries@odpm.gsi.gov.uk)

A summary leaflet for tenants and residents has also been produced and is available from Office of the Deputy Prime Minister Publications

The publications home page contains information on how and where you can obtain publications produced by the Office of the Deputy Prime Minister.

*Please indicate the name of the publication required and do not forget to include your full postal address.*

**For further information contact**

**Tel: 020 7944 3487,  
fax: 020 7944 3489.**