

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	33.88	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 GNVQ.	Higher	-20.59	Target variance: 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 (35), 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 5 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	-15.71	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.

## Appendix 2b

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	-32.42	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	-39.68	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.
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.	Higher	-25.76	This three year survey was repeated last year in advance of BVPI requirements. Whilst an improvement 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.
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	98.75	This indicator has an amended definition. Previously the calculation counted the average speed of processing all changes. This has now been changed to look at changes calculated in writing. Also in 2004/05 Benefits migrated data to a new IT system and this led to a backlog which carried through to the beginning of 2005/06.
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)

## Appendix 2b

BVPI	Description	Preferred Outcome	Variance	Comments
BV086	Cost of waste collection per household.	Lower	70.71	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.
BV091b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables. [New PI]	Higher	-15	In 2005/06, the Council continued to expand its service coverage to its residence, through doorstep and near-entry collection of all least two recyclable materials. However, negotiation for access to some private estates has taken longer than expected to achieve full 100% coverage.
BV099a	Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year.	Lower	50	See comments as above BV99ai.
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.
BV099c	Percentage change in the number of people slightly injured in road traffic collisions since the previous year.	Lower	1111.11	See comments in above BV99ci.
BV099c	Percentage change in the number of people slightly injured in road traffic collisions since the 1994-98 average.	Lower	50.19	See comments in above BV99ci.
BV109a THI020 CPA026 SP301	Percentage of major planning applications determined within 13 weeks.	Higher	-41.67	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: <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> </ul>

## Appendix 2b

BVPI	Description	Preferred Outcome	Variance	Comments
BV126 THI002	Number of domestic burglaries per 1,000 households.	Lower	24.05	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	16.02	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-robbery 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-robbery 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	12.43	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.
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.

BVPI	Description	Preferred Outcome	Variance	Comments
BV199a THI008 LPSA00 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]	Lower	15	Comments under review
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.
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.	Lower	59.2	The council's alternative options scheme have proven to be more successful than expected.
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.
BV224a	Percentage of the non-principal classified road network where maintenance should be considered. [New PI]	Lower	340.53	Due to a different method of surveying (SCANNER machine surveys) as a result of the new definition, by the LB of Hammersmith & Fulham, the results obtained in 2005/06 vary significantly from previous years (which were based on visual surveys). The historical results BV97 are therefore not comparable to BV224. Targets that were set in the 2004/05 returns were improvements based on previous data on road condition by visual surveys, and are therefore different to the new data produced by SCANNER machine surveys.
BV224b	Percentage of the unclassified road network where structural maintenance should be considered. [New PI]	Lower	3950	Due to a different method of surveying (SCANNER machine surveys) as a result of the new definition, by the LB of Hammersmith & Fulham, the results obtained in 2005/06 vary significantly from previous years (which were based on visual surveys). The historical results BV97 are therefore not comparable to BV224. Targets that were set in the 2004/05 returns were improvements based on previous data on road condition by visual surveys, and are therefore different to the new data produced by SCANNER machine surveys.
Local11	Average time taken to determine all planning applications (weeks)	Lower	61.87	The outturn for 2004/2005 sees a continuance of the steady improvement in average times taken to process all planning applications. However, there is still a small legacy of applications that have taken far beyond the statutory 8 weeks that continue to skew results for BV110.

BVPI	Description	Preferred Outcome	Variance	Comments
THI019	Proportion of people under 25 claiming unemployment related benefits	Lower	19.14	<p>This target has not been achieved for 2005/6. Nationally in the last year there has been slight increase in the claimant count unemployment rate overall and this has been reflected in labour market trends in Tower Hamlets. Tower Hamlets continues to have one of the highest claimant count unemployment rates in London amongst the 16-24 year olds. Almost 30% of JSA claimants are in this age group and since April 05 the claimant count unemployment rate has increased by 3 percentage points. Recently published labour force projections by the GLA confirm the continued growth in the borough's working age population. These projections also indicate that economic activity rates amongst the 16-24 year olds continue to be lower than the London average. Reducing unemployment amongst this age group continues to be a priority for this council. The adopted Regeneration Strategy Action Plan identifies the need to improve the transition from education to work, improve resident's competitiveness and to increase access to employment for target groups such as the 16-24 year olds. Research completed in 2005/6 has also increased our understanding of the characteristics of claimants and patterns of recurrent unemployment. Key aspects of our local area agreements focus on employment issues. The council will continue to strive to seek a reduction in this high level of unemployment and will continue to set ambitious targets.</p>