

Appendix 4b

BVPIs where performance is 10% or more below target					
BVPI	Description	Preferred Outcome	Variance	Comments	
BV011b THI029 SP516 CE044a	The percentage of the top 5% of Local Authority staff who are from an ethnic minority.	Higher	-15.94	There has been a slight drop in the 05/06 outturn in this PI when compared to the last reporting year. This is due overall to the volatile nature of this PI as the numbers involved are relatively small. There were also a number of resignations of senior officers including the Head of Equalities which has caused the drop in performance. The council recruited trainee graduates from the National Graduate Scheme, a number of whom are BMEs, and it is likely that these graduates attain senior positions in the council in the future.	
BV014	Percentage of early retirements (excluding ill-health retirements) as a percentage of the total workforce.	Lower	36.67	There were a number of early retirements that occurred at senior levels during 05/06 due to council wide reorganisation. These have resulted in an increase in the number of employees who meet the criteria for this PI.	
BV015	Percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	Lower	200	The increased management intervention / actions taken to reduce sickness absence has led to increase in referral to Occupational Health and subsequent ill-health retirements.	
BV046 THI023	Percentage of half days missed due to total absence in primary schools maintained by the local education authority.	Lower	14.72	After two years of improvement within the top five in the country, a small fall in attendance was experienced (0.14%). This was particularly affected by a late change in the Eid-ul-Adha date, so that schools were closed on the wrong day.	
BV049 THI013 PAFA1 PSA007 SP215	Percentage of children looked after at 31 March with three or more placements during the year	Lower	43.53	We have not been able to perform to target due to a number of looked after children having to be moved during the year. Analysis of our looked after children indicates that we have a high proportion of children in the cohort for this indicator who have entered care as adolescents, and are therefore difficult to place in stable placements. Over the coming year, strategies are being put in place to address the issue of placement stability, through a multi-agency foster care programme. This includes the recruitment of specialist foster placements who are able to deal with 'difficult to place' children, 24 hour access to Child and Adolescent Mental Health Services and the introduction of a new outreach team to prevent children coming into care.	
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 NVQ.	Higher	-19.47	This PI measures the percentage of children leaving care during the year who had achieved at least one GCSE or equivalent. Due to the small number in the denominator (42), even small changes in the number achieving these qualifications can have a significant effect on the PI value. The variance between our outturn and target represents 6 children who did not achieve the relevant qualifications. Unfortunately there were a disproportionately large number of children in the cohort for 2005-6 who were unable to sit exams.	
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)	Higher	-15.03	The Housing Act 2004 replaces the definition of 'unfitness' with the housing safety rating system (HHSRS), a more risk and hazard based approach. Introduction of these new arrangements impacted on officers ability to meet the original target. However, the result remains above the CPA upper threshold. This indicator has been deleted for 2006/07.	
BV074a	Satisfaction of tenants of council housing with the overall service provided by their landlord a: all tenants	Higher	-17.83	This three year survey was repeated last year in advance of BVPI requirements. Whilst an improvement in satisfaction was achieved improvement was not as much as originally expected. This indicator is adjusted within the CPA for deprivation factors. A survey will be repeated later this year.	
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.	Higher	-21.79	This three year survey was repeated last year in advance of BVPI requirements. Whilst an improvement in satisfaction was achieved improvement was not as much as originally expected. This indicator is adjusted within the CPA for deprivation factors. A survey will be repeated later this year.	
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.	Higher	-13.66	This three year survey was repeated last year in advance of BVPI requirements. Whilst an improvement in satisfaction was achieved improvement was not as much as originally expected. This indicator is adjusted within the CPA for deprivation factors. A survey will be repeated later this year.	

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BVPI	Description	Preferred Outcome	Variance	Comments
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	Higher	-32.56	This three year survey was repeated last year in advance of BVPI requirements. The results did not demonstrate an improvement as expected particularly as considerable efforts are made with Tenant Compact and tenant involvement with Major Works. This indicator is adjusted within the CPA for deprivation factors. A survey will be repeated later this year.
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	Higher	-39.67	This three year survey was repeated last year in advance of BVPI requirements. The results did not demonstrate an improvement as expected particularly as considerable efforts are made with Tenant Compact and tenant involvement with Major Works. This indicator is adjusted within the CPA for deprivation factors. A survey will be repeated later this year.
BV076a	Number of benefit claimants visited, per 1,000 caseload.	Higher	-86.86	Targets were set in anticipation of the introduction of the Verification Framework during 2005/06. VF introduces targets for individual local authorities based on caseload visits, investigations and other benefits activity. Full VF has been introduced from 1st April 2006 and targets have been set to reflect this.
BV078b THI031	Average time for processing notifications of changes of circumstance, relating to housing benefit and council tax benefit claims (days).	Lower	99.75	
BV082a THI035 CPA019 SP111 LAA106	Percentage of household waste which has been sent by the authority for recycling.	Higher	-37	October 2005 saw the successful implementation of the final phase of the doorstep recycling service, extending to a further 7,000 high-rise residential properties. Nearly all residents now have doorstep collections or communal collection systems, while those not covered under this service have recycling centres close by. Officers are working with landlords and residents associations to extend doorstep or communal collections to these remaining properties. The range of materials collected was expanded to include plastic bottles and aerosols. The additional publicity from the 'It's so easy' recycling campaign and the Cleaner Safer Tower Hamlets Campaign, (including a faith based outreach scheme, the introduction of an incentive scheme with 25 winners each month and direct contact with residents through a team of 'doorsteppers') has seen the amount of household waste recycled increase significantly (from 7.35% in 2004/05 to 8.82% for 2005/06). While the Council has failed to meet its statutory recycling target of 18% for 2005/06, the expanded service, the raised profile through campaigning and proactive programmes planned for the coming year are projected to vastly improve recycling. The month-on-month recycling rate increased steadily since October and exceeded 10% for January, February and March.
BV082a	Total tonnage of household waste arisings which have been sent by the Authority for recycling. [New PI]	Higher	-39.26	See comment above in BV 82a(i)
BV086	Cost of waste collection per household.	Lower	71.35	Costs have increased during 2005/06 due to significant increased investment via strategic plan growth allocations for cleansing and waste collection enhancements. The 2005/06 budget included one-off costs for specific enhancements. In future, these enhancements will be contained in the new contracts in operation, which will mean significant qualitative improvements at a reduced costs.
BV087	Cost of waste disposal per tonne for municipal waste	Lower	27.13	Costs have increased in 2005/06 due to significant increased investment via strategic plan growth allocations for waste disposal, and one-off step change investments have been undertaken to increase recycling %s which will level off in future years. In future, new contracts that are now in operation reflect significant qualitative improvements but at reduced cost.

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BVPI	Description	Preferred Outcome	Variance	Comments
BV091b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables. [New PI]	Higher	-15	
BV099b	Number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collision	Lower	54.55	See comments in above BV99ai. However, despite these actions, the Borough has seen an increase in the number of children killed/seriously injured from 11 to 17 this year. While the Council is proactive in its road safety programme, a small number of serious road incidents can adversely affect this BVPI given the small base figure. Such low child KSI numbers are more prone to random fluctuations.
BV109a THI020 CPA026 SP301	Percentage of major planning applications determined within 13 weeks.	Higher	-41.67	<p>There has unfortunately been a marked reduction in the proportion of major applications determined within 13 weeks, which will mean that our target of 60% will not be met. The reasons for this are as follows:</p> <ul style="list-style-type: none"> Since the last report there has been a very high proportion of major determinations that relate to extremely old cases, some of which have required detailed car-free and S106 agreements, which have taken a long time to conclude. We have been working in partnership with both internal and external legal services to ensure more effective negotiation of S106 agreements. However this process has impacted on performance. We are now dealing with an increasing number of very large applications. Tower Hamlets makes up almost 40% of London's strategic applications according to figures provided by the Greater London Authority. It is extremely difficult to determine these large applications within the target of 13 weeks due to the nature of consultation, referral and environmental impact assessment requirements. We are one of a small number of local authorities working with English Partnerships to assess how very large applications can be managed so that they do not have a detrimental impact on efficiency of determinations. There has been an unusually high level of staff turnover during the period November to January, as private sector companies have been more aggressive and competitive in the market. Although we have undertaken a rigorous recruitment process there have been inevitable performance issues arising from hand-over and capacity building.
BV126 THI002	Number of domestic burglaries per 1,000 households.	Lower	24.43	Burglary has increased 24% from this time last year so we have not met our end of year target of no increase in residential burglary. Our performance is in the third quartile when compared with the rest of London. The Partnership experienced difficulties in recovering from the spate of burglaries which took place in July and August when majority of officers were directed on to counter terrorism operations. However, the Partnership have worked extremely hard to bring the level of burglary down to 24%, as, burglary was up 31.7% a few months ago, and performance is now on track to meet the 2006/07 target. For this year the Partnership are planning major changes in our approach to acquisitive crime. The action group are looking to invest a large amount of money to target harden areas, which are identified as long term crime hotspots, in particular burglary hotspots. These areas will then be transformed physically to make it more difficult to commit crimes in those areas. The new action plan will also continue to provide vulnerable properties with necessary security to prevent them from being burgled and we will also continue the intensive patrolling of hotspot areas.
BV127b CE016 THI006	Robberies per year, per 1,000 population in the Local Authority area.	Lower	16.45	The target in this area has been missed by 1.15 incidents per 1,000 residents. When considered London-wide our performance was in the third quartile, and was ranked 24th out of 32 authorities. However, robberies on business properties fell over 30% from 2004/05 following the introduction of anti-robery security. Our performance is mainly due to a high number of incidents following July when a large number of officers were engaged in counter terrorism activities. Robbery is a hard crime to prevent as it requires a significant number of police on the streets in hotspots. Numbers of incidents fell after November following the introduction of Operation Raven 2. Robbery continues to be an area of key focus for 2006/07 with provision being made for anti-robery patrols in the 2006/07 Crimes Against Property Action Group Action Plan. Also the extension of the Drugs Intervention Programme to target drug-using offenders will also impact on this crime which is often drug-fuelled.
BV128 THI007	Number of vehicle crimes per 1,000 population.	Lower	12.48	We have not met out 2005/06 target by 2.8 incidents per 1,000 residents. Both theft of and theft from motor vehicles fell in the bottom quartile for London this year. Despite this there has been a visible trend of reduction in vehicle crime across the borough during the past 3 years, with the last quarter of 05/06 showing a noticeable drop. Vehicle crime remains a key priority as a high volume crime. Actions in the Crimes Against Property Action Plan related to persistent and prolific offenders, and to target hardening are anticipated to have a significant impact in this area.

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BVPI	Description	Preferred Outcome	Variance	Comments
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.	Higher	-13.52	Targets were set 2 years ago taking account of national expectations. Our improvement has been significantly higher than national rates (3x), but the gap with national results remains, although narrowing. Agreed interventions are in place in each school, with additional support provided through Neighbourhood Renewal Fund (NRF).
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.	Higher	-23.49	Agreed interventions are in place in each school, with additional support provided through Neighbourhood Renewal Fund (NRF). The ability to recruit and retain high quality science teachers remains a cause for concern. Resources from the Gatsby Foundation have been used to support teaching in this area.
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.	Higher	-23.9	There is a lack of expertise in ICT teaching in many schools. Historically there have been vacancies in key positions but these have now been filled. In order to build capacity we have introduced a certified course for Heads of ICT that explores the necessary management skills. We are also focusing on making sure that all schools are ready for the on line tests and that they use the opportunity for using the practice tests this summer. Please note that the figure quoted for 2005/06 is the DfES provisional teacher assessment data for 2005. This quality of the data that the DfES has used to calculate this figure is not good. Revised dataset, cleaned by the LA put the 2005/06 outturn at 55.64%. The DfES have been contacted regarding these data quality/validation issues.
BV194a	Percentage of pupils in schools maintained by the local education authority achieving level 5 or above in Key Stage 2 in English.	Higher	-35.48	The target remains very challenging. Our Gifted and Talented programme is beginning to impact on this area.
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]	Lower	200	Reports of fly-tipping have significantly increased during the year due to the introduction of Council Hotlines and the "Use It Report It" campaign making it easier than in 2004/2005 for the public to report rubbish left in the wrong place at the wrong time. Now any and all dumped rubbish is counted as a report of fly-tipping, even down to a black sack left by a litter bin. At the same time the organisation of enforcement activities as part of the Street Management restructure took longer than anticipated during 2005. The balance will be restored for 2006/2007 by the successful enforcement activities of the LETS teams (which went fully operational in December 2005) and the new street cleaning contract which started at the end of Feb 2006. Both of these services are fully computerised and able to respond very fast by using the latest hand-held equipment connected in real time to the Customer Contact Centre.
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]	Higher	-99.55	Comments as above BV216a. Given the high number of potentially contaminated sites in the Borough, the proportion of sites which are discharged (i.e. sufficient detailed information available) will always be high despite the significant investigative work carried out by the Council and those that come through the planning process.
BV219c	Percentage of conservation areas with published management proposals - [New PI]	Higher	-76.67	
BV220	Compliance against the Public Library Service Standards - [New PI]	Higher	-18.75	The Council achieved compliance against the 6 of the 8 (applicable) Public Library Service Standards that were included in assessment for 2005/06, but was unable to meet all the PLSSs targeted. Two points were awarded for each fully met standard, while PLSS 2 and PLSS 5 were within 5% of target and provided 0.5 points together, and a further 0.5 points to recognise progress from previous year awarded for an additional PLSS met this year.
THI019	Proportion of people under 25 claiming unemployment related benefits	Lower	19.14	