

# Malvern Hills District Council

**A flagship local authority that delivers  
high customer satisfaction,  
good performance  
and value for money**



**Malvern Hills –  
a great place to live, work and visit!**



## **A place where:-**

- **Residents can expect to live longer and enjoy a healthier lifestyle**
- **Children and young people can expect above average levels of educational achievement**
- **Levels of crime and anti social behaviour are amongst the lowest in the country**
- **Streets are clean and free of litter and refuse**
- **More children and adults are physically active**
- **Unemployment is low and there is a diverse local economy with a focus on research and electronics and tourism**
- **There is a stunning landscape dominated by the Malvern Hills (an Area of Outstanding Natural Beauty), the Teme Valley, and the rivers Severn and Teme**
- **There are great local facilities including the famous Malvern Theatres and the Three Counties showground**

**Has the 4th lowest spend per head  
of all district councils**

**and**

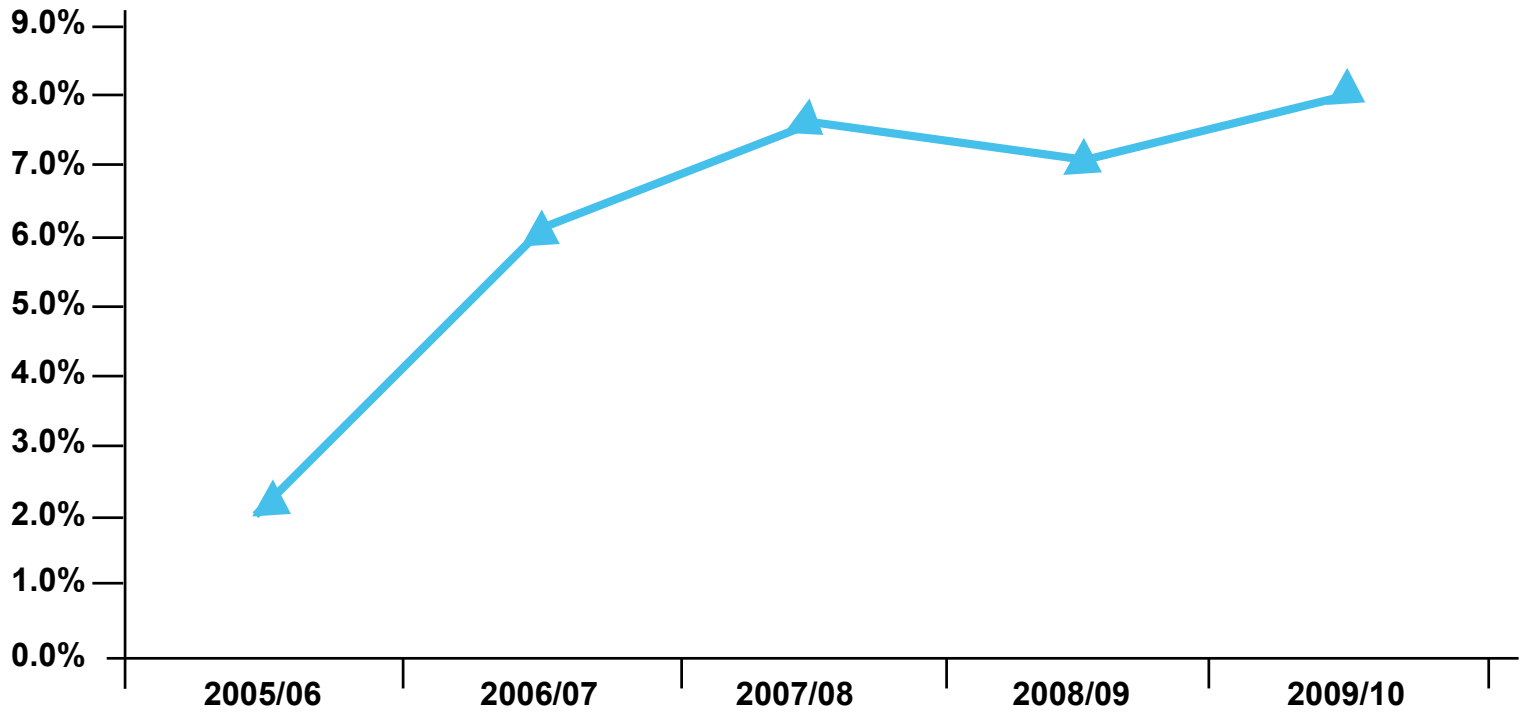
**has the 27th lowest Council tax  
in the country**



high satisfaction • good performance • good value for money

**Has made above average  
efficiency savings  
year on year**

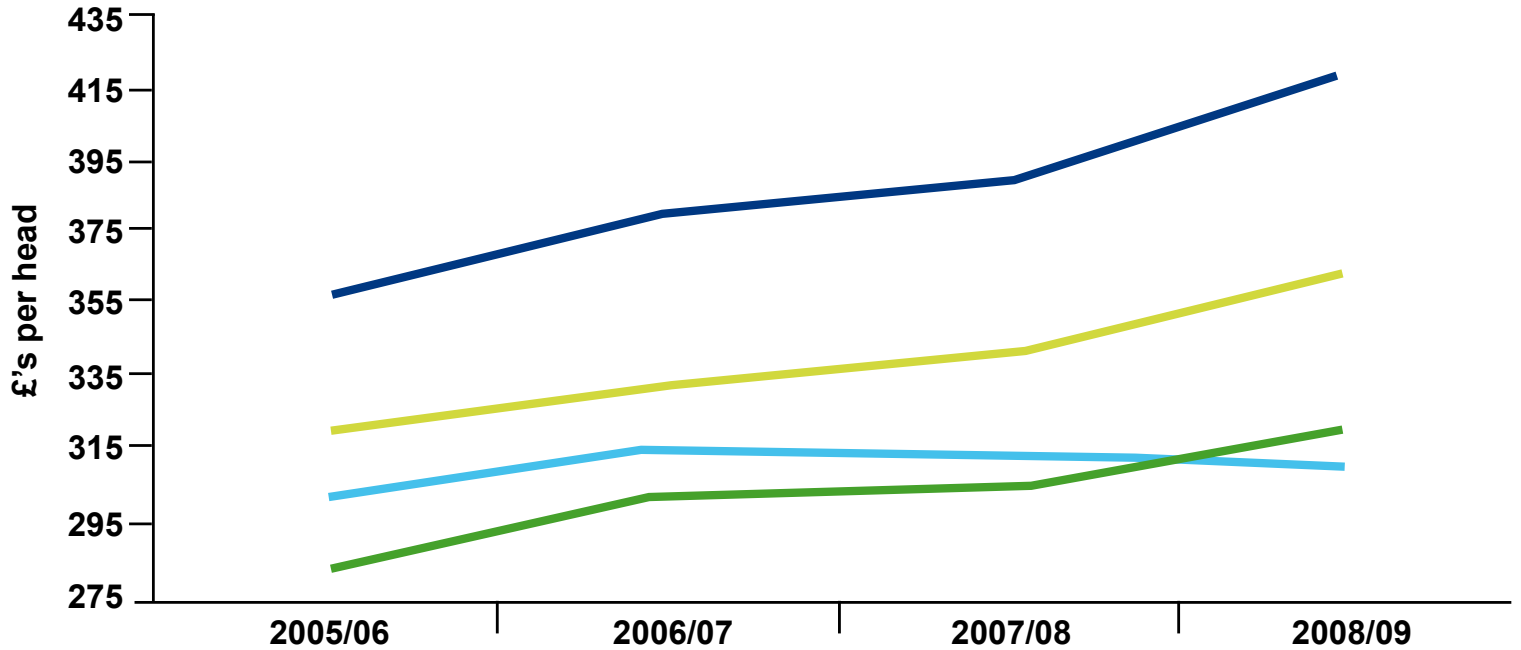
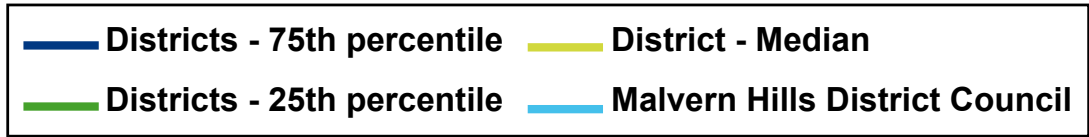
### Efficiency Savings as % of budget



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**Has reduced costs  
relative to  
all district councils**

## Total net current expenditure per head



Source: Audit Commission Value for Money analysis (all district councils)

high satisfaction • good performance • good value for money

**Has suffered from  
real terms funding decreases  
for the last three years**

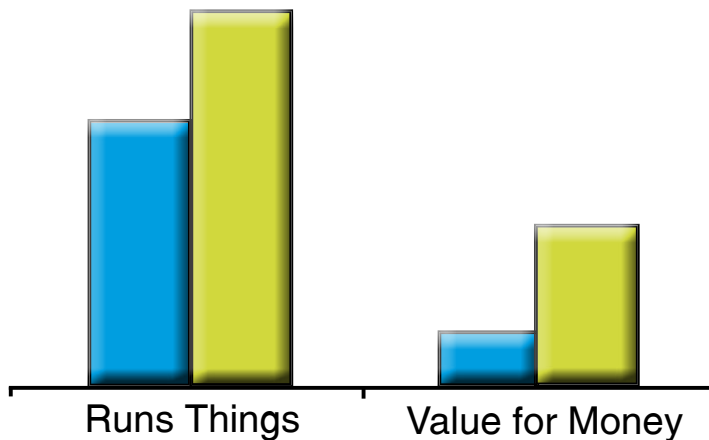


high satisfaction • good performance • good value for money

## Has satisfied residents:

**51% are satisfied with the way the council runs things**

**39% feel the council delivers value for money**



**more than  
most councils  
across England.**

Source: Place Survey 2008



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**Residents are more satisfied  
with services  
than in most English councils**



high satisfaction • good performance • good value for money

**Was rated “Excellent” under CPA**

**Scored:**

- **3 out of 4 for Use of Resources**
- **3 out of 4 for Managing Performance under CAA**

**(only two other district councils in the whole country scored better)**

**The Audit Commission said:**

**“Malvern Hills District Council performs well overall.  
Public satisfaction with the area is high  
and the Council provides good value for money.”**



**high satisfaction • good performance • good value for money**

**As one of the most sparsely populated and smallest district councils, Malvern Hills District Council punches well above it's weight.**

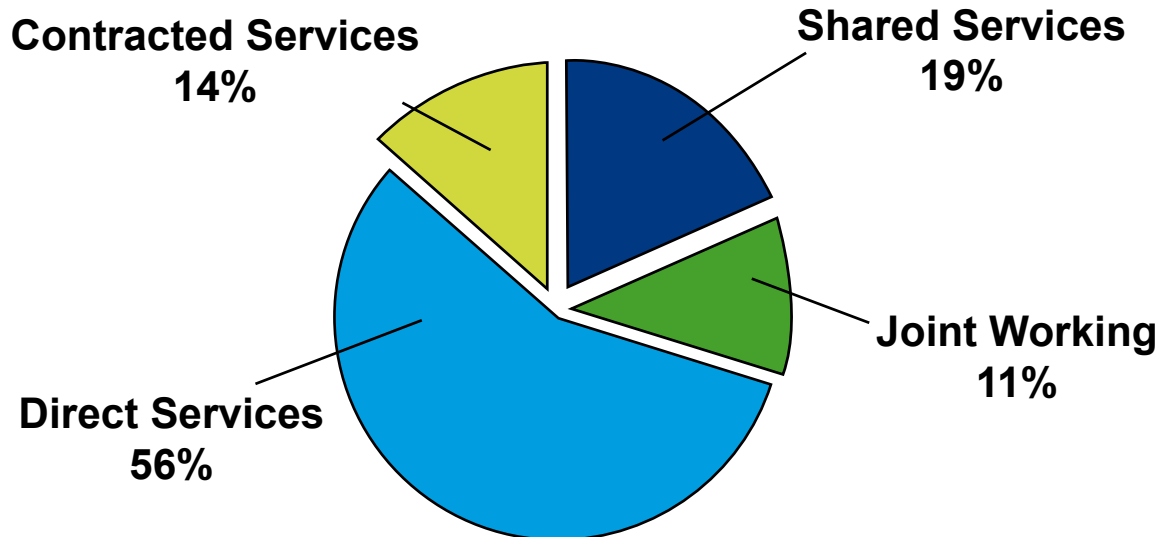
- The leading player in developing the first Revenues and Benefits shared service in the country and the Regulatory Service.**
- The major shareholder in the highly successful Malvern Hills Science Park
  - A leading role on the groundbreaking Joint Core Strategy for South Worcestershire****



high satisfaction • good performance • good value for money

# We have also developed a mixed economy of service provision to provide excellent service at low cost

Service Provision by % of services





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**Encourages volunteering and social action in our communities.**

**For example:**

**Every major settlement at risk of river flooding now has a community-led and Council-supported Emergency Support Team of trained and equipped volunteers.**

**Volunteering levels are amongst the highest in the country.**



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