

Directorate	Business Unit	Ref.	Description	2005/06	England 2005/06 Top Quartile	London 2005/06		2006/07 ESTIMATE D outturn	Targets				High/ Low is good
						Top Quartile	Average		2006/07	2007/08	2008/09	2009/10	
C&YP	Children & Families	BV 49 PAF A1	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.	13%	N/A	N/A	N/A	11%	13%	11%	10%	10%	Low
C&YP	Children & Families	BV 50 PAF 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.	50%	59%	56%	50%	55.00%	55%	60%	65%	70%	High
C&YP	Children & Families	BV 161 PAF A4	Employment, education and training for care leavers: % 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	0.91%	0.91%	0.98%	0.84%	70.00%	70%	72%	75%	78.00%	High
C&YP	Children & Families	BV 162 PAF C20	Reviews of child protection cases: % of child protection cases which should have been reviewed during the year that were reviewed	99%	100%	100%	100%	100%	100%	100%	100%	100%	High
C&YP	Children & Families	BV 163 PAF C23	Adoptions of children looked after: The no. of looked after children adopted during the year as a % of the no. of children looked after at 31 March who had been looked after for 6 months or more at that date.	6.40%	9.50%	9.40%	7.10%	6.70%	7%	8%	9%	9%	High
C&YP	Children & Families	BV 197	Change in the no. 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	10	-18.20%	-17.40%	-5.40%	N/A	48.3 per 1000	41.6 per 1000	34.8 per 1000	28 per 1000	Low
C&YP	Children & Families		Children's act complaints - Stage 1 responded to in 10 day timescale					63%	80%	80%	80%	80%	High
C&YP	Children & Families		Children's act complaints - Stage 2 responded to in 25 day timescale					0.00%	40%	40%	40%	40%	High
C&YP	Children & Families		Cost of service per looked after child	N/A	N/A	N/A	N/A	£877.00	£908	£880	£860	£840	Low

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C&YP	Stds & Inc	BV 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.	48.50%	58.30%	59.90%	54.80%	51.70%	53.00%	57%	59%	60%	High
C&YP	Stds & Inc	BV 39	% of 15 year old pupils in schools maintained by the local education authority achieving 5 or more GCSEs at grades A*-G or equivalent. inc. English & Maths	81.00%	90.80%	91.30%	88.80%	79.30%	81%	82%	83%	84%	High
C&YP	Stds & Inc	BV 40	% of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test.	68.00%	77.40%	77.00%	74.20%	70%	76%	71%	72%	73%	High
C&YP	Stds & Inc	BV 41	% of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 English test.	73.00%	81.20%	82.50%	78.90%	75%	76%	75%	76%	77%	High
C&YP	Stds & Inc	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.	100%	100%	100%	97.90%	100.00%	99%	99%	100%	100%	High
C&YP	Stds & Inc	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.	85.00%	95.40%	95.60%	83.20%	80.00%	85%	90%	93%	93%	High
C&YP	Stds & Inc	BV 45	% of half days missed due to absence in secondary schools maintained by the local education authority.	8.63%	7.26%	7.01%	7.66%	8.24%	8.4% or 8.1%	8.2%	8.1%	7.9%	Low
C&YP	Stds & Inc	BV 46	% of half days missed due to absence in primary schools maintained by the local education authority.	6.41%	5.13%	5.72%	5.98%	6.63%	5.60%	5.4%	5.4%	5.4%	Low
C&YP	Stds & Inc	BV 181a	% of 14 year old pupils in schools maintained by the LEA achieving Level 5 or above in the Key Stage 3 test in: English.	64%	77.00%	77.20%	73.58%	60%	65% stretch 69%	67%	68%	69%	High
C&YP	Stds & Inc	BV 181b	% of 14 year old pupils in schools maintained by the LEA achieving Level 5 or above in the Key Stage 3 test in: Maths	61%	77.00%	74.66%	71.00%	64%	62% stretch 65%	63% stretch 68%	67%	69%	High

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C&YP	Stds & Inc	BV 181c	Science	52%	74.00%	70.49%	64.83%	55.00%	56% Stretch 64%	57% stretch 64%	59%	61%	High
C&YP	Stds & Inc	BV 181d	ICT assessment	63%	73.83%	67.55%	61.78%		62%	66%	68%	69%	High
C&YP	Stds & Inc	BV 194a	% of pupils achieving level 5 or above in KS2 in English	25%	29.00%	29.00%	27.00%	30.00%	31%	31%	32%	33%	High
C&YP	Stds & Inc	BV 194b	% of pupils achieving level 5 or above in KS2 in Maths	25%	32%	34%	30%	28.00%	31%	31%	32%	32%	High
C&YP	Stds & Inc	BV 221a	Participation in and outcomes from youth work: Recorded outcomes	18%	59%	61%	45%	34.00%	40%	50%	55%	60.00%	High
C&YP	Stds & Inc	BV 221b	Participation in and outcomes from youth work: Accredited outcomes	18%	24%	24%	20%	18.00%	20%	23%	27%	30.00%	High
C&YP	Stds & Inc	BV 222a	Quality of early years & childcare leadership - leaders	45%	35%	38%	29%		50%	47.00%	49.00%	51.00%	High
C&YP	Stds & Inc	BV 222b	Quality of early years & childcare leadership - postgraduate input	42%	100%	97%	56%		46%	44.00%	46.00%	48.00%	High
CorpR	BLT	BV 9	% of council taxes due for the financial year which were received in year by the authority	93.35%	98.40%	96.00%	94.74%	93.75%	93.75%	93.85%	94.20%	94.4%	High
CorpR	BLT	BV 10	% of non-domestic rates due for the financial year which were received in year by the authority.	98.98%	99.26%	98.98%	98.26%	99.0%	99.0%	99.0%	99.3%	99.4%	High
CorpR	BLT	BV 76a	no. of claimants visited per 1,000 caseload	226	N/A	N/A	N/A	200	210	215	217	220	High
CorpR	BLT	BV 76b	no. of fraud investigators per 1,000 caseload	0.2	N/A	N/A	N/A	0.19	0.19	0.19	0.19	0.19	High
CorpR	BLT	BV 76c	no. of fraud investigations per 1,000 caseload	8	N/A	N/A	N/A	8	8	10	10	12	High
CorpR	BLT	BV 76d	no. of prosecutions & sanctions per 1,000 caseload	2.4	N/A	N/A	N/A	2.9	3	3.4	3.7	4.2	High
CorpR	BLT	BV 78a	Speed of processing: a) Average time for processing new benefit claims (calendar days)	41	26.4	30.7	36.1	40	36	32	29	27	Low
CorpR	BLT	BV 78b	Speed of processing: b) Average time for processing notifications of changes of circumstance (calendar days)	32.2	9.1	11.4	18.4	20	20	17	12	9	Low

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CorpR	BLT	BV 79a	Accuracy of processing: a) % of cases for which the calculation of the amount of benefit due was correct on the basis of the information available to the determination, for a sample of cases checked post-determination.	95.60%	99.00%	98.86%	97.33%	96.00%	99%	99%	99%	99%	High
CorpR	BLT	BV 79b i PM7	Amount of HB overpayments recovered during the period as a % of total amount of HB overpayments identified during the period.	23.31%	79.39%	71.48%	63.46%	60%	62%	64%	66%	66%	High
CorpR	BLT	BV 79b ii PM8	Amount of HB overpayments recovered during the period as a % of total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period.	4	39.69%	29.89%	25.06%	22%	24.00%	25.00%	27.00%	27.00%	High
CorpR	BLT	BV 79b iii PM9	Amount of HB overpayments written off during the period as a % of total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period.	10%	N/A	N/A	N/A	4%	5%	6%	7%	7%	High
CorpR	BLT	BV 80a	Benefit claimants satisfied with facilities to get in touch	N/A	N/A	N/A	N/A	75%				80%	High
CorpR	BLT	BV 80b	Benefit claimants satisfied with service in office	N/A	N/A	N/A	N/A	80%				82%	High
CorpR	BLT	BV 80c	Benefit claimants satisfied with telephone service	N/A	N/A	N/A	N/A	63%				66%	High
CorpR	BLT	BV 80d	Benefit claimants satisfied with staff in office	N/A	N/A	N/A	N/A	76%				82%	High
CorpR	BLT	BV 80e	Benefit claimants satisfied with time to settle claim	N/A	N/A	N/A	N/A	67%				75%	High
CorpR	BLT	BV 80f	Benefit claimants satisfied with leaflets and letters	N/A	N/A	N/A	N/A	65%				70%	High
CorpR	BLT	BV 80g	Benefit claimants satisfied overall	N/A	N/A	N/A	N/A	72%				78%	High
CorpR	Cust Foc	LSU 11	Customer Services Centres- Waiting times – personal callers seen in 15 mins	63%	N/A	N/A	N/A	48%	70%	70%	70%	70%	High

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CorpR	Cust Foc	LSU	Call Centre - Telephone answering	00:49	N/A	N/A	N/A	01:39	01:00	01:00	01:00	Low
			Average Queuing Time - min:sec									
CorpR	Cust Foc	LSU 13	Call centre telephone answering in 15 seconds - of calls presented (all call centre calls)	55%	N/A	N/A	N/A	29.50%	70%	70%	70%	High
CorpR	Cust Foc	LCS 1	Call Centre calls answered as a % of calls presented	86%	N/A	N/A	N/A	78.10%	90%	90%	90%	High
CorpR	Cust Foc	LCS 3	Telephone answering in 15 seconds - of calls presented (Council wide)	79%	N/A	N/A	N/A	77.50%	77%	80%	80%	High
CorpR	Proc	BV 8	% of invoices for commercial goods and services that were paid by the authority within 30 days	88.50%	96.71%	90.22%	86.89%	87.00%	92%	92%	92%	High
CorpR	Prop	BV 156	% of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	27.45%	84.79%	64.52%	46.31%	34.00%	28%	40%	45%	High
CorpR	Prop	Unit	Cost of office accommodation per sq metre (corporate property)	£246	N/A	N/A	N/A	£359.58	not set	£300	£280	Low
P&OD	HR	BV 11a	% of top 5% of earners that are women	55.88%	42.58%	47.70%	41.39%	54.20%	50%	50%	50%	High
P&OD	HR	BV 11b	% of top 5% of earners from ethnic minority communities	21.05%	4.33%	15.28%	11.86%	18.16%	26%	26%	26%	High
P&OD	HR	BV 11c	% of top 5% of earners declaring they meet the Disability Discrimination Act disability definition	4.06%		4.30%	3.58%	2.18%	4.90%	4.90%	4.90%	High
P&OD	HR	BV 12	The no. of working days/shifts lost due to sickness absence per FTE employee.	10.37	8.34		8.99	9.3	8.8	8.8	8.8	Low
P&OD	HR	BV 14	The no. of employees retiring early (excluding ill-health retirements) as a % of the total work force	0.09%	0.17%	0.23%	0.45%	0.14%	0.20%	0.20%	0.20%	Low
P&OD	HR	BV 15	The no. of employees retiring on grounds of ill health as a % of the total workforce (note small nos can affect outcome)	0.13%	0.10%	0.17%	0.23%	0.16%	0.20%	0.20%	0.20%	Low
P&OD	HR	BV 16a	% of staff declaring they meet the Disability Discrimination Act disability definition	3.77%	3.86%	4.89%	3.64%	3.56%	4.89%	4.89%	4.89%	High

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P&OD	HR	BV 16b	% of economically active disabled people in the borough	13.70%	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
P&OD	HR	BV 17a	% of staff from minority ethnic communities	44.61%	4.80%	35.40%	26.20%	44.94%	39.30%	39.30%	39.30%	High	
P&OD	HR	BV 17b	% of economically active minority ethnic people in the borough	31.35%	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
PPP&C	Comm Safety	BV 126a	Domestic burglaries per 1,000 households	28.3	13.3	16.4	19.5	27.5	26.9 (2,711 offences)	23.8 (2,394 offences)	To be agreed with police	Low	
PPP&C	Comm Safety	BV 127a	Violent offences committed by a stranger per 1,000 population	41.7	19.9	22.8	34.8	35.3	To be agreed with police			Low	
PPP&C	Comm Safety	BV 127b	Robberies per 1,000 population	9.1	0.7	3.8	7	7.5	To be agreed with police			Low	
PPP&C	Comm Safety	BV 128a	Vehicle crimes per 1,000 population	22.2	14	15.7	18.8	19.7	To be agreed with police			Low	
PPP&C	Comm Safety	BV 174	The no. of racial incidents recorded by the authority per 100,000 population	64.7	N/A	N/A	N/A		NA	NA	NA		
PPP&C	Comm Safety	BV 175 CPA H19	% of racial incidents that resulted in further action	100	100%	100%	97.86%		99%	99%	99%	High	
PPP&C	P&P	BV 2a	The level (if any) of the Equality Standard for local government to which the authority conforms	Level 2	N/A	N/A	N/A	Level 4	Level 4	Level 4	Level 4	High	
PPP&C	P&P	BV 2b	The duty to promote race equality; Does the authority have a Race Equality Scheme Score against checklist for Race Equality Scheme	89.50%	79%	89%	79%	100%	100%	100%	100%	High	
PPP&C	P&P	BV 3	Overall Satisfaction	44.00%	53.00%	58.30%	53.90%	45%	50%		51%	3 years	
PPP&C	P&P	BV 4	Overall satisfaction with Complaints Handling	26.0%	35.0%	33.5%	31.3%	28%	30%		32%	3 years	
PPP&C	P&P	BV 225	Action against domestic violence	91%	N/A	N/A	N/A	91%	91%	91%	91%	High	

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PPP&C	P&P	LCE1	Stage 3 public complaints dealt within target timescale	94% in 25 days	N/A	N/A	N/A	93.0%	90% in 20 days	95% in 20 days	95% in 20 days	95% in 20 days	High
PPP&C	P&P	LCE2	no. of calendar days taken to respond to Ombudsman enquiries	18.1 days	N/A	N/A	N/A	19	18	18	18	18	Low
PPP&C	P&P	Ex BV 5 LCE4	The no. of complaints to an Ombudsman classified as "maladministration".	0	N/A	N/A	N/A	0	0	0	0	0	Low
PPP&C	P&P	Local	Members Enquiries	85%	N/A	N/A	N/A	84%	90%	90%	90%	90%	High
PPP&C	Comm Safety	BV 198 PAF A60	The no. of drug misusers in treatment per thousand head of population aged 15-44	4654	78.25	85.36	68.97	N/A	1240 (05/06 baseline for all adults & young people)	1343	1475	To be agreed	High
PPP&C	Partnership	BV 226a	Advice and guidance services - total expenditure	£769k	N/A	N/A	N/A	£769k	£769k	£769k	£798k	£798k	Low
PPP&C	Partnership	BV 226b	Advice and guidance services - CLS quality mark	100%	N/A	N/A	N/A	100%	100%	100%	100%	100%	High
PPP&C	Partnership	BV 226c	Advice and guidance services - direct provision	0	N/A	N/A	N/A		0	0	0	0	High
UE	Enf	BV 217	Pollution Control - % of improvements carried out	99%	100%	100%	93.00%	100%	100%	100%	100%	100%	High
UE	Enf	BV 216a	Contaminated land - no. of sites of potential concern	168	325	230	867	235	235	196	166	166	Low
UE	Enf	BV 216b	Contaminated land - no. of site with detailed information available as % of sites of potential concern	5%	9%	24%	21%	7%	7%	15%	20.00%	20.00%	High
UE	Enf	BV 166a CPA E27	Score against a check-list of enforcement best practice for Environmental Health	100%	100%	100%	94%	100%	100%	100%	100%	100%	High



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UE	Enf	BV 166b CPA E21	Score against a check-list of enforcement best practice for Trading Standards	100%	100%	100%	95.50%	100%	100%	100%	100%	High
UE	HfH	BV 63 CPA H11	Energy Efficiency - the average SAP rating of local authority owned dwellings.	66.17	69	69	67	69	69	70	71	High
UE	HfH	BV 66a CPA H6	Local authority rent collection and arrears: proportion of rent collected	97.37%	98.59%	97.62%	96.24%	96.6%	97.5%	97.5%	97.50%	High
UE	HfH	BV 66b	% of tenants with more than seven weeks rent arrears	13.11%	4.12%	6.92%	10.68%	16.14%	10%	9%	8%	Low
UE	HfH	BV 66c	% of tenants in arrears who have had notices seeking possession served.	10.66%	17.06%	21.93%	29.34%		12%	14%	13%	Low
UE	HfH	BV 66d	% of tenants evicted as a result of rent arrears	0.80%	0.00%	0.00%	0.00%		1%	0.7%	0.6%	Low
UE	HfH	BV 74a CPA H12	Satisfaction of tenants of council housing with the overall service provided by their landlord	73.67%	84%	77.25%	69.86%	59%	75%	68%	70%	High
UE	HfH	BV 74b	Satisfaction of black & minority ethnic tenants with the overall service provided by their landlord.	71.10%	82%	72.50%	65.00%	56%	73%	66%	69%	High
UE	HfH	BV 74c	Satisfaction of non black-&-minority-ethnic tenants with the overall service provided by their landlord.	74.70%	84%	77.00%	71.32%	64%	76%	69%	71%	High
UE	HfH	BV 75a CPA H13	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	69.37%	69%	64.00%	56.64%	55%	71%	62%	64%	High
UE	HfH	BV 75b	Satisfaction of black & minority ethnic tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	64.23%	71%	64.00%	54.82%	56%	68%	62%	64%	High



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UE	HfH	BV 75c	Satisfaction of non- black & minority ethnic tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	70.76%	70%	62.50%	57.25%	55%	73%	60%	62%	64%	High
UE	HfH	BV 164 CPA H10	Does the authority follow the Commission for Racial Equality's code of practice in rented housing?	yes				Yes	Yes	Yes	Yes	Yes	Non Numeric
UE	HfH	BV 184a CPA H1	The proportion of local authority homes which were non 'decent' at 1st April 2005	50.00%	16.00%	25.00%	42.00%	43%	42%	42%	42%	37.00%	Low
UE	HfH	BV 184b CPA H2	The change in proportion of non 'decent' local authority homes which were not 'decent' at 1st April 2005	11.71%	28.30%	23.80%	20.10%		22%	4.50%	0.00%	11.90%	High
UE	HfH	BV 212 CPA H8	Average relet times for local authority dwellings let in the financial year (calendar days)	29	29	29	51	37	27	27	26	25	Low
UE	Housing	BV 64 CPA H23	The no. of private sector dwellings that are returned to occupation or demolished during the year as a direct result of action by the local authority.	414	77	360	257	101	100	100	100	100	High
UE	Housing	BV 183a CPA H14	The average length of stay (weeks) in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	0	1	0	2.19	0	1	1	1	1	Low
UE	Housing	BV 183b CPA H15	The average length of stay in hostel accommodation (weeks) of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	67.41	0	0.95	17.57	60	35	60	51	43	Low
UE	Housing	BV 202	The no. of people sleeping rough on a single night within the area of the authority	1	0	1	10	6	5	5	5	5	Low

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UE	Housing	BV 203 CPA H22	% change in the average no. of families, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year.	7.36%	-15.84%	-7.86%	1.87%	3.10%	1%	-1%	-10%	-10%	Low
UE	Housing	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 1,000 households	4	5	6	10	3.6	4.3	5.1	5.6	5.6	High
UE	Housing	BV 214	Proportion of households accepted as homeless who have been previously accepted as homeless within last two years	1.55%	0.32%	0.32%	1.06%	2.30%	8.00%	1.06%	1.01%	0.75%	Low
UE	Planning P& D	BV 106 CPA E23	% of new homes built on previously developed land	100%	96.47%	100%	99.83%	100%	100%	100%	100%	100%	High
UE	Planning P& D	BV 111 CPA E3	The % of planning applicants satisfied with the service received	N/A	N/A	N/A	N/A	60%	76%			76%	3 years
UE	Planning P& D	BV 109a CPA E2	60% of major applications in 13 weeks	86%	74.90%	77.33%	67.32%	73%	82%	82%	82%	82%	High
UE	Planning P& D	BV 109b CPA E2	65% of minor applications in 8 weeks	82%	81.07%	83.89%	78.72%	88%	83%	85%	85%	85%	High
UE	Planning P& D	BV 109c CPA E2	80% of other applications in 8 weeks Gov target 80%	92%	91.39%	91.79%	87.72%	91%	92%	90%	90%	90%	High
UE	Planning P& D	BV 200a	Plan making LDS submitted	Yes	N/A	N/A	N/A	Yes	Yes	Yes	Yes	Yes	Non Numeric
UE	Planning P& D	BV 200b	Has the Authority met the milestones in the LDS?	Yes	N/A	N/A	N/A	Yes	Yes	Yes	Yes	Yes	Non Numeric

Directorate	Business Unit	Ref.	Description	2005/06	England Top Quartile 2005/06	London 2005/06		2006/07 ESTIMATE D outturn	Targets				High/ Low is good
						Top Quartile	Average		2006/07	2007/08	2008/09	2009/10	
UE	Planning P&D	BV 200c	Publish annual monitoring report	Yes	N/A	N/A	N/A	Yes	Yes	Yes	Yes	Yes	Non Numeric
UE	Planning P&D	BV 204	% of appeals allowed against the authority's decision to refuse planning applications	32%	N/A	N/A	N/A	36.80%	32%	30%	30%	30%	Low
UE	Planning P&D	BV 205	Quality of service checklist	100%	94.50%	100%	94.10%	100%	100%	100%	100%	100%	High
UE	Planning P&D	BV 219a	Conservation areas - no.	28	N/A	N/A	N/A	28					Non Numeric
UE	Planning P&D	BV 219b	Conservation areas - Character appraisals	8	31.81%	42.24%	32.48%	43.00%	50%	100%	100%	100%	High
UE	Planning P&D	BV 219c	Conservation areas Management plans	0	7.70%	20.00%	17.21%	43.00%	68%	100%	100%	100%	High
UE	St Scene	BV 199a	Local street and environment cleanliness (litter)	37.00%	8.80%	17.00%	25.60%	40%	29%	25%	25%	22%	Low
UE	St Scene	BV 199b	Local street and environment cleanliness (graffiti)	6.00%	1.00%	7.00%	11.00%	5%	5%	6%	5%	5%	Low
UE	St Scene	BV 199c	Local street and environment cleanliness (fly - posting)	4.00%	0.00%	1.00%	3.00%	5%	1%	3%	1%	1%	Low
UE	St Scene	BV 199d	Local street and environment cleanliness (fly-tipping)	3	N/A	N/A	N/A	3	2	2	1	1	Low
UE	St Scene	BV 82aii CPA E6 Part	% of household waste that has been recycled.	16.08%	20.87%	19.29%	16.16%	18%	19%	15%	21%	24% LAA Stretch	High
UE	St Scene	BV 82aii	Tonnes of household waste that has been recycled.	12,964	15,126	18,289	15,276	14,257	15,050	14,257	16,634	17,466	High

Directorate	Business Unit	Ref.	Description	2005/06	England 2005/06 Top Quartile	London 2005/06		2006/07 ESTIMATE D outturn	Targets				High/ Low is good
						Top Quartile	Average		2006/07	2007/08	2008/09	2009/10	
UE	St Scene	BV 82bi CPA E6 Part	% of household waste that has been composted.	3.15%	13.05%	7.53%	4.94%	4%	7%	6%	7%	8% LAA Stretch	High
UE	St Scene	BV 82bii	Tonnes of household waste that has been composted.	2,543	8,770	6,746	5,140	3,800	3,960	4,752	5,544	6,098	High
UE	St Scene	BV 84a CPA E26	Kg of household waste collected per head.	359	393.6	377.8	428.9	370	355	370	370	370	Low
UE	St Scene	BV 84b	% change in household waste collected	2.16%	N/A	N/A	N/A	0.80%	0.80%	0%	0%	0%	Low
UE	St Scene	BV 86	Cost of waste collection per household.	£68	£39.48	£42.93	£57.38	£82	£82	£82	£82	£82	Low
UE	St Scene	BV 89 CPA E38	% of people expressing satisfaction with Cleanliness	38% 2003/04	N/A	N/A	N/A	49%	55%	55%	57%	65%	High
UE	St Scene	BV 90a CPA E8A	% of people expressing satisfaction with household waste collections	63% 2003/04	N/A	N/A	N/A	64%	69%	69%	74%	82%	High
UE	St Scene	BV 90b CPA E8B	% of people expressing satisfaction with recycling facilities	39% 2003/04	N/A	N/A	N/A	57%	60%	60%	63%	66%	High
UE	St Scene	BV 90c CPA E8C	% of people expressing satisfaction with Civic Amenity Sites	42% 2003/04	N/A	N/A	N/A	67%	84%			84%	High
UE	St Scene	BV 91a CPA E7	% of households served by a kerbside collection of recyclables (one recyclable).	99%	100%	100%	93.90%	100%	100%	100%	100%	100%	High
UE	St Scene	BV 91b	% of households served by a kerbside collection of recyclables (two recyclables).	99%	100%	100%	93.30%	100%	100%	100%	100%	100%	High

Directorate	Business Unit	Ref.	Description	2005/06	England 2005/06 Top Quartile	London 2005/06		2006/07 ESTIMATE D outturn	Targets				High/ Low is good	
						Top Quartile	Average		2006/07	2007/08	2008/09	2009/10		
UE	St Scene	BV 99a	No. of people killed or seriously injured (KSI) (LPSA 4: To reduce the numbers of people killed and seriously injured on roads. Target was based on 2000-1 average and original 2010 target)	2004: 131	2004: 83	2004: 101	2004: 125	2005: 94	2005: 135	2006: 124 (Outturn 117)	2007: 113	2008: 102	2009: 91	Low
UE	St Scene	BV 99b	No. of children KSI	2004: 19	2004: 11	2004: 11	2004: 15	2005: 15	2005: 14	2006: 13 (Outturn 16)	2007: 12	2008: 11	2009: 11	Low
UE	St Scene	BV 99c	No. of people slightly injured.	2004: 866	2004: 718	2004: 665	2004: 910	2005: 712	2005: 872	2006: 849 (Outturn 767)	2007: 826	2008: 803	2009: 780	Low
UE	St Scene	BV 100	no. of days of temporary traffic controls or road closure on traffic sensitive roads caused by local authority road works per km of traffic sensitive road	0.58	0.1	0.2	1.2	0.21	0.1	0.1	0.1	0.1	0.1	Low
UE	St Scene	BV 223	Condition of principal roads	15%	N/A	N/A	N/A	21%	14%	13%	12%	11%	11%	Low
UE	St Scene	BV 224a	Condition of non-principal classified roads (new method)	12%	N/A	N/A	N/A	18%	12%	15%	12%	12%	12%	Low
UE	St Scene	BV 224b	Condition of unclassified roads	11.34%	N/A	N/A	N/A	9%	9%	9%	9%	9%	9%	Low
UE	St Scene	BV 165 CPA E16	% of pedestrian crossings with facilities for disabled people	100%	99.70%	100%	89%	80%	80%	80%	83%	86%	86%	High
UE	St Scene	BV 178 CPA C1	% of the total length of footpaths and other rights of way that were easy to use by members of the public.	99%	88.10%	100%	88%	99%	99%	99%	99%	99%	99%	High

Directorate	Business Unit	Ref.	Description	2005/06	England Top Quartile 2005/06	London 2005/06		2006/07 ESTIMATE D outturn	Targets				High/ Low is good
						Top Quartile	Average		2006/07	2007/08	2008/09	2009/10	
UE	St Scene	BV 187 CPA E18	Condition of surface footway categories 1, 1a and 2	34%	12%	11%	23%	35%	29%	29%	28%	27%	Low
UE	St Scene	BV 215a	Average time for rectification of streetlamp failures non DNO (days)	1.92	3.43	1.99	4.63	2	3.5	2.5	2.4	2.3	Low
UE	St Scene	BV 215b	Average time for rectification of streetlamp failures DNO (days)	21.96	14.03	19.30	26.18	17	20	19	18	18	Low
UE	St Scene	BV 218a	Abandoned Vehicles - % investigated within 24 hours of notification	96%	96.64%	97.05%	88.32%	95.00%	90%	90%	91%	92%	High
UE	St Scene	BV 218b	Abandoned Vehicles - % removed within 24 hours of entitlement	92.50%	95.0%	96.94%	81.35%	95.00%	90%	90%	91%	92%	High
AC&C	A & OP	BV 53 PAF C28	Intensive home care per 1,000 population aged 65 or over.	23	N/A	N/A	N/A	20.47	24	21	21	21	High
AC&C	A & OP	BV 54 PAF C32	Older people helped to live at home per 1000 population aged 65 or over	155	100.1	115.38	102.95	93	120	101	108	115	High
AC&C	A & OP	BV 195 PAF D55	Acceptable waiting time for assessment- average of (i) % where time from first contact to beginning of assessment is less than 48 hours & (ii) % where time from first contact to completion of assessment is less than or equal to 4 weeks	59.30%	83.50%	86.90%	80.80%	71%	71%	90%	95%	98%	High
AC&C	A & OP	BV 201 PAF C51	Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised)	89	58	76	58	136	150	150	153	155	High
AC&C	A & OP	BV 196 PAF D56	For new older clients, the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.	80	91.50%	91.70%	87.20%	94%	87%	96%	97%	98%	High

Directorate	Business Unit	Ref.	Description	2005/06	England 2005/06 Top Quartile	London 2005/06		2006/07 ESTIMATE D outturn	Targets			High/ Low is good	
						Top Quartile	Average		2006/07	2007/08	2008/09		2009/10
AC&C	Adult L, Libraries & C	BV 118a	% of Library users who found a book to borrow		90% * *2006 Survey	85.7%*	87.5%*	73%	75.0%		80.0%	High	
AC&C	Adult L, Libraries & C	BV 118b	% of Library Users who found the information they were looking for		80.5%*	75.1%*	75.1%*	73%	85.0%		77.0%	High	
AC&C	Adult L, Libraries & C	BV 118c	% Library users who were satisfied with the library service overall		94.3%*	90.5%*	90.5%*	86%	85.0%		90.0%	High	
AC&C	Adult L, Libraries & C	BV 119b CPA C6	The overall % satisfied with libraries		75.50%	71.5%	67.50%	62%	60%	reported 3 yearly	68%	High	
AC&C	Adult L, Libraries & C	BV 119c CPA C7	The overall satisfied with museums/galleries		52.00%	40%	33.40%	23%	26%	reported 3 yearly	25%	3 years	
AC&C	Adult L, Libraries & C	BV 220	Compliance against the public library service standards	3				3	4	4	4	High	
AC&C	Adult L, Libraries & C	BV 170a	The no. of visits to/usages of museums per 1,000 population (only 1 museum in borough)	172	952	302	378	176	165	180	185	190	High
AC&C	Adult L, Libraries & C	BV 170b	The no. of those visits that were in person per 1,000 population	161	523	162	2153	163	155	166	169	172	High
AC&C	Adult L, Libraries & C	BV 170c	The no. of pupils visiting museums and galleries in organised school groups	4865	8156	5350	5737	4300	4200	4400	4500	4500	High
AC&C	Rec	BV 119a CPA C5	The overall % satisfied with sports & leisure facilities	38% 2003/04	60.50%	55%	48.70%	47%	48%		55%	3 years	



Directorate	Business Unit	Ref.	Description	2005/06	London 2005/06		2006/07 ESTIMATE D outturn	Targets				High/ Low is good		
					Top Quartile	Average		2006/07	2007/08	2008/09	2009/10			
AC&C	Rec	BV 119e CPA C9	The overall % satisfied with <b>parks/open spaces</b>	67% 2003/04	77.00%	78%	73.20%	72%					77%	3 years