

Performance Indicators for 2005/06

Appendix 3

Tower Hamlets Performance														Tower Hamlets Targets				
BVPI	Description	2002/03	2003/04	2004/05	Outturn 2005/06	Target 2005/06	2006/07	2007/08	2008/09	London Top Quartile 2004/05	Traffic Light	Preferred Direction	Direction of Performance					
<b>Chief Executives</b>																		
BV002a	Level of the Equality Standard for Local Government to which the authority conforms.	3	4	5	5	5	5	5	5	2	GREEN	Higher	4					
BV002b	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application.		100 %	100 %	100 %	100 %	100 %	100 %	100 %	84 %	GREEN	Higher	4					
BV003	The % of citizens satisfied with the overall service provided		35 %		N/A	N/A	60 %			57 %		Higher						
BV004	Percentage of complainants satisfied with the handling of their complaint		22 %		N/A	N/A	32 %			32 %		Higher						
BV008 CE038 THI033 SP506	Percentage of Undisputed Invoices Paid on Time	70.64 %	71.13 %	74.45 %	94.16 %	83 %	96 %	93 %	94 %	90.20 %	GREEN	Higher	5					
BV009 CE034	Percentage of council tax collected.	91.81 %	92.5 %	92.58 %	94.50 %	94 %	96 %	96.25 %	96.50 %	95.85 %	GREEN	Higher	5					
BV010 CE035	Percentage of Non-domestic Rates Collected	98.3 %	99.2 %	99.23 %	99.41 %	99.4 %	99.5 %	99.5 %	99.5 %	98.83 %	GREEN	Higher	5					
BV011a THI030	Percentage of top 5% of earners that are women.	36.57 %	41.42 %	44.41 %	48.66 %	45 %	48 %	49 %	50 %	46.75 %	GREEN	Higher	5					
BV011b THI029 SP516 CE044a	The percentage of the top 5% of Local Authority staff who are from an ethnic minority.	13.42 %	14.62 %	16.43 %	14.29 %	17 %	18 %	20 %	22 %	16.30 %	RED	Higher	6					
BV011c	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools.) [New PI]			3.58 %	2.45 %	N/A	3.5 %	4.5 %	5.5 %	N/A		Higher	6					
BV012 THI028 CE046a SP505	Number of working days/shifts lost to sickness absence per employee.	10.63	11.74	10.80	9.79	9.0	8.5	8.0	7.5	7.92	RED	Lower	5					
BV014	Percentage of early retirements (excluding ill-health retirements) as a percentage of the total workforce.	1.27 %	0.59 %	0.33 %	0.41 %	0.3 %	0.2 %	0.18 %	0.16 %	0.17 %	RED	Lower	6					
BV015	Percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	0.08 %	0.29 %	0.20 %	0.30 %	0.10 %	0.10 %	0.10 %	0.1 %	0.20 %	RED	Lower	6					

Performance Indicators for 2005/06

Appendix 3

BVPI	Description	2002/03	2003/04	2004/05	Outturn 2005/06	Target 2005/06	2006/07	2007/08	2008/09	London Top Quartile 2004/05	Traffic Light	Preferred Direction	Direction of Performance
BV016a	Percentage of staff declaring that they meet the Disability Discrimination Act disability definition,	3.89 %	3.92 %	3.91 %	<b>4.66 %</b>	<b>4.65 %</b>	4.80 %	5.00 %	5.20 %	3.96 %	GREEN	Higher	5
BV016b	Percentage of economically active disabled people in the authority area.	16.19 %	16.19 %	16.20 %	<b>16.20 %</b>					13.79 %		Higher	4
BV017a	Percentage of authority employees from minority ethnic communities as a percentage of the total workforce.	35.77 %	36.6 %	37.21 %	<b>41.17 %</b>	<b>38 %</b>	39 %	40 %	41 %	35.3 %	GREEN	Higher	5
BV017b	Percentage of economically active minority ethnic community population in the authority area.	42.19 %	42.19 %	42.20 %	<b>42.20 %</b>					34.49 %		Higher	4
BV126 TH1002	Number of domestic burglaries per 1,000 households.	24.29	19.52	18.50	<b>23.02</b>	<b>18.50</b>	18.50	18.50	18.50	15.90	RED	Lower	6
BV127a CE012 TH1003	Violent crime per year, 1,000 population in the Local Authority area.				<b>46.65</b>	<b>46.07</b>	44.24	43.32	41.61	N/A	RED	Lower	
BV127b CE016 TH1006	Robberies per year, per 1,000 population in the Local Authority area.				<b>8.14</b>	<b>6.99</b>	6.99	6.99	6.99	N/A	RED	Lower	
BV128 TH1007	Number of vehicle crimes per 1,000 population.	42.25	31.74	25.56	<b>25.24</b>	<b>22.44</b>	21.50	18.31	18.31	15.73	RED	Lower	5
BV157 PSA001	Number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery. (Deleted from 2006/07)	51.88 %	60.08 %	100 %	<b>100 %</b>	<b>100 %</b>				92.24 %	GREEN	Higher	4
BV174 TH1004 CE013	Number of racial incidents recorded by the authority per 100,000 population.	160.63	243.20	237.18	<b>286.55</b>	<b>275.24</b>	289	285	280	41.00	GREEN	Higher	5
BV175 CE014	Percentage of racial incidents that resulted in further action.	100 %	100 %	100 %	<b>100 %</b>	<b>100 %</b>	100 %	100 %	100 %	100 %	GREEN	Higher	4
BV225	Actions Against Domestic Violence. [New PI]			N/A	<b>100 %</b>	<b>N/A</b>	100 %	100 %	100 %	N/A		Higher	
BV226a	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations. [New PI]			N/A	<b>£ 1,007,463</b>	<b>N/A</b>	£ 1,027,612	£ 1,048,164	£ 1,069,127	N/A		Higher	
BV226b	Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' level and above. [New PI]			N/A	<b>91 %</b>	<b>N/A</b>	92 %	93 %	95 %	N/A		Higher	

Performance Indicators for 2005/06

Appendix 3

BVPI	Description	2002/03	2003/04	2004/05	Outturn 2005/06	Target 2005/06	2006/07	2007/08	2008/09	London Top Quartile 2004/05	Traffic Light	Preferred Direction	Direction of Performance
BV226c	Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public. [New PI]			N/A	£ 702,500	N/A	£ 680,900	£ 702,900	£ 716,958	N/A		Higher	
THI001 CE017	The number of young people under 18 accessing substance misuse treatments (Revised PI for 05/06)				415	313	448	481	495	N/A	GREEN	Higher	
THI022 CE051	Take up of welfare benefits	1,245,000	2,928,287	4,604,480	5,688,830	5,500,000	6,000,000			N/A	GREEN	Higher	5
THI032 SP501	Budget Performance	£ 2,100,000	£ 35,000	£ -1,180,00		£ 0	£ 0	£ 0	£ 0			Lower	
THI034 CE021 SP509 LAAS201a	Increased attendance at Local Area Partnership events	1,664	3,500	4,088	4489	4,250	5,000	5,250	5,500	N/A	GREEN	Higher	5
<b>Development and Renewal</b>													
BV106	Percentage of new homes built on previously developed land.	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	GREEN	Higher	4
BV109a THI020a CPA026a SP301	Percentage of major planning applications determined within 13 weeks.	46.48 %	60.00 %	58.54 %	35.00 %	60 %	60 %	60 %	60 %	67.00 %	RED	Higher	6
BV109b THI020b CPA026b SP302	Percentage of minor planning applications determined in 8 weeks.	54.99 %	70.31 %	79.57 %	78.56 %	80 %	80.25 %	80.5 %	81 %	78.95 %	RED	Higher	6
BV109c THI020c CPA026c SP303	Percentage of other planning applications determined in 8 weeks.	56.70 %	72.61 %	83.95 %	85.35 %	84.00 %	88.25 %	88.3 %	88.5 %	88.23 %	GREEN	Higher	5
BV111	The % of applicants satisfied with the service received		51.30 %		N/A	N/A				81.00 %		Higher	
BV179	Percentage of standard searches carried out in 10 working days.	69.83 %	100 %	100 %	94.42 %	100 %	100 %	100 %	100 %	100 %	RED	Higher	6
BV200a	Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?			No	Yes	Yes	Yes	Yes	Yes	N/A	GREEN	None	
BV200b	Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?			Yes	Yes	Yes	Yes	Yes	Yes	N/A	GREEN	None	

Performance Indicators for 2005/06

Appendix 3

BVPI	Description	2002/03	2003/04	2004/05	Outturn 2005/06	Target 2005/06	2006/07	2007/08	2008/09	London Top Quartile 2004/05	Traffic Light	Preferred Direction	Direction of Performance
BV200c	Did the Local Planning Authority publish an annual monitoring report by December of the last year?				Yes	Yes	Yes	Yes	Yes	N/A	GREEN	None	
BV204	Percentage of appeals allowed against the authority's decision to refuse planning applications.			18.8 %	Tbc %	28 %	27 %	Tbc %	Tbc %	28 %	GREEN	Lower	5
BV205	Score against a planning service quality checklist.			94.4 %	100 %	94.44 %	100 %	100 %	100 %	94.0 %	GREEN	Higher	5
BV219a	Total number of conservation areas in the local authority area - [New PI]			N/A	50	51	51	51		N/A	RED	None	
BV219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal - [New PI]			N/A	0.00 %	60 %	80 %	100 %		N/A	RED	Higher	
BV219c	Percentage of conservation areas with published management proposals - [New PI]			N/A	14.00 %	60 %	80 %	100 %		N/A	RED	Higher	
Local108	The number of advertised departures from the statutory plan approved by the authority as a percentage of total permissions granted	0.16 %	0.69 %	0.00 %	Tbc %	2.00 %	2.00 %	2.00 %	Tbc %	N/A	GREEN	Lower	5
Local110	Average time taken to determine all planning applications (weeks)	12.40	11.93	11.38	Tbc	8.0	8.0	8.0	Tbc	N/A	GREEN	Lower	5
THI018	Percentage of local residents claiming employment-related benefits	11.8 %	9.1 %	8.4 %	8.5 %	8.5 %	8.3 %	8.2 %	8.0 %	N/A	GREEN	Lower	6
THI019	Proportion of people under 25 claiming unemployment related benefits			17.8 %	20.6 %	17.29 %	16.5 %	16.0 %	15.0 %	N/A	RED	Lower	6
<b>Education</b>													
BV038 PSA004	Percentage of 15 year old pupils in schools maintained by the LEA achieving 5 or more GCSEs at grades A* - C or equivalent.	43.63 %	42.67 %	47.95 %	50.8 %	49.0 %	56.0 %	59.0 %	61.0 %	56.2 %	GREEN	Higher	5
BV039	Percentage of 15 year old pupils in schools maintained by the local education authority achieving 5 GCSEs or equivalent at grades A* - to G including English and Maths.	87.76 %	86.27 %	86.80 %	86.6 %	91.6 %	92.7 %	93.5 %	93.7 %	89.3 %	RED	Higher	6
BV040	Percentage of pupils in schools maintained by the LEA achieving Level 4 or above in the Key Stage 2 Mathematics test.	68.20 %	71.38 %	74.81 %	75.9 %	83.0 %	84.0 %	85.0 %	85.3 %	77.0 %	RED	Higher	5

Performance Indicators for 2005/06

Appendix 3

BVPI	Description	2002/03	2003/04	2004/05	Outturn 2005/06	Target 2005/06	2006/07	2007/08	2008/09	London Top Quartile 2004/05	Traffic Light	Preferred Direction	Direction of Performance
BV041 SP406	Percentage of pupils in schools maintained by the LEA achieving Level 4 or above in the Key Stage 2 English test.	70.90 %	73.99 %	77.07 %	<b>77.4 %</b>	<b>83.0 %</b>	84.0 %	85.0 %	85.7 %	80.0 %	RED	Higher	5
BV043a	Percentage of statements of special educational need prepared within 18 weeks excluding those affected by" exceptions to the rule" under the SEN Code of Practice.	89.1 %	73.1 %	99.2 %	<b>100.0 %</b>	<b>100.0 %</b>	100.0 %	100.0 %	100.0 %	100.0 %	GREEN	Higher	5
BV043b	Percentage of statements of special educational need prepared within 18 weeks including those affected by" exceptions to the rule" under the SEN Code of Practice.	3.8 %	9.1 %	80.3 %	<b>94.8 %</b>	<b>85.0 %</b>	97.0 %	100.0 %	100.0 %	92.2 %	GREEN	Higher	5
BV045 THIO23b	Percentage of half days missed due to total absence in secondary schools maintained by the local education authority.	8.87 %	8.24 %	7.62 %	<b>7.42 %</b>	<b>7.30 %</b>	7.10 %	7.00 %	6.50 %	7.46 %	RED	Lower	5
BV046 THIO23a	Percentage of half days missed due to total absence in primary schools maintained by the local education authority.	7.25 %	6.62 %	5.94 %	<b>6.08 %</b>	<b>5.30 %</b>	5.20 %	5.00 %	4.50 %	5.71 %	RED	Lower	6
BV181a LPSA1a	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in English.	51.00 %	53.53 %	57.30 %	<b>66.78 %</b>	<b>71.00 %</b>	72.00 %	73.00 %	76.25 %	76.25 %	RED	Higher	5
BV181b LPSA1b	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in Mathematics.	49.00 %	54.90 %	58.50 %	<b>61.40 %</b>	<b>71.00 %</b>	72.00 %	73.00 %	76.25 %	76.25 %	RED	Higher	5
BV181c LPSA1c	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in Science.	43.00 %	45.71 %	49.24 %	<b>52.03 %</b>	<b>68.00 %</b>	69.00 %	71.00 %	71.25 %	68.25 %	RED	Higher	5
BV181d LPSA1d	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in ICT assessment.		46.73 %	48.27 %	<b>52.51 %</b>	<b>69.00 %</b>	70.00 %	71.00 %	71.25 %	68.30 %	RED	Higher	5

Performance Indicators for 2005/06

Appendix 3

BVPI	Description	2002/03	2003/04	2004/05	Outturn 2005/06	Target 2005/06	2006/07	2007/08	2008/09	London Top Quartile 2004/05	Traffic Light	Preferred Direction	Direction of Performance
BV194a	Percentage of pupils in schools maintained by the local education authority achieving level 5 or above in Key Stage 2 in English.		20.52 %	25 %	<b>20 %</b>	<b>31 %</b>	32 %	33 %	33.5 %	28 %	RED	Higher	6
BV194b	Percentage of pupils in schools maintained by the local education authority achieving level 5 or above in Key Stage 2 in Mathematics.		24.17 %	26 %	<b>28 %</b>	<b>31 %</b>	32 %	33 %	33.5 %	33 %	RED	Higher	5
BV221a	Percentage of young people aged 13-19 gaining a recorded outcome compared to the percentage of young people in the local authority area. [New PI]			N/A	<b>55 %</b>	<b>N/A</b>	57 %	60 %	62 %	N/A		Higher	
BV221b	Percentage of young people aged 13-19 gaining an accredited outcome compared to the percentage of young people in the local authority area. [New PI]			N/A	<b>18 %</b>	<b>N/A</b>	22 %	26 %	30 %	N/A		Higher	
BV222a	Percentage of integrated early education and childcare settings funded or part-funded by the local authority with a qualification at Level 4 or above. [New PI]			N/A	<b>20 %</b>	<b>N/A</b>	22 %	25 %	30 %	N/A		Higher	
BV222b	Percentage of integrated early education and childcare settings funded or part-funded by the local authority which have input from staff with graduate or post graduate training in teaching or child development. [New PI]			N/A	<b>29 %</b>	<b>N/A</b>	32 %	40 %	45 %	N/A		Higher	
Local002	Number of total places in childrens day care and after school clubs		3760	4732	<b>5770</b>	<b>4841</b>	4941	5041	N/A	N/A	GREEN	Higher	5
Local003	The % of pupils in Tower Hamlets earning 5 or more GCSEs at grades A*-C, including English and Mathematics. (New local PI)				<b>30.2 %</b>	<b>N/A</b>	34.0 %	39.0 %	42.0 %	N/A		Higher	
Local037	Average GCSE/GNVQ points score of 15 year old pupils in schools maintained by the local education authority.	37.84	38.12	41.03	<b>43.24</b>	<b>43.00</b>	45.00	47.00	N/A	N/A	GREEN	Higher	5
Local042	Enrolments on adult education courses per 1,000 adult population	45.48	56.19	73.47	<b>77.65</b>	<b>76.00</b>	78.00	79.00	79.40	N/A	GREEN	Higher	5
Local158	The percentage of adult education hours for which students attended	46.35 %	65.71 %	75.96 %	<b>76.63 %</b>	<b>78.00 %</b>	78.10 %	78.20 %	78.30 %	N/A	RED	Higher	5

Performance Indicators for 2005/06

Appendix 3

BVPI	Description	2002/03	2003/04	2004/05	Outturn 2005/06	Target 2005/06	2006/07	2007/08	2008/09	London Top Quartile 2004/05	Traffic Light	Preferred Direction	Direction of Performance
LocalK7a	Percentage of key stage test and teacher assessments in local authority schools where the following levels were achieved: level two or above at key stage one	80.47 %	82.70 %	82.30 %	<b>82.33 %</b>	<b>83.00 %</b>	84.00 %	85.00 %	N/A	N/A	RED	Higher	5
LPSA011 SP401 LAA602	The % of pupils in Tower Hamlets earning 5 or more GCSEs at grades A*-C, including English and Mathematics.			28.1 %	<b>30.2 %</b>	<b>N/A</b>	39.0 %	42.0 %	47.0 %			Higher	5
THI024	Number of schools causing concern	10.00	4.00	3	<b>3</b>	<b>3</b>	0	0	0	N/A	GREEN	Lower	4
<b>Environment and Culture</b>													
BV082a(i) THI035 CPA019a SP111 LAA106	Percentage of household waste which has been sent by the authority for recycling.			7.35 %	<b>8.82 %</b>	<b>14 %</b>	15 %	20 %	24 %	16.97 %	RED	Higher	5
BV082a(ii)	Total tonnage of household waste arisings which have been sent by the Authority for recycling. [New PI]			N/A	<b>6978.56</b>	<b>11490</b>	12,099.80	16455.73	20141.82	N/A	RED	Higher	
BV082b(i)	The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion.			0 %	<b>0 %</b>	<b>0 %</b>	1 %	2 %	3 %	5.45 %	GREEN	Higher	4
BV082b(ii)	The tonnage of household waste sent by the authority for composting or treatment by anaerobic digestion. [New PI]			N/A	<b>0</b>	<b>0</b>	806.65	1645.57	2517.73	N/A	GREEN	Higher	
BV082c(i)	Percentage of the total tonnage of household waste arisings which have been used to recover heat, power and other energy sources.		0 %	0 %	<b>0 %</b>	<b>0 %</b>	0 %	5.0 %	49.0 %	37.31 %	GREEN	Higher	4
BV082c(ii)	Tonnage of household waste arisings which have been used to recover heat, power and other energy sources. [New PI]			0	<b>0</b>	<b>0</b>	0	4144.0	41,129.0	N/A	GREEN	Higher	4
BV082d(i)	Percentage of household waste arisings which have been landfilled.			92.66 %	<b>91.18 %</b>	<b>85.00 %</b>	84.00 %	73.00 %	24.00 %	0 %	RED	Lower	5
BV082d(ii)	The tonnage of household waste arisings which have been landfilled. [New PI]			N/A	<b>72105.13</b>	<b>73343</b>	67758.9	60063.43	20143.47	N/A	GREEN	Lower	
BV084a	Number of kilograms of household waste collected per head of the population			379.4	<b>387.86</b>	<b>370.26</b>	395.61	403.52	411.60	396.2	RED	Lower	6

Performance Indicators for 2005/06

Appendix 3

BVPI	Description	2002/03	2003/04	2004/05	Outturn 2005/06	Target 2005/06	2006/07	2007/08	2008/09	London Top Quartile 2004/05	Traffic Light	Preferred Direction	Direction of Performance
BV084b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population. [New PI]			N/A	-0.28	2	2	2	2	N/A	GREEN	Lower	
BV086	Cost of waste collection per household.	£ 30.78	£ 49.10	£ 66.31	£ 100.79	£ 58.82	£ 75.38	£ 75.77	£ 76.16	£ 38.6	RED	Lower	6
BV087	Cost of waste disposal per tonne for municipal waste	£ 56.94	£ 44.74	£ 53.84	£ 59.84	£ 47.07	£ 50.98	£ 51.77	£ 53.63	£ 43.09	RED	Lower	6
BV089	The percentage of people satisfied with the cleanliness standard in their area		51.00		N/A	N/A	59.00			57.00		Higher	
BV090a	The % of people satisfied with household waste collection overall		62.00 %		N/A	N/A	69.00 %			76.00 %		Higher	
BV090b	The % of people satisfied with recycling facilities		22.00 %		N/A	N/A	34.00 %			60.00 %		Higher	
BV090c	The % of people satisfied with the local tip		45.00 %		N/A	N/A	57.00 %			70.00 %		Higher	
BV091a	Percentage of households resident in the authority's area served by kerbside collection of recyclables			100 %	100 %	100 %	100 %	100 %	100 %	100 %	GREEN	Higher	4
BV091b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables. [New PI]			N/A	85 %	100 %	100 %	100 %	100 %	N/A	RED	Higher	
BV099ai LPSA004 SP103 LAA107	Number of people killed or seriously injured (KSI) in road traffic collisions.		139	139	133	135	131	127	123	123	GREEN	Lower	5
BV099aaii	Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year.			-7.95 %	-4.32 %	-2.88 %	-1.50 %	-3.05 %	-3.15 %	-14.17 %	GREEN	Lower	6
BV099aiii	Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average.			-25.51 %	-28.72 %	-27.65 %	-29.80 %	-31.94 %	-34.08 %	-30.39 %	GREEN	Lower	5
BV099bi	Number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collision			11	17	11	11	10	10		RED	Lower	6
BV099bii	Percentage change in the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions since the previous year.			-8.33 %	54.55 %	0.00 %	-35.29 %	-9.09 %	0.00 %	-24.88 %	RED	Lower	6



Performance Indicators for 2005/06

Appendix 3

BVPI	Description	2002/03	2003/04	2004/05	Outturn 2005/06	Target 2005/06	2006/07	2007/08	2008/09	London Top Quartile 2004/05	Traffic Light	Preferred Direction	Direction of Performance
BV099biii	Percentage change in the number of children killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average.			-59.85 %	<b>-37.96 %</b>	<b>-59.85 %</b>	-59.85 %	-63.50 %	-63.50 %	-55.63 %	RED	Lower	6
BV099ci	Number of people slightly injured in road traffic collisions.			918	<b>858</b>	<b>913</b>	840	830	818		GREEN	Lower	5
BV099cii	Percentage change in the number of people slightly injured in road traffic collisions since the previous year.			-2.65 %	<b>-6.54 %</b>	<b>-0.54 %</b>	-2.10 %	-1.19 %	-1.47 %	-9.05 %	GREEN	Lower	5
BV099ciii	Percentage change in the number of people slightly injured in road traffic collisions since the 1994-98 average.			-10.23 %	<b>-16.10 %</b>	<b>-10.72 %</b>	-17.86 %	-18.83 %	-20.01 %	-19.55 %	GREEN	Lower	5
BV100	Number of days of temporary traffic controls or road closure on traffic sensitive streets per km of traffic sensitive streets.	5.77	8.63	2.5	<b>1.2</b>	<b>7.50</b>	6.00	5.50	5.00	0.2	GREEN	Lower	5
BV118a	Percentage of library users who found the book they wanted or reserved it and were satisfied with that outcome		60.60 %		<b>N/A</b>	<b>N/A</b>	67.0 %			67.00 %		Higher	
BV118b	Percentage of library users who found the information they wanted or reserved it and were satisfied with the outcome		67.00 %		<b>N/A</b>	<b>N/A</b>	67.0 %			67.00 %		Higher	
BV118c	Percentage of library users satisfied with the library overall		83.60 %		<b>N/A</b>	<b>N/A</b>	89.0 %			89.00 %		Higher	
BV119a	Percentage satisfied with sports/leisure facilities		44.00 %		<b>N/A</b>	<b>N/A</b>	50.00 %			49.00 %		Higher	
BV119b	Percentage satisfied with libraries		43.00 %		<b>N/A</b>	<b>N/A</b>	67.00 %			67.00 %		Higher	
BV119c	Percentage satisfied with museums/galleries		29.00 %		<b>N/A</b>	<b>N/A</b>	40.00 %			40.00 %		Higher	
BV119d	Percentage satisfied with theatres/concert halls		28.00 %		<b>N/A</b>	<b>N/A</b>	42.00 %			41.50 %		Higher	
BV119e	Percentage satisfaction with parks/open spaces		57.00 %		<b>N/A</b>	<b>N/A</b>	65.00 %			73.00 %		Higher	
BV156	Percentage of Authority buildings in which all public areas are suitable for and accessible to disabled people	22.03 %	28.81 %	38.98 %	<b>54.39 %</b>	<b>36 %</b>	55 %	Tbc %	Tbc %	46.06 %	GREEN	Higher	5
BV165	Percentage of pedestrian crossings with facilities for disabled people.	87.23 %	88.89 %	96.3 %	<b>100 %</b>	<b>100 %</b>	100 %	100 %	100 %	100 %	GREEN	Higher	5
BV166a	Score against a checklist of enforcement best practice for environmental health.	80.00 %	100.00 %	100 %	<b>100 %</b>	<b>100 %</b>	100 %	100 %	100 %	100 %	GREEN	Higher	4

Performance Indicators for 2005/06

Appendix 3

BVPI	Description	2002/03	2003/04	2004/05	Outturn 2005/06	Target 2005/06	2006/07	2007/08	2008/09	London Top Quartile 2004/05	Traffic Light	Preferred Direction	Direction of Performance
BV166b	Score against a checklist of enforcement best practice for trading standards.	80.00 %	93.33 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	GREEN	Higher	4
BV187	Percentage length of category 1, 1a and 2 footway network needing treatment.	22.62 %	30.80 %	27 %	Tbc %	20.00 %	10.00 %			15 %	GREEN	Lower	5
BV199a THI008 LPSA003 SP108 LAA105	The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level. [amended]		34.08 %	22.0 %	Tbc %	20 %	16 %	12 %	11 %	20.0 %	GREEN	Lower	5
BV199b	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible. [New PI]			N/A	Tbc %	17 %	7 %	6 %	5 %	N/A	GREEN	Lower	
BV199c	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible. [New PI]			N/A	Tbc %	18 %	8 %	7 %	6 %	N/A	GREEN	Lower	
BV199d	The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with 'fly-tipping'. [New PI]			N/A	3	1	2	1	1	N/A	RED	Lower	
BV215a THI005	The average number of days taken to repair a street lighting fault, which is under the control of the local authority - non DNO - [New PI]			N/A	3.96	5	3.75	3.50	3.25	N/A	GREEN	Lower	
BV215b	The average time taken to repair a street lighting fault, where response time is under the control of a DNO - [New PI]			N/A	13	13	12	11	10	N/A	GREEN	Lower	
BV216a	Number of 'sites of potential concern' (within the local authority area), with respect to land contamination. [New PI]			N/A	1998	20	1828	1648	1458	N/A	GREEN	None	
BV216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all 'sites of potential concern'. [New PI]			N/A	0.45 %	100 %	9.3 %	10.9 %	13.0 %	N/A	RED	Higher	
BV217	Percentage of pollution control improvements to existing installations completed on time - [New PI]			N/A	100 %	90.0 %	80.0 %	90.0 %	90.0 %	N/A	GREEN	Higher	

Performance Indicators for 2005/06

Appendix 3

BVPI	Description	2002/03	2003/04	2004/05	Outturn 2005/06	Target 2005/06	2006/07	2007/08	2008/09	London Top Quartile 2004/05	Traffic Light	Preferred Direction	Direction of Performance
BV218a THI009a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification - [New PI]			N/A	91.8 %	80.00 %	92.0 %	93.0 %	93.5 %	N/A	GREEN	Higher	
BV218b THI009b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle - [New PI]			N/A	92.6 %	80.00 %	93.0 %	93.5 %	94 %	N/A	GREEN	Higher	
BV220	Compliance against the Public Library Service Standards - [New PI]			N/A	13	16	19	18.5	18.5	N/A	RED	Higher	
BV223	Percentage of the local authority principal road network where structural maintenance should be considered. [New PI]			71.85 %	Tbc %		Tbc %	Tbc %	Tbc %	N/A		Lower	5
BV224a	Percentage of the non-principal classified road network where maintenance should be considered. [New PI]			N/A	Tbc %	7.5 %	Tbc %	Tbc %	Tbc %	N/A	GREEN	Lower	
BV224b	Percentage of the unclassified road network where structural maintenance should be considered. [New PI]			0.41 %	Tbc %	0.38 %	0.35 %	0.30 %	0.25 %	N/A	GREEN	Lower	5
THI025	Number of visits to Leisure Centres	944,608	956,339	983,833	1,236,155	992,500	1,336,000	1,349,360	1,362,850	N/A	GREEN	Higher	5
THI026a	Number of visits to council arts facilities		36,309	30,522	49,450	35,000	36,000	36,720	37,454	N/A	GREEN	Higher	5
THI026b	Number of festivals or cultural events organised or otherwise facilitated by the Council which have attracted a diverse audience of 100 or more		47	56	78	57	65	66	67	N/A	GREEN	Higher	5
THI027 CPA010c SP412	Number of physical visits to public library premises per 1000 population	5453.00	5310.42	6,504	7,709.22	7,440.13	8,795.07	9,356.75		8,360	GREEN	Higher	5
<b>Housing</b>													
BV062	Percentage of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority. (Deleted from 2006/07)	2.17 %	5.44 %	5.38 %	5.03 %	5.92 %				4.63 %	RED	Higher	6
BV063	Energy Efficiency the average SAP rating of local authority owned dwellings.	47.61	48.46	62.04	63.79	62.78	64.60	65.41	67.00	67	GREEN	Higher	5

Performance Indicators for 2005/06

Appendix 3

BVPI	Description	2002/03	2003/04	2004/05	Outturn 2005/06	Target 2005/06	2006/07	2007/08	2008/09	London Top Quartile 2004/05	Traffic Light	Preferred Direction	Direction of Performance
BV064	Number of private sector vacant dwellings that are returned into occupation or demolished as a direct result of action by the local authority	363.00	811.00	435	291	320	300	301	302	301	GREEN	Lower	5
BV066a	Local authority rent collection and arrears: proportion of rent collected.	96.34 %	96.07 %	95.52 %	97.22 %	96.60 %	97.40 %	97.9 %	98.0 %	97.30 %	GREEN	Higher	5
BV066b CPA003	The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants.			N/A	6.8 %	N/A	6.6 %	6.5 %	6.4 %	N/A		Lower	
BV066c	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served.			N/A	27.6 %	N/A	28.0 %	27.0 %	26.0 %	N/A		Lower	
BV066d	Percentage of local authority tenants evicted as a result of rent arrears.			N/A	0.3 %	N/A	0.25 %	0.2 %	0.15 %	N/A		Lower	
BV074a	Satisfaction of tenants of council housing with the overall service provided by their landlord a: all tenants	53.41 %	52.01 %	52.01 %	57.52 %	70.00 %	63.00 %	63.00 %	63.00 %	71.50 %	RED	Higher	5
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.	47.61 %	49.49 %	49.49 %	54.75 %	70.00 %	63.00 %	63.00 %	63.00 %	67.00 %	RED	Higher	5
BV074c	Satisfaction of tenants of council housing with the overall service provided by their landlord: with results further broken down by b) non-black and minority ethnic tenants.	57.43 %	53.17 %	53.17 %	60.44 %	70.00 %	63.00 %	63.00 %	63.00 %	74.00 %	RED	Higher	5
BV075a	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord: a: All tenants		49.18 %	49.18 %	44.51 %	66.00 %	51.00 %	51.00 %	51.00 %	60.25 %	RED	Higher	6
BV075b	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord: b: black and minority ethnic tenants		50.60 %	50.60 %	39.82 %	66.00 %	51.00 %	51.00 %	51.00 %	59.75 %	RED	Higher	6

Performance Indicators for 2005/06

Appendix 3

BVPI	Description	2002/03	2003/04	2004/05	Outturn 2005/06	Target 2005/06	2006/07	2007/08	2008/09	London Top Quartile 2004/05	Traffic Light	Preferred Direction	Direction of Performance
BV075c	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord: b) non-black and minority ethnic tenants.		48.66 %	48.66 %	<b>49.0 %</b>	<b>66.00 %</b>	51.00 %	51.00 %	51.00 %	61.75 %	RED	None	4
BV076a	Number of benefit claimants visited, per 1,000 caseload.		3.11	6.78	<b>4.86</b>	<b>37.00</b>	189.53	193.78	195.19	264.82	RED	Higher	6
BV076b	Number of benefit fraud investigators employed, per 1,000 caseload.		0.17	0.21	<b>0.25</b>	<b>0.25</b>	0.37	0.38	0.39	0.34	GREEN	None	4
BV076c	Number of benefit fraud investigations, per 1,000 caseload		13.79	9.59	<b>16.52</b>	<b>15.00</b>	24.00	29.00	34.00	33.02	GREEN	Higher	5
BV076d	Number of prosecutions and sanctions, per 1,000 caseload.		0.51	0.74	<b>2.40</b>	<b>1.30</b>	3.25	4.00	4.50	3.25	GREEN	Higher	5
BV078a THI021 SP218	Average time for processing new housing benefit and council tax benefit claims (days).	47.03	41.72	52.30	<b>33.79</b>	<b>35.00</b>	31.00	30.00	29.00	38.50	GREEN	Lower	5
BV078b THI031	Average time for processing notifications of changes of circumstance, relating to housing benefit and council tax benefit claims (days).	6.71	8.04	10.8	<b>15.98</b>	<b>8.00</b>	7.75	7.50	7.25	11.1	RED	Lower	6
BV079a	Percentage of housing benefit and council tax benefit cases for which the calculation of the amount of benefit due was correct.	98.41 %	99.24 %	99.80 %	<b>97.6 %</b>	<b>99.80 %</b>	98.00 %	98.25 %	98.50 %	98.00 %	RED	Higher	6
BV079b(i)	The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period. [amended]			N/A	<b>62.57 %</b>	<b>N/A</b>	64.00 %	64.20 %	64.40 %	N/A		Higher	
BV079b(ii)	HB overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period. [New PI]			N/A	<b>39.16 %</b>	<b>N/A</b>	39.3 %	39.6 %	39.9 %	N/A		Higher	

Performance Indicators for 2005/06

Appendix 3

BVPI	Description	2002/03	2003/04	2004/05	Outturn 2005/06	Target 2005/06	2006/07	2007/08	2008/09	London Top Quartile 2004/05	Traffic Light	Preferred Direction	Direction of Performance
BV079b(iii)	Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period [New PI]			N/A	6.37 %	N/A	15.00 %	15.50 %	16.00 %	N/A		None	
BV164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in Tackling Racial Harassment: Code of Practice for Social Landlords?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	N/A	GREEN		
BV183a SP210	Average length of stay in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	11.75	12.72	13	5	10.50	4.5	4.0	3.5	5	GREEN	Lower	5
BV183b	Average length of stay in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	GREEN	Lower	4
BV184a	The proportion of LA homes which were non-decent at 1 April 2004.	80.01 %	74.55 %	78 %	67.2 %	74.08 %	74.08 %	76.56 %	73.62 %	30 %	GREEN	Lower	5
BV184b SP202	The percentage change in proportion of non-decent LA homes between 1 April 2004 and 1 April 2005.	11.57 %	0.27 %	17.8 %	19.27 %	20.52 %	69.88 %	32.06 %	16.42 %	14.9 %	RED	Higher	5
BV202	Number of people sleeping rough on a single night within the area of the authority.			5	3	<5	<5	<5	<5	1	GREEN	Lower	5
BV203	Percentage change in the average number of families which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation in the current financial year compared with the average from the previous year.			5.53 %	-2.5 %	-2.5 %	-2.5 %	-2.5 %	-2.5 %	5.01 %	GREEN	Lower	5

## Performance Indicators for 2005/06

## Appendix 3

BVPI	Description	2002/03	2003/04	2004/05	Outturn 2005/06	Target 2005/06	2006/07	2007/08	2008/09	London Top Quartile 2004/05	Traffic Light	Preferred Direction	Direction of Performance
BV211a	The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings - [New PI]			N/A	70.7 %	66 %	68 %	70 %	71 %	N/A	GREEN	Higher	
BV211b	Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non-urgent repairs expenditure to HRA dwellings. - [New PI]			N/A	40.6 %	46 %	40 %	39 %	38 %	N/A	GREEN	Lower	
BV212 SP204	Average time taken to re-let local authority housing. - [New PI]			N/A	39.9	37	36	35	34	N/A	RED	Lower	
BV213	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation. - [New PI]			N/A	600	N/A	605	610	615	N/A		Higher	
BV214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years. - [New PI]			N/A	1 %	N/A	0.99 %	0.98 %	0.97 %	N/A		Lower	
THI010 SP203	Percentage of urgent repairs completed in government time limits	94.50 %	93.90 %	94.42 %	95.5 %	95.00 %	95.50 %	96 %	96.5 %	N/A	GREEN	Higher	5
THI011	Average re-let times in local authority dwellings (days)	34.33	36.37	37.00	27.00	33.00	N/R	N/R	N/R	N/A	GREEN	Lower	5
THI012a	Number of lettings to overcrowded Common Housing Register tenants			N/A	252	240	255	N/R	N/R	N/A	GREEN	Higher	
THI012b	Number of lettings to underoccupying Common Housing Register tenants			N/A	117	100	105	N/R	N/R	N/A	GREEN	Higher	
<b>Social Services</b>													
BV049 THI013 PAFA1 PSA007 SP215	Percentage of children looked after at 31 March with three or more placements during the year	9.97 %	10.71 %	10.94 %	12.2 %	8.50 %	10 %	10 %	9.5 %	11.19 %	RED	Lower	6
BV050 PAFA2 PSA006 SP216	Percentage of children looked after, leaving care aged 16 or over with at least 1 GCSE at grade A-G or a GNVQ.	47.06 %	54 %	57.67 %	54.76 %	68.00 %	70.00 %	72.00 %	73 %	56 %	RED	Higher	6

Performance Indicators for 2005/06

Appendix 3

BVPI	Description	2002/03	2003/04	2004/05	Outturn 2005/06	Target 2005/06	2006/07	2007/08	2008/09	London Top Quartile 2004/05	Traffic Light	Preferred Direction	Direction of Performance
BV053 PAFC28 SP213	Number of households receiving intensive home care per 1000 population aged 65 or over.	29.90	28.86	30.99	<b>38.58</b>	<b>34</b>	38	38	40	23.43	GREEN	Higher	5
BV054 PAFC32	Number of older people aged 65 or over helped to live at home per 1000 population aged 65 or over.	184.49	183.03	173.51	<b>180.18</b>	<b>175.00</b>	180	180	180	116.25	GREEN	Higher	5
BV056 PAFD54	Percentage of items of equipment and adaptations delivered within 7 working days.		85.04 %	77.80 %	<b>95.66 %</b>	<b>95.00 %</b>	95.00 %	95.00 %	95.00 %	91 %	GREEN	Higher	5
BV161 LPSA3a PAFA04	Ratio of the percentage of those young people who were looked after on 1 April in their 17th year (aged 16) who were engaged in education, training or employment at the age of 19, to the percentage of all 19 year olds who were engaged in education, training or employment.	45.00 %	61.29 %	0.81 %	<b>0.94 %</b>	<b>0.87 %</b>	0.94 %	0.94 %	0.94 %	0.83 %	GREEN	Higher	5
BV162 PAFC20 THI014 SP214	Percentage of child protection cases which should have been reviewed during the year that were reviewed.	100 %	100 %	100 %	<b>100 %</b>	<b>100 %</b>	100 %	100 %	100 %	100 %	GREEN	Higher	4
BV163 PAFC23 THI015	Percentage of children looked after that where adopted during the year.	5.80 %	8.10 %	5.5 %	<b>8.72 %</b>	<b>8 %</b>	9 %	9.0 %	9.0 %	6.7 %	GREEN	Higher	5
BV195 PAFD55	Acceptable waiting times for assessment		75.90 %	80.2 %	<b>86.0 %</b>	<b>90 %</b>	92 %	94 %	96 %	77.1 %	RED	Higher	5
BV196 PAFD56	Percentage of new clients aged over 65, where the time from completion of assessment to provision of all services in a care package is less than or equal to four weeks (that is, 28 calendar days)		91.92 %	85.9 %	<b>87.8 %</b>	<b>90 %</b>	92 %	94 %	96 %	90.5 %	RED	Higher	5
BV197	Percentage change in the number of conceptions to females aged under 18, resident in an area, per thousand females aged 15-17 resident in the area, compared with the baseline year of 1998.		-19.6 %	-25.3 %	<b>-25.3 %</b>	<b>-30 %</b>	-34.1 %	-38.3 %	-42.5 %	-11.4 %	RED	Lower	4
BV201 PAFC51	Number of adults and older people receiving direct payments per 100,000 population aged 18 years or over.	7	22	49	<b>96</b>	<b>70</b>	130	160	190	81	GREEN	Higher	5



