

APPENDIX 5**Glossary of abbreviations and key terms**

| Abbreviation | Explanation |
|---------------------|-------------------------------------------------------|
| AC | Audit Commission |
| B | Base Number |
| BFI | Benefit Fraud Inspectorate |
| BV | Best Value |
| BVPI | Best Value Performance Indicator |
| BVPP | Best Value Performance Plan |
| BVR | Best Value Review |
| C | Confidence Interval |
| CAMHS | Child and Adolescent Mental Health Services |
| CAT | Corporate Assessment Team |
| CCTV | Closed Circuit Television |
| CIPFA | Chartered Institute of Public Finance and Accountancy |
| CLS | Community Legal Services |
| CMT | Corporate Management Team |
| CPA | Comprehensive Performance Assessment |
| CRE | Commission for Racial Equality |
| CS | Community Strategy |
| CSCI | Commission for Social Care Inspection |
| DAAT | Drug & Alcohol Action Team |
| DBC | Darlington Borough Council |
| DDA | Disability Discrimination Act |
| DEFRA | Department for Environment, Food and Rural Affairs |
| DfES | Department for Education and Skills |
| DfT | Department for Transport |
| DMT | Departmental Management Team |
| DoH | Department of Health |
| DSO | Direct Services Organisation |
| DWP | Department for Work and Pensions |
| GCSE | General Certificate of Secondary Education |

| Abbreviation | Explanation |
|---------------------|--------------------------------------------------------|
| GEM | Get Everyone Motivated |
| GNVQ | General National Vocational Qualification |
| GOLD | Growing Older Living in Darlington |
| GONE | Government Office North East |
| HB/CTB | Housing Benefit/Council Tax Benefit |
| HRA | Housing Revenue Account |
| HRM | Human Resources Management |
| ICT | Information and Communication Technology |
| IDeA | Improvement and Development Agency |
| IEG | Implementing Electronic Government |
| IIP | Investors In People |
| LA | Local Authority |
| LAC | Looked After Children |
| LEA | Local Education Authority |
| LGA | Local Government Association |
| LGC | Local Government Chronicle |
| LGOL | Local Government On-line |
| LGR | Local Government Review |
| LSP | Local Strategic Partnership |
| LTP | Local Transport Plan |
| LQ | Lower Quartile |
| MH | Middle Half |
| MTFP | Medium Term Financial Plan |
| NOF | New Opportunities Fund (National Lottery) |
| NRF | Neighbourhood Renewal Fund |
| ODPM | Office of the Deputy Prime Minister |
| ODS | Organisational Development Strategy |
| OfSTED | Office for Standards in Education |
| ONS | Office for National Statistics |
| PAF | Performance Assessment Framework (for Social Services) |
| PCT | Primary Care Trust |

| Abbreviation | Explanation |
|---------------------|--------------------------------------------------------------|
| PDR | Performance Development Review |
| PE | Physical Education |
| PFI | Private Finance Initiative |
| PI | Performance Indicator |
| PMF | Performance Management Framework |
| PSA | Public Service Agreement |
| QOL | Quality of Life Indicators |
| RO | Revenue Outturn form |
| RSL | Registered Social Landlord |
| SAP | Standard Assessment Procedure (for energy efficiency scores) |
| SEN | Special Educational Needs |
| SSA | Standards Spending Assessment |
| SSI | Social Services Inspectorate |
| SSSI | Site of Special Scientific Interest |
| SWOT | Strengths, Weaknesses, Opportunities and Threats |
| TQ | Top Quartile |
| TVP | Tees Valley Partnership |
| VAP | Violence against the person |
| YOS | Youth Offending Service |

| Key Term | Explanation |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Assisted Area Status | Assisted areas are those areas of Great Britain where Regional Aid may be granted under European Community law. |
| Audit Commission | Audit Commission is an independent, national body responsible for promoting the best use of public money in local authorities and the NHS, by ensuring proper stewardship of public funds and by helping those responsible for public services to achieve economy, efficiency and effectiveness. |
| Balanced Scorecard | A way of using meaningful measures and outcomes to drive performance improvement. |
| Beacon Council | The government awards Beacon Council status to local authorities in recognition of excellence in particular service areas. |
| Benchmarking | The analysis of selected activities and processes, and their comparison with similar analyses for other organisations. |
| Best Value | The statutory duty which local authorities owe to their stakeholders to provide relevant, cost-effective and efficient services. |
| Best Value Performance Indicator | Performance Indicators set by the ODPM and designed to reflect the national interest in the delivery of local services. |
| Best Value Reviews | Fundamental reviews of local authority services. |
| Children's Centres | Sure Start's way of delivering good quality, integrated services for young children. |
| Community Legal Services | Free, good quality legal information and advice provided directly to the public. |
| Corporate Management Team | Corporate Management Team comprises Chief Executive, departmental Directors and Head of Policy. |
| Confidence Interval | An indication of the accuracy of the results of the survey. |
| Comprehensive Performance Assessment | CPA is the government's new approach to assessing council performance, and is carried out by the Audit Commission. CPA assesses performance on two sectors – the quality of current services and the council's capacity to improve those services. Current and past performance, as well as future plans for targets are combined to produce categorisation of councils as either: excellent, good, fair, weak or poor. |
| Darlington Partnership | The Local Strategic Partnership for Darlington. |
| Equality Standard for Local Government | The standard provides a framework for delivering performance improvement in respect of the equalities agenda. |
| Liveability | General term to describe the overall quality of the street scene. |

| Key Term | Explanation |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Local Performance Indicators | Performance Indicators selected by single authorities or groups of authorities of particular importance locally. |
| Lower Quartile | The bottom quartile of any table (bottom 25%), when put in order of any selected scale of value, from highest to lowest; or the quarter of the population in any distribution with the lowest values of any selected attribute. |
| Medium Term Financial Plan | The Council's five year plan projecting income and expenditure. |
| Maladministration | Dishonest, inefficient or bad administration. |
| Multi Agency Partnership | Several organisations working together. |
| Organisational Development Strategy | A plan that maps an organisations improvement programme. |
| Outcomes | The end of the 'input, process, output, outcome' chain, or the effect (on services and their users) produced by outputs. |
| Performance Assessment Framework | These are additional indicators set by the government and relate to Social Services. |
| Performance Indicator | Any numerical data or ratios collected and used for the purpose of making initial comparisons (preferably subject to further research before firm conclusions are drawn) of the performance of groups of similar bodies. |
| Procurement | The process of obtaining goods and/or services. |
| Public Service Agreement | Government initiative designed to free up council's to deliver services to respond to local needs, while meeting or exceeding nationally set standards. |
| Quality of Life Indicators | Non-statutory, national performance indicators of community well-being |
| Schools Funding Assessment | This is to schools what the SSA is to local authorities. |
| Service Plans | A plan utilised by a Head of Service to effectively and efficiently manage their services. |
| Social Inclusion | Process of improving the life chances of those suffering, or at risk of suffering, disadvantage and discrimination. |
| Social Inequalities | The gap between people who suffer more and/or worse social problems and those who suffer fewer and/or milder problems. |
| Special Educational Needs Statements | A statement, made by the LEA, which specifies the special educational provision a pupil should have and the type of school a child should attend. A statement is normally only made where the needs of the pupil cannot reasonably be met within the resources available to the school. |

| Key Term | Explanation |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Standard Spending Assessment | A mechanism by which the government's revenue grant to local authorities in England is distributed |
| Strategy | A medium to long-term plan for success. |
| Sure Start | The governments programme to deliver the best start in life for every child by bringing together early years education, childcare, health care and family support. |
| Target | That which quantifies a performance measure or determines success criteria. |
| Tees Valley Partnership | A partnership that works to deliver the Tees Valley Action Plan, linking to the Tees Valley Vision – a ten year regeneration strategy. |
| Unitary Authority | Unitary authorities, like Darlington, were created as part of local government re-organisation between 1996 and 1998. They provide the full range of local authority services. |
| Upper Quartile | The top quartile of any table (top 25%), when put in order of any selected scale of value, from highest to lowest; or the quarter of the population in any distribution with the highest values of any selected attribute. |