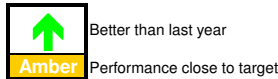
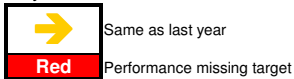


Key:



Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Monthly Progress	Provisional 2005/06	Target 05/06
<b>Children's Services Monthly indicators</b>																
BV 43a	% of statements of special educational need issued by the authority in a financial year and prepared within 18 weeks excluding those affected by "exceptions to the rule" under the SEN Code of Practice. 18 cases in Feb, 113 in April to Feb.															
	98.9%	100%	100%	100%	100%	100%	100%	100%	100%	no cases	100%	100%	100%		100%	99%
BV 43b	% of statements of special educational need issued by the authority in a financial year and prepared within 18 weeks including those affected by "exceptions to the rule" under the SEN Code of Practice. In April to Jan, 113 cases were done on time out of 134. In Feb 18 out of 22.															
	72%	64%	86%	100%	83%	100%	83%	82%	80%	no cases	90%	82%	89%		85%	80%
BV 49 A1	<b>Stability of placements of children looked after by the authority by reference to the % of children looked after on 31st March in any year with three or more placements during the year.</b> <i>CPA Key Threshold</i> We remain in the top performance banding for this indicator (<16%)															
	14.7%	14.7%	14.7%	13.2%	10.6%	10.4%	11.60%	11.8%	10.40%	12%	11.5%	13.2%	11.2%		11.2%	13%
BV 161 A4	<b>Employment, education and training for care leavers: The % of those young people who were looked after on 1 April in their 17th year (aged 16), who were engaged in education, training or employment at the age of 19</b> <i>LPSA Indicator Target 65% based on 60-70 clients</i> We have made excellent progress in this area and have exceeded the target set for the year															
	49%	68%	40%	100%	50%	67%	100%	60%	80%	60%	67%	64%	50%		67%	65%
BV 162 C20	<b>Reviews of child protection cases: The % of child protection cases which should have been reviewed during the year that were reviewed</b> <i>CPA Key Threshold</i> Only 1 child's review did not take place in timescale this year.															
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	99%	99%		99%	100%
BV 163 C23	<b>Adoptions of children looked after: The number of looked after children adopted during the year as a % of the number of children looked after at 31 March who had been looked after for 6 months or more at that date.</b> <i>CPA Key Threshold</i> We have exceeded our target of 20 adoptions for the year.															
	5%	0	1 adoption	0	1 adoption	1 adoption	3 adoptions	2 adoptions	3 adoptions	no adoptions	2 adoptions	3 adoptions	5 adoptions		21 adoptions 6.4%	20 adoptions or 6%
L60	<b>SSI 50: % of all children on the register (excluding those missing and registered in the last week of the month) who were visited within the calendar month</b> Good performance maintained. Data not available for July as report unavailable on new client system.															
	92%	94.2%	92.3%	95.1%		91.5%	95.8%	96%	94%	91%	92.6%	89%	94%		94%	95%
Local	<b>Children's act complaints - Stage 1 responded to in 14 days</b>															
	39%	80% 4 out of 5	100% 1 out of 1	0% 0 out of 1	50% 1 out of 2	100% 1 out of 1	50% 1 out of 2	75% 3 out of 4	75% 3 out of 4	0% 0 out of 1	50% 2 out of 4	100% 6 out of 6	60% 3 out of 5		69% 25 out of 36	50%
Local	<b>Children's act complaints - Stage 2 responded to in 28 days</b> Although only 1 of the 12 cases since April has been completed on time, 10 have been completed within 90 days. Stage 2 complaints involve the appointment of two external specialists, an investigating officer and a dedicated person for the child or young person. The consequence is that progress on these complaints is particularly susceptible to the availability of people outside the Council. Once appointed the investigating officer and the independent person meet the complainant to clarify the exact nature of the complaint and get them to sign it off. Only after the complainant has signed do they proceed with the investigation. Following a survey of practice in other London Boroughs the timescale for stage two complaints is now being counted from the time the complaint is signed off. It is hoped that this will improve the performance on these timescales, though discussions with other Boroughs has revealed a general widespread difficulty in responding to stage two complaints within the timescales.															
	20%	0%	0%	0%	0%	None	None	None	None	None	20% 1 out of 5	None	0% 0 out of 1		8% 1 out of 12	20%

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Monthly Progress	Provisional 2005/06	Target 05/06
<b>Environment Monthly indicators</b>																
BV 109a	<b>% of major planning applications determined within 13 weeks (Gov't target 60%)</b> <i>CPA Key Threshold</i> 1 in March. 37 out of 43 in year. Government and local targets beaten.													Green	Green	
	78%	100%	100%	100%	100%	none determined	86%	83%	100%	71%	50%	67%	100%		86%	77%
BV 109b	<b>% of minor applications determined in 8 weeks (Gov't target 65%)</b> <i>CPA Key Threshold</i> 44 applications on time in Mar (out of 53). 472 out of 579 in year. Government and local targets beaten.													Green	Green	
	79%	86%	77%	82%	81%	86%	76%	84%	83%	80%	83%	80%	83%		82%	78%
BV 109c	<b>% of other applications determined in 8 weeks (Gov't target 80%)</b> <i>CPA Key Threshold</i> In Mar, 112 applications done on time out of 122. 1198 out of 1308 in year. Government and local targets beaten.													Green	Green	
	86%	92%	91%	89%	93%	89%	93%	93%	93%	95%	91%	88%	92%		92%	86%
BV 204	<b>% planning application appeals allowed against the authority's decision to refuse.</b> <i>New for 2004/05</i> Appeals continue to cause the council concern. 3 cases allowed in Mar out of 10 appeals, 35 out of 109 in year													Green	Green	
	38%	33%	21%	9%	20%	42%	33%	44%	42%	no cases	46%	0%	30%		32%	35%
BV 215a	<b>Average days to repair street lighting faults (except faults relating to power supply - see below)</b> <i>New starting in 2005/06. Our District Network Operator (electricity supplier) is EDF</i> The repair of street lights has remained below target of 3.5 days for the whole year. The performance contract started in April 2005 has delivered what we set out to achieve. Electronic transfer of information to EDF should improve this performance further.													Green	Green	
	N/A	1.86	1.95	1.54	1.09	1.54	1.36	3.02	2.29	2.19	2.09	2.04	2.21		1.92	3.50
BV 215b	<b>Average days to repair street lighting power supply related faults (these are handled by our District Network Operator - currently EDF)</b> <i>New starting in 2005/06. Our District Network Operator (electricity supplier) is EDF</i> The repair of cable faults by the distribution network operator, DNO, has been poor with the overall result at more than double the target and also double what EDF claim is their average time. The result is in line with neighbouring boroughs: In some cases they are worse - only one council claims less, but cannot offer the method of calculation.													Red	Red	
	N/A	10.50	3.00	20.33	38.30	18.31	29.69	17.80	27.33	17.26	23.34	23.13	20.45		21.96	10
BV 218a	<b>% of reports of abandoned vehicles investigated within 24 hrs of notification</b> <i>New starting in 2005/06</i> Excellent performance in March and also for the year.													Green	Green	
	tbc	96.8% (393 out of 406)	99.6% (224 out of 225)	96.2% (379 out of 394)	92.0% (333 out of 362)	96.3% (336 out of 349)	93.0% (334 out of 359)	98.7% (392 out of 397)	94.5% (69 out of 73)	94.8% (165 out of 174)	95.8% (159 out of 166)	92.2% (249 out of 270)	98.8% (250 out of 253)		96.0% (3,432 out of 3,576)	85%
BV 218b	<b>% of abandoned vehicles removed within 24 hrs (from when the LA is legally entitled to remove them)</b> <i>New starting in 2005/06</i> Excellent performance this month and exceeded the target for the year by a good margin.													Green	Green	
	tbc	81.5% (128 out of 157)	90.0% (45 out of 50)	94.5% (121 out of 128)	96.4% (107 out of 111)	94.1% (111 out of 118)	99.2% (120 out of 121)	96.2% (101 out of 105)	98.6% (218 out of 221)	87% (87 out of 100)	94.5% (52 out of 55)	91.8% (56 out of 61)	94.9% (56 out of 59)		92.5% (1053 out of 1138)	85%
BV 82ai +bi	<b>% of household waste which has been recycled or composted</b> <i>CPA Key Threshold</i> Recycling/composting performance for 2005/06 reached 19.69%. This performance exceeds the statutory target of 18% by a good margin.													Green	Green	
	14%	18.1%	18.6%	19.95%	19.2%	19.3%	20.5%	21.03%	20.2%	20.5%	20%	20.8%	18.5%		19.7%	18%
BV 84a	<b>Kg of household waste collected per head (seasonally adjusted annual equivalent)</b> <i>Amber is awarded if performance is top quartile (London 2004/05). CPA upper threshold is 355</i> The figure for 2005/06 of 364.5kg is above the target of 345kg. This was a very challenging target given the Council's strong performance in 2004/05. The introduction of the home composting scheme in January 2006 should have an impact for 2006/07. Sales of composting bins have been strong in spring with 515 sold in March alone.													Amber	Amber	
	354	371.3 (actual 30.5)	378.7 (actual 32.1)	357.5 (actual 32.3)	341.2 (actual 30.4)	372.0 (actual 31.2)	371.6 (actual 31.8)	385.6 (actual 31.4)	365.2 (actual 32.0)	354.7 (actual 27.1)	359.8 (actual 29.3)	356.9 (actual 25.2)	359.6 (actual 31.2)		364.5	345

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Monthly Progress	Provisional 2005/06	Target 05/06
BV 99a	<b>Number of casualties - All killed or seriously injured (KSI). Seasonally adjusted annual equivalent.</b>															
	Figures here are for calendar year 2005. Performance of less than 139 in 2005 would take us across the lower CPA threshold (because it would reduce the 3 year rolling average as used by the CPA to less than 153.6)															
	Provisional figures indicate that the casualties did not exceed the annual target for 2005. October's is the latest data received from TfL. The data should be used with caution.															
	2004	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct			Green	Green	2005
	131	Jan: 70 (actual: 6)	Feb: 105 (actual: 8)	Mar: 83 (actual: 7)	Apr: 103 (actual: 8)	May: 88 (actual: 8)	Jun: 59 (actual: 5)	Jul: 91 (actual: 9)	Aug: 76 (actual: 6)	Sep: 38 (actual: 3)	Oct: 96 (actual: 8)				Jan to Oct: 82 (actual: 69)	138 (CPA threshold)
Was BV 88	<b>Number waste collections missed per 100,000 household waste collections (from Accord)</b>															
	LPSA Indicator															
	Performance for March was the second best monthly figure for 2005/06. This gave a final outturn of 129 missed collections per 100,000 households, a figure which is narrowly better than the 130 target for the year.														Green	Green
	190	149	150	149	148	128	116	119.8	120.5	117.6	120	121	117		129.4	130
L	<b>Incidents of dumped rubbish reported to the Accord Call Centre (seasonally adjusted annual equivalent).</b>															
	LPSA Indicator															
	March's figure shows a slight increase in comparison to recent previous months. However, the target has been achieved with the YTD performance of 5,267 being well below the set target of 8,246.														Green	Green
	10,859	6,142 (actual: 474)	5,636 (actual: 429)	4,799 (actual: 484)	4,420 (actual: 423)	4,311 (actual: 426)	5,169 (actual: 504)	4,688 (actual: 405)	4,967 (actual: 410)	4,765 (actual: 394)	5,960 (actual: 431)	6,861 (actual: 419)	6,739 (actual: 468)		5,267	8,246
L 790	<b>Zone 1 Streets of an acceptable standard of cleanliness (Accord)</b>															
	The standard of cleanliness in zone 1 roads for March exceeded the target level of 95%. The performance for the year has surpassed the set target with 98.8% being achieved.														Green	Green
	97.7%	98.3%	98.5%	99.2%	98.8%	99%	98.2%	98.9%	98.2%	98.8%	99.0%	99.4%	98.5%		98.8%	95%
L	<b>Sports &amp; Leisure usage (seasonally adjusted annual equivalent)</b>															
	Figures seasonally adjusted to a profile supplied by Recreation, and revised wef the October report.															
	Opening of new/refurbished facilities at Park Road has had a positive impact, which together with improvement at Tottenham Green has led to an outturn of 3% (27K) above target, and will inform increased target for 2006/7														Green	Green
	876,581	878,270 (actual: 71,349)	801,226 (actual: 81,274)	882,069 (actual: 94,960)	848,447 (actual: 87,331)	808,001 (actual: 76,013)	850,795 (actual: 80,781)	964,117 (actual: 69,584)	938,285 (actual: 67,295)	1,010,364 (actual: 49,665)	922,968 (actual: 70,037)	1,076,723 (actual: 75,376)	1,105,444 (actual: 87,084)		910,749	883,908
	<b>Parks cleanliness Index</b>															
	Above target performance sustained for 3/4 of the year and end of year outturn, Particular attention to be given to early summer period 06/07														Green	Green
	79.20	73.2	76.9	81.11	79.46	79.81	83.52	82.30	83.6	83.3	84.69	81.65	84.47		80.92	80
<b>Housing Monthly indicators</b>																
Ex. BV 185	<b>The % of responsive (but not emergency) repairs during the year, for which the authority both made and kept an appointment.</b>															
	A new work scheduling computer system was implemented mid year which has hampered accurate performance data collection but will help improve performance in 06/07.														Red	Red
	99%	96.36%	95.9%	98%	96%	96%	97%	90%	90.5%	91%	93%	90%	92%		91.0%	99%
BV 183a	<b>The 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. (Amended definition applied wef Apr)</b>															
	CPA indicator															
														Green	Green	
	19.1 (old definition)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4
BV 183b	<b>The average length of stay (weeks) in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.</b>															
	The retrospective nature of this PI continues to mean low performance, as we cannot control how hostel usage was maintained in the past. However, work will continue in 06/07 to look at our current option for hostel usage.														Red	Red
	79.34	69.64	25	41.33	74.55	56.33	153	57.86	140.33	69.78	71.33	56	54		67.41	40.00
BV 212 LHO 4	<b>Average relet times for local authority dwellings let in the financial year (calendar days)</b>															
	Reintroduced for 05/06 - Ex. BV 68															
	This figure is provisional, whilst final data integrity work is being completed, with an expectation that the year end figure will slightly improve. The data over the year shows a marked improvement that reflects the work of the Voids Improvement Group, which will continue in the new year.														Amber	Red
	29.6	32.78	30.83	34.29	33.73	27.53	31.03	25.89	36.34	26.04	23.75	28.35	28.66		30.52	29 LPSA 25

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Monthly Progress	Provisional 2005/06	Target 05/06
BV 66a	<b>Local authority rent collection and arrears: proportion of rent collected</b>															
	Continued good performance relative to the other London LAs falling just short of target														Amber	
	97.6%	91.84%	96.11%	96.65%	96.95%	97.05%	96.71%	96.73%	97%	96.6%	97%	97%	97%		97.37%	97.8%
BV 66b	<b>Percentage of tenants with more than seven weeks rent arrears</b>															
	New from 2005/06														Red	Red
	9%	N/A	N/A	11.8%	12.2%	11.89%	13.02%	13%	13.6%	13.9%	14.2%	11%	13.1%		13.1%	8%
was BV 67	<b>Decisions on homelessness applications made in 33 days</b>															
	A succesful reduction of backlog cases resulted in a fall in performance, just under target. New case assessment standards will improve performance in the future, as well as further enhance the quality of decision making..														Green	Amber
	81.10%	100%	97.04%	97.83%	94.16%	96.67%	98.9%	95.0%	78.53%	80.36%	59.9%	80.49%	93.53%		89.02%	92%
LHO 6 Was (BV73)	<b>The average time taken to complete non-urgent responsive repairs (calendar days)</b>															
	Revised methodology for calculation (now includes all repairs) introduced during year whereas target set on previous year methodology.														Red	Red
	21	-	-	19.96 (Q1)	-	16.60	17.86 (Q2: 17.80)	14.89	13.67	14.18	15.13	14.67	15.12		16.98	10
LHO 5 (BV 72)	<b>The % of urgent repairs completed within Government time limits.</b>															
	The only exclusions in this PI are heating breakdowns attended by our gas contractors.														Amber	Green
	97%	100%	99.7%	98%	98.8%	98%	96.4%	97%	98.3%	98%	99%	95%	94%		98.2%	97%
<b>Social Services Monthly indicators</b>																
BV 54 C32	<b>Older people helped to live at home per 1000 population aged 65 or over</b>															
	February's information is based on the updated Framework-i reports.														Green	
	121	122	121	116	120	122	131	115	145	116	165	167	163		163	127
55 D40	<b>Adult and older clients receiving a review as a percentage of those receiving a service</b>															
	This is a joint (older people and adults) indicator.														Red	
	Since Framework-i went live we have monitored a combination of FI and Client Index reports to obtain meaningful outturns. However as data quality on FI has improved and migration and report issues have been fixed this method pushed the figures artificially high. Since December we are relying on FI reports only to provide a more accurate outturn.														Red	
	61%	53%	61%	62%	62%	58%	64%	66%	72%	42%	49%	47%	44%		44%	75%
BV 56 D54	<b>% of items of items of equipment &amp; adaptations delivered within 7 working days</b>															
	CPA Key Threshold														Green	Green
	February's performance and the year to date position comfortably exceeds the target.														Green	Green
	70%	72%	87%	70%	73%	91%	93%	90%	86%	91%	97.1%	94%	90%		86%	80%
BV 58 D39	<b>% of people receiving a statement of their needs and how they will be met.</b>															
	Joint Indicator for Adults & Older People - Deleted as BVPI from 05/06														Red	
	Framework I report only available since January 2006. Improvement project is in progress.														Red	
	89%	87%	88%	95%	95%	95%	95%	95%	95%	95%	64%	65%	69%		69%	95%
BV 195	<b>Acceptable waiting time for assessment - average of (i) % where time from first contact to beginning of assessment is less than 48 hours &amp; (ii) % where time from first contact to completion of assessment is less than or equal to 4 weeks</b>															
	D55 CPA Key Threshold. This PI is based on acceptable waiting times for assessment for new older clients (65+). An improvement project is currently in place in conjunction with the OP Service.														Red	
	62.5%	62%	62%	62%	62%	63%	65%	66%	70%	64%	59.7%	54%	59%		59%	70%
BV 196	<b>Acceptable waiting time for care packages - % where the time from completion of assessment to provision of all services in a care package is less than or equal to 4 weeks</b>															
	D56 CPA Key Threshold. This PI is based on acceptable waiting times for care packages for new older clients (65+). Project in progress to improve performance.														Red	
	89.9%	89%	88%	88%	88%	87%	84%	88%	89%	88%	50%	69%	74%		74%	91%
Paf C26	<b>Supported admissions to residential/nursing care per 10,000 population over age 65 [annual equivalent]</b>															
	CPA Key Threshold (using 2003 mid year estimate population of 21,100)														Red	
	The new SR1 definition states that temporary to permanent transfers should also be included. This has increased the overall performance of C26. March's performance is based on 124 admissions since April.														Red	
	56.10	97.10	74.30	64.80	61.40	58.30	54.30	53.10	51.43	50.16	74.90	64.40	64.80		64.80	50.5

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Monthly Progress	Provisional 2005/06	Target 05/06
Paf C62	<b>The number of carers for Adults &amp; Older People receiving a carer's break or specific carer's service as a proportion of all Adult clients receiving a community based service</b>															
	This indicator was introduced mid year 2004 and the 2004/05 outturn was calculated by scaling up six months worth of data. We now have a full year's data from which to calculate PAF C62 and these figures suggest a lower level of performance. CSCI have recently published performance bandings which give us an opportunity to benchmark our performance with others. Following the release of these performance bandings and national targets, the 05/06 target has been adjusted to 12% which is within the top performance banding.															
	24%	25.7% scaled up	24.0% scaled up	22.43% scaled up	22% scaled up	20.4% scaled up	18.2%	18%	15%	17%	14%	13%	6%		6%	12%
LPSA 8	<b>Percentage of all identified carers of older people aged 65+ receiving an assessment</b> <i>LPSA 8 (=PAF D43 2002/03 defn)</i>															
	Based on 188 Assessments of Older People from 221 known carers.															
	N/A	82%	82%	82%	82%	82%	84%	83%	83%	68%	68%	85%	85%		85%	90%
PAR D43	<b>Number of new clients (adults and older people) where time from first contact to first service is more than 6 weeks</b>															
	Data currently not available due to further report testing.															
	301	280	284	272	366	460	497	661	762	225	tbc	tbc	tbc		225	125
BV 201 C51	<b>Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised)</b>															
	<i>CPA Key Threshold</i> Performance continues to improve month on month and the 05/06 target has been met.															
	86	84.66	86	95	102	109	107	117	118	117	119	126	122		122	120 by Mar
Local	<b>NHS &amp; Community Care Act Complaints - Stage 1 responded to within 14 days</b>															
	62%	50%	100%	86%	50%	75%	80%	90%	50%	25%	50%	100%	100%		100%	70%
Local	<b>NHS &amp; Community Care Act Complaints - Stage 2 responded to within 28 days</b>															
	0%	N/A	N/A	N/A	N/A	0%	N/A	N/A	0%	N/A	N/A	0%	N/A		Red	Red
															0%	30%
<b>Finance Monthly indicators</b>																
BV 8	<b>The percentage of invoices for commercial goods and services that were paid by the authority within 30 days of such invoices being received by the authority</b> <i>CPA Key Threshold</i>															
	The sharp downturn in the borough's performance for January is directly related to the implementation of SRM. Many invoices were delayed while procurers attempted to 'place their orders' and encountered difficulties adjusting to the new system. Many invoices were delayed as procurers encountered difficulties in adjusting to the new system for goods receipting.															
	85%	90.3%	88.4%	89.5%	90.4%	89.1%	88.7%	90.7%	90%	89.4%	83.0%	87.1%	86.4%		88.5%	90.0%
BV 9	<b>The percentage of council taxes due for the financial year which were received in year by the authority.</b> <i>CPA Key Threshold</i>															
	The provisional performance is close to target and shows a consistent collection rate throughout the year.															
	93%	92.8%	93.9%	93.2%	93.2%	93.4%	93.3%	93.3%	93.3%	91.5%	93.0%	92.8%	93.6%		93.3%	93.5%
BV 10	<b>The percentage of non-domestic rates due for the financial year which were received in year by the authority.</b> <i>CPA Key Threshold</i>															
	The provisional performance shows that the target has been achieved.															
	98.6%	98.6%	98.9%	99.1%	98.8%	98.8%	99.3%	99.1%	99.1%	97.0%	104%	99%	99%		99%	99%
78a PM1	<b>Performance Indicator for average speed of processing new claims (Standard 36 days)</b> <i>Measured in days</i>															
	The provisional performance figures show that steady improvement has been made during the year but took a downward turn in the final quarter due to the Hemel fire. However the provisional final year figure is above target.															
	46.5	47	44	44	44	40	40	36	36	42	45	42	45		41	42
PM5	<b>Performance Indicator for average speed of processing change of circumstances (Standard of 9 days - subject to review)</b> <i>Measured in days</i>															
	The Department of Works and Pensions has introduced a revised calculation for this indicator. A re-organisation of work priorities has seen an improvement in the provisional March figure, currently work is being undertaken to estimate a revised annual position and the target will require amending.															
	14	20	18	17.6	17	18	18	18	29	33	41	37	27		36	18

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Monthly Progress	Provisional 2005/06	Target 05/06
<b>Chief Executive's Monthly indicators</b>																
BV 12 CPA	<b>Working days lost due to sickness per FTE employee</b> <i>FTE = full time equivalent</i>															
	The YTD progress includes late reporting of sickness inevitably missing from monthly figures													Red	Red	
		0.64 Annual Equivalent	0.72 Annual Equivalent	0.75 Annual Equivalent	0.75 Annual Equivalent	0.61 Annual Equivalent	0.68 Annual Equivalent	0.76 Annual Equivalent	0.79 Annual Equivalent	0.82 Annual Equivalent	0.77 Annual Equivalent	0.71 Annual Equivalent	0.89 Annual Equivalent			
	9.53	7.7	8.6	9.0	9.0	7.3	8.2	9.1	9.5	10.5	9.3	8.5	10.7		10.6	8.8
BV 117	<b>The number of physical visits per 1,000 population to public libraries</b> <i>Deleted as BVPI from 05/06</i>															
														Green	Green	
		871 Annual Equivalent	829 Annual Equivalent	813 Annual Equivalent	814 Annual Equivalent	767 Annual Equivalent	821 Annual Equivalent	903 Annual Equivalent	825 Annual Equivalent	699 Annual Equivalent	810 Annual Equivalent	804 Annual Equivalent	888 Annual Equivalent			
	9,032	10,448	9,944	9,754	9,765	9,205	9,850	10,836	9,898	8,394	9,720	9,721	10,656		9,843	9,000
Local	<b>Members Enquiries, percentage responded to within 10 working days</b>															
	3503 out of 4142 on time in year to date													Red	Amber	
	71%	82%	82%	84%	83%	89%	85%	87%	82%	84%	88%	87%	79%		85%	90%
Local	<b>Local Resolution complaints (stage 1) responded to within 15 working days</b>															
	1587 out of 1994 on time in year to date													Green	Green	
	75%	79%	80%	81%	81%	83%	76%	82%	80%	69%	78%	83%	82%		80%	80%
Local	<b>Service investigation complaints (stage 2) responded to within 25 working days</b>															
	151 out of 204 completed on time so far this year													Amber	Red	
	76%	75%	47%	92%	78%	76%	65%	87%	72%	82%	69%	75%	77%		74%	80%
LCE1	<b>Independent review (stage 3) public complaints responded to within 25 working days</b>															
	One stage 3 in March. 32 out of 34 completed in timescale in the year.													Green	Green	
	86%	100%	100%	100%	N/A	100%	100%	100%	100%	100%	67%	80%	100%		94%	90%
L	<b>Freedom of information act replies within 20 day time scale</b>															
	The relatively low out-turn figure was as a result of some Directorates failing to achieve satisfactory performance levels across the year. This is being addressed and 2006/7 should see an overall increase in the percentage of requests replied to on time.													Red	Red	
	N/A	60%	68%	72%	65%	53%	73%	74%	70%	49%	72%	57%	63%		65%	90%
L	<b>Waiting times - % personal callers to Customer Service Centres seen in 15 minutes</b>															
	Despite the re-allocating of staff between Centres, we failed to achieve our target. This was as a result of increased demand in March, which we are working on understanding. Further work is being carried out during April and May to be quicker to react to increases in demand at our CSC's, whilst looking at improving our productivity levels further.													Red	Red	
	77%	74%	56%	67%	67%	75%	68%	67%	62%	80%	47%	52%	49%		63%	70%
L	<b>Switchboard- Telephone answering in 15 seconds</b>															
	Actions are in place to return this service level to a more cost effective level.													Green	Green	
	92%	98%	98%	99%	98%	98%	98%	97%	96%	98%	98%	98%	97%		98%	90%
L	<b>Council Wide Position- Telephone Calls answered within 15 seconds as a % of total calls</b> <i>(total includes those that reached the busy signal and unanswered calls)</i>															
	Year out-turn above target. Customer Services continuing to work with BU's on improving this performance further.													Amber	Green	
	67%	N/A	N/A	81%	81%	83%	80%	81%	80%	83%	80%	78%	73%		79%	75%
<b>Call Centre Totals</b>																
	<b>Calls answered in 15 Secs as % of calls presented</b>															
	The Call Centre has received a higher number of calls this year, a 28% increase on the previous year. We achieved an average waiting time of 49 seconds, hampered significantly by performance in the last 3 months. Staff productivity has improved, but needs to be focussed on further. Closer relationships with Client Services are vital, as when demand for them changes at short notice, planned staffing in the Centre can become compromised. Work is also underway on understanding the significant increase in demand. There have been some IT difficulties, but these are now improving.													Red	Red	
	43.0%	84.0%	61.9%	67.8%	66.6%	67.6%	78.3%	64.9%	51.2%	62.9%	40.5%	45.2%	15.5%		55%	70%
	<b>Calls answered as percentage of all calls presented</b>															
	Year out-turn above target.													Red	Green	
	65.3%	97.34%	92.11%	94.52%	89.20%	95.32%	94.94%	94.87%	90.45%	93.58%	83.9%	90.32%	54.36%		86.2%	85%
	<b>Average queuing time</b> <i>Min:Sec</i>															
	Average queuing time rose in March 2006, due to Annual Billing - (duplicate payments, benefits not on all accounts and the introduction of allpay cards not being fully understood by our customers until they telephoned.)													Red	Red	
	01:02	00:13	00:37	00:29	00:35	00:24	00:16	00:26	00:51	00:35	01:15	00:53	02:44		00:49	40 Secs

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Monthly Progress	Provisional 2005/06	Target 05/06
<b>Children's Services Other indicators</b>																
BV 45	% of half days missed due to absence in secondary schools maintained by the local education authority. LPSA The figure shown is the end of year figure as at 7th July. These figures are confirmed by DfES															
	8.7%			8.6%											Green	8.6%
BV 46	% of half days missed due to absence in primary schools maintained by the local education authority. LPSA The figure shown is the end of year figure as at 7th July. These figures are confirmed by DfES															
	6.7%			6.4%											Red	6%
38	% of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A*- C or equivalent. 48.5% is now the confirmed final result for 2005/06															
	43.7%														Green	46%
Local LPSA	Average points score of Black African pupils at Key Stage 2 Good progress on this target. Needs to be maintained for 2006.															
	25.50														Amber	26.00
Local LPSA	Average points score of Black Caribbean pupils at Key Stage 2 LPSA Some progress has been made- but there is a danger that this target will not be met in 2006.															
	25.50														Amber	26.10
BV 50 A2	Educational qualifications of children looked after by reference to the % of young people leaving care aged 16 or over with at least 1 GCSE at grades A*- G. or GNVQ. LPSA CPA Key Threshold															
	LPSA stretch target exceeded with 50% of looked after children achieving at least 1 GCSE at grades A-G														Green	
	34%														Green	46%
Section 6 CCC	The number of children looked after for 12+ months who obtained at least 5 GCSE' at grade A* to C LPSA Target: 14 Children by summer '06 In 2004 7 children achieved 5 GCSEs A-C and in 2005 another 7 so the target of 14 has already been achieved with a year to spare.															
															Green	14
																14
<b>Housing Other indicators</b>																
Local	The number of under-occupied tenancies re-housed LPSA															
	45	1	7	3	6	7	12	9	12	14	11	10	6		Green	98
DMT 10	Tenancies re-housed under the Moving out of London Scheme LPSA Making steady progress in this area - confident that the revised target of 45 moves will be met by Mar 06															
	23	1	4	2	7	4	8	6	6	5	2	2	7		Green	54
																45 LPSA target 50
BV 63	Energy Efficiency - the average SAP rating of local authority owned dwellings. LPSA															
	58														Green	66.17
BV 213	Households who considered themselves as homeless, who approached the local housing authority's housing advice service and for whom advice/intervention resolved their situation per 1000 households New starting in 2005/06															
	N/A	34	42	39	42	75	26	12	38	20	31	10	33		Green	402
																350
BV 214	Proportion of households accepted as homeless who have been previously accepted as homeless within last two years New starting in 2005/06															
	N/A														Green	1.55%
																10%
BV 184a	The proportion of local authority homes which were non 'decent' at 1st April CPA Key Threshold															
	48%	49.84%	49.70%	46.85%	46.61%	46.38%	46.19%	46.00%	45.74%	45.47%	45.24%	45.02%	44.69%		Green	44.69%
																46%
based on BV 184b	The change in proportion of non 'decent' local authority homes which were not 'decent' at 1st April. CPA Key Threshold															
		-7%	-7%	-12%	-12%	-13%	-13%	-9%	-9%	-9%	-9.49%	-9.78%	-10.34%		Red	-10%
																-15.8%

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Monthly Progress	Provisional 2005/06	Target 05/06	
BV 74a	Satisfaction of tenants of council housing with the overall service provided by their landlord																
	67%														73.67%	68%	
BV 75a	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation																
	60%														69.37%	61%	
LHO 7	% of permanent social lettings which are made through the choice-based lettings processes LPSA																
	61%	27%	51%	22%	33%	43%	43%	37%	36%	41%	40%	41%	51%	Red	Red	80%	
<b>Environment other indicators</b>																	
BV 199a	Local street and environment cleanliness (litter) <i>New from 2005/06</i> This result is a worsening of the performance achieved in 2004/05 and one which meant that the target for the year has been missed by a significant margin. The scores are provided by independent survey carried out by ENCAMS through the Capital Standards programme. The Waste Management Service has examined survey data for tranche 2 (of 3) and raised questions with Capital Standards as half of the locations surveyed were outside the target wards. Capital Standards has provided a response and this is being investigated. Detailed data for tranche 3 will not be available for scrutiny until late in May 2006.																
	32%				23%					42%				44%	Red	37%	30%
BV 199b	Local street and environment cleanliness (Graffiti) <i>New from 2005/06</i> At present there is no London wide comparison data available for this element of the PI. However 6% is considered to be a very good level of performance and when comparative data is available, we believe this will compare favourably with other London boroughs and this will also inform the process of target setting.																
	n/a				5%					8%				6%		6%	
BV 199c	Local street and environment cleanliness (Fly - posting) <i>New from 2005/06</i> At present there is no London wide comparison data available for this element of the PI. However 4% is considered to be a very good level of performance. When comparative data is available, we believe we will compare favourably with other London boroughs and this will also inform the process of target setting.																
	n/a				2%					5%				5%		4%	
BV 199d	Local street and environment cleanliness (fly-tipping) <i>New from 2005/06</i> The performance measure will be based on a combination of year-on-year reduction in total incidents of fly-tipping dealt with, as recorded on Screen 1 of Flycapture, and a year-on-year increase in actions taken against fly-tipping, as recorded on Screen 2 of Flycapture. The statements below illustrate the marking awarded to the various combinations: Total number of incidents dealt with decrease & total number of enforcement actions increase. Grading: 'Very Effective' or '1' Only total number of incidents decrease. Grading: 'Effective' or '2' Only total number of enforcement actions increase. Grading: 'Good' or '3' Total number of enforcement actions decrease. Grading: 'Poor' or '4' Total number of incidents increase. Grading: 'Poor' or '4'																
					3										3		
BV 91b	% of population served by a kerbside collection of recyclables. More than one recyclable																
	95%														99.03%	99%	
BV 223	Condition of principal roads- % in need of repair CPA Key Threshold from 2006 - was BV 96 using different survey methodology The 15% is the SCANNER survey result with is a different methodology to that used last year and compares favourably against a number of other Local Authorities. Some authorities whose score is worse than ours include Camden, Westminster, Islington, Tower Hamlets, Hammersmith, Newham and Lambeth.																
	59%														15%	55%	
BV 224a	Condition of non-principal classified roads - % in need of repair CPA Key Threshold from 2006 - was BV 97a using different survey methodology																
	22%														12%	21%	
BV205	Quality of service checklist <i>New for 2004/05</i>																
	94%														100%	94%	



Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Monthly Progress	Provisional 2005/06	Target 05/06
<b>Social Services other Indicators</b>																
53	Intensive home care per 1,000 population aged 65 or over. <i>PAF C28 CPA</i>															
	24.1	24.5	24	24	24	24	24	23	23	23	23	23	23		Red	30
Local	Number of people placed in long term extra care sheltered housing places, excluding step down provision <i>LPSA</i>															
	60			60						60				60	Green	65 or LPSA target 45
<b>Finance Services other indicators</b>																
BV 156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people															
	22%			22%									27.0%		Green	25%
PM2	Percentage of new claims outstanding over 50 days (Standard 10%) The end of year figure is a provisional one, although this is classified as a 'good' score for CPA ratings an improvement is required. The service is identifying ways to reduce the length of time it takes for customers to return proofs to enable the claim to be processed. Similar to new claims (BVP178a) mobile processing and improved information collation with customers who visit are being implemented.															
			19%				10.8%			16.0%			20%		20%	9%
PM10	What is the percentage of interventions when review action commenced in the last quarter against the annual target? The annual target has been exceeded. This equates to an 'excellent' score for CPA purposes.															
			16%				38.5%			83.7%			105%		105%	100%
PM12	What is the percentage of visits carried out against the annual target? The annual target has been exceeded. This equates to an 'excellent' score for CPA purposes.															
			33%				63%			94.4%			118%		118%	100%
<b>Chief Executive's Other indicators</b>																
BV 14	Employees retiring early (excluding ill-health retirements) as a % of the total work force <i>Annual equivalents shown</i> 8 early retirements															
	0.37%			0.00%			0.12%			0.19%			0.00%		Green	0.20%
BV 15	Employees retiring on grounds of ill health as a % of the total workforce <i>Annual equivalents shown</i> 13 Employees in the pension scheme retired due to ill health															
	0.35%		0.17%				0.04%			0.23%			0.08%		Green	0.30%
BV17a	The percentage of staff from minority ethnic communities															
	40.8%		41.7%				41.6%			41.5%			44.6%		Green	40.8%
BV 11a	The percentage of top 5% of earners that are women															
	49.7%		50.0%				52.4%			56.1%			55.9%		Green	50%
BV 11b	The percentage of top 5% of earners from ethnic minority communities															
	23.6%		24.7%				25.4%			23.5%			21.1%		Red	25%
BV 11c	The percentage of top 5% of earners declaring they meet the Disability Discrimination Act disability definition <i>New for 2005/06</i>															
	4.5%		4.9%				5.0%			4.8%			4.1%		Amber	
BV 220	Compliance against the public library service standards <i>New from 2005/06</i> Our current assessment is that we meet 8 of the 10 library standards getting 2 points for each standard we meet and an additional point for the fact that 100% of households are within a mile of a library equating to 17 points. It is possible that we can acquire an additional 0.5 point if the 2 standards not met are within 5% of being fully met. This is then scored on a scale of 1 to 4 with 4 being the highest and requiring 18 plus points.															
	3														Green	
LPSA	Change in cost effectiveness															
	115.60														Green	105.00
BV 126	Domestic burglaries per 1,000 households (seasonally adjusted annual equivalent) LPSA target is to reduce the number of domestic burglaries to 2,643 which equates to a 17% reduction. Whilst we have met the standard 8% reduction target, projections as at Feb '06 show that we are unlikely to hit our LPSA target.															
	34.5	24.9	26.4	26.0	25.6	26.8	27.5	27.9	28.3	28.0	28.0	28.1			Green	31.7