

Meeting of the

OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 29 July 2008 at 7.00 p.m.

SUPPLEMENTARY A G E N D A

VENUE

M71, 7th Floor, Town Hall, Mulberry Place, 5 Clove Crescent, London,
E14 2BG

Members:	Deputies (if any):
Chair: Councillor Abdul Asad Vice-Chair:	
Councillor Shahed Ali Councillor Stephanie Eaton Councillor Waiseul Islam Councillor Ann Jackson Councillor Shiria Khatun Councillor Oliur Rahman Councillor A A Sardar Councillor Bill Turner Two Vacancies	Councillor M. Shahid Ali, (Designated Deputy representing Councillors Abdul Asad, Waiseul Ialm, Ann Jackson, Shiria Khatun, A. A. Sardar and Bill Turner) Councillor Lutfa Begum, (Designated Deputy representing Councillor Oliur Rahman) Councillor Carli Harper-Penman, (Designated Deputy representing Councillors Abdul Asad, Waiseul Islam, Ann Jackson, Shiria Khatun, A. A. Sardar and Bill Turner) Councillor Azizur Rahman Khan, (Designated Deputy representing Councillor Stephanie Eaton) Councillor Rania Khan, (Designated Deputy representing Councillor Oliur Rahman) Councillor Abdul Matin, (Designated Deputy representing Councillor Stephanie Eaton) Councillor Abjol Miah, (Designated Deputy

representing Councillor Shahed Ali)
Councillor Fozol Miah, (Designated
Deputy representing Councillor Shahed
Ali)
Councillor Tim O'Flaherty, Designated
Deputy representing Councillor Stephanie
Eaton
Councillor M. Mamun Rashid, Designated
Deputy representing Councillor Shahed Ali
Councillor Salim Ullah, (Designated
Deputy representing Councillors Abdul
Asad, Waiseul Islam, Ann Jackson, Shiria
Khatun, A. A. Sardar and Bill Turner)

[Note: The quorum for this body is 4 voting Members].

Co-opted Members:

Mr Azad Ali	–	Parent Governor Representative
Terry Bennett	–	Church of England Diocese Representative
Mr D McLaughlin	–	Roman Catholic Diocese of Westminster Representative
Mr H Mueenuddin	–	Muslim Community Representative
One Vacancy - Parent Governor Representative	–	

If you require any further information relating to this meeting, would like to request a large print, Braille or audio version of this document, or would like to discuss access arrangements or any other special requirements, please contact: Amanda Thompson, Democratic Services, Tel: 020 7364 4651, E-mail: amanda.thompson@towerhamlets.gov.uk

LONDON BOROUGH OF TOWER HAMLETS
OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 29 July 2008

7.00 p.m.

9.1 Tower Hamlets Index (Pages 1 - 32)

(Time allocated – 15 minutes)

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Agenda Item 9.1

Committee Overview and Scrutiny	Date 29 July 2008	Classification Unrestricted	Report No.	Agenda Item No.
Report of: Assistant Chief Executive Originating Officer(s): Alan Steward, Service Head, Strategy and Performance		Title: Tower Hamlets Index - Monitoring Report Apr 2008 – May 2008 Ward(s) affected: All		

1 Summary

1.1 This report introduces the first monitoring report for the new Tower Hamlets Index. The set of indicators that constitutes the new Tower Hamlets Index reflects the Strategic Plan 2008/09 and the new Local Area Agreement. This report covers the period April-May 2008.

2 Recommendations

2.1 That the Committee notes and comments on the performance as identified in paragraph 4 of this report.

Local Government Act, 2000 (Section 97)

List of "Background Papers" used in the Preparation of this Report

Brief description of background papers: Tower Hamlets Index Monitoring Reports Strategic Plan 2008/09	Name and telephone number of holder and address where open to inspection: Michael Keating, 020 7364 3183 Mulberry Place, 6 th Floor
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3 Background

3.1 With the introduction of the new national indicator set alongside the negotiation of our Local Area Agreement, we have revised our framework for performance indicators into three tiers:

1. Strategic Indicators - consisting of the national indicators in our LAA and some measures of corporate health (such as sickness absence) and customer satisfaction (annual residents survey). These form the Tower Hamlets Index and will be monitored corporately every two months through CMT, LAB and Overview and Scrutiny. These are set out in Appendix 1.
2. Priority Indicators – these are the rest of the national indicator set with a small number of (usually ex-BVPI) indicators that provide important measures of our services. We will monitor these every six months, alongside the monitoring of the Strategic Plan, through CMT, LAB and Overview and Scrutiny. These are set out in Appendix 2
3. Service Indicators – these are the measures used by directorates to monitor and manage their services in detail. These will be monitored at directorate level with Lead Member involvement.

3.2 The targets for all indicators are set to assist the Council in reaching its ambition of being one of the top performers in Inner London, and in the top 25% in Greater London by 2010. These targets are integrated into the service planning, team planning and performance management arrangements within each directorate.

3.3 The introduction of the new national indicator set with new indicators, significant changes to definitions and the lack of baseline and benchmarking information means that the setting of targets is being phased in. This mirrors the Government's approach, where a number of the indicators are being introduced in 2009/10. In addition, the LAA allows for a review of targets at the end of year 1 once baseline and benchmarking information is available, to make sure that the targets are stretching. As data for these indicators becomes available, services will establish targets that meet the Council's target setting guidelines:

- higher than last year's outturn
- aim for year on year improvement
- aim for top quartile in London in three years

This primarily affects the Priority Indicators, as the Strategic Indicator targets have been set through the LAA.

4 Tower Hamlets Index

4.1 We will report on 68 of the 72 Strategic Indicators this year. Of these, 39 (57%) can only be reported annually, as they relate to annual surveys or exam results (see Appendix 1).

4.2 The remaining 29 are available at different frequencies, mostly either monthly or quarterly. See table below for breakdown by Directorate and by Community Plan theme.

Table 1: Availability of Strategic Indicators by Directorate

	Total	Annual	Monthly	Quarterly	Termly	Thirds
Adults Health & Well-Being	1	0	0	1	0	0
Chief Executive's	3	3	0	0	0	0
Children's Services	19	17	1	0	1	0
Communities Localities & Culture	25	12	5	4	0	4
Development & Renewal	7	4	0	3	0	0
PCT	3	2	0	1	0	0
Resources	10	1	9	0	0	0
	68	39	15	9	1	4

Table 2: Availability of Strategic Indicators by Community Plan Theme

	Total	Annual	Monthly	Quarterly	Termly	Thirds
Theme 1: One Tower Hamlets	11	2	9	0	0	0
Theme 2: A Great Place to Live	19	14	1	0	0	4
Theme 3: A Prosperous Community	18	11	3	3	1	0
Theme 4: A Safe and Supportive Community	11	4	2	5	0	0
Theme 5: A Healthy Community	9	8	0	1	0	0
	68	39	15	9	1	4

5 How Are We Doing?

- 5.1 For April – May 2008, data is available for 15 indicators. These are set out in Appendix 3.
- 5.2 Currently 5 of the performance indicators are on track to achieve their end of May target (GREEN).
- 5.3 A total of 9 indicators are not meeting their end of May target, of which Managers indicate that 7 will return to target by year end (AMBER), while 2 may not (RED). Indicators that are significantly below their target are:
- SP506 Invoices paid on time
 - SP505 Sickness absence
 - RES058 Waiting time to hot lines
- 5.4 It is not possible to report traffic lights for 2 indicators for this period, these are:
- Number of most serious violent crimes per 1,000 population (targets will be set once baseline established)
 - Secondary school persistent absence rate (spring term data not yet available).
- 5.5 21 indicators can be reported for the next period: the 1st Quarter (period ending June 2008).
- 5.6 In this first monitoring round of 2008/09 there are 35.71% GREEN, 50.00% AMBER and 14.29% RED indicators by comparison to the same time last year when there were 42.50% GREEN, 50.00% AMBER and 57.50% RED.

	GREEN	AMBER	RED
2007/08	17 (42.50%)	20 (50.00%)	3 (7.50%)
2008/09	4 (35.71%)	7 (50.00%)	2 (14.29%)

5.7 In comparing the two years however, it must be stressed that we are using a new set of indicators. There are still 10 months to the year end and comments reflect the steps being taken to ensure targets are met.

6 Finance

6.1 It is important that performance monitoring takes account of financial performance so that it can be shown to have been achieved within existing resources and therefore to be broadly sustainable.

6.2 The latest corporate financial monitoring information available relates to the year-end position for 2007/08 (i.e. as at 31st March 2008). For the General Fund, this indicates a net underspend for the year against Directorate budgets of £6.2m. The biggest single factor contributing to the underspend relates to Council borrowing and investment.

6.3 Although it is not possible to be specific about individual performance indicators, this tends to indicate that, in general, current levels of performance are being achieved within the resources allocated in the budget.

6.4 In addition, the Performance Review Group focuses on performance and where it could be useful can look at allocating resources to support performance improvement.

7 Equalities Implications

7.1 The Council's ambitious targets for service delivery are focused on meeting the needs of the diverse communities living in Tower Hamlets. The Tower Hamlets Index reflects the priority the Council gives to equality and diversity issues, and includes specific equality indicators.

8 Comments from the Chief Finance Officer

8.1 There are no direct financial implications arising from the recommendations of this report. Any specific financial implications relating to the performance indicators have been incorporated in the officer comments attached to this report. The financial implications of performance improvement are set out in relevant reports by officers throughout the year as part of the ongoing planning processes of the authority.

9 Concurrent Report of the Assistant Chief Executive (Legal)

9.1 The Local Government Act 1999 places a duty on the Council to secure continuous improvement in the way its functions are exercised having regard to a combination of economy, efficiency and effectiveness. Performance monitoring using the Index combined with implementation of the Strategic Plan will assist in discharging that obligation.

10 Sustainable Action for a Greener Environment

10.1 A number of the Indicators contribute directly towards a greener environment, including addressing abandoned cars, and improving the cleanliness of streets. The Council will ensure that in monitoring and reporting on the Tower Hamlets Index, the environmental impact locally will be kept to a minimum.

11 Anti Poverty Comments

11.1 A number of the indicators in the Index specifically address unemployment and homelessness families, targeting some of the most vulnerable communities in Tower Hamlets. A number of the other indicators address service improvements that have a greater impact on those communities in most need of Council services.

12 Risk Management Implications

- 12.1 In line with the Council's risk management strategy, the implementation of the Tower Hamlets Index will assist the Cabinet, Corporate Directors and relevant service managers in delivering the ambitious targets set out in the Strategic Plan. Where any difficulties or slippage arise, the process will create an opportunity for Members and Corporate Directors to discuss remedial action and keep progress under regular review.

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Tower Hamlets Index 2008/09

PI Ref No	PI Description	Responsible Officer	Frequency available	Actual 07/08	08/09 Target	09/10 Target	10/11 Target
Theme 1: One Tower Hamlets							
<u>RES012</u> <u>SP504</u>	Percentage of residents agreeing that the Council "provides value for money for the council tax/pay"	Alan Finch	Annually	41	45	50	51
<u>BV008</u> <u>RES038</u> <u>SP506</u>	Percentage of Undisputed Invoices Paid on Time	Paul McDermott	Monthly	87.87	97	98	98
<u>BV011a</u> <u>CE045a</u> <u>RES045a</u> <u>SP517</u>	Percentage of top 5% of earners of Local Authority staff that are women.	Deb Clarke	Monthly	52.71	50	50	50
<u>BV011b</u> <u>RES044a</u> <u>SP516</u>	The percentage of the top 5% of Local Authority staff who are from an ethnic minority.	Deb Clarke	Monthly	17.43	22	25	27
<u>BV011c</u> <u>RES002</u>	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools.)	Deb Clarke	Monthly	3.51	4.1	4.7	5.4
<u>BV012</u> <u>CE046a</u> <u>RES046a</u> <u>SP505</u>	Number of working days/shifts lost to sickness absence per employee.	Deb Clarke	Monthly	8.75	7.5	7	6.5
<u>CE053a</u> <u>RES053a</u> <u>SP513</u>	Percentage of complaints completed in time - Council as a whole - Stage 1	Ruth Dowden	Monthly	74	80	80	80
<u>RES057</u>	Percent of calls to Hot Lines answered	Keith Paulin	Monthly	N/A	95	95	95
<u>RES058</u>	Average waiting time for calls to Hot Lines to be answered	Keith Paulin	Monthly	N/A	30	30	30
<u>RES059</u>	First contact resolution of calls to Hot Lines	Keith Paulin	Monthly	N/A	80	80	80

PI Ref No	PI Description	Responsible Officer	Frequency available	Actual 07/08	08/09 Target	09/10 Target	10/11 Target
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Theme 2: A Great Place to Live

<u>LAANI001</u> , <u>National001</u>	% of people who believe people from different backgrounds get on well together in their local area	Michael Keating	Annually	N/A	N/A	N/A	N/A
<u>LAANI005</u> , <u>National005</u>	Overall/general satisfaction with local area	Shazia Hussain	Annually	N/A	N/A	N/A	N/A
Target Setting: Targets will be set once the Place Survey methodology is confirmed by Government.							
<u>LAANI047</u> , <u>National047</u>	People killed or seriously injured in road traffic accidents	Heather Bonfield	Annually	N/A	117	111	105
<u>LAANI154</u> , <u>National154</u>	Net additional homes provided	Jackie Oduoyo	Annually	N/A	2999	2999	2999
<u>LAANI155</u> , <u>National155</u>	Number of affordable homes delivered (gross)	Jackie Oduoyo	Annually	N/A	1688	1688	1688
<u>LAANI186</u> , <u>National186</u>	Per capita reduction in CO2 emissions in the LA area	Lesley Mugeridge	Annually	N/A	2	6	10
<u>LAAP104</u>	Percentage of people who think that street cleaning is good, very good or excellent (ARS) (proxy for LAA 119)	Heather Bonfield	Annually	51	53	56	59
<u>LAAS106</u> , <u>SP110</u>	Percentage of people asked who think that parks, playgrounds and open spaces are good, very good or excellent (proxy for LAA 120)	Heather Bonfield	Annually	54	56	58	60
<u>LAAS107</u> , <u>SP109a</u>	Improved perceptions of antisocial behaviour: reduced percentage of the population who view rubbish and litter lying around as "a very serious problem"	Heather Bonfield	Annually	32.9	20	19	18
<u>National004</u>	% of people who feel they can influence decisions in their locality	Shazia Hussain	Annually	N/A	70	75	80
<u>SP413</u>	Percentage of people asked who think that leisure and sports facilities are good, very good or excellent	Paul Martindill	Annually	46	47	48	49
<u>SP507a</u>	Percentage of residents who agree that the Council is doing a good job: borough average	Michael Keating	Annually	68	72	74	76
<u>SP507b</u>	Percentage of residents who agree that the Council is doing a good job: gap between the overall borough average and the LAP area with the lowest performance	Michael Keating	Annually	7	10	10	10

PI Ref No	PI Description	Responsible Officer	Frequency available	Actual 07/08	08/09 Target	09/10 Target	10/11 Target
<u>CPAC02c</u> , <u>SP412</u>	Number of physical visits to public library premises per 1000 population	Paul Martindill	Monthly	9710.7	9438.9	9416.89	9396.3
<u>LAANI192</u> , <u>National192</u>	Percentage of household waste sent for reuse, recycling and composting	Heather Bonfield	Monthly	13.73	19	26	32
<u>LAANI195a</u> , <u>National195a</u>	Improved street and environmental cleanliness – litter	Heather Bonfield	Thirds	13	12	10	8
<u>LAANI195b</u> , <u>National195b</u>	Improved street and environmental cleanliness – detritus	Heather Bonfield	Thirds	15	13	12	10
<u>LAANI195c</u> , <u>National195c</u>	Improved street and environmental cleanliness – graffiti	Heather Bonfield	Thirds	14	8	7	6
<u>LAANI195d</u> , <u>National195d</u>	Improved street and environmental cleanliness – fly-posting	Heather Bonfield	Thirds	6	3	3	2

PI Ref No	PI Description	Responsible Officer	Frequency available	Actual 07/08	08/09 Target	09/10 Target	10/11 Target
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Theme 3: A Prosperous Community

<u>LAA603</u> , <u>LPSA012</u> , <u>SP402</u>	Improving A Level attainment - A Level Average Points Score per student in Tower Hamlets.	Carmel Littleton	Annually	621.5	670	722	N/A
<u>LAANI007</u> , <u>National007</u>	Environment for a thriving third sector	Shazia Hussain	Annually	N/A	N/A	N/A	N/A
Target Setting: Collected via bespoke survey, administered by CLG. Cabinet Office guidance states that the baseline will be set by the first wave of the survey (results expected in Spring 2009). Furthermore, they advise that "the most suitable and robust" improvement targets should be based on this data.							
<u>LAANI079</u> , <u>National079</u>	Achievement of a Level 2 qualification by the age of 19	Carmel Littleton	Annually	62.3	67	69.5	71.8
<u>LAANI080</u> , <u>National080</u>	Achievement of a Level 3 qualification by the age of 19	Carmel Littleton	Annually	37.1	36	40	44
<u>LAANI106</u> , <u>National106</u>	Young people from low income backgrounds progressing to higher education	Carmel Littleton	Annually	N/A	N/A	N/A	N/A
Target Setting: We can't set targets for this indicator without baseline data. We are awaiting baseline data but we will be looking to achieve 3% reduction a year.							
<u>LAANI110</u> , <u>National110</u>	Young people's participation in positive activities	Mary Durkin	Annually	N/A	N/A	N/A	N/A
Target Setting: Baseline target data for this indicator will be based on the 2008 TellUs Survey of young people in Tower Hamlets. Survey results will be available in Sept/Oct 2008.							

PI Ref No	PI Description	Responsible Officer	Frequency available	Actual 07/08	08/09 Target	09/10 Target	10/11 Target
<u>LAANI116, National116</u>	Proportion of children in poverty	Carmel Littleton	Annually	46.4	45	43.5	41.9
Target Setting: There is a national target to halve child poverty by 2010 -11. Baseline data is required before targets can be set.							
<u>LAANI146, National146</u>	Adults with learning disabilities in employment (Delayed)	John Goldup	Annually	N/A	N/A	N/A	N/A
Target Setting: No targets set at present as this is a new indicator with no existing baseline. Targets for 2009/10 and 2010/11 will be set when projected outturn for 2008/9 is known.							
<u>LAANI150, National150</u>	Adults receiving secondary mental health services in employment (Delayed)	John Goldup	Annually	N/A	N/A	N/A	N/A
Target Setting: No targets set at present as this is a new indicator with no existing baseline. Targets for 2009/10 and 2010/11 will be set when projected outturn for 2008/9 is known.							
<u>National072</u>	Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy	Helen Jenner	Annually	39.2	43.5	45.3	N/A
Target Setting: Education targets are only set for 1 year with schools.							
<u>National076</u>	Reduction in number of schools where fewer than 65% of pupils achieve level 4 or above in both English and Maths at KS2	Helen Jenner	Annually	N/A	1	1	1
<u>National077</u>	Reduction in number of schools where fewer than 50% of pupils achieve level 5 or above in both English and Maths at KS3	Carmel Littleton	Annually	N/A	0	0	0
<u>National078</u>	Reduction in number of schools where fewer than 30% of pupils achieve 5 or more A* - C grades at GCSE and equivalent including GCSEs in English and Maths	Carmel Littleton	Annually	N/A	1	0	0
<u>National101</u>	Looked after children achieving 5 A*-C GCSEs (or equivalent) at Key Stage 4 (including English and mathematics)	Kamini Rambellas	Annually	N/A	17	23	N/A
Target Setting: Education targets are only set for 1 year with schools.							
<u>LAANI117, National117</u>	16 to 18 year olds who are not in education, employment or training (NEET)	Mary Durkin	Monthly	8.2	7	6.25	6
Target Setting: 9.3% is the May 08 performance figure received from Connexions Summary Report on 10/06/08. When compared with previous month's figure the number of people who are identified as NEET has increased by 0.5%. However, we have performed better than May 07 (11.9%).							

PI Ref No	PI Description	Responsible Officer	Frequency available	Actual 07/08	08/09 Target	09/10 Target	10/11 Target
<u>LAANI151</u> , <u>National151</u>	Overall Employment rate (working-age)	Sue Hinds	Quarterly	N/A	54	54.9	55.7
<u>LAANI152</u> , <u>National152</u>	Working age people on out of work benefits	Sue Hinds	Quarterly	N/A	18.3	17.7	16.8
<u>LAANI153</u> , <u>National153</u>	Working age people claiming out of work benefits in the worst performing neighbourhoods	Sue Hinds	Quarterly	N/A	29	28	26.8
<u>LAAS604</u> , <u>LPSA010b</u> , <u>SP408</u>	Number of under 16s who are active users of the Idea Stores and libraries	Judith St John	Monthly	16008	14405	14549	14694
<u>National087</u>	Secondary school persistent absence rate	Helen Jenner	Termly	5.5	5.3	5.1	4.9

PI Ref No	PI Description	Responsible Officer	Frequency available	Actual 07/08	08/09 Target	09/10 Target	10/11 Target
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Theme 4: A Safe and Supportive Community

<u>LAA113</u>	Percentage of residents identifying crime within their top three concerns (ARS)	Andy Bamber	Annually	55	54	53	52
Target Setting: Targets are provisional - subject to agreement with government.							
<u>LAANI021</u> , <u>National021</u>	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	Andy Bamber	Annually	N/A	N/A	N/A	N/A
Target Setting: We await the result of the Place Survey to establish baseline.							
<u>LAANI035</u> , <u>National035</u>	Building resilience to violent extremism For APACS, this indicator will be trialled and evaluated in 2008/09 and as a consequence, it will not be published in APACS or used for assessment in APACS in 2008/09.	Michael Keating	Annually	3	4	4.5	5
Target Setting: Delayed for introduction until 2009/10							
<u>LAANI040</u> , <u>National040</u>	Number of drug users recorded as being in effective treatment	Andy Bamber	Annually	N/A	1263	1276	1289
<u>LAANI042</u> , <u>National042</u>	Perceptions of drug use or drug dealing as a problem	Andy Bamber	Annually	63.3	62	60	58
<u>LAANI015</u> , <u>National015</u>	Number of most serious violent crimes per 1,000 population	Andy Bamber	Monthly	N/A	N/A	N/A	N/A

PI Ref No	PI Description	Responsible Officer	Frequency available	Actual 07/08	08/09 Target	09/10 Target	10/11 Target
Target Setting: Outturn of 08/09 will be used as baseline (New indicator). Target setting will commence after baseline established.							
<u>LAANI016, National016</u>	Number of serious acquisitive crimes per 1,000 population	Andy Bamber	Monthly	N/A	34	33.4	32.7
<u>LAANI018, National018</u>	Rate of proven re-offending by adults under Probation supervision	Andy Bamber	Quarterly	N/A	N/A	N/A	N/A
Target Setting: Target setting for this NI has been deferred until 2009/10.							
<u>LAANI019, National019</u>	Rate of proven re-offending by young offenders aged 10-17	Mary Durkin	Quarterly	42.1	N/A	N/A	N/A
Target Setting: Target setting for this NI has been deferred until 2009/10.							
<u>LAANI033i, National033i</u>	Arson incidents – Number of deliberate primary fires per 10,000 population.	Andy Bamber	Monthly	N/A	12.22	11.89	11.51
<u>LAANI033ii, National033ii</u>	Number of deliberate secondary fires per 10,000 population. (Arson)	Andy Bamber	Monthly	38	36.89	35.76	34.73
<u>LAANI135, National135</u>	Carers receiving needs assessment or review and a specific carer's service, or advice and information	John Goldup	Quarterly	N/A	20.9	25.9	30.9
PI Ref No	PI Description	Responsible Officer	Frequency available	Actual 07/08	08/09 Target	09/10 Target	10/11 Target

Theme 5: A Healthy Community

<u>LAANI056d, National056d</u>	Percentage of children in Year 6 with height and weight recorded who are obese.	Natalie Parish	Annually	22.93	23.4	23.6	23.7
<u>LAANI056e, National056e</u>	Percentage of children in Year 6 with height and weight recorded.	Natalie Parish	Annually	88.27	85	85	85
<u>LAANI112, National112</u>	Under 18 conception rate	Mary Durkin	Annually	43.9	43	47	50
<u>LAANI120a, National120a</u>	All-age all cause mortality rate - Male	Alwen Williams (PCT)	Annually	N/A	N/A	N/A	N/A
<u>LAANI120b, National120b</u>	All-age all cause mortality rate - Female	Alwen Williams (PCT)	Annually	N/A	N/A	N/A	N/A
Target Setting: Annual measure							

PI Ref No	PI Description	Responsible Officer	Frequency available	Actual 07/08	08/09 Target	09/10 Target	10/11 Target
<u>LAANI123</u> <u>National123</u>	Stopping smoking	Alwen Williams (PCT)	Quarterly	N/A	N/A	N/A	N/A

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Priority Indicator Set

One Tower Hamlets

Code	Indicator	Directorate	Frequency	Type
National014, RES007	Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer	RES	Annual	National
National179, RES008	Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	RES	Annual	National
BV002a	Level of the Equality Standard for Local Government to which the authority conforms.	CE	Annual	Ex-BVPI
BV002b	Duty to Promote Race Equality	CE	Annual	Ex-BVPI
BV003	The % of citizens satisfied with the overall service provided	CE	Annual	Ex-BVPI
BV004, RES001	Percentage of complainants satisfied with the handling of their complaint	RES	Annual	Ex-BVPI
BV008, RES038, SP506	Percentage of Undisputed Invoices Paid on Time	RES	Monthly	Ex-BVPI
BV009, RES034	Percentage of council tax collected.	RES	Monthly	Ex-BVPI
BV010, CE035	Percentage of Non-domestic Rates Collected	RES	Monthly	Ex-BVPI
BV014, RES003	Percentage of early retirements (excluding ill-health retirements) as a percentage of the total workforce.	RES	Annual	Ex-BVPI
BV015, RES004	Percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	RES	Annual	Ex-BVPI
BV016a, CE005, RES005	Percentage of staff declaring that they meet the Disability Discrimination Act disability definition,	RES	Annual	Ex-BVPI
BV017a, RES006	Percentage of authority employees from minority ethnic communities as a percentage of the total workforce.	RES	Annual	Ex-BVPI
BV076b	Number of benefit fraud investigators employed, per 1,000 caseload.	RES	Annual	Ex-BVPI
BV076c	The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the Local Authority per year, per 1,000 caseload.	RES	Annual	Ex-BVPI

Code	Indicator	Directorate	Frequency	Type
BV076d	The number of Housing Benefit and Council Tax Benefit (HB/CTB) prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority area.	RES	Annual	Ex-BVPI
BV078a, SP218	Average time for processing new housing benefit and council tax benefit claims (days).	RES	Monthly	Ex-BVPI
BV078b, XTH031	Average time for processing notifications of changes of circumstance, relating to housing benefit and council tax benefit claims (days).	RES	Monthly	Ex-BVPI
BV079b(i)	The amount of Housing Benefit overpayments (HB) recovered as a percentage of all HB overpayments.	RES	Annual	Ex-BVPI
BV079b(ii)	HB overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year.	RES	Annual	Ex-BVPI
BV079b(iii)	Housing Benefit (HB) overpayments written off as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year.	RES	Annual	Ex-BVPI
BV080a	Satisfaction with the facilities to get in touch with the benefits office.	RES	Annual	Ex-BVPI
BV080b	Satisfaction with the service in the actual office	RES	Annual	Ex-BVPI
BV080c	Satisfaction with the telephone service	RES	Annual	Ex-BVPI
BV080d	Satisfaction with the staff in the benefits office	RES	Annual	Ex-BVPI
BV080e	Satisfaction with the clarity and understandability of the forms, leaflets and letters	RES	Annual	Ex-BVPI
BV080f	Satisfaction with the amount of time it took them to tell me whether my claim was successful	RES	Annual	Ex-BVPI
BV080g	Satisfaction with benefits service	RES	Annual	Ex-BVPI
CE060, RES009, SP502a	CPA use of resources indicator - overall score	RES	Annual	Local
CE061, RES010, SP502b	CPA use of resources indicator - VFM score	RES	Annual	Local
RES011, SP503	Percentage of Gershon efficiency savings achieved	RES	Annual	Local
SP501, THI031	Budget Performance	RES	Quarterly	Local

A Great Place to Live

Code	Indicator	Directorate	Frequency	Type
BV063, CPAE24, CPAH11	Energy Efficiency the average SAP rating of local authority owned dwellings.	D&R	Annual	Ex-BVPI
BV074a, CPAH12	Satisfaction of tenants of council housing with the overall service provided by their landlord a: all tenants	D&R	Annual	Ex-BVPI
BV074b	Satisfaction of tenants of council housing with the overall service provided by their landlord: with results further broken down by b) black and minority ethnic tenants.	D&R	Annual	Ex-BVPI
BV074c	Satisfaction of non-ethnic minority local authority tenants with the overall service provided by their landlord.	D&R	Annual	Ex-BVPI
BV075a, CPAH13	Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord. a: All tenants	D&R	Annual	Ex-BVPI
BV079a	Percentage of housing benefit and council tax benefit cases for which the calculation of the amount of benefit due was correct.	D&R	Annual	Ex-BVPI
BV086	Cost of waste collection per household.	CLC	Annual	Ex-BVPI
BV087	Cost of waste disposal per tonne for municipal waste	CLC	Annual	Ex-BVPI
BV089, CPAE38, LAA119	The percentage of people satisfied with the cleanliness standard in their area	CLC	Annual	Ex-BVPI
BV090a, CPAE08a	The % of people satisfied with household waste collection overall	CLC	Annual	Ex-BVPI
BV090b, CPAE08b	The % of people satisfied with recycling facilities	CLC	Annual	Ex-BVPI
BV091b, CPAE077	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables.	CLC	Annual	Ex-BVPI
BV179, CPAE22	Percentage of standard searches carried out in 10 working days.	D&R	Annual	Ex-BVPI
BV187, CPAE18	Percentage length of category 1, 1a and 2 footway network needing treatment.	CLC	Annual	Ex-BVPI
BV200c	Did the Local Planning Authority publish an annual monitoring report by December of the last year?	D&R	Annual	Ex-BVPI

Code	Indicator	Directorate	Frequency	Type
BV215a	The average number of days taken to repair a street lighting fault, which is under the control of the local authority - non DNO -	CLC	Monthly	Ex-BVPI
BV224b, CPAE11	Percentage of the unclassified road network where structural maintenance should be considered.	CLC	Annual	Ex-BVPI
CPAC02c, SP412	Number of physical visits to public library premises per 1000 population	CLC	Monthly	Ex-CPA
CPAH04, SP203, THI006	Percentage of urgent repairs completed in government time limits	D&R	Monthly	Ex-CPA
CPAH05	Average time for non-urgent repairs	D&R	Monthly	Ex-CPA
CPAH18	Percentage of total private sector homes vacant for more than 6 months	D&R	Annual	Ex-CPA
CPAH30D7, CPAH730	LA achievement against new house planning targets	D&R	Annual	Ex-CPA
D&R03	Percentage of social rented housing completions for family housing	D&R	Annual	Local
D&R04	Percentage of intermediate and market housing completions for family housing	D&R	Annual	Local
D&R05	RSL tenants' satisfaction with landlord services	D&R	Annual	Local
D&R06	Change in proportion on non-decent homes	D&R	Annual	Local
D&R07	Percentage of urgent repairs completed in government time limits	D&R	Annual	Local
D&R08	Average time for non-urgent repairs	D&R	Annual	Local
D&R09	Average time taken to re-let property	D&R	Annual	Local
D&R10	% of repairs complete right first time	D&R	Annual	Local
D&R11	Resident satisfaction with repairs service	D&R	Annual	Local
D&R12	Resident satisfaction with caretaking service	D&R	Annual	Local
D&R13	Rent collected as a proportion of rent owed	D&R	Annual	Local
D&R14	Satisfaction of tenants opportunities to participate : all tenants	D&R	Annual	Local
D&R15	CRE code of practice & Good Practice Standards (abided by)	D&R	Annual	Local
D&R16	Efficiency saving on cost of management	D&R	Annual	Local
LAA404a	Number of additional affordable family homes developed in line with the emerging low-cost home ownership model	D&R	Annual	Local

Code	Indicator	Directorate	Frequency	Type
LAA405d	Non-decency across RSL homes, as reported in RSL RSR (TBC)	D&R	Annual	Local
LAAP104	Percentage of residents who think that street cleaning is good, very good or excellent	CLC	Annual	Local
LAAS204	Percentage of residents who think that this is a place where people respect ethnic differences (proxy for LAA 116)	CE	Annual	Local
SP205	Percentage of residents satisfied with the Council's repairs service	D&R	Annual	Local

A Prosperous Community

Code	Indicator	Directorate	Frequency	Type
National002	% of people who feel that they belong to their neighbourhood	CLC	Annual	National
National003	Civic participation in the local area	CLC	Annual	National
National006	Participation in regular volunteering	CLC	Annual	National
National009	Use of public libraries	CLC	Annual	National
National010	Visits to museums and galleries	CLC	Annual	National
National011	Engagement in the Arts	CLC	Annual	National
National012	Refused and deferred Houses in Multiple Occupation (HMOs) licence applications leading to immigration enforcement activity. For introduction in 2009/10	CLC	Quarterly	National
National088	Percentage of schools providing access to extended services	CS	Monthly	National
National138	Satisfaction of people over 65 with both home and neighbourhood	AHWB	Annual	National
National157a	Processing of planning applications within 13 weeks for Major applications	D&R	Quarterly	National
National157b	Processing of planning applications within 8 weeks for Minor applications	D&R	Quarterly	National
National157c	Processing of planning applications within 8 weeks for Other applications	D&R	Quarterly	National
National159	Supply of ready to develop housing sites	D&R	Quarterly	National
National160	Local authority tenants' satisfaction with landlord services	D&R	Annual	National
National169	Non-principal classified roads where maintenance should be considered	CLC	Annual	National
National175	Access to services and facilities by public transport, walking and cycling	CLC	Annual	National
National176	Working age people with access to employment by public transport	CLC	Annual	National

Code	Indicator	Directorate	Frequency	Type
	(and other specified modes)			
National177	Local bus and light rail passenger journeys originating in the authority area	CLC	Annual	National
National178a	Bus services running on time - Percentage of non-frequent services on time	CLC	Annual	National
National178b	Bus services running on time - Excess waiting time of frequent services (number of minutes)	CLC	Annual	National
National182ai	Satisfaction of business with local authority regulation services - Functions covered by the survey, trading standards	CLC	Annual	National
National182aii	Satisfaction of business with local authority regulation services - Functions covered by the survey, environmental health, licensing	CLC	Annual	National
National182bi	Satisfaction of business with local authority regulation services - Number of questionnaires sent for trading standards	CLC	Annual	National
National182bii	Satisfaction of business with local authority regulation services - Number of questionnaires sent for environmental health, licensing	CLC	Annual	National
National182ci	Satisfaction of business with local authority regulation services - Number of returns environmental health, licensing	CLC	Annual	National
National182cii	Satisfaction of business with local authority regulation services - Number of returns Trading Standards	CLC	Annual	National
National182d	Satisfaction of business with local authority regulation services - Any variations from the recommended survey methodology, including postal, frequency & training courses	CLC	Annual	National
National185	CO2 reduction from local authority operations	D&R	Annual	National
National191	Residual household waste per household	CLC	Annual	National
National193	Percentage of municipal waste land filled	CLC	Annual	National
National	Air quality – Annual % primary PM10 reduction emissions through local authority's estate and operations	D&R	Annual	National
National194b	Air quality – annual % NOx reduction emissions through local authority's estate and operations	D&R	Annual	National
National196	Improved street and environmental	CLC	Annual	National

Code	Indicator	Directorate	Frequency	Type
	cleanliness – fly tipping			
National198ai	Children aged 5-10 years travelling to school – mode of transport usually used cars (including vans and taxis, even if a taxi is carrying more than one child)	CLC	Annual	National
National198aii	Children aged 11-16 years travelling to school – mode of transport usually used cars (including vans and taxis, even if a taxi is carrying more than one child)	CLC	Annual	National
National198bi	Children aged 5-10 years travelling to school – mode of transport usually car share	CLC	Annual	National
National198bii	Children aged 11-16 years travelling to school – mode of transport usually used car share	CLC	Annual	National
National198ci	Children aged 5-10 years travelling to school – mode of transport usually used public transport	CLC	Annual	National
National198cii	Children aged 11-16 years travelling to school – mode of transport usually used public transport	CLC	Annual	National
National198di	Children aged 5-10 years travelling to school – mode of transport usually used walking	CLC	Annual	National
National198dii	Children aged 11-16 years travelling to school – mode of transport usually used walking	CLC	Annual	National
National198ei	Children aged 5-10 years travelling to school – mode of transport usually used cycling	CLC	Annual	National
National198eii	Children aged 11-16 years travelling to school – mode of transport usually used cycling	CLC	Annual	National
National198fi	Children aged 5-10 years travelling to school – mode of transport usually used other	CLC	Annual	National
National198fii	Children aged 11-16 years travelling to school – mode of transport usually used other	CLC	Annual	National
National199	Children and young people's satisfaction with parks and play areas For introduction in 2009/10	CLC	Annual	National
CPAC02c SP412	SP 412 Number of physical visits to public library premises per 1,000 population	CLC	Monthly	Ex-CPA
D&R01	No. residents assisted into sustainable employment by Skillsmatch	D&R	Quarterly	Local
LAA603, LPSA012,	Improving A Level attainment – A Level Average Points Score per	CS	Annual	Local

Code	Indicator	Directorate	Frequency	Type
SP402	student in Tower Hamlets.			
LAA603, LPSA012, SP402	SP 402 Average A Level Points score per student	CS	Annual	Local
LAAS604, LPSA010b, SP408	SP408 Number of under 16s who are active users of the Idea Stores and libraries	CLC	Monthly	Local
SP309, THI023	Percentage of local residents claiming unemployment-related benefits	D&R	Quarterly	Local
XLAA501	Reduction in the current number of unemployed people aged 18 – 25 in Tower Hamlets through assistance from Skillsmatch	D&R	Quarterly	Local
National013	Migrants' English language skills and knowledge	CS	Annual	National
National057	Children and young people's participation in high-quality PE and sport For introduction in 2009/10	CS	Annual	National
National073	Achievement at level 4 or above in both English and Maths at Key Stage 2	CS	Annual	National
National074	Achievement at level 5 or above in both English and Maths at Key Stage 3	CS	Annual	National
National075	Achievement of 5 or more A*- C grades at GCSE or equivalent including English and Maths	CS	Annual	National
National081	Inequality gap in the achievement of a Level 3 qualification by the age of 19	CS	Annual	National
National082	Inequality gap in the achievement of a Level 2 qualification by the age of 19	CS	Annual	National
National083	Achievement at Level 5 or above in Science at Key Stage 3	CS	Annual	National
National084	Achievement of 2 or more A*- C grades in Science GCSEs or equivalent	CS	Annual	National
National085	Post-16 participation in physical sciences (A Level Physics, Chemistry and Maths)	CS	Annual	National
National086	Secondary schools judged as having good or outstanding standards of behaviour	CS	Annual	National
National089a	Reducing the number of failing schools – Reduction of number of schools judged as requiring special measures and improvement in time taken to come out of the category	CS	Quarterly	National
National089b	To raise school standards by the average time a school spends in failure – Reduction of number of	CS	Quarterly	National

Code	Indicator	Directorate	Frequency	Type
	schools judged as requiring special measures and improvement in time taken to come out of the category			
National090	Take up of 14-19 Learning Diplomas	CS	Annual	National
National091	Participation of 17 year-olds in education or training	CS	Annual	National
National092	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest	CS	Annual	National
National093	Progression by 2 levels in English between Key Stage 1 and Key Stage 2	CS	Annual	National
National094	Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2	CS	Annual	National
National095	Progression by 2 levels in English between Key Stage 2 and Key Stage 3	CS	Annual	National
National096	Progression by 2 levels in Maths between Key Stage 2 and Key Stage 3	CS	Annual	National
National097	Progression by 2 levels in English between Key Stage 3 and Key Stage 4	CS	Annual	National
National098	Progression by 2 levels in Maths between Key Stage 3 and Key Stage 4	CS	Annual	National
National099	Looked after children reaching level 4 in English at Key Stage 2	CS	Annual	National
National100	Looked after children reaching level 4 in mathematics at Key Stage 2	CS	Annual	National
National102	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stages 2 and 4	CS	Annual	National
National103a	Percentage of final statements of special education need issued within 26 weeks excluding exception cases as a proportion of all such statements issued in the year.	CS	Annual	National
National103b	Percentage of final statements of special education need issued within 26 weeks as a proportion of all such statements issued in the year.	CS	Annual	National
National104	The Special Educational Needs (SEN)/non-SEN gap – achieving Key Stage 2 English and Maths threshold	CS	Annual	National
National105	The Special Educational Needs	CS	Annual	National

Code	Indicator	Directorate	Frequency	Type
	(SEN)/non-SEN gap – achieving 5 A*- C GCSE inc. English and Maths			
National107	Key Stage 2 attainment for Black and minority ethnic groups	CS	Annual	National
National108	Key Stage 4 attainment for Black and minority ethnic groups	CS	Annual	National
National109	Delivery of Sure Start Children's Centres	CS	Monthly	National
National114	Rate of permanent exclusions from school	CS	Annual	National
National127	Self reported experience of social care users Introduced 2009/10	AHWB	Annual	National
National148	Care leavers in education, employment or training	CS	Annual	National
National161	Number of Level 1 qualifications in literacy (including ESOL) achieved	CS	Annual	National
National162	Number of Entry Level qualifications in numeracy achieved	CS	Annual	National
National163	Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 2 or higher [no longer LAA]	CS	Annual	National
National164	Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 3 or higher	CS	Annual	National
National165	Proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 4 or higher	D&R	Annual	National
National166	Median earnings of employees in the area	D&R	Annual	National
National170	Previously developed land that has been vacant or derelict for more than 5 years	D&R	Annual	National
National171	New business registration rate	D&R	Annual	National
National172	Percentage of small businesses in an area showing employment growth	D&R	Annual	National
National173	Flows on to incapacity benefits from employment	D&R	Quarterly	National
National174	Skills gaps in the current workforce reported by employers	D&R	Annual	National
National187a	Tackling fuel poverty – % of people receiving income based benefits living in homes with a – low energy efficiency rating	D&R	Annual	National
National187b	Tackling fuel poverty – % of people receiving income based benefits living in homes with a – high energy efficiency rating	D&R	Annual	National

A Safe and Supportive Community

Code	Indicator	Directorate	Frequency	Type
National017	Perceptions of anti-social behaviour	CLC	Annual	National
National020	Number of 'Assaults with less serious injury' (including racially and religiously aggravated) offences per 1,000 population as a proxy for alcohol related violent offences	CLC	Monthly	National
National022	Perceptions of parents taking responsibility for the behaviour of their children in the area	CLC	Annual	National
National023	Perceptions that people in the area treat one another with respect and consideration	CLC	Annual	National
National024	Satisfaction with the way the police and local council dealt with anti-social behaviour For introduction in 2009/10	CLC	Annual	National
National025	Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour For introduction in 2009/10	CLC	Annual	National
National026	Specialist support to victims of a serious sexual offence For introduction in 2009/10	CLC	Annual	National
National027	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	CLC	Annual	National
National028	Number of serious violent knife crimes per 1,000 population (Delayed Until 09/10)	CLC	Quarterly	National
National029	Number of gun crimes per 1,000 population	CLC	Quarterly	National
National030a	The change in convictions for Prolific and other Priority Offenders (PPOs) over a 12 month period – Current PPOs	CLC	Annual	National
National030b	The change in convictions for Prolific and other Priority Offenders (PPOs) over a 12 month period – Convictions	CLC	Annual	National
National032	Repeat incidents of domestic violence For introduction within APACS in 2009/10 when complete coverage is achieved.	CLC	Quarterly	National
National034	Number of domestic homicides per 1,000 population	CLC	Monthly	National
National036	Reducing the vulnerability of crowded places from terrorist attack For APACS, this indicator will be trialled and evaluated in 2008/09	CLC	Annual	National

Code	Indicator	Directorate	Frequency	Type
	and as a consequence, it will not be published in APACS or used for assessment in APACS in 2008/09.			
National037	Awareness of civil protection arrangements in the local area	CLC	Annual	National
National038	Drugs related (Class A) offending rate For introduction in 2009/10	CLC	Annual	National
National039	Rate of Hospital Admissions per 100,000 for Alcohol Related Harm	CLC	Quarterly	National
National041	Perceptions of drunk or rowdy behaviour as a problem	CLC	Annual	National
National043	Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody	CS	Quarterly	National
National044	Ethnic composition of offenders on Youth Justice System disposals	CS	Annual	National
National045	Young offenders' engagement in suitable education, training and employment	CS	Quarterly	National
National046	Young Offenders' access to suitable accommodation	CS	Quarterly	National
National048	Children killed or seriously injured in road traffic accidents	CLC	Annual	National
National049a	Total number of primary fires per 100,000 population – primary fires and related fatalities and non-fatal casualties (excluding precautionary checks).	CLC	Quarterly	National
National049b	Total number of fatalities due to primary fires per 100,000 population – primary fires and related fatalities and non-fatal casualties (excluding precautionary checks).	CLC	Quarterly	National
National049c	Total number of non-fatal casualties per 100,000 population – primary fires and related fatalities and non-fatal casualties (excluding precautionary checks).	CLC	Quarterly	National
National050	Emotional health of children	CS	Annual	National
National051	Effectiveness of child and adolescent mental health (CAMHS) services	CS	Annual	National
National054	Services for disabled children For introduction in 2009/10	CS	Annual	National
National058	Emotional and behavioural health of looked after children	CS	Annual	National
National060	Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement	CS	Annual	National
National061	Timeliness of placements of looked	CS	Annual	National

Code	Indicator	Directorate	Frequency	Type
	after children for adoption following an agency decision that the child should be placed for adoption			
National062	Stability of placements of looked after children: number of placements	CS	Annual	National
National063	Stability of placements of looked after children: length of placement	CS	Annual	National
National064	Child Protection Plans lasting 2 years or more	CS	Annual	National
National065	Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time	CS	Annual	National
National066	Looked after children cases which were reviewed within required timescales	CS	Annual	National
National067	Percentage of child protection cases which were reviewed within required timescales	CS	Annual	National
National068	Percentage of referrals to children's social care going on to initial assessment	CS	Annual	National
National069	Children who have experienced bullying	CS	Annual	National
National070	Reduce emergency hospital admissions caused by unintentional and deliberate injuries to children and young people	CS	Annual	National
National071	Children who have run away from home/care For introduction in 2009/10	CS	Annual	National
National111a	Number of first time entrants to the Youth Justice System aged 10-17 receiving their first pre-court disposal (reprimand or final warning)	CS	Quarterly	National
National111b	Number of first time entrants to the Youth Justice System aged 10-17 receiving their first court disposal (only for those who go directly to court)	CS	Quarterly	National
National115	Substance misuse by young people	CS	Annual	National
National118	Take up of formal childcare by low-income working families	CS	Annual	National
National119	Self-reported measure of people's overall health and wellbeing	AHWB/PCT	Annual	National
National125	Achieving independence for older people through rehabilitation/intermediate care	AHWB	Annual	National
National126	Early Access for Women to Maternity Services	AHWB	Quarterly	National
National128	User reported measure of respect and dignity in their treatment For	AHWB	Annual	National

Code	Indicator	Directorate	Frequency	Type
	introduction in 2009/10			
National130	Social care clients receiving Self Directed Support per 100,000 population	AHWB	Annual	National
National132	Timeliness of social care assessment (all adults)	AHWB	Annual	National
National133	Timeliness of social care packages following assessment	AHWB	Annual	National
National136	People supported to live independently through social services (all adults)	AHWB	Annual	National
National139	The extent to which older people receive the support they need to live independently at home	AHWB	Annual	National
National140	Fair treatment by local services	CE	Annual	National
National141	Percentage of vulnerable people achieving independent living	AHWB	Quarterly	National
National142	Percentage of vulnerable people who are supported to maintain independent living	AHWB	Quarterly	National
National143	Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence	CLC	Quarterly	National
National144	Offenders under probation supervision in employment at the end of their order or licence	CLC	Annual	National
National145	Adults with learning disabilities in settled accommodation	AHWB	Annual	National
National147	Care leavers in suitable accommodation	CS	Annual	National
National149	Adults receiving secondary mental health services in settled accommodation	AHWB	Annual	National
National156	Number of households living in temporary accommodation	AHWB	Quarterly	National
National183	Impact of local authority trading standards services on the fair trading environment	CLC	Annual	National
National184	Food establishments in the area which are broadly compliant with food hygiene	CLC	Annual	National
National190	Achievement in meeting standards for the control system for animal health. For introduction in 2009/10	CLC	Annual	National
BV099ci, CPA023b, PSA012	Number of people slightly injured in road traffic collisions.	CLC	Annual	Ex-BVPI
BV099cii	Percentage change in the number of people slightly injured in road traffic collisions since the previous year.	CLC	Annual	Ex-BVPI
BV099ciii	Percentage change in the number	CLC	Annual	Ex-BVPI

Code	Indicator	Directorate	Frequency	Type
	of people slightly injured in road traffic collisions since the 1994-98 average.			
BV218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	CLC	Monthly	Ex-BVPI
LAA113	Percentage of residents identifying crime as an area of concern	CLC	Annual	Local

A Healthy Community

Code	Indicator	Directorate	Frequency	Type
National008	Adult participation in sport and active recreation	CLC	Annual	National
National052	Take up of school lunches	CS	Annual	National
National053a	Percentage of infants being breastfed at 6-8 weeks from birth	CS	Quarterly	National
National055a	Total number of primary school age children in Reception recorded as obese for their age in the past school year.	CS	Annual	National
National055d	Percentage of children in Reception with height and weight recorded who are obese.	CS	Annual	National
National059	Percentage of initial assessments for children's social care carried out within 7 working days of referral	CS	Annual	National
National113	Prevalence of Chlamydia in under 25 year olds	CS	Quarterly	National
National137	Healthy life expectancy at age 65	PCT/AHWB	Annual	National

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08-09 Tower Hamlets Index (In-Year Reporting)

PI Ref No	PI Description	Responsible Officer	Frequency available	Actual 07/08	May Target	Apr-May Actual	08/09 Target	09/10 Target	10/11 Target	Traffic Light	Next reported
Theme 1: One Tower Hamlets											
BV008 RES038 SP506	Percentage of Undisputed Invoices Paid on Time	Paul McDermott	Monthly	87.87	97	86.74	97	98	98	AMBER	Q1
Monthly Performance: A detailed extract of all payments made outside the timeframe has been identified for April. An analysis has been prepared identifying specific causes that will be passed to the performance team and shared with Corporate Directors.											
BV011a CE045a RES045a SP517	Percentage of top 5% of earners of Local Authority staff that are women.	Deb Clarke	Monthly	52.71	50	51.39	50	50	50	GREEN	Q1
BV011b RES044a SP516	The percentage of the top 5% of Local Authority staff who are from an ethnic minority.	Deb Clarke	Monthly	17.43	17.5	16.61	22	25	27	RED	Q1
Monthly Performance: Outcome lower than expected and trend moving in the wrong direction. However, change against last month is relatively small. Work continues to improve performance in this area including a further Aspiring Leaders course imminent and recruitment review continues											
BV011c RES002	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools.)	Deb Clarke	Monthly	3.51	3.55	3.55	4.1	4.7	5.4	GREEN	Q1
BV012 CE046a RES046a SP505	Number of working days/shifts lost to sickness absence per employee.	Deb Clarke	Monthly	8.75	8.4	9.12	7.5	7	6.5	RED	Q1
Monthly Performance: Absence, having increased in April, has reduced slightly in May. Whilst there is no obvious reason for the increases, reporting has improved in terms of both absence returns submitted and outcome reports, which includes trigger information, reaching line managers and service heads within three weeks of completing returns. All areas continue to focus on absence management.											
CE053a RES053a SP513	Percentage of complaints completed in time - Council as a whole - Stage 1	Ruth Dowden	Monthly	74	74	72	80	80	80	AMBER	Q1
Monthly Performance: Mainly CLC responses holding back improved performance, however, some directorates with fewer complaints should also be performing better.											
RES057	Percent of calls to Hot Lines answered	Keith Paulin	Monthly		95	94.1	95	95	95	AMBER	Q1
RES058	Average waiting time for calls to Hot Lines to be answered	Keith Paulin	Monthly		30	38	30	30	30	AMBER	Q1
Monthly Performance: A number of vacancies in the Contact Centre were filled during April which, following induction and training, produced the improvement in performance shown for May. This improvement continued into June, and all targets were met for this month. Staff also continue being trained for generic working to provide extra resources for the high demand services											
RES059	First contact resolution of calls to Hot Lines	Keith Paulin	Monthly		80	85	80	80	80	GREEN	Q1

PI Ref No	PI Description	Responsible Officer	Frequency available	Actual 07/08	May Target	Apr-May Actual	08/09 Target	09/10 Target	10/11 Target	Traffic Light	Next reported
Theme 2: A Great Place to Live											
CPAC02c.SP412	Number of physical visits to public library premises per 1000 population	Paul Martindill	Monthly	9710.7	1573	1505	9438.9	9416.89	9396.3	AMBER	Q1
Monthly Performance: Idea Stores and library visits continue to improve, with over 320,000 visitors in the first two months of 2008/09. This was just short of the bimonthly target. Each site has individual targets to meet and will be focusing on activities to improve performance during the year.											
LAANI192.National192	Percentage of household waste sent for reuse, recycling and composting	Heather Bonfield	Monthly	13.73	15.66	14.96	19	26	32	AMBER	Q1
Monthly Performance: None of the major initiatives under the recycling improvement plan have the effects realised as yet. The Service expects the impact to be demonstrated in future months.											

PI Ref No	PI Description	Responsible Officer	Frequency available	Actual 07/08	May Target	Apr-May Actual	08/09 Target	09/10 Target	10/11 Target	Traffic Light	Next reported
Theme 3: A Prosperous Community											
LAANI117.National117	16 to 18 year olds who are not in education, employment or training (NEET)	Mary Durkin	Monthly	8.2	10.12	9.3	7	6.25	6	GREEN	Q1
LAAS604.LPSA010B.SP408	Number of under 16s who are active users of the Idea Stores and libraries	Judith St John	Monthly	16008	12863	12569	14405	14549	14694	AMBER	Q1
Monthly Performance: The target is not currently being met but a summer programme of activities for under 16s has been planned. This will focus on recruiting and also on retaining young users in high numbers across the rest of the year. The impact of the increased activity for young people should result in improved performance by September											
National087	Secondary school persistent absence rate	Helen Jenner	Termly		5.3	N/A	5.3	5.1	4.9		Jan
Monthly Performance: Spring term figure not available yet											

PI Ref No	PI Description	Responsible Officer	Frequency available	Actual 07/08	May Target	Apr-May Actual	08/09 Target	09/10 Target	10/11 Target	Traffic Light	Next reported
Theme 4: A Safe and Supportive Community											
LAANI015.National015	Number of most serious violent crimes per 1,000 population	Andy Bamber	Monthly		N/A	43	N/A	N/A	N/A		Q1
Monthly Performance: Outturn of 08/09 will be used as baseline (New indicator). Target setting will commence after baseline established.											
LAANI016.National016	Number of serious acquisitive crimes per 1,000 population	Andy Bamber	Monthly		5.7	5.37	34	33.4	32.7	GREEN	Q1