

BVPIs where performance is 10% or more above target				
BVPI	Description	Preferred Outcome	Variance	Comments
BV008 CE038 THI033 SP506	Percentage of Undisputed Invoices Paid on Time	Higher	13.45	Significant effort went into improving performance on payment of invoices during 05/06. Some of the measures introduced include: employment of temporary staff and a creation of a special team to clear the backlog of invoices. Electronic invoicing and BACS were also introduced. The team's performance was continuously monitored by senior management and a presentation to the performance review team on performance improvement measures. A payments summit team which consists of two corporate directors was also set up to help monitor progress. Monthly management information is also provided to Corporate Directors on their Directorates performance showing areas where the 30 day performance target have not been met. All these measures have resulted in a significant improvement in performance.
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.	Higher	11.53	The change in working practices implemented in the SEN section two years ago, have continues to produce results in excess of those projected. In light of this, future year targets have been changed to reflect the increased performance.
BV053 PAFC28 SP213	Number of households receiving intensive home care per 1000 population aged 65 or over.	Higher	13.47	The number of households provided with intensive home care during the survey week increased from 558 in 2004 to 685 in 2005. This figure has been audited in detail and is correct. There was also a reduction in the population estimates for older people living in Tower Hamlets produced by the ONS. We have performed over our target due to a management focus on increasing the number of older people helped to live at home and reducing the number of admissions to residential care. There has been an increase in 2005-6 in the number of older people helped to live at home (BVPI54) and a decrease in the number of admissions of older people to residential care (THI 16).
BV076c	Number of benefit fraud investigations, per 1,000 caseload	Higher	10.13	A range of management measures including the recruitment of more investigative staff improved performance. Assistance and advice was sought from the Benefit Fraud Inspectorate who undertook a review of the service.
BV076d	Number of prosecutions and sanctions, per 1,000 caseload.	Higher	84.62	A range of management measures including the recruitment of more investigative staff improved performance. Assistance and advice was sought from the Benefit Fraud Inspectorate who undertook a review of the service.
BV084b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population. [New PI]	Lower	-114	Household waste growth for the borough was projected in the Municipal Waste Strategy as 3.5% per year due to affluence-related factors. However, given the Council's continued improved performance in waste reduction and re-use, and enhanced waste education initiatives and resources, a 2% growth was set for BV84b. 2005/06 has seen a continued decrease in the household waste collected per head as a result of these activities.
BV099biii	Percentage change in the number of children killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average.	Lower	-36.57	The Council continues with the implementation of its road safety programmes, including: the development of school travel plans in 30 schools and associated traffic management measures on safer routes to school, junior road safety officer scheme extended to 20 primary schools, kerbcraft projects teaching children road safety skills benefiting 300 children, an expanded Junior Citizen Scheme Safety training undertaken in October that attracted 1,500 children, and six new School Crossing Patrol officers (lollipop people) were taken on during the year. In addition, we introduced two additional 20mph zones bringing the total to 20 and one additional Home Zone bringing the total to eight. Despite these actions, the Borough has seen a significant increase in the number of children killed/seriously injured from 11 to 17 this year. While the Council is proactive in its road safety programmes, a small number of serious road incidents can adversely affect this BVPI given its small base figure. Such low child KSI numbers are more prone to random fluctuation.

Appendix 2a

BVPI	Description	Preferred Outcome	Variance	Comments
BV100	Number of days of temporary traffic controls or road closure on traffic sensitive streets per km of traffic sensitive streets.	Lower	-84	A planned programme of major road improvement works for the next few years funded from the Borough Spending Plan and by Transport for London saw this target set high in anticipation of road closures. However, through efficient programming and improvement measures, the Council was not required to close as many major roads as originally projected.
BV156	Percentage of Authority buildings in which all public areas are suitable for and accessible to disabled people	Higher	51.08	In 2005/06, four buildings from the 2004/05 submission were deleted from the list due to service reviews and property disposals and two compliant new builds (Whitechapel and Canary Wharf Idea Stores) added. Targeted DDA works were carried out as originally foreseen in 2004/05, and in addition to the two new builds were completed in the year there was funding for additional buildings to reach compliancy in 2005/06. This means that 31 of 57 applicable buildings (54.39%) were compliant to the meaning of the indicator.
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.	Lower	-54.55	The definition of this indicator was amended following the targets being set. The new definition excludes any time spent in bed and breakfast prior to 1st April 2004, the date from which the Homelessness (Suitability of Accommodation - England) Order 2003 took effect.
BV184b SP202	The percentage change in proportion of non-decent LA homes between 1 April 2004 and 1 April 2005.	Higher	33.17	The nature of this indicator means that every property which is lost in the year in effect pushes the figure in BV184b higher, since the denominator for the calculation stays the same both at the beginning and the end of the year, whereas the tendency for the numerator to reduce is affected not only by stock having been made decent but also by having been disposed, transferred or demolished. The jump in the 2005/06 figure compared to last year therefore chiefly reflects the effect of the housing choice policy on this indicator - 332 council owned and managed properties were transferred in 2004/05 compared to 4,081 in 2005/06 (plus a further 170 demolitions or other disposals).
BV187	Percentage length of category 1, 1a and 2 footway network needing treatment.	Lower	-48.9	Due to an extensive footway improvement programme undertaken in 2005/06, the final outturn figure was significantly lower than the previous year. Targets were set prior to the confirmation of the works programme, and has resulted in a 2005/06 outturn that was better than anticipated.
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.	Lower	-15.67	Variance between outturn and target: The Tower Hamlets teenage pregnancy strategy, lead by the PCT in partnership with the council, continues to perform well above the national average. Our teenage conception rate is significantly below the average for London. We fell short of our target in for the 2004 conception rate (which is the data this PI is based on), but initiatives have been put in place to further reduce the rate and meet the target of a 55% reduction in the conception rate by 2010.
BV199b	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible. [New PI]	Lower	-35.29	The Council continues to tackle enviro-crimes such as graffiti and flyposting and has seen a significant decline to 11% in 2005/06 against the estimated baselines established by EnCams for the previous year (16%). It is among the top half of the Capital Standards group for graffiti, and will look to improve this further with the Council's anti-graffiti & flyposting action plan in 2006/07.
BV199c	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible. [New PI]	Lower	-61.11	The Council continues to tackle enviro-crimes such as graffiti and flyposting and has seen a significant decline to 7% in 2005/06 against the estimated baselines established by EnCams for the previous year (12%). The Council's anti-graffiti & flyposting action plan in 2006/07 will be targeting specific hotspots to improve this score.
BV201 PAFC51	Number of adults and older people receiving direct payments per 100,000 population aged 18 years or over.	Higher	37.14	Under investigation
BV204	Percentage of appeals allowed against the authority's decision to refuse planning applications.	Lower	-16.07	Thorough working practices and adherence to adopted planning policies has meant that in 2004/2005 the Development Control Service has achieved a low percentage of appeals allowed against the Authority's decision to refuse planning permission.

Appendix 2a

BVPI	Description	Preferred Outcome	Variance	Comments
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]	Lower	-20.8	This is a joint new BVPI shared between Housing and E&C introduced for 2005/06. We are already performing at a very high level, therefore the margins for improvement are smaller.
BV217	Percentage of pollution control improvements to existing installations completed on time - [New PI]	Higher	11.11	This is a new BVPI introduced for 2005/06. In addition to changes in regulation and guidance which has excluded certain sites (that were originally included in the Environmental Health team's work programme), the Council has proactively managed the pollution control improvements (PPC) compliancy work - combining inspection and enforcement by officers with the use of consultants to ensure all sites have had PPC installations carried out on time.
BV218a THI009a	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification - [New PI]	Higher	14.75	This is a joint new BVPI shared between Housing and E&C introduced for 2005/06. We are already performing at a very high level, therefore the margins for improvement are smaller.
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]	Higher	15.75	See comments in above BV218a.
Local002	Number of total places in childrens day care and after school clubs	Higher	19.19	Schools offering childcare through extended schools programme accounts for targeted expansion in this area.
Local108	The number of advertised departures from the statutory plan approved by the authority as a percentage of total permissions granted	Lower	-80	No planning applications for 'departure' proposals reached a point at which a decision was made.
THI001 CE017	The number of young people under 18 accessing substance misuse treatments (Revised PI for 05/06)	Higher	32.59	The target for 2005/06 has been met and exceeded, and subsequent years' targets have been revised to make them more stretching. This success is largely due to the successful implementation of the new LifeLine service. The sustained focus on this area is reflected in the Local Area Agreement, where this is a primary indicator.
THI011	Average re-let times in local authority dwellings (days)	Lower	-18.18	Results for 2005/06 show the best performance recorded within the last three years. This improvement can be attributed to regular and close monitoring of the void and lettings processes.
THI012b	Number of lettings to underoccupying Common Housing Register tenants	Higher	17	Our targets on lettings to overcrowded households and under-occupying households were both exceeded in 2005/06. Close monitoring ensured that suitable homes were made available to overcrowded households in partnership with RSL's.
THI025	Number of visits to Leisure Centres	Higher	24.55	The Council has seen an over 20% increase in visitors to leisure centres over the previous year. This can be attributed to the opening of the new Mile End Park Leisure Complex, as well as dedicated programmes aimed at encouraging participation in sports and leisure activities.
THI026a	Number of visits to council arts facilities	Higher	41.29	Visits to arts centres has continued to surpass its annual target. This can be attributed to the strong arts programmes as well as the wide range of festivals and other events delivered by the Council during the year.
THI026b	Number of festivals or cultural events organised or otherwise facilitated by the Council which have attracted a diverse audience of 100 or more	Higher	36.84	The Council continues to deliver and support a wide range of festivals and events in the Borough. Additional one-off funding has meant that the 2005/06 target was exceeded by a wide margin.