
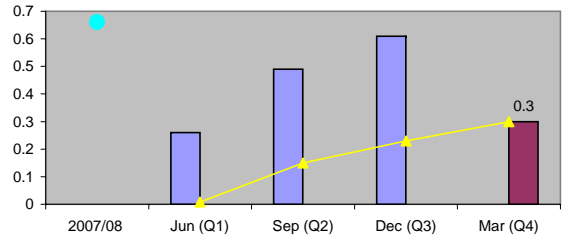

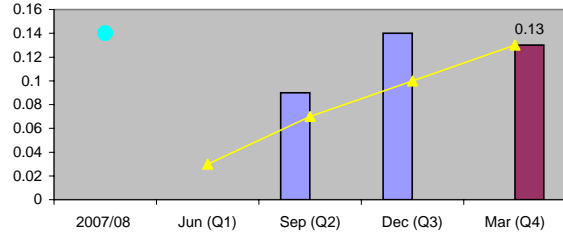



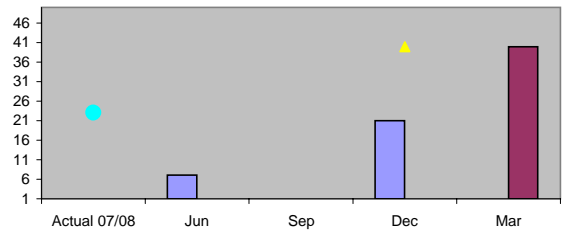
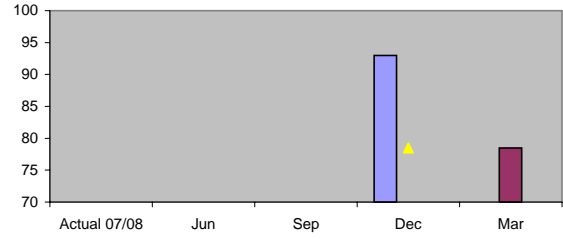
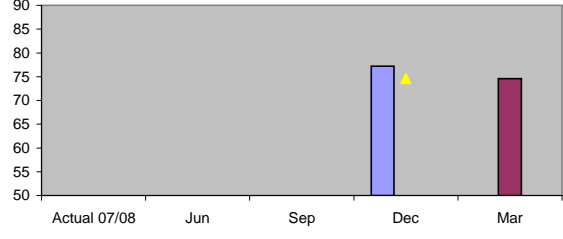
PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																		
Theme 1: One Tower Hamlets																												
BV014.RES003	Percentage of early retirements (excluding ill-health retirements) as a percentage of the total workforce. Good performance: LOW	%	0.66	0.49	0.61	0.23	0.3	Deb Clarke		 <table border="1"> <caption>Performance Data for BV014</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>0.66</td> <td>0.23</td> </tr> <tr> <td>Jun (Q1)</td> <td>0.25</td> <td>0.3</td> </tr> <tr> <td>Sep (Q2)</td> <td>0.49</td> <td>0.3</td> </tr> <tr> <td>Dec (Q3)</td> <td>0.61</td> <td>0.3</td> </tr> <tr> <td>Mar (Q4)</td> <td>0.3</td> <td>0.3</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	2007/08	0.66	0.23	Jun (Q1)	0.25	0.3	Sep (Q2)	0.49	0.3	Dec (Q3)	0.61	0.3	Mar (Q4)	0.3	0.3
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Mar (Q4)	0.3	0.3																										
<p>Monthly Performance: Total early retirements (first 9 months) linked to redundancy/efficiency savings but excluding ill health cases: Schools - 12, Borough - 28, Total - 40 Target for year now not achievable. Majority of redundancies, year to date, linked to Almo. Efficiency savings linked redundancies in last quarter include 2 more from Housing (Almo associated), 2 linked to Procurement departmental restructure and 1 each from Adults and Children's services.</p>																												
BV015.RES004	Percentage of employees retiring on grounds of ill health as a percentage of the total workforce. Good performance: LOW	%	0.14	0.09	0.14	0.1	0.13	Deb Clarke		 <table border="1"> <caption>Performance Data for BV015</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>0.14</td> <td>0.1</td> </tr> <tr> <td>Jun (Q1)</td> <td>0.03</td> <td>0.13</td> </tr> <tr> <td>Sep (Q2)</td> <td>0.09</td> <td>0.13</td> </tr> <tr> <td>Dec (Q3)</td> <td>0.14</td> <td>0.13</td> </tr> <tr> <td>Mar (Q4)</td> <td>0.13</td> <td>0.13</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	2007/08	0.14	0.1	Jun (Q1)	0.03	0.13	Sep (Q2)	0.09	0.13	Dec (Q3)	0.14	0.13	Mar (Q4)	0.13	0.13
Period	Performance	Yearly Target																										
2007/08	0.14	0.1																										
Jun (Q1)	0.03	0.13																										
Sep (Q2)	0.09	0.13																										
Dec (Q3)	0.14	0.13																										
Mar (Q4)	0.13	0.13																										
<p>Monthly Performance: Target for year now unachievable. However, the numbers remain low. Total ill health retirements for year to date is 9 (schools 3, council staff 6). The new ill health retirement arrangements under LGPS changes mean that this indicator, using the current definition, now covers all three tiers of ill health retirement. However, one tier does not offer permanent ill health payments and all tiers offer different levels of pension enhancements.</p>																												

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
<u>BV016a_CE005_RES005</u>	Percentage of staff declaring that they meet the Disability Discrimination Act disability definition. Good performance: HIGH	%	4.7	4.55	4.59	5.3	5.5	Deb Clarke		
<p>Monthly Performance: The outcome has remained constant throughout the year to date. As part of the Service planning for 09/10, the HR plan will need to consider focussed initiatives to ensure that we return to the planned trajectory.</p>										
<u>BV017a_CE063a_RES006</u>	Percentage of authority employees from minority ethnic communities as a percentage of the total workforce. Good performance: HIGH	%	46.79	47.19	47.37	47	47	Deb Clarke		
<u>CE060_RES009_SP502a</u>	CPA use of resources indicator - overall score Good performance: HIGH		3	N/R	3	4	4	Alan Finch		
<p>Monthly Performance: The council improved its detailed scores overall and its theme score on Financial Reporting, but lost one mark on Financial Standing, where we had benefited from notable practice in 2007, so maintained our 2007 overall score of 3 out of 4.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
CE061.RES010.SP502b	CPA use of resources indicator - VFM score Good performance: HIGH		3	N/R	3	3	3	Alan Finch		 <p>Legend: ■ Performance ■ Yearly Target ▲ Monthly Estimate ● 2007/08</p>
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. Good performance: HIGH	%	2.08	n/a	1	16	16	Steve Hill	RED	
<p>Monthly Performance: The service is aiming to increase its write offs during the last quarter of the current financial year by undertaking a write off exercise for irrecoverable overpayments, before the end of February.</p>										
BV078a.SP218	Average time for processing new housing benefit and council tax benefit claims (days). Good performance: LOW	days	24.63	23.64	23.33	24.6	24.6	Steve Hill		

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
BV076b	Number of benefit fraud investigators employed, per 1,000 caseload Good performance: LOW	number	0.29	0.33	0.32	0.29	0.29	Steve Hill	RED	<p>Legend: Performance (Blue Bar) Yearly Target (Red Bar) Monthly Estimate (Yellow Line with Triangle) 2007/08 (Red Dot)</p>
<p>Monthly performance: This PI is in respect of the number of Fraud Investigators. The fact that the Benefits Service is not meeting this target but still maintaining a comparatively high rate of prosecutions and sanctions demonstrates value for money. The recent increase in Benefits caseload has blown us off course in terms of meeting this PI this year and as the remedy would involve increasing the Fraud Team complement by less than one Investigator, current action is for the Service to monitor the situation.</p>										
BV076c	Number of Housing Benefit and Council Tax Benefit *HB/CTB) fraud investigations carried out by the Local Authority per year, per 1,000 caseload Good performance: HIGH	number	26.02	12.07	14.45	34	34	Steve Hill	RED	<p>Legend: Performance (Blue Bar) Yearly Target (Red Bar) Monthly Estimate (Yellow Line with Triangle) 2007/08 (Red Dot)</p>
<p>Monthly performance: The target for the number of Fraud Investigations closed has not been met because of the problems with the DWP data match sharing which was suspended for part of this year. The data matches have been resumed by the DWP and the Benefits Fraud Team's output is returning to normal.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
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 Good performance: HIGH	number	5	2.31	3.3	4.5	4.5	Steve Hill	RED	
<p>Monthly performance: Performance in relation to Prosecutions and Sanctions has not met target due to the problems with the DWP data match sharing and suspension of the same during the year. this has impacted on most LA's performance in this area, however comparatively, Tower Hamlets is achieving a higher rate of prosecutions and sanctions than other Inner London LA's. This is the key performance indicator for Benefit Fraud and everything is being done to achieve this year's target despite the problems with the DWP data matches this year. The team have a number of prosecutions and sanctions in the pipeline awaiting approval.</p>										
BV079b(i)	The amount of Housing Benefit overpayments (HB) recovered as a percentage of all HB overpayments Good performance: HIGH	%	70.33	n/a	60	60	64.4	Steve Hill	↓ R	
<p>Monthly performance: The Council's Benefits Core System suppliers Northgate have nationally changed the suite of Overpayments reports. There are problems with the reconciliation of these reports and a call has been logged with Northgate. The problem has been reported by other Northgate sites and is presently with Northgate developers. The figures supplied should therefore be used as indicative only, at this time.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
<u>BV079b(ii)</u>	<p>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.</p> <p>Good performance: HIGH</p>	%	23.03	n/a	21	21	39.9	Steve Hill		
<p>Monthly performance: The Council's Benefits Core System suppliers Northgate have nationally changed the suite of Overpayments reports. There are problems with the reconciliation of these reports and a call has been logged with Northgate. The problem has been reported by other Northgate sites and is presently with Northgate developers. The figures supplied should therefore be used as indicative only, at this time.</p>										
<u>BV080a</u>	<p>Satisfaction with the facilities to get in touch with the benefits office.</p> <p>Good performance: HIGH</p>	%	n/a	n/a	93	93	78.49	Steve Hill	GREEN	
<u>BV080b</u>	<p>Satisfaction with the service in the actual office.</p> <p>Good performance: HIGH</p>	%	n/a	n/a	77.2	74.6	74.6	Steve Hill	GREEN	

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
BV080c	Satisfaction with the telephone service Good performance: HIGH	%	n/a	n/a	75.9	59.03	59.03	Steve Hill	GREEN	<p>Legend: ■ Performance ■ Yearly Target ▲ Monthly Estimate ● 2007/08</p>
BV080e	Satisfaction with the clarity and understandability of the forms, leaflets and letters Good performance: HIGH	%	n/a	n/a	90.9	76.1	76.1	Steve Hill	GREEN	
BV080f	Satisfaction with the amount of time it took them to tell me whether my claim was successful Good performance: HIGH	%	n/a	n/a	92.1	70.2	70.2	Steve Hill	GREEN	

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																		
BV080g	Satisfaction with benefits service Good performance: HIGH	%	n/a	n/a	77.8	77	77	Steve Hill	GREEN	<p>Legend: Performance (blue bar), Yearly Target (maroon bar), Monthly Estimate (yellow triangle), 2007/08 (red dot)</p> <table border="1"> <caption>Performance Data for BV080g</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Jun</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Sep</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Dec</td> <td>77.8</td> <td>77</td> </tr> <tr> <td>Mar</td> <td>n/a</td> <td>77</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	Actual 07/08	n/a	n/a	Jun	n/a	n/a	Sep	n/a	n/a	Dec	77.8	77	Mar	n/a	77
Month	Performance (%)	Yearly Target (%)																										
Actual 07/08	n/a	n/a																										
Jun	n/a	n/a																										
Sep	n/a	n/a																										
Dec	77.8	77																										
Mar	n/a	77																										
RES061	Percentage of staff from workforce - Bangladeshi Good performance: HIGH	%		23.7	23.46	19.5	19.5	Deb Clarke	GREEN	<p>Legend: Performance (blue bar), Yearly Target (maroon bar), Monthly Estimate (yellow triangle), 2007/08 (red dot)</p> <table border="1"> <caption>Performance Data for RES061</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>n/a</td> <td>n/a</td> </tr> <tr> <td>Jun</td> <td>21.5</td> <td>19.5</td> </tr> <tr> <td>Sep</td> <td>23.46</td> <td>19.5</td> </tr> <tr> <td>Dec</td> <td>23.46</td> <td>19.5</td> </tr> <tr> <td>Mar</td> <td>19.5</td> <td>19.5</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	Actual 07/08	n/a	n/a	Jun	21.5	19.5	Sep	23.46	19.5	Dec	23.46	19.5	Mar	19.5	19.5
Month	Performance (%)	Yearly Target (%)																										
Actual 07/08	n/a	n/a																										
Jun	21.5	19.5																										
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PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																		
Theme 2: A Great Place to Live																												
National191	Residual household waste per household Cumulative performance Good performance: LOW	%		347.91	437.27	495	660	Heather Bonfield	GREEN	<table border="1"> <caption>Data for National191 Trend Chart</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>~180</td> <td>660</td> </tr> <tr> <td>Jun (Q1)</td> <td>~180</td> <td>660</td> </tr> <tr> <td>Sep (Q2)</td> <td>~350</td> <td>660</td> </tr> <tr> <td>Dec (Q3)</td> <td>~450</td> <td>660</td> </tr> <tr> <td>Mar (Q4)</td> <td>~650</td> <td>660</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	2007/08	~180	660	Jun (Q1)	~180	660	Sep (Q2)	~350	660	Dec (Q3)	~450	660	Mar (Q4)	~650	660
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Mar (Q4)	~650	660																										
National193	Percentage of municipal waste land filled Good performance: LOW	kg		87.19	86.42	86	85	Heather Bonfield	RED UP	<table border="1"> <caption>Data for National193 Trend Chart</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>~88</td> <td>85</td> </tr> <tr> <td>Jun (Q1)</td> <td>~88</td> <td>85</td> </tr> <tr> <td>Sep (Q2)</td> <td>~87</td> <td>85</td> </tr> <tr> <td>Dec (Q3)</td> <td>~86</td> <td>85</td> </tr> <tr> <td>Mar (Q4)</td> <td>~85</td> <td>85</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	2007/08	~88	85	Jun (Q1)	~88	85	Sep (Q2)	~87	85	Dec (Q3)	~86	85	Mar (Q4)	~85	85
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Sep (Q2)	~87	85																										
Dec (Q3)	~86	85																										
Mar (Q4)	~85	85																										
<p>Monthly Performance: Contamination of recycling loads was a concern in November and December and as a result an increase in material was rejected and sent to landfill. Contamination is the main focus of the Contract Review Meetings with Veolia and Viridor, including the review of reporting/sampling arrangements. Review is on -going with Veolia, and expected completion by end February. We expect to meet the year end target.</p>																												
National199	Children and young people's satisfaction with parks and play areas For introduction in 2009/10 Good performance: HIGH	%			49			Heather Bonfield	GREY	<table border="1"> <caption>Data for National199 Trend Chart</caption> <thead> <tr> <th>Period</th> <th>Performance</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>49</td> </tr> <tr> <td>Jun</td> <td>0</td> </tr> <tr> <td>Sep</td> <td>0</td> </tr> <tr> <td>Dec</td> <td>0</td> </tr> <tr> <td>Mar</td> <td>0</td> </tr> </tbody> </table>	Period	Performance	Actual 07/08	49	Jun	0	Sep	0	Dec	0	Mar	0						
Period	Performance																											
Actual 07/08	49																											
Jun	0																											
Sep	0																											
Dec	0																											
Mar	0																											
<p>Monthly Performance: In the Tellus 3 Survey 2008, 49% of respondents in Tower Hamlets think that parks and play areas in their area are very good/Fairly good compared to 44% nationally. (This figure is a baseline figure so targets need to be set for 2009 and 2010)</p>																												

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																		
National157a	Processing of planning applications within 13 weeks for Major applications Good performance: HIGH	%	56.92	58.33	50	60	60	Michael Kiely		<table border="1"> <caption>Performance Data for National157a</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>56.92</td> <td>60</td> </tr> <tr> <td>Jun</td> <td>38</td> <td>60</td> </tr> <tr> <td>Sep</td> <td>58.33</td> <td>60</td> </tr> <tr> <td>Dec</td> <td>50</td> <td>60</td> </tr> <tr> <td>Mar</td> <td>60</td> <td>60</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	Actual 07/08	56.92	60	Jun	38	60	Sep	58.33	60	Dec	50	60	Mar	60	60
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Jun	38	60																										
Sep	58.33	60																										
Dec	50	60																										
Mar	60	60																										
<p>Monthly Performance: Tower Hamlets receives a comparatively high number of large-scale major (e.g. greater than 100 residential units) planning applications. These are very complex applications that often include Environmental Impact Assessments and require liaison with outside agencies which increases the length of time needed to arrive at a decision. This has historically hindered our performance. With these larger or more contentious applications, Planning Performance Agreements (PPA) are now being negotiated with the applicants. PPA's are a recent change to legislation which set out a time scale for the determination of the application that more reasonably relates to its complexity, rather than set Government targets. Where the time-scales in the PPA are met, the application is removed from this indicator, thus improving the Council's overall score, providing the PPA is delivered as agreed with the applicant. Applications with PPAs have now started to show in our data, as they were only introduced in April 2008. This are illustrated below.</p> <p>Performance in Quarter 3, 2008/2009 (%), Type of Major / Month. Large scale: October = 0%, November = 100%, December = 0% , Quarter 3 Total = 50%, Quarter 1 Total = 25%, Quarter 2 to</p> <p>Small scale: October = 50 % , November = 80 % , December = 83.33 % , Quarter 3 Total = 66.67 % , Quarter 1 Total = 44.83 % , Quarter 2 totals = 58.33 %</p> <p>The table clearly shows improvements quarter by quarter and this is expected to continue in Quarter 4 and beyond as the impact of PPA's becomes more imbedded in the planning process. Officers continue to monitor this statistic carefully. Small scale applications are prioritised by Management and this area is showing significant improvement (a 21.84% increase between Quarter 1 and Quarter 3). Furthermore, PPA's for larger schemes are being strongly encouraged with the proviso that, if they are not signed, the Council will deal with applications within the statutory period otherwise. As stated above, performance is expected to continue in Quarter 4 and beyond as the impact of PPA's becomes more imbedded in the planning process. Officers expect targets to be met in 2009/10 as the impact of PPA's becomes more imbedded in the planning process.</p>																												
National157b	Processing of planning applications within 8 weeks for Minor applications Good performance: HIGH	%	84.4	86.57	87.53	81	81	Michael Kiely		<table border="1"> <caption>Performance Data for National157b</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>84.4</td> <td>81</td> </tr> <tr> <td>Jun</td> <td>80</td> <td>81</td> </tr> <tr> <td>Sep</td> <td>86.57</td> <td>81</td> </tr> <tr> <td>Dec</td> <td>87.53</td> <td>81</td> </tr> <tr> <td>Mar</td> <td>81</td> <td>81</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	Actual 07/08	84.4	81	Jun	80	81	Sep	86.57	81	Dec	87.53	81	Mar	81	81
Month	Performance (%)	Yearly Target (%)																										
Actual 07/08	84.4	81																										
Jun	80	81																										
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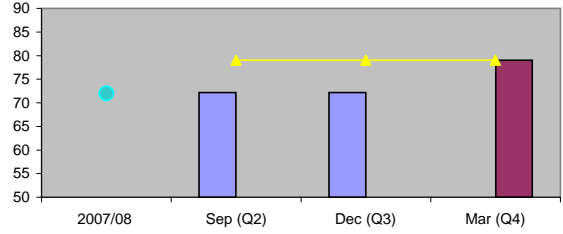

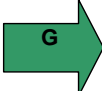
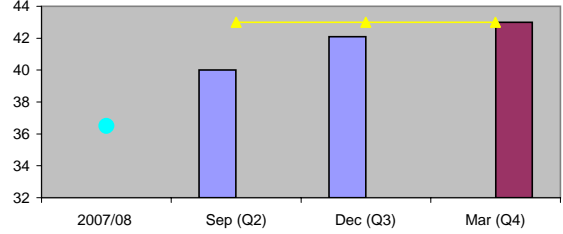


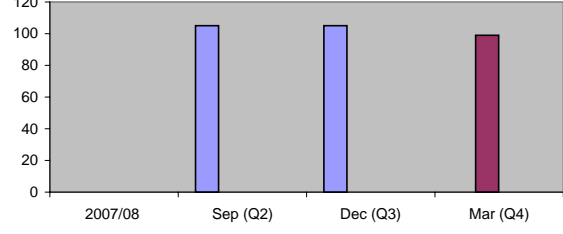
PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
National157c	Processing of planning applications within 8 weeks for Other applications Good performance: HIGH	%	86.6	90.59	88.39	86	86	Michael Kiely		
BV215a	The average number of days taken to repair a street lighting fault, which is under the control of the local authority - non DNO - Good performance: LOW	days	2.28	0.44	0.42	0.18	0.18	Heather Bonfield		
<p>Monthly Performance: Cost efficiencies in the scouting process led to unforeseen delays in the response from contractors to fixing faults. This has been addressed by introducing a self-scouting system from January which will be piloted over the next 3 months. The contractor is committed to raising the performance of this indicator but even at this lower level, the performance remains extremely high - top quartile is 2 and below. We expect to meet the year end target.</p>										
BV066a_CPAH06	Local authority rent collection and arrears: proportion of rent collected. Good performance: HIGH	%	99.91	99.65	99.31	99.92	99.92	Jackie Odunoye		
<p>Monthly Performance: Recovery work and monitoring continues to support our recovery from this reduction in rent collection. We will also be issuing our quarterly rent statements, in January, which usually generates a good response from residents and often results in increased payments.</p>										


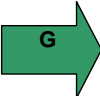
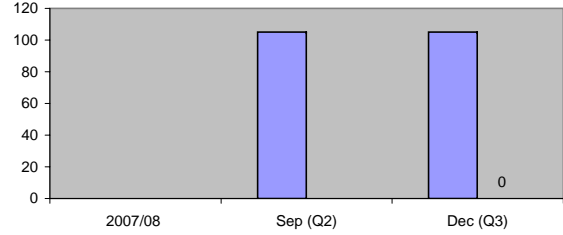

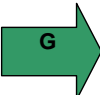
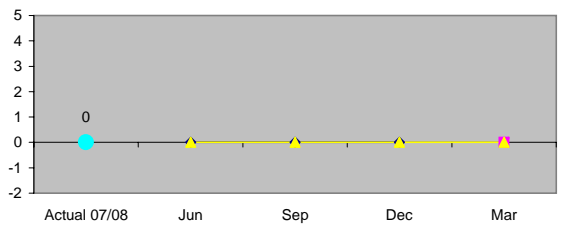


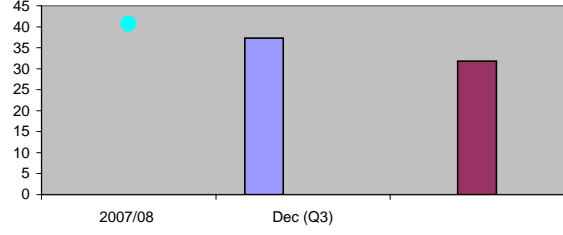
PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
<u>BV179, CPAE22</u>	Percentage of standard searches carried out in 10 working days. Good performance: HIGH	%	99.98	98.92	96	100	100	Michael Kiely	↓ R	<p>Legend: Performance (blue bar), Yearly Target (red bar), Monthly Estimate (yellow line with triangles), 2007/08 (red dot)</p>
<p>Monthly Performance: Although the monthly performance is at 100%, due to lower performance earlier on in the year the YTD figure is below target. Missed targets earlier on in the year were a result of lower responses from departments completing the return. Increased monitoring of those teams carrying out searches has contributed to the improvement in performance.</p>										
<u>BV212, CPAH08, SP204, THI007</u>	Average time taken to re-let local authority housing. Good performance: LOW	days	33.99	35.76	33.3	31	31	Jackie Odunoye	↑ R	<p>Legend: Performance (blue bar), Yearly Target (red bar), Monthly Estimate (yellow line with triangles), 2007/08 (red dot)</p>
<p>Monthly Performance: November's improved performance has been sustained into December [with an improvement of almost 7 days compared to the previous month]. This is a result of implementing some of the recommendations from the voids review; and an increased focus on robust performance management at patch level and consistency across local service centres.</p>										
<u>CPAH04, SP203, THI006</u>	Percentage of urgent repairs completed in government time limits Good performance: HIGH	%	97.67	98.3	97.26	98	98	Jackie Odunoye	↓ R	<p>Legend: Performance (blue bar), Yearly Target (red bar), Monthly Estimate (yellow line with triangles), 2007/08 (red dot)</p>
<p>Monthly Performance: The performance has fallen this month and is mainly due to the performance of one contractor. The contractor, EPS, have been put on notice to improve. They will be monitored intensively to ensure the measures they have taken are effective and they meet the set target level. In Dec they completed 49.58% of works within time limits.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
CPAH05	Average time for non-urgent repairs Good performance: LOW	days	8.05	7.63	7.43	7.2	7.2	Jackie Odunoye		
<p>Monthly Performance: The monthly and YTD target of 7.2 days has been missed. However, performance is improving and the year to date is continuing to move towards the target for the year. We will continue monitoring this indicator to ensure that the movement continues towards the year end target.</p>										
D&R04	Percentage of intermediate and market housing completions for family housing Good performance: HIGH	%		3.96	2.25	NR	12	Jackie Odunoye		
D&R10	% of repairs complete right first time Good performance: HIGH	%	78.33	77	80.63	80	80	Jackie Odunoye		

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
SP205	Percentage of residents satisfied with the Council's repairs service Good performance: HIGH	%	86.01	83	85.94	88	88	Jackie Odunoye		

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
Theme 3: A Prosperous Community										
<u>Priority314</u>	Number of under 16s who are active users of the Idea Stores and libraries Good performance: HIGH	number	16008	13,025	13,176	13,942	14405	Judith St John	RED	
Monthly Performance: End of December actual is falling short of target. Analysis to determine if there is a problem with retention of members is underway. The trend is upwards and this figure represents a 7% increase in active membership since April 2008. February half terms brings in many new members and are expected to put us back on target.										
<u>National073.. Priority3004</u>	Achievement at level 4 or above in both English and Maths at Key Stage 2 Good performance: HIGH	%	72	72.2	72.2	79	79	Helen Jenner	R	
Monthly Performance: 72.2% is the confirmed result for achievement at level 4 or above in both English and Maths at Key Stage 2.										
<u>National074.. Priority3005</u>	Achievement at level 5 or above in both English and Maths at Key Stage 3 Good performance: HIGH	%	58	55.9	57.7	71	71	Carmel Littleton	R	
Monthly Performance: 57.7% is the achievement at level 5 or above in both English and Maths at Key Stage 3 and this is a provisional result dated Dec 08 as based on NAA/DCSF data. Following Government decision there will be no final 2008 KS3 results, and KS3 tests will be abolished from 2008/09 onwards. This result is collected annually.										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
<u>National075.</u> <u>Priority3006</u>	Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths Good performance: HIGH	%	36.5	40 	41.2	43	43	Carmel Littleton		
<p>Monthly Performance: 41.2% is the academic year 2007/08 (financial year 2008-09) results for achievement of 5 or more A* - C grades at GCSE or equivalent including English and Maths.</p>										
<u>National084.</u> <u>Priority3015</u>	Achievement of 2 or more A*-C grades in Science GCSEs or equivalent Good performance: HIGH	%	46.9	49 	49	48	48	Carmel Littleton		
<u>National085b.</u> <u>Priority3017</u>	Post-16 participation in physical sciences A Level Chemistry Good performance: HIGH	Number		86 	86	102	102	Carmel Littleton		
<p>Monthly Performance: Academic year 2007/08 there was 86 entries for Chemistry. This is a provisional result from the National Pupil Database (EPAS Post-16 provisional scores for both schools and Tower Hamlets College). We are not able to make a judgement regarding performance at this stage because we are waiting for Tower Hamlets College to confirm the target setting figures for the next three years. LA and Tower Hamlets College are still negotiating targets and no agreement has been reached. The current targets were set by Research & Performance team and are provisional.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
<u>National085c.</u> <u>Priority3018</u>	Post-16 participation in physical sciences A Level Mathematics Good Performance: HIGH	Number		105 	105	99	99	Carmel Littleton		 <p>Legend: Performance (blue bar), Yearly Target (maroon bar), Monthly Estimate (yellow triangle), 2007/08 (red dot)</p>
<u>National089a.</u> <u>Priority3022</u>	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 Good Performance: LOW	Number	0	0 	0	0	0	Helen Jenner		 <p>Legend: Performance (blue bar), Yearly Target (maroon bar), Monthly Estimate (yellow triangle), 2007/08 (red dot)</p>
<u>National092.</u> <u>Priority3026</u>	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest Good performance: LOW	%	40.7	37.3 	37.3	31.8	31.8	Helen Jenner		 <p>Legend: Performance (blue bar), Yearly Target (maroon bar), Monthly Estimate (yellow triangle), 2007/08 (red dot)</p>
<p>Monthly Performance: 37.3% is the 2007/08 academic year result for narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest. This result is provisional and is subject to change following result updates between schools, LA's and DCSF. This result is collected annually.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
D&R01	No. residents assisted into sustainable employment by Skillsmatch Cumulative measure Good performance: HIGH			148	353	173	600	Sue Hinds	GREEN	
SP308, TH1022	Percentage of young people in Tower Hamlets aged 16 - 24 claiming unemployment-related benefits Good performance: LOW	%	18.2	20.6	20.4	15	15	Sue Hinds	↑ R	
<p>Monthly Performance: Inner London and London averages increased on a marginal level and remain far above the rates in early 2008. Over the last quarter Inner London averages stayed on a similar level as the quarter before settling at 13.6%. School leavers and graduates are strongly affected by the economic downturn as they lack experience to enter a highly competitive market. It seems highly unlikely that the SP308 target of 15.1% will be met if current economic trends will continue. As the GB is going through a recession it can be expected that the PI won't be achieved. SP308 will not show more positive trends until the London and UK economy will return to new growth. Analysts do not expect this to be before 2010 or 2011. Data for this PI is published on a monthly basis (approximately 2 weeks after the end of the month)</p>										
Theme 4: A Safe and Supportive Community										
BV218a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification Good performance: HIGH	%	99.46	99.68	99.61	99.5	99.5	John Chilton	↓ G	

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
CPAE30	Consumer satisfaction with trading standards service. Good performance: HIGH	%	83.14	92	77	63.75	85	Bryan Jones		
CPAE33a	Trading standards, levels of business compliance, high-risk premises. Good performance: HIGH	%	89.8	71	84	69.75	93	Colin Perrins		
CPAE33b	Trading standards, levels of business compliance, medium risk premises.	%	91.42	60	93	69.75	93	Colin Perrins		

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
<u>CPAE33c</u>	Trading standards, levels of business compliance, low-risk premises. Good performance: HIGH	%	93.62	66	88	69.75	93	Colin Perrins		
<u>National028</u>	Number of serious violent knife crimes per 1,000 population (Delayed Until 09/10) Cumulative measure Good performance: LOW	Number		1	1.63	1.52	2.03	Andy Bamber	RED	
<p>Monthly Performance: This indicator is slightly off target during this period however this is not audited data and we expect to meet the target at the end of the year due to pending police operations.</p>										
<u>National029</u>	Number of gun crimes per 1,000 population Cumulative measure Good performance: LOW	Number		27	38	57.71	76.95	Andy Bamber	GREEN	

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
National030	The change in convictions for Prolific and other Priority Offenders (PPOs) over a 12 month period Good performance: LOW	Number		N/A	N/A	30	30	Andy Bamber		
Monthly Performance: This data is published by the Home Office and we are unsure when the data is going to be released.										
National034	Number of domestic homicides per 1,000 population Good performance: LOW	Number		0	0	0	0	Andy Bamber		
National043	Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody Good performance: LOW	%	7.4	12.8	7.3	5	5	Mary Durkin		
Monthly Performance: A high number of serious offences left the courts no option but to impose custodial sentences and we have not met the target. The number of custodial sentences in the quarter was 9, which was 7.3% of all disposals by the court. Comparison data for the quarter will be available in March 2009. The YOT quarterly figure of 7.3% is the same as the London average in 2007/08 of 7.3%. In 5 out of the 9 custodial sentences in the quarter, the offence seriousness was 6 (Scale 1 to 8, ascending seriousness). In the other 4 cases, the offence seriousness was 4. In these cases, the young people had previously been sentenced respectively 3, 4, 4, and 6 times before the custodial sentences were imposed. The YOT will continue to co-ordinate and run preventative and diversionary interventions to avoid young people's behaviour escalating to the point where custody is inevitable. At sentencing stage, the YOT will continue to present to the court robust community-based alternatives to custodial sentences commensurate with the seriousness of the offence(s) before the court.										



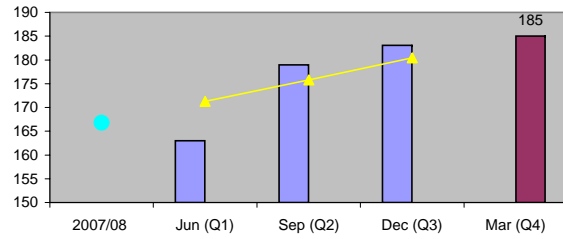


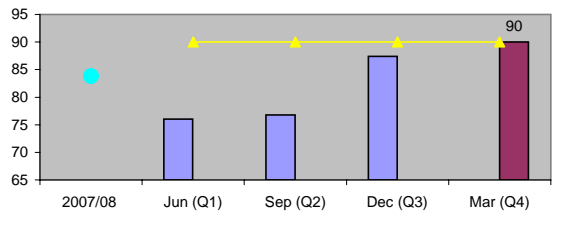
PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																								
National049a	Total number of primary fires per 100,000 population - primary fires and related fatalities and non-fatal casualties (excluding precautionary checks). Cumulative measure Good performance: LOW	Number		N/A	159.31	201.2	268.3	Andy Bamber	GREEN	<p>Legend: ■ Performance ■ Yearly Target ▲ Monthly Estimate ● 2007/08</p> <table border="1"> <caption>Performance Data for National049a</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>-</td> <td>268.3</td> <td>-</td> </tr> <tr> <td>Jun (Q1)</td> <td>~70</td> <td>-</td> <td>~70</td> </tr> <tr> <td>Sep (Q2)</td> <td>-</td> <td>-</td> <td>~140</td> </tr> <tr> <td>Dec (Q3)</td> <td>~160</td> <td>-</td> <td>~200</td> </tr> <tr> <td>Mar (Q4)</td> <td>~268.3</td> <td>268.3</td> <td>268.3</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	Monthly Estimate	2007/08	-	268.3	-	Jun (Q1)	~70	-	~70	Sep (Q2)	-	-	~140	Dec (Q3)	~160	-	~200	Mar (Q4)	~268.3	268.3	268.3
Period	Performance	Yearly Target	Monthly Estimate																															
2007/08	-	268.3	-																															
Jun (Q1)	~70	-	~70																															
Sep (Q2)	-	-	~140																															
Dec (Q3)	~160	-	~200																															
Mar (Q4)	~268.3	268.3	268.3																															
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). Cumulative measure Good performance: LOW	Number		N/A	0	0	0	Andy Bamber	GREEN	<table border="1"> <caption>Performance Data for National049b</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Jun (Q1)</td> <td>0</td> <td>-</td> <td>0</td> </tr> <tr> <td>Sep (Q2)</td> <td>0</td> <td>-</td> <td>0</td> </tr> <tr> <td>Dec (Q3)</td> <td>0</td> <td>-</td> <td>0</td> </tr> <tr> <td>Mar (Q4)</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	Monthly Estimate	2007/08	0	0	0	Jun (Q1)	0	-	0	Sep (Q2)	0	-	0	Dec (Q3)	0	-	0	Mar (Q4)	0	0	0
Period	Performance	Yearly Target	Monthly Estimate																															
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Sep (Q2)	0	-	0																															
Dec (Q3)	0	-	0																															
Mar (Q4)	0	0	0																															
National049c	Total number of non-fatal casualties per 100,000 population - primary fires and related fatalities and non-fatal casualties (excluding precautionary checks). Cumulative measure Good performance: LOW	Number		n/a	5.6	12.7	16.9	Andy Bamber	GREEN	<table border="1"> <caption>Performance Data for National049c</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>-</td> <td>16.9</td> <td>-</td> </tr> <tr> <td>Jun (Q1)</td> <td>~2</td> <td>-</td> <td>~4</td> </tr> <tr> <td>Sep (Q2)</td> <td>-</td> <td>-</td> <td>~8</td> </tr> <tr> <td>Dec (Q3)</td> <td>~6</td> <td>-</td> <td>~12</td> </tr> <tr> <td>Mar (Q4)</td> <td>~16.9</td> <td>16.9</td> <td>16.9</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	Monthly Estimate	2007/08	-	16.9	-	Jun (Q1)	~2	-	~4	Sep (Q2)	-	-	~8	Dec (Q3)	~6	-	~12	Mar (Q4)	~16.9	16.9	16.9
Period	Performance	Yearly Target	Monthly Estimate																															
2007/08	-	16.9	-																															
Jun (Q1)	~2	-	~4																															
Sep (Q2)	-	-	~8																															
Dec (Q3)	~6	-	~12																															
Mar (Q4)	~16.9	16.9	16.9																															

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																								
National143	Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence Good performance: HIGH	%	73	N/A	67.7	70	70	Andy Bamber	RED	<p>Legend: Performance (blue bar), Yearly Target (purple bar), Monthly Estimate (yellow line with triangle), 2007/08 (red dot)</p> <table border="1"> <caption>Performance Data for National143</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> <th>Monthly Estimate (%)</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>73</td> <td>70</td> <td>-</td> </tr> <tr> <td>Jun</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Sep</td> <td>67.7</td> <td>70</td> <td>70</td> </tr> <tr> <td>Dec</td> <td>67.7</td> <td>70</td> <td>70</td> </tr> <tr> <td>Mar</td> <td>67.7</td> <td>70</td> <td>70</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)	Actual 07/08	73	70	-	Jun	-	-	-	Sep	67.7	70	70	Dec	67.7	70	70	Mar	67.7	70	70
Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)																															
Actual 07/08	73	70	-																															
Jun	-	-	-																															
Sep	67.7	70	70																															
Dec	67.7	70	70																															
Mar	67.7	70	70																															
<p>Monthly Performance: There is one month reporting time lag with this indicator hence the data goes up to November 08. Latest FYTD Performance is 67.70%. Possible reason for underperforming may be due to managers not completing all fields in final reviews in Eoasys. Guidelines have been re issued to offender managers to record correctly.</p>																																		
National144	Offenders under probation supervision in employment at the end of their order or licence Good performance: HIGH	%		N/A	32	40	40	Andy Bamber	RED	<p>Legend: Performance (blue bar), Yearly Target (purple bar), Monthly Estimate (yellow line with triangle), 2007/08 (red dot)</p> <table border="1"> <caption>Performance Data for National144</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> <th>Monthly Estimate (%)</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>-</td> <td>40</td> <td>-</td> </tr> <tr> <td>Jun</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Sep</td> <td>32</td> <td>40</td> <td>40</td> </tr> <tr> <td>Dec</td> <td>32</td> <td>40</td> <td>40</td> </tr> <tr> <td>Mar</td> <td>32</td> <td>40</td> <td>40</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)	Actual 07/08	-	40	-	Jun	-	-	-	Sep	32	40	40	Dec	32	40	40	Mar	32	40	40
Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)																															
Actual 07/08	-	40	-																															
Jun	-	-	-																															
Sep	32	40	40																															
Dec	32	40	40																															
Mar	32	40	40																															
<p>Monthly Performance: There is one month reporting time lag with this indicator hence the data goes up to November 08. Latest FYTD Performance is 32%. Possible reason for underperforming may be due to managers not completing all fields in final reviews in Eoasys. Guidelines have been re issued to offender managers to recording reviews correctly. Probation service have adjusted 80/09 target from 31% to 40</p>																																		
National182	Satisfaction of business with local authority regulation services - % Good performance: HIGH			69	72		n/a	Bryan Jones		<p>Legend: Performance (blue bar)</p> <table border="1"> <caption>Performance Data for National182</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>-</td> </tr> <tr> <td>Jun</td> <td>-</td> </tr> <tr> <td>Sep</td> <td>69</td> </tr> <tr> <td>Dec</td> <td>72</td> </tr> <tr> <td>Mar</td> <td>-</td> </tr> </tbody> </table>	Month	Performance (%)	Actual 07/08	-	Jun	-	Sep	69	Dec	72	Mar	-												
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Actual 07/08	-																																	
Jun	-																																	
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<p>Monthly Performance: Given that this is a new indicator, we are developing systems to capture and report on the information needed. An end of year target will therefore be nothing more than a guesstimate, although interim reports will be possible. Targets for subsequent years can be set when we have assessed this years performance and have access to other LA data.</p>																																		


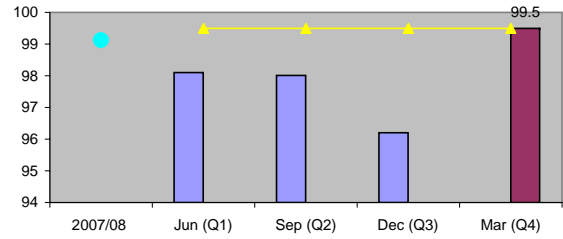
PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
National183	Impact of local authority trading standards services on the fair trading environment Good performance: LOW	%		0.35	0.35		n/a	Bryan Jones		
<p>Monthly Performance: Given that this is a new indicator, we are developing systems to capture and report on the information needed. An end of year target will therefore be nothing more than a guesstimate, although interim reports will be possible. Targets for subsequent years can be set when we have assessed this years performance and have access to other LA data.</p>										
National184	Food establishments in the area which are broadly compliant with food hygiene Good performance: HIGH	%		70	78.5	60.75	62	Bryan Jones	↑ G	
Priority001	The percentage of hate crime cases with identified perpetrators investigated by the Community Safety Service resulting in formal action Good performance: HIGH			0	0	52.5	70	Andy Bamber	→ R	
<p>Monthly performance: CSS has undertaken a full case audit of each case and the Operations Manager is developing an action plan to urgently deal with this issue. It is likely that there is under recording of data and this is being investigated.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
National039	Rate of Hospital Admissions per 100,000 for Alcohol Related Harm Good performance: LOW	Number		N/A	N/A	1425	1900	Andy Bamber		
Monthly Performance: Data not yet received from the PCT.										
National045	Young offenders' engagement in suitable education, training and employment Good performance: HIGH	%	81.7	86	80.2	90	90	Mary Durkin		
<p>Monthly Performance: 80.2% of young people were in suitable education, training and employment (ETE) during the last week of their orders with the Youth Offending Team. This is a reduction of 5.8 percentage points on the previous quarter, and a reduction of 1.5% compared to the average for 2007/08. The YOT figures remain well above the London average of 68.8%. The quarterly ETE figures vary from quarter to quarter depending on the individual circumstances of the young people serving orders with the YOT. In the current quarter, 13 young people did not meet the criteria for suitable ETE at the end of their order. Of these, 3 school age young people were at Pupil Referral Units and receiving 16 hours ETE per week instead of the required 25 hours; 4 young people did not engage with the ETE services that were provided by the YOT; 1 young person was not suitable for ETE referral due to serious substance misuse and mental health concerns; 2 young people started full time ETE within 1 month of the completion of their orders; 2 young people who were above statutory school age were receiving between 1 - 15 hours ETE per week instead of the required 16 hours; and 1 young person was receiving 8 hours per week due to lack of resources in the college that he was attending, although he had requested more tuition.</p>										


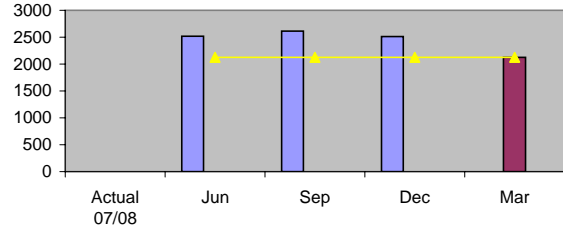

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																								
National046	Young Offenders' access to suitable accommodation Good performance: HIGH	%	93.4	97.4	97.4	95	95	Mary Durkin		<table border="1"> <caption>Performance Data for National046</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> <th>Monthly Estimate (%)</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>93.4</td> <td>95</td> <td>95</td> </tr> <tr> <td>Jun</td> <td>92.5</td> <td>95</td> <td>95</td> </tr> <tr> <td>Sep</td> <td>97.4</td> <td>95</td> <td>95</td> </tr> <tr> <td>Dec</td> <td>97.4</td> <td>95</td> <td>95</td> </tr> <tr> <td>Mar</td> <td>95</td> <td>95</td> <td>95</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)	Actual 07/08	93.4	95	95	Jun	92.5	95	95	Sep	97.4	95	95	Dec	97.4	95	95	Mar	95	95	95
Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)																															
Actual 07/08	93.4	95	95																															
Jun	92.5	95	95																															
Sep	97.4	95	95																															
Dec	97.4	95	95																															
Mar	95	95	95																															
CPAE32	Trading standards, visits to high-risk premises. Good performance: HIGH	%	100	51	57	75	100	Colin Perrins		<table border="1"> <caption>Performance Data for CPAE32</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> <th>Monthly Estimate (%)</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>100</td> <td>100</td> <td>100</td> </tr> <tr> <td>Jun (Q1)</td> <td>20</td> <td>100</td> <td>25</td> </tr> <tr> <td>Sep (Q2)</td> <td>50</td> <td>100</td> <td>50</td> </tr> <tr> <td>Dec (Q3)</td> <td>57</td> <td>100</td> <td>75</td> </tr> <tr> <td>Mar (Q4)</td> <td>100</td> <td>100</td> <td>100</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)	2007/08	100	100	100	Jun (Q1)	20	100	25	Sep (Q2)	50	100	50	Dec (Q3)	57	100	75	Mar (Q4)	100	100	100
Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)																															
2007/08	100	100	100																															
Jun (Q1)	20	100	25																															
Sep (Q2)	50	100	50																															
Dec (Q3)	57	100	75																															
Mar (Q4)	100	100	100																															
Monthly Performance: Other enforcement work has prevented Officers from carrying out programmed inspections, but the programme is planned to achieve 100% target																																		
National126	Early Access for Women to Maternity Services Good performance: HIGH	%	61	69	69	65	65	Esther Trenchard-Mabere (PCT)		<table border="1"> <caption>Performance Data for National126</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Yearly Target (%)</th> <th>Monthly Estimate (%)</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>61</td> <td>65</td> <td>61</td> </tr> <tr> <td>Jun (Q1)</td> <td>69</td> <td>65</td> <td>64</td> </tr> <tr> <td>Sep (Q2)</td> <td>69</td> <td>65</td> <td>65</td> </tr> <tr> <td>Dec (Q3)</td> <td>69</td> <td>65</td> <td>65</td> </tr> <tr> <td>Mar (Q4)</td> <td>65</td> <td>65</td> <td>65</td> </tr> </tbody> </table>	Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)	2007/08	61	65	61	Jun (Q1)	69	65	64	Sep (Q2)	69	65	65	Dec (Q3)	69	65	65	Mar (Q4)	65	65	65
Month	Performance (%)	Yearly Target (%)	Monthly Estimate (%)																															
2007/08	61	65	61																															
Jun (Q1)	69	65	64																															
Sep (Q2)	69	65	65																															
Dec (Q3)	69	65	65																															
Mar (Q4)	65	65	65																															

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																								
National130	Social care clients receiving Self Directed Support per 100,000 population Good performance: HIGH	Number	166.75	178.96 	183.08	180.44	185	John Goldup		 <table border="1"> <caption>Performance Data for National130</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>166.75</td> <td>185</td> <td>166.75</td> </tr> <tr> <td>Jun (Q1)</td> <td>166.75</td> <td>185</td> <td>171.5</td> </tr> <tr> <td>Sep (Q2)</td> <td>178.96</td> <td>185</td> <td>177.5</td> </tr> <tr> <td>Dec (Q3)</td> <td>183.08</td> <td>185</td> <td>181.5</td> </tr> <tr> <td>Mar (Q4)</td> <td>185</td> <td>185</td> <td>185</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	Monthly Estimate	2007/08	166.75	185	166.75	Jun (Q1)	166.75	185	171.5	Sep (Q2)	178.96	185	177.5	Dec (Q3)	183.08	185	181.5	Mar (Q4)	185	185	185
Period	Performance	Yearly Target	Monthly Estimate																															
2007/08	166.75	185	166.75																															
Jun (Q1)	166.75	185	171.5																															
Sep (Q2)	178.96	185	177.5																															
Dec (Q3)	183.08	185	181.5																															
Mar (Q4)	185	185	185																															
National132	Timeliness of social care assessment (all adults) Good performance: HIGH	Months	83.8	76.8 	87.4	90	90	John Goldup		 <table border="1"> <caption>Performance Data for National132</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> <th>Monthly Estimate</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>83.8</td> <td>90</td> <td>83.8</td> </tr> <tr> <td>Jun (Q1)</td> <td>76.8</td> <td>90</td> <td>90</td> </tr> <tr> <td>Sep (Q2)</td> <td>87.4</td> <td>90</td> <td>90</td> </tr> <tr> <td>Dec (Q3)</td> <td>87.4</td> <td>90</td> <td>90</td> </tr> <tr> <td>Mar (Q4)</td> <td>90</td> <td>90</td> <td>90</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	Monthly Estimate	2007/08	83.8	90	83.8	Jun (Q1)	76.8	90	90	Sep (Q2)	87.4	90	90	Dec (Q3)	87.4	90	90	Mar (Q4)	90	90	90
Period	Performance	Yearly Target	Monthly Estimate																															
2007/08	83.8	90	83.8																															
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Sep (Q2)	87.4	90	90																															
Dec (Q3)	87.4	90	90																															
Mar (Q4)	90	90	90																															
<p>Monthly Performance: Why: Staff shortages in the Occupational Therapy Team have contributed to longer waiting times for assessment. Data quality issues have been highlighted within SWIFT resulting in a misrepresentation of performance. What is being done about it? A Management Action Plan is in place to focus on a swift response to staffing issues. Action is still ongoing to finalise the auditing of records that contribute to performance to address data quality issues. The early warning system in development last quarter is due to go 'LIVE' this month to provide operational Team Managers with daily information around Assessments to allow allocation of resources to Performance critical cases. Will Performance get back on track to achieve year end target? We have already seen an increase in Performance of 10.6% last quarter having addressed certain issues. We expect performance to meet target by year end. When will performance get back on track? Each month remaining in the year will mark an improvement on the overall performance of this indicator.</p>																																		

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
National133	Timeliness of social care packages following assessment Good performance: HIGH	%	93.8	95.8	95.9	96	96	John Goldup		
<p>Monthly Performance: Why is performance off target? Performance remains excellent in this indicator and is now only 0.1% off of target. Data quality issues are preventing a small number of cases appearing positively in performance terms. What is being done about it? Action is ongoing to finalise the auditing of records alongside the clients for NI132 that contribute to this indicator. Will Performance get back on track to achieve year end target? We expect performance to rise and meet target by year end. When will performance get back on track? Within the next two months all issues should be resolved and performance targets exceeded.</p>										
National141	Percentage of vulnerable people achieving independent living Good performance: HIGH	%	59	52.13	N/A		65	John Goldup		
<p>Monthly Performance: Clients that make up this indicator are in the process of being audited to correct inaccuracy of performance, therefore no performance information will be reported this quarter.</p>										
National142	Percentage of vulnerable people who are supported to maintain independent living Good performance: HIGH	%	98	97.7	N/A		99	John Goldup		
<p>Monthly Performance: Clients that make up this indicator are in the process of being audited to correct inaccuracy of performance, therefore no performance information will be reported this quarter.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
BV218b, LAA122	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle Good performance: HIGH	%	99.12	98.01	96.2	99.5	99.5	John Chilton		
<p>Monthly Performance: Top quartile performance is 98.5 and above. Our current performance places us in the 2nd quartile. The target shortfall represents 6 failures in 158. For the additional 4 failures, 3 were due to errors with the contractor not locating vehicles from the instructions given and 1 followed a technical error when an order was sent by fax but not received. The service is looking into potential arrangements for back-up vehicles if mechanical problems recur.</p>										

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend
Theme 5: A Healthy Community										
National055d	Percentage of children in Reception with height and weight recorded who are obese. Good performance: LOW	%	14.6	NR	13.75	13.75	15	Esther Trenchard-Mabere (PCT)		
National059	Percentage of initial assessments for children's social care carried out within 7 working days of referral	%	35.45	54.04	62.92		75	Kamini Rambellas		
Monthly performance: comments requested										
National113a	Percentage of the resident population aged 15-24 accepting tests/screen for Chlamydia Good performance: HIGH	%	18.4	7.2	4.4	4	20	Esther Trenchard-Mabere (PCT)		

PI Ref No	PI Description	Meas. In	Actual 07/08	Actual Sep	Actual Dec	Target Dec	Target 08/09	Responsible Officer	Traffic Light	Trend																		
National156	Number of households living in temporary accommodation Good performance: LOW	Number	2483	2614	2511	2127	2127	John Goldup		 <table border="1"> <caption>Performance Data from Trend Chart</caption> <thead> <tr> <th>Period</th> <th>Performance</th> <th>Yearly Target</th> </tr> </thead> <tbody> <tr> <td>Actual 07/08</td> <td>2483</td> <td>2127</td> </tr> <tr> <td>Jun</td> <td>~2500</td> <td>2127</td> </tr> <tr> <td>Sep</td> <td>~2550</td> <td>2127</td> </tr> <tr> <td>Dec</td> <td>~2500</td> <td>2127</td> </tr> <tr> <td>Mar</td> <td>~2150</td> <td>2127</td> </tr> </tbody> </table>	Period	Performance	Yearly Target	Actual 07/08	2483	2127	Jun	~2500	2127	Sep	~2550	2127	Dec	~2500	2127	Mar	~2150	2127
Period	Performance	Yearly Target																										
Actual 07/08	2483	2127																										
Jun	~2500	2127																										
Sep	~2550	2127																										
Dec	~2500	2127																										
Mar	~2150	2127																										
Monthly performance: comments requested																												
Key to symbols																												
Arrow up	Performance has improved since the last comparable period (for cumulative indicators e.g. library visits we compare to the same period last year).																											
Arrow across	Performance maintained since the last comparable period (for cumulative indicators we compare to the same period last year).																											
Arrow down	Performance has deteriorated since the last comparable period (for cumulative indicators we compare to the same period last year).																											
No arrow	No previous data to compare to (for cumulative indicators we can only compare to the same period the previous year)																											
Colour	Colour represents whether performance is On Target (Green), Off Target (Red), or whether performance is off target, but will return to target (Amber).																											
	Octagon shape represents Traffic Light for previous period. The two most recent reporting periods are shown.																											