

## BVPP Appendix 5b - Variance Not Met

PI Ref No	PI Description	Aiming	Responsible Officer	Target 07/08	Actual 06/07	Actual 07/08	Variance	Traffic Light
<a href="#">BV011c</a>	Percentage of the top paid 5% of staff who have a disability (excluding those in maintained schools.)	Higher	Deb Clarke	5	4.62	3.51	-29.80% Not Met	↓
Annual Performance: Positive action is in place through the Aspiring Leaders Programme and the guaranteed interview scheme. However, we will revisit both the opportunities for learning and development and the recruitment procedures to identify what else can be done to support future target achievement								
<a href="#">BV012</a> , <a href="#">CE046a</a> , <a href="#">SP505</a>	Number of working days/shifts lost to sickness absence per employee.	Lower	Deb Clarke	7.75	7.92	8.75	-12.90% Not Met	↓
Annual Performance: An outbreak of the novo virus affected all organisations throughout the UK which would have contributed to the year on year increase. Reporting procedures for absentees will be revisited to assess the impact on absence levels whilst attendance management remains as high priority with policy and procedures under regular review and HR assistance for absence management readily available.								
<a href="#">BV014</a>	Percentage of early retirements (excluding ill-health retirements) as a percentage of the total workforce.	Lower	Deb Clarke	0.18	0.39	0.66	-266.70% Not Met	↓
Annual Performance: The vast majority of this year's early retirements are linked to redundancies, necessary to facilitate service improvements and efficiencies. The housing restructure accounts for approximately half of the total with Customer Access accounting for approximately a quarter (linked to Accommodation Strategy) Focus for the forthcoming year will be to increase retention of potentially redundant staff through improved management of redeployment opportunities and the introduction of a flexible retirement policy (implementation due July 2008).								
<a href="#">BV015</a>	Percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	Lower	Deb Clarke	0.1	0.25	0.14	-40.00% Not Met	↑
Annual Performance: The numbers within the population are very small in that the total covers just 16 ill health retirements in year. (Target was under 10 ill health retirements). Changes to the LGPS scheme include a new three tier ill health retirement assessment which include an option to ill health retire an employee with ongoing reviews and this may impact on both future ill health retirements and on the resulting BVPI results.								
<a href="#">BV016a</a>	Percentage of staff declaring that they meet the Disability Discrimination Act disability definition,	Higher	Deb Clarke	5.5	5.12	4.7	-14.50% Not Met	↓
Annual Performance: Positive action is in place through the Aspiring Leaders Programme and a guaranteed interview scheme. However, linked to the recent Tribal recruitment review, recruitment practice and procedures will be revisited to identify any areas for improvement. Review of data collection will also be carried out								
<a href="#">BV049</a> , <a href="#">PAFA1</a> , <a href="#">PSA007</a> , <a href="#">SP215</a> , <a href="#">THI013</a>	Percentage of children looked after at 31 March with three or more placements during the year	Lower	Kamini Rambellas	10	10.95	11	-10.00% Not Met	↓
Annual Performance: Our performance remains in the very good threshold banding. It is better than statistical neighbour and national averages and continuing action in this area ensures that performance is maximised. The reported figure of 11 would mean that the target of 10 has been narrowly missed however this is a provisional figure, the final figure will be available from 31st May.								
<a href="#">BV054</a> , <a href="#">PAFC32</a>	Number of older people aged 65 or over helped to live at home per 1000 population aged 65 or over.	Higher	John Goldup	180	119.62	97.4	-45.90% Not Met	↓

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<p>Annual Performance: There was a technical issue with our reporting system last year which resulted in an over reporting of information on this performance indicator. Our result for this year has been thoroughly investigated because of the high variance and we are confident it is correct. We are still performing very well compared to comparators.</p>								
<a href="#">BV066c</a>	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served.	Lower	Maureen McEleney	27	29.1	35.75	<b>-32.40%</b> <b>Not Met</b>	↓
<p>Annual Performance: Whilst every effort is made to reduce the numbers of Notices Seeking Possession served, the priority remains rent collection (BV66a) and NSPs as one of the early arrears actions will continue to be used as one of the methods of collecting monies owed to the Council.</p>								
<a href="#">BV074a</a> , <a href="#">CPAH12</a>	Satisfaction of tenants of council housing with the overall service provided by their landlord a: all tenants	Higher	Maureen McEleney	63	56.32	56.32	<b>-10.60%</b> <b>Not Met</b>	⇒
<p>Annual Performance: Under the Best Value regime satisfaction surveys had to be carried out every three years. This survey was carried out in 2006/07 and whilst an improvement in satisfaction was achieved as compared to the previous one, improvement was not as much as originally expected. This indicator is adjusted within the CPA for deprivation factors. A new survey is about to be commissioned as tenant surveys must now be carried out every two years.</p>								
<a href="#">BV074b</a>	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	Maureen McEleney	63	51.58	51.58	<b>-18.10%</b> <b>Not Met</b>	⇒
<p>Annual Performance: Under the Best Value regime satisfaction surveys had to be carried out every three years. This survey was carried out in 2006/07 and whilst an improvement in satisfaction was achieved as compared to the previous one, improvement was not as much as originally expected. This indicator is adjusted within the CPA for deprivation factors. A new survey is about to be commissioned as tenant surveys must now be carried out every two years.</p>								
<a href="#">BV075a</a> , <a href="#">CPAH13</a>	Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord. a: All tenants	Higher	Maureen McEleney	51	45.42	45.42	<b>-10.90%</b> <b>Not Met</b>	⇒
<p>Annual Performance: Under the Best Value regime satisfaction surveys had to be carried out every three years. This survey was carried out in 2006/07 and whilst an improvement in satisfaction was achieved as compared to the previous one, improvement was not as much as originally expected. This indicator is adjusted within the CPA for deprivation factors. A new survey is about to be commissioned as tenant surveys must now be carried out every two years.</p>								
<a href="#">BV075c</a>	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	Maureen McEleney	51	42.63	42.63	<b>-16.40%</b> <b>Not Met</b>	⇒
<p>Annual Performance: Under the Best Value regime satisfaction surveys had to be carried out every three years. This survey was carried out in 2006/07 and whilst an improvement in satisfaction was achieved as compared to the previous one, improvement was not as much as originally expected. This indicator is adjusted within the CPA for deprivation factors. A new survey is about to be commissioned as tenant surveys must now be carried out every two years.</p>								
<a href="#">BV078b</a> , <a href="#">XTH031</a>	Average time for processing notifications of changes of circumstance, relating to housing benefit and council tax benefit claims (days).	Lower	Maureen McEleney	7.5	13.3	13.03	<b>-73.70%</b> <b>Not Met</b>	↑

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Annual Performance: This indicator shows an improved performance on the previous year's although it has not met the target. The PIs on new claims and changes of circumstances processing are amalgamated in the new National Indicator regime. Performance on new claims (BV78a) is good, and together with the measures being put in place now on changes of circumstances should ensure strong performances in future years.								
<a href="#">BV079b(ii)</a>	HB overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year.	Higher	Maureen McEleney	39.6	23.54	27.06	-31.70% Not Met	↑
Annual Performance: To achieve the ambitious target set for this indicator would require a more overpayments to be written off as unrecoverable than is currently the case. This indicator does not form part of the new National Indicator suite but performance on it will continue to be reported quarterly to the DWP.								
<a href="#">BV082a(i)</a> , <a href="#">CPAE06a</a> , <a href="#">LAA106</a> , <a href="#">SP111</a> , <a href="#">THI005</a>	Percentage of household waste which has been sent by the authority for recycling.	Higher	Heather Bonfield	22	11.72	13.61	-38.10% Not Met	↑
Annual Performance: Actions within the Recycling Improvement Plan 2007/08 have raised performance but not by enough to meet the stretch target. Our recycling is almost 100% dry recyclables. Whilst we are driving up recycling performance incrementally, step change will only be possible when we introduce food waste collection which are planned for later in 2008.								
<a href="#">BV082a(ii)</a>	Total tonnage of household waste arisings which have been sent by the Authority for recycling.	Higher	Heather Bonfield	18889.1	9865.52	11,150.47	-41.00% Not Met	↑
Annual Performance: Actions within the Recycling Improvement Plan 2007/08 have raised performance but not by enough to meet the stretch target. Whilst we are driving this up incrementally, step change will only be possible when we introduce food waste collections which are planned for later in 2008. While the percentage of waste recycled is lower than the national average, the actual tonnage recycled in the borough is greater than the national median.								
<a href="#">BV082b(i)</a> , <a href="#">CPAE06b</a>	The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion.	Higher	Heather Bonfield	0.3	0.18	0.12	-60.00% Not Met	↓
Annual Performance: This PI is entirely dependent on residents bringing green waste to Northumberland Wharf. As garden waste is accepted in general refuse collections; car ownership in the Borough is very low, and Northumberland Wharf is relatively inaccessible, there is little incentive for residents to do so. Either residents have been bringing less garden waste, or few residents have been making the journey, or climactic factors mean less garden was has been generated.								
<a href="#">BV082b(ii)</a>	The tonnage of household waste sent by the authority for composting or treatment by anaerobic digestion.	Higher	Heather Bonfield	257.58	153.52	99.75	-61.30% Not Met	↓
Annual Performance: See comment as above BV82b(i).								
<a href="#">BV082d(i)</a>	Percentage of household waste arisings which have been landfilled.	Lower	Heather Bonfield	77.7	78.94	86.27	-11.00% Not Met	↓
Annual Performance: The increase on the previous year (78.94) is partially due to the diversion to incineration which took place in 2006/07. In addition, whilst the measures contained within the Recycling Improvement Plan resulted in a 17.5% increase in recycling they were not sufficient to meet the Council's stretch target of 22% and the subsequent proportion of waste landfilled is higher than targeted.								
<a href="#">BV084b</a>	Percentage change from the previous	Lower	Heather Bonfield	-4.21	4.51	-2.92	-30.60%	

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	financial year in the number of kilograms of household waste collected per head of the population.						Not Met	↑
Annual Performance: The latest figures from Defra show that nationally, total household waste is decreasing by -0.39%. The target set by the Council of -4.21% was extremely ambitious. In Tower Hamlets, total household waste per capita decreased by 2.92%, a very positive outturn. This is a difficult PI for the Council to influence as total household waste is controlled by socio-economic factors and lifestyle trends, although waste education projects and waste minimisation activities are undertaken by the service which appear to have had a positive outcome.								
<a href="#">BV099ai</a> , <a href="#">CPAE12</a> , <a href="#">LAA107</a> , <a href="#">LPSA004</a> , <a href="#">SP103</a>	Number of people killed or seriously injured (KSI) in road traffic collisions.	Lower	Heather Bonfield	105	111	124	-18.10% Not Met	↓
Annual Performance: Number of high profile late night fatal collisions involving cars with several passengers has affected this result. The majority of these accidents occurred on TfL roads.								
<a href="#">BV099aii</a>	Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year.	Lower	Heather Bonfield	-5.41	-16.54	11.71	-316.50% Not Met	↓
Annual Performance: See comments as above BV99ai.								
<a href="#">BV099aiii</a>	Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average.	Lower	Heather Bonfield	-43.73	-40.51	-33.55	-23.30% Not Met	↓
Annual Performance: See comments as above BV99ai.								
<a href="#">BV099bi</a>	Number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collision	Lower	Heather Bonfield	8	8	9	-12.50% Not Met	↓
Annual Performance: See comments in above BV99ai. However, ne additional child was involved in an accident.								
<a href="#">BV100</a>	Number of days of temporary traffic controls or road closure on traffic sensitive streets per km of traffic sensitive streets.	Lower	Heather Bonfield	0.3	0.56	0.42	-40.00% Not Met	↑
Annual Performance: Although we have improved on the previous year's result, it was still necessary to use temporary traffic signals at roadwork in two particularly sensitive locations for road safety schemes undertaken during the year. A reduction in future years is anticipated as alternative safe working methods will be used wherever possible to continue to implement the programme to improve road safety, maintain reasonable traffic calming initiatives to ensure that targets for other PIs associated with pedestrian safety are maintained or improved and continue to invest in the condition of the Borough's roads.								
<a href="#">BV165</a> , <a href="#">CPAE16</a>	Percentage of pedestrian crossings with facilities for disabled people.	Higher	Heather Bonfield	100	36	71.43	-28.60% Not Met	↑
Annual Performance: This indicator includes both LBTH and TfL's pedestrian crossings. LBTH crossings were 100% compliant, while just over half of TfL's crossings were compliant (56%), with a total figure of 71.43%. While discussions took place with TfL during the year regarding their improvement programme, this has not been completed by TfL.								
<a href="#">BV174</a>	Number of racial incidents recorded by the	Higher	Andy Bamber	285	227.48	146.34	-48.70%	

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<a href="#">XCE013</a> , <a href="#">XTH004</a>	authority per 100,000 population.						<b>Not Met</b>	↓
Annual Performance: The final outturn for 2007/08 was 146.34 which did not meet the original set target of 285. Recent analysis of hate crime data revealed that reports of hate crime reported to the Council have decreased in line with a reduction in local Police reports of racially aggravated crimes. This reduction in race hate is reflected across London. This indicates that there has been a fall in reports borough-wide and not necessarily an issue about victim confidence in the local authority. Although the target of 285 was not met, we believe that this reduction is a success and the aim of the Crime and Drugs Reductions Strategy 2005-08 - to reduce the incidence of hate crime in the borough, has been achieved								
<a href="#">BV181c</a> , <a href="#">LPSA001c</a>	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	Carmel Littleton	71	57.32	59	<b>-16.90%</b> <b>Not Met</b>	↑
Annual Performance: We did not meet our target but performance in science improved at KS3 level by 2%, mirroring the national increase. Specific support has been intensified for the three schools achieving below the floor target in science, which has a significant effect on the borough average.								
<a href="#">BV187</a> , <a href="#">CPAE18</a>	Percentage length of category 1, 1a and 2 footway network needing treatment.	Lower	Heather Bonfield	9.8	19.07	21.5	<b>-119.40%</b> <b>Not Met</b>	↓
Annual Performance: This PI is based on a sample of 25% of LBTH roads. The 2007/08 sample picked up new areas which have deteriorated to reach priority maintenance status whereas funding was allocated to priorities previously identified in different sample.								
<a href="#">BV194a</a>	Percentage of pupils in schools maintained by the local education authority achieving level 5 or above in Key Stage 2 in English.	Higher	Helen Jenner	33	25	29	<b>-12.10%</b> <b>Not Met</b>	↑
Annual Performance: 29% of pupils in schools maintained by the local education authority achieved level 5 or above in Key Stage 2 in English. We have set an ambitious target which is reflective of our aspirations for our pupils. We haven't met the annual target of 33 percent (4 percent down on target); however current performance indicates an improvement in line with year on year trends since 05/06. This improvement is also reflective of the measures we have put in place in this area to improve performance, some of which are: • A provision map has been drawn up for targeted consultant and School Development Advisor (SDA) support to schools based on outcomes of needs analysis. • Half termly meetings are in place to track improvement of schools, with close tracking of the progress of pupils in targeted schools • Target setting meetings and review of standards and school self evaluation processes are being held with each school this term, with a focus on improving the percentage of pupils achieving level 4 or more across reading, writing and mathematics and target getting activities • Intensifying Support Programme (ISP) are now in 11 schools, including 6 schools which are new to ISP this year. • 18 schools have been highlighted this year for intensive literacy support (not including ISP schools) • Twilight sessions on pupil progress meetings are being held to disseminate this effective ISP tool to all schools. • 10 schools are in the Tower Hamlets English as an Additional Language (EAL) programme. 5 schools are new to the programme this year and 5 schools are in their 2nd year of the programme. • Renewed Framework training has targeted strands and schools with low KS2 outcomes are being targeted to attend the specific training tailored to their needs in literacy (and numeracy). • Lead teachers and ASTs are being used to support the teaching of literacy • A range of training and support by primary consultants has been planned this year to support improvements in standards. The end of year targets are still ambitious. Given a trend of 2 - 3% improvement in English at Level 5 we could be possibly on track for 33% by 2010.								
<a href="#">BV194b</a>	Percentage of pupils in schools maintained by the local education authority achieving level 5 or above in Key Stage 2 in Mathematics.	Higher	Helen Jenner	33	29	29	<b>-12.10%</b> <b>Not Met</b>	⇒
Annual Performance: 29% of pupils in schools maintained by the local education authority achieved level 5 or above in Key Stage 2 in Mathematics. We have set an ambitious target which is reflective of our aspirations for our pupils. We haven't met the annual target of 33 percent(4 percent down on target); however current performance indicates an improvement in line with year on year trends since 05/06. This improvement is also reflective of the measures we have put in place in this area to improve performance, some of which are: • A provision map has been drawn up for targeted consultant and School Development Advisor (SDA) support to schools based on outcomes of needs analysis. • Half termly meetings are in place to track improvement of schools, with close tracking of the progress of pupils in targeted schools • Target setting meetings and review of standards and school self evaluation processes are being held with each school this term, with a focus on improving the percentage of pupils achieving level 4 or more across reading, writing and mathematics and target getting activities • Intensifying Support Programme (ISP) are now in 11 schools, including 6 schools which are new to ISP this year. • Twilight sessions on pupil progress meetings are being held to disseminate this effective ISP tool to all schools. • Renewed Framework training has targeted strands and schools with low KS2 outcomes are being targeted to attend the specific training tailored to their needs in literacy (and numeracy). • A range of training and support by primary consultants has been planned this year to support improvements in standards.								

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<a href="#">BV197</a> , <a href="#">LAA610</a> , <a href="#">SP209</a>	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	Esther Trenchard-Mabere (PCT)	-43	-25.3	-24.2	<b>-43.70%</b> <b>Not Met</b>	↓
Annual Performance: A teenage conception rate of 43.9 is reported for 2006, a reduction from 44.9 in 2005. However a reduction in the population for 15-17 year old females has adversely affected the reduction rate and shows the reduction at 24.25 compared to the 1998 baseline year.								
<a href="#">BV204</a> , <a href="#">CPAE44</a>	Percentage of appeals allowed against the authority's decision to refuse planning applications.	Lower	Emma Peters	20	15	34.78	<b>-73.90%</b> <b>Not Met</b>	↓
Annual Performance: Significant delays in adopting new planning policies through the LDF process have seriously weakened the Council's position in defending planning decisions on appeal. This is expected to improve as the LDF adoption process recommences during 2008/9. The Council still remains however within the Government's 60% performance threshold.								
<a href="#">BV215a</a>	The average number of days taken to repair a street lighting fault, which is under the control of the local authority - non DNO -	Lower	Heather Bonfield	1.9	3.55	2.25	<b>-18.40%</b> <b>Not Met</b>	↑
Annual Performance: This is a joint BVPI shared between Housing and CLC introduced for 2005/06. A new procedure for reporting highway faults have shown a marked improvement in performance in this year's figures, resulting in the majority of CLC street lighting repairs being completed within 1 day. In 2007/08, CLC achieved 0.21 days and Housing averaged 5.87 days. The aggregated total for the Council is 2.25 days.								
<a href="#">BV215b</a>	The average time taken to repair a street lighting fault, where response time is under the control of a DNO	Lower	Heather Bonfield	15	15.71	17.6	<b>-17.30%</b> <b>Not Met</b>	↓
Annual Performance: The Council has only a very marginal influence on DNO performance and our ability to report against this indicator is entirely reliant on the voluntary cooperation of the DNO which cannot be guaranteed. Due to one scheme for which the DNO energy supplier (EDF) was responsible taking 169 days to repair, the 2007/08 outturn has increased to 17.60 days. Without this particular scheme the end of year outturn would have been 11.28 days.								
<a href="#">BV220</a>	Compliance against the Public Library Service Standards	Higher	Judith St John	17	12.5	12	<b>-29.40%</b> <b>Not Met</b>	↓
Annual Performance: This is a composite indicator made up of a number of indicators drawn from the Public Libraries Service Standard. In 2006/07 there were 9 valid indicators, of which 6 were met in full, and two were within 5% of target, allowing for an additional half-point. In 2007/08, an additional indicator (PLSS 8 satisfaction of under-16s) was included in the composite - which was not met. This year, the Idea Stores service only met 6 indicators in full, at 2 points each and did not score any additional points. The failed PLSS' were:								
<ul style="list-style-type: none"> <li>CPA C02b (PLSS 2) Aggregate library opening hours per 1000 population for all static sites - Despite the longer opening hours delivered through the four Idea Stores compared to traditional libraries, against a population increase, this indicator will decline from previous years as total opening hours in Idea Stores and libraries are now unchanged. It would require further investment in infrastructure to meet the standard, given the continued projected population growth in the borough.</li> <li>CPA C11a-c (PLSS 5) Percentage of book requests supplied within (a) 7 days, (b) 15 days, and (c) 30 days - We are still at CPA middle threshold for request supply times. However, we have not met our targets for this year and performance has deteriorated since 2006-07. Investigation currently under way on consistent failure to meet this standard and procedures are currently being revised and a priority will be placed on training all staff in all factors contributing to an efficient requests service.</li> <li>CPA C14a (PLSS 7) Overall satisfaction of over-16s - last surveyed in 2006/07. No Inner London authorities met this standard; only 2, Westminster and Wandsworth scored higher than Tower Hamlets. In this survey (carried out in 2006), Idea Stores scored higher than older libraries, while Idea Store Canary Wharf exceeded the standard. Adults' comments, in line with an 88% satisfaction level, are overwhelmingly positive. Responses to all questions in this survey, which were completed by over 3000 adults, are being used to improve performance.</li> <li>PLSS 8 Overall satisfaction of under-16s - The national results of the Children's PLUS have not yet been published so it is not yet known how Tower Hamlets compares with other authorities. The response 'OK' has been interpreted to indicate dissatisfaction; this is something with which Tower Hamlets and many other authorities disagree. Responses within Tower Hamlets were very mixed. Idea Store Canary Wharf exceeded the target, scoring 93.3% and Cubitt Town Library also met the standard. The best responses were in sites where a high proportion of respondents were under 5. Responses to all questions in this survey, together with children's comments, are being used to inform planning of</li> </ul>								

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children's services.								
<a href="#">BV221a</a>	Percentage of young people aged 13-19 gaining a recorded outcome compared to the percentage of young people in the local authority area.	Higher	Mary Durkin	60	57	49	-18.30% Not Met	↓
Annual Performance: The reported total of 49% of the number of participants and is currently below the target of 60%. However, this is only based on data from the main Management Information System (MIS) we use, e-YS. We are awaiting data from a subsidiary MIS, Core+. We anticipate being near target by the time all data is reported.								
<a href="#">BV224b</a> , <a href="#">CPAE11</a>	Percentage of the unclassified road network where structural maintenance should be considered.	Lower	Heather Bonfield	7.75	7.97	8.85	-14.20% Not Met	↓
Annual Performance: The 25% sample of LBTH roads selected in 2007/08 picked up new areas which have deteriorated, and have now reached priority status for maintenance, whereas funding was allocated to priorities previously identified in different sample in 2006/07.								
<a href="#">CE047</a> , <a href="#">SP510</a> , <a href="#">THI035</a>	% of telephones answered within the customer promise standard	Higher	Claire Symonds	77	69	68	-11.70% Not Met	↓
Annual Performance: Performance has dipped since the New Year, leaving the final year's outturn short of target. Key contributory factors are: - current vacancies in the Call Centre of 8 posts (staff joined the Call Centre on 31/03/08 and will now begin training.) - the need to brief or train existing staff on new Hotlines and for them to attend refresher training sessions on services e.g. Pest Control, ALMO, Parking, Electoral Services. - Short Term and Long Term sickness which is being managed through the sickness procedure.								
<a href="#">CE048</a> , <a href="#">SP511</a> , <a href="#">THI036</a>	% of letters responded to within customer promise standard	Higher	Claire Symonds	90	N/A	75.1	-16.60% Not Met	
Annual Performance: The collation of consistent and accurate data for this Indicator across the Authority remains problematic and the current figure is based only on returns received from D&R (excluding Housing) and Customer Access. Firstly, there is no single point of contact for correspondence within teams or Directorates; unlike telephone calls or e-mails, letters are not being routed in a way that will ensure they are recorded and monitored. Secondly, while Directorates have been approached to establish a point of contact for correspondence sampling, the response has been poor and some Directorates have stressed issues around identifying those letters which require a reply, against those which give information and do not require a response. Thirdly, there is no doubt that the volume of written correspondence from the public is low, causing fluctuations in performance based on very small numbers of transactions.								
<a href="#">CPAC04</a>	Active borrowers as a percentage of population	Higher	Judith St John	26.75	25.9	20	-25.20% Not Met	↓
Annual Performance: The target was originally based on a benchmark which was incorrect. This was discovered when the library MIS was upgraded in December 2007. Work is being undertaken to determine the true benchmark for this indicator.								
<a href="#">CPAC11a(i)</a>	Public library service standard on stock - request supply time (7days)	Higher	Judith St John	63.5	57	55.21	-13.10% Not Met	↓
Annual Performance: We are still at CPA middle threshold for request supply times. However, we have not met our targets for this year and performance has deteriorated since 2006-07. All 3 elements need to be achieved for this standard to be met; Tower Hamlets achieves only 1/3. Investigation currently under way on consistent failure to meet this standard and procedures are currently being revised and a priority will be placed on training all staff in all factors contributing to an efficient requests service. Contributing factors to poor performance are: <ul style="list-style-type: none"> <li>Relatively low book expenditure: Tower Hamlets is below Inner London, Outer London and UK average on book expenditure per 1000 population.</li> <li>Poor level of understanding among staff of procedures and of best practice in this area.</li> </ul> Joining London Library Consortium in December 2007 and, at the same time, upgrading to Open Galaxy, an improved management information system for libraries, mean that the prospect for improving performance against this indicator are good.								
<a href="#">CPAH05</a>	Average time for non-urgent repairs	Lower	Maureen McEleney	5.5	5.97	8.72	-58.50%	

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							Not Met	↓
Annual Performance: Despite not meeting target, performance for this indicator remains significantly within the upper threshold of the CPA.								
<a href="#">LAA112c</a>	Reduce the proportion of adult and young offenders and prolific and other priority offenders who reoffend: reduce the level of youth reoffending (by 5% compared to baseline) (c) community penalties	Lower	Mary Durkin	58.46	55	66.67	-14.00% Not Met	↓
Annual Performance: Performance in this area for the year ending 2007/8 has fallen short of the set target of 58.46 and less favourable when compared to the 2006/7 out turn figure. This therefore indicate that of all young people who committed offences leading to a community penalty such as action plan, attendance centre order, supervision order, community rehabilitation order, community punishment order, drug treatment and testing order, curfew order, 66.67 percent of them went on to reoffend. These figures are however provisional as we are in the process of clarifying some aspect of the data as well as targets.								
<a href="#">LAA113</a>	Percentage of residents identifying crime within their top three concerns (ARS)	Lower	Andy Bamber	45		55	-22.20% Not Met	
Annual Performance: We have missed our target in this area and have seen an increase in residents identifying crime within their top three concerns. Investigation into this is ongoing but initial findings show that where residents are asked about specific types of anti social behaviour (e.g. drug misuse and dealing, youth hanging around etc.) there has been a significant improvement in perception. However where questions concern overall crime or anti social behaviour there has been a worsening in perception (ARS and Cleaner, Safer Survey). We will continue to investigate this and examine our current hypothesis that overall perception is more affected by national media and trends and specific issues are more affected by personal experience of the borough.								
<a href="#">LAA114</a>	Increase in percentage of people who feel informed about what is being done to tackle antisocial behaviour in their local area	Higher	Andy Bamber	32	24	27	-15.60% Not Met	↑
Annual Performance: Though we have not met our target we have improved performance in this indicator by 3% from 2006/07 to 2007/08. It is anticipated that the ongoing focus of the Community Safety Engagement Team in improving engagement and communications in this area will show further improvements in this financial year.								
<a href="#">LAA115</a>	Percentage of people who feel that parents not taking responsibility for the behaviour of their children is a very big or a fairly big problem	Lower	Kevan Collins	73	75	81	-11.00% Not Met	↓
Annual Performance: It was too early for the parenting programme roll out across the borough to have had an impact on this indicator. Nonetheless, there were 53 courses offered across the local authority and their impact on parents are being monitored and evaluated.								
<a href="#">LAA124</a>	Increase in the percentage of municipal waste recycled	Higher	Heather Bonfield	19		10.28	-45.90% Not Met	
Annual Performance: Actions within the Recycling Improvement Plan 2007/08 have raised performance but not by enough to meet the stretch target. Our recycling is almost 100% dry recyclables. Whilst we are driving up recycling performance incrementally, step change will only be possible when we introduce food waste collection which are planned for later in 2008. The reduced charges for commercial recyclables and the market recycling initiatives will also contribute to an improved outturn for 2008/09.								
<a href="#">LAA203</a>	Percentage increase of local residents who engage in volunteering (including e.g. formal civic roles)	Higher	Shazia Hussain	15	13	12	-20.00% Not Met	↓
Annual Performance: This figure is taken from the Annual Residents Survey and reflects those that have volunteered for on average two hours a week. Much of the focus of our work on volunteering has been targeting young people. Young people often volunteer on a seasonal basis, contributing a large number of volunteering hours during holidays and so their contribution is not reflected in this result. The survey used to measure this indicator has a 5% risk level.								
<a href="#">LAA303</a>	the number of deaths under the age of 75	Lower	Esther Trenchard-	122	121	148.3	-21.60%	



PI Ref No	PI Description	Aiming	Responsible Officer	Target 07/08	Actual 06/07	Actual 07/08	Variance	Traffic Light
	from cancer, measured in standardised rates per 100,000 people (performance monitored annually, but data available two years in arrears)		Mabere (PCT)				Not Met	↓
Annual Performance: No comment provided								
<a href="#">LAA305</a>	Total number of people quitting smoking per year	Higher	Somen Banerjee (PCT)	2025	2105	1400	-30.90% Not Met	↓
Annual Performance: No comment provided								
<a href="#">LAA502</a> , <a href="#">LPSA009</a> , <a href="#">SP307</a> , <a href="#">THI021</a>	Number of people aged 24 and under in receipt of Jobseekers Allowance (and not on New Deal) helped into paid employment of over 16 hours a week for at least 13 consecutive weeks or more	Higher	Jackie Odunoye	250	139	220	-12.00% Not Met	↑
Annual Performance: The final figure for 07/08 is 220 into sustainable employment, bringing the total LPSA figure to 459. This is short of the estimated total of 550 within the 60% to achieve some reward grant. Difficulties with this figure were caused by changes to the New Deal programmes. Changes to the programme and liaison with the JCP contractor are ongoing as part of the wider City Strategy initiative.								
<a href="#">LAA601</a> , <a href="#">SP403</a>	Increase in the percentage of pupils achieving level 5 in both English and mathematics at KS3	Higher	Carmel Littleton	69	54	57.6	-16.50% Not Met	↑
Annual Performance: The target of 69% was not met this year, however performance continues to improve year on year with a 3.6 percentage point increase on last year. We will continue to set ambitious targets and report our excellent rates of progress. This year we achieved 57.6% compared to the national result which is 68%.								
<a href="#">LAA605a</a> , <a href="#">SP405a</a> , <a href="#">THI025a</a>	Unauthorised absence rates - primary (proxy for 601, 602 & 603)	Lower	Helen Jenner	0.95	1.24	1.23	-29.50% Not Met	↑
Annual Performance: We have not met our target of 0.95%. We have recorded an improvement over the past year however, this remains an ambitious target. We have put in place rigorous monitoring of persistent absences which has impacted positively on performance in this area. It is worth noting that the Local authority does not authorise holidays during term time, this however does not prevent parents from booking term time holidays; which obviously impacts on performance in this area. However, we envisage that this will continue to improve.								
<a href="#">LAA606</a>	Number of parents participating in Family Learning programmes	Higher	Helen Jenner	1750	1406	1030	-41.10% Not Met	↓
Annual Performance: 1030 parents participate in family learning programmes. Our target of 1750 was not met. There has been a loss of 2 community partnership groups and loss of management for this area for the past 8 months. New head of ACL and new Skills for Life and Families manager to be appointed. On current funding from the LSC for Family Learning, it is unlikely that the 08/09 target of 2000 will be achieved. We are looking at how the family learning curriculum is organised and delivered. One option is to run more taster type sessions, however, there needs to be a balance of provision so that family learning objectives are achieved.								
<a href="#">LAAP104</a>	Percentage of people who think that street cleaning is good, very good or excellent (ARS) (proxy for LAA 119)	Higher	Heather Bonfield	63		51	-19.00% Not Met	
Annual Performance: No comment provided								
<a href="#">LAAP304</a>	Cervical screening coverage for women aged 25 - 64 years (proxy for LAA 303)	Higher	Esther Trenchard-Mabere (PCT)	80	72.3	71	-11.30% Not Met	↓

PI Ref No	PI Description	Aiming	Responsible Officer	Target 07/08	Actual 06/07	Actual 07/08	Variance	Traffic Light
Annual Performance: No comment provided								
<a href="#">LAAS103</a> <a href="#">SP107</a>	Reduced length of time domestic violence is experienced before it is initially reported to a specialist agency	Lower	Philippa Chipping	-6	3.2	3.85	-164.20% Not Met	↓
Annual Performance: No comment provided								
<a href="#">LAAS104</a>	Non-accidental secondary fires (excluding vehicles) (BV206iii)	Lower	Andy Bamber	2.99	2.99	3.65	-22.10% Not Met	↓
Annual Performance: Non-accidental fires have failed to stay below the 2.99 target. This was due to the increase in seasonal fires (3rd Quarter) such as Nov 5 and Halloween. It was still the lowest rate for that quarter when compared to the last 3 years, which indicates a significant improvement.								
<a href="#">LAAS107</a> <a href="#">SP109a</a>	Improved perceptions of antisocial behaviour: reduced percentage of the population who view rubbish and litter lying around as "a very serious problem"	Lower	Heather Bonfield	23	32	32.9	-43.00% Not Met	↓
Annual Performance: Public perceptions have slipped, mirroring a reduction in our performance in managing litter. To address this action is being taken on two fronts. First a Cleansing Improvement Board has been set up which involves a range of stakeholders, including our contractors and a three year continuous improvement plan has been agreed. Second a Public Realm campaign to raise public awareness is being developed. Although this will initially concentrate on recycling performance it will be expanded to cover the more general public realm.								
<a href="#">LAAS604</a> <a href="#">LPSA010b</a> <a href="#">SP408</a> , <a href="#">THI026</a>	Number of under 16s who are active users of the Idea Stores and libraries	Higher	Judith St John	19272	13473	16008	-16.9 Not Met	↓
Annual Performance: At the end of the year under 16s membership of Idea Stores rose to 14,262, which represents a 19% increase over 2006-07. There were an additional 1746 children who were members of their school library but not Idea Store members. There has been a concerted effort made to increase membership in this age group. All sites have been given individual targets for numbers of new members to be added. Practice on class visits has been re-modelled, with an emphasis on introducing new members. Plans to refurbish children's libraries at Idea Store Whitechapel and Idea Store Chrisp Street are well advanced. Space allocated to children at Watney Market Library has doubled, and the site has been given a dedicated children's officer.								
<a href="#">LAAS608</a>	Percentage of parent governor vacancies	Lower	Helen Jenner	7	8.7	17	-142.90% Not Met	↓
Annual Performance: The parent governor vacancy is currently at 17% we have not achieved our target. This is due to resignations of parent governors and the inability to fill these vacancies. The training & communication post is also in the process of coming up with new ideas of filling the parent governor vacancies more adequately. Currently the parent governor leaflets are being revised and also the training and communication post has contacted schools to assist with issues to do with the parent governor vacancies. It is planned that a research project will be conducted to investigate why parents governor vacancies are not being filled.								
<a href="#">LAAS609b</a>	Percentage achieving 6+ end of FS in emotional development (ED)	Higher	Helen Jenner	74	69	66	-10.80% Not Met	↓
Annual Performance: Although significant progress was made in foundation stage achievement overall there was a dip in this area. A range of training has been put in place as this is an aspect of learning where moderation is particularly challenging. Significant investment in foundation stage training, and programmes such as Parents as Partners in Early Learning should impact on next year's results for this indicator.								
<a href="#">LPSA002b(iv)</a>	Perceptions of antisocial behaviour: percentage of population who view as a "very big problem" the following issue: - rubbish and litter lying around	Lower	Heather Bonfield	28	32	32.9	-17.50% Not Met	↓

PI Ref No	PI Description	Aiming	Responsible Officer	Target 07/08	Actual 06/07	Actual 07/08	Variance	Traffic Light
Annual Performance: As per LAAS107 / SP109a comment.								
<a href="#">LPSA002c</a>	Reducing antisocial behaviour: - % of residents who say that antisocial behaviour has got worse or not changed in the past 3 years	Lower	Andy Bamber	69		77	<b>-11.60%</b> <b>Not Met</b>	
Annual Performance: We have missed our target in this area and have seen an increase in residents saying that anti social behaviour is getting worse or has not changed. Investigation into this is ongoing but initial findings show that where residents are asked about specific types of anti social behaviour (e.g. drug misuse and dealing, youth hanging around etc.) there has been a significant improvement in perception. However where questions concern overall crime or anti social behaviour there has been a worsening in perception (ARS and Cleaner, Safer Survey). We will continue to investigate this and examine our current hypothesis that overall perception is more affected by national media and trends and specific issues are more affected by personal experience of the borough.								
<a href="#">SP308, THIO22</a>	Percentage of young people in Tower Hamlets aged 18 - 25 claiming unemployment-related benefits	Lower	Jackie Odunoye	16	20.7	18.2	<b>-13.80%</b> <b>Not Met</b>	↑
Annual Performance: The 07/08 out turn as of the end of March 2008 was 18.2 percent. This figure continues to improve slightly and work with partners is continuing to have an impact locally. However, there remain factors which continue to impact on progress: Whilst services such as Skillsmatch, Tower Hamlets College and the Community Hubs continue to offer solutions and create effective pathways into sustainable employment for young people this is small scale compared to mainstream funding. Mainstream funding is still linked to national targets and not to addressing specific local issues.								
<a href="#">SP310</a>	Increased supply of employment opportunities in key growth sectors prompted directly through the Employment Consortium	Higher	Jackie Odunoye	1400	1354	1254	<b>-10.40%</b> <b>Not Met</b>	↓
Annual Performance: This measures the jobs identified through Skillsmatch but due to the more intensive screening and matching to increase sustainability fewer jobs are secured but higher sustainability rates are achieved.								