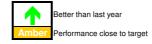
Monthly Performance Review - 2005/06

October

APPENDIX 1

Same as last year

Performance missing target





| Ref. | 04/05 | Apr | Мау | Jun | Jul | Aug | Sep | Oct | | | | | | Monthly Progress | YTD Progress | Target 05/06 | Monthly Perf. Req. to hit |
|---------------|--------------------------------------|--|---|--|--|--|--|--|--|---|---|---|-------------------------------|---------------------|------------------------|--------------------------|---------------------------------|
| Children | 's Services | | | | al maad i | sausal bu | +ha a+h | ultur lm a | finanal | al waar | d | | 4 ماماداند | 0 weeks | | | |
| BV 43a | % of state excluding | those aff | ected by | "excepti | | | | | | | ano pre | pared | within i | 8 weeks | 1 | | |
| | 9 cases in | | · · | | ı | | | | | | | | l | Green | Green | | Maintain |
| | 99% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | <i>.</i> . | | | | | | 100% | 99% | Performanc |
| BV 43b | % of state including | those aff | ected by | "exception | ons to the | e rule" un | der the S | EN Code | | - | and pre | parea | witnin 1 | 8 weeks | 1 | | |
| | In April to (| Oct, 68 ca ■ | ses were | done on t | time out o | | t,9 out of | 11. | | | | | ı | Green | Green | | Maintain |
| | 74% | 64% | 86% | 100% | 83% | 100% | 83% | 82% | | 1 0/ | | L., | | | 84% | 80% | Performano |
| BV 49 A1 | Stability o March in a CPA Key | ny year v | | | | - | - | - | nce to | ine % o | t chilar | en look | ed arte | r on 31st | ^ | | |
| | We remain | n in the top | perform | ance band | ding for th | is indicato | r (<13%) | | | | | | | Green | Green | | |
| | 14.7% | 14.7% | 14.7% | 13.2% | 10.6% | 10.4% | 11.60% | 11.8% | | | | | | | 11.8% | 13% | Maintain Performano |
| BV 161 A4 | Employme their 17th LPSA India | year (age | ed 16), wh | no were e | ngaged i | n educati | | • | ٠. | • | | | after on | 1 April in | ← | | |
| | We have n | nade exce | llent prog | ress in th | is area ar | nd have ex | ceeded th | e target | set for th | ne year | | | | Amber | Green | | |
| | 47% | 68% | 40% | 100% | 50% | 67% | 100% | 60% | | | | | | | 71% | 65% | Maintain Performano |
| BV 162 C20 | Reviews of that were CPA Key | reviewed | otection | cases: T | he % of c | hild prote | ction cas | es which | n should | d have I | been re | viewed | during | the year | → | | |
| | We have r | emained i | n the top | performar | nce bandi | ng and ha | ve mainta | ined 100° | % each | month t | his year | | | Green | Green | | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | | 100% | 100% | Maintain Performand |
| BV 163 | Adoptions of children | | | | | | | | • | - | • | | % of the | e number | → | | |
| C23 | CPA Key | | | | | | | | | la a a a | la a a | 14 1- | | | | | |
| | It is not pos expected t | | | | | | | | | ne year | , nowev | er, it is | | Amber | Amber | | |
| | 5% | 0.0% | 1 adoption | 0.0% | 1 adoption | 1 adoption | 3 adoptions | 2 adoption s | | | | | | | 8 adoptions 2.5% | 20 adoptions or 6% | 2.5 per mon |
| L60 | SSI 50: % were visite | | | | | ding thos | e missin | g and reg | jistered | in the | ast we | ek of th | e montl | n) who | → | | |
| | Good performed client | | naintaine | d, with vis | its remain | ing over 9 | 0%. Data | not avail | able for | July as | report ι | ınavaila | ble on | Green | Green | | |
| | 92% | 94.2% | 92.3% | 95.1% | | 91.5% | 95.8% | 96% | | | | | | | | 95% | |
| | Children's | act com | plaints - | Stage 1 i | responde | d to in 14 | days | | | | | | | Green | Green | | |
| Local | | | | | | | | 1 | | | | | 1 | | | | |
| Local | 39% | 80% 4 out of | 100% 1 out of | | | 100% 1 out of 1 | | 75% 3 out of | | | | | | | 69% 11 out of | 50% | Maintain Performand |
| Local | 39% | 4 out of 5 | 1 out of 1 | 0 out of 1 | 1 out of 2 | 1 out of 1 | 1 out of 2 | | | | | | | | 11 out of 16 | 50% | Maintain Performand |
| Local | | 4 out of 5 c act complete 7 cases e appointment to clarifthey processor stage to prove the | 1 out of 1 plaints - since Aprenent of two consequer council. O y the exace eed with the wo complete of the performan | o out of 1 Stage 2 r ril comple o external nace is that nace appoint nature of the investigations on the onte on the control of the control | 1 out of 2 responde ted on time specialist progress inted the i of the compation. For own being consecutions are timeser times | 1 out of 1 d to in 28 de, 5 of wh ts, an investon these nvestigation aplaint and allowing a secounted fro cales, thou | days ich were of stigating of complaining officer get them survey of om the timugh discus | 3 out of 4 completed officer and the into sign it practice in the consistency with the consis | d a dedicularly some off. Onling other in the other in th | cated pousceptil dent per y after to London s signed Borougl | erson for ole to the son me he comp Boroug d off. It i | or the che availate the olainant his the shoped | nild or ability of thas | Red | 11 out of | 50% | |

| Ref. | 04/05 | Apr | May | Jun | Jul | Aug | Sep | Oct | | | | | | Monthly Progress | YTD Progress | Target 05/06 | Monthly Perf. Req. to hit |
|----------|--|--|--|--|---|--|---|--|------------------------------------|-----------|------------|----------|---------|---------------------|---|-----------------|-----------------------------------|
| | nent Month | | | | | | | | | | | | | | | | to int |
| BV 109a | % of majo CPA Key | | g applica | tions det | ermined | within 13 v | weeks (G | ov't targ | jet 60%) |) | | | · | | ↑ | | |
| | 5 done on | time out o | f 6 in Oct | - 25 out o | f 27 in Ap | | | | 1 | 1 | 1 | | | Green | Green | | |
| | 78% | 100% | 100% | 100% | 100% | none determin ed | 86% | 83% | | | | | | | 93% | 77% | Maintain Performance |
| BV 109b | % of mino | r applicat | tions dete | ermined i | n 8 week | s (Gov't ta | rget 65% | o) | | | | | | | ^ | | |
| | CPA Key | | ma in Oat | (out of 27 | '\ In Anri | il to Oct 28 | 1 out of 2 | .EO | | | | | i | Cucon | _ | | |
| | 79% | 86% | 77% | 82% | 9. III April | 86% | 76% | 84% | | | | | | Green | Green 81% | 78% | Maintain |
| BV 109c | % of other | | | | | | | | | | | | | | 0176 | 7078 | Performance |
| 21 1000 | CPA Key In Oct, 78 | Threshold | | | | , | • | • | | | | | | Green | Green | | |
| | 86% | 92% | 91% | 89% | 93% | 89% | 93% | 93% | | | | | | | 1% | 86% | Maintain Performance |
| BV 204 | % plannin New for 20 | • | tion appe | als allow | ed again | st the auti | nority's d | lecision | to refus | se. | | | | | ↑ | | |
| | Appeals co | ontinue to | cause the | council c | oncern. 4 | 4 appeals a | ıllowed oı | ut of 9 in | Oct and | 21 out 0 | of 72 in . | Apr-Oct | t. | Red | Green | | |
| | 38% | 33% | 21% | 9% | 20% | 42% | 33% | 44% | | | | | | | 29% | 30% | Maintain Performance |
| BV 215a | Average d | - | | | | - | | | - | ply - see | e below |) | ı | | | | |
| | | New starting in 2005/06. Our District Network Operator (electricity supplier) is EDF Though performance was on target, we will investigate why in October the time taken increased to 3.02 compared to lower figures in previous months. The year-to-date perormance was still very good at 1.71 days. | | | | | | | | | | | | | | | |
| | tbc | 1.86 | 1.95 | 1.54 | 1.09 | 1.54 | 1.36 | 3.02 | | | | | | | 1.71 | 3.50 | Maintain Performance |
| | The perfor achieved. unlikely to | EDF have | | | | pared to Selethod of re | | | | | | | | Red | Red 22.49 | 10 | Unlikey to hit |
| BV 218a | % of repo | | | | | | | | ition | | | | | | 22.49 | 10 | target |
| | New starti | ng in 2005 | 5/06 | | | | | | | | | | | Green | Green | | |
| | | 96.8% | 99.6% | 96.2% | 92.0% | 96.3% | 02.00/ | 98.7% | | | | | | | 95.9% | | |
| | tbc | | (224 out | | 32.070 | | | | | | | | | | 00.070 | 1 | |
| BV 218b | % of aban | | of 225) | of 394) | (333 out of 362) | | 93.0% (334 out of 359) | out of | | | | | | | (2,391 out of | 85% | Maintain Performance |
| | | | hicles re | of 394) | of 362) | (336 out | (334 out of 359) | out of 397) | gally en | titled to | remove | them) | | | (2,391 | 85% | |
| | New startii | | hicles re | of 394) | of 362) | (336 out of 349) | (334 out of 359) | out of 397) | gally en | titled to | remove | them) | | | (2,391 out of | 85% | |
| | | ng in 2005 performan | hicles rei | of 394) moved with | of 362) | (336 out of 349) ars (from where target. | (334 out of 359) when the | out of 397) LA is leg | gally en | titled to | remove | them) | | Green | (2,391 out of 2,492) Green | 85% | |
| | New starti | ng in 2005 | hicles rel | of 394) moved with a course of 394.5% | of 362) ithin 24 h | (336 out of 349) ars (from w | (334 out of 359) when the | out of 397) LA is leg 96.2% (101 out of | gally en | titled to | remove | them) | | Green | (2,391 out of 2,492) | 85% | |
| BV | New starting | 81.5% (128 out of 157) | hicles rel 5/06 ce continu 90.0% (45 out of 50) | of 394) moved with a course of 394.5% (121 out of 128) | of 362) ithin 24 h seeding th 96.4% (107 out of 111) | (336 out of 349) ars (from where target. 94.1% (111 out | (334 out of 359) when the 99.2% (120 out of 121) | out of 397) LA is leg 96.2% (101 | gally en | titled to | remove | e them) | | Green | (2,391 out of 2,492) Green 92.8% (733 out of 790) | | Performance Maintain |
| | New starting Excellent putting tbc % of hous CPA Key | 81.5% (128 out of 157) eehold wa | 90.0% (45 out of 50) | of 394) moved with according to the second of 128 o | of 362) ithin 24 h seeding th 96.4% (107 out of 111) in recycle | (336 out of 349) ars (from where target. 94.1% (111 out of 118) | (334 out of 359) when the 99.2% (120 out of 121) posted | 96.2% (101 out of 105) | | | | | rill be | | (2,391 out of 2,492) Green 92.8% (733 out of 790) | | Performance Maintain |
| | New starting Excellent putting tbc % of hous CPA Key | 81.5% (128 out of 157) sehold wa Threshold mance in | hicles relations (706) ce continu 90.0% (45 out of 50) ste which | of 394) moved with source of 394.5% (121 out of 128) has been assed from | of 362) ithin 24 h seeding th 96.4% (107 out of 111) n recycle Sept. Th | (336 out of 349) Irs (from where target. 94.1% (111 out of 118) ed or complise continue | (334 out of 359) when the 99.2% (120 out of 121) posted | 96.2% (101 out of 105) | | | | | vill be | Green | (2,391 out of 2,492) Green 92.8% (733 out of 790) Green | | Performance Maintain Performance |
| | New startii Excellent p tbc % of hous CPA Key The performet. 14% Kg of hou | serforman 81.5% (128 out of 157) sehold wa Threshold mance in 18.1% | 90.0% (45 out of 50) ste which Oct increa | of 394) moved windowsly except 94.5% (121 out of 128) has been assed from 19.95% except per section of 394) | of 362) thin 24 h seeding th 96.4% (107 out of 111) n recycle Sept. Th 19.2% head (se | (336 out of 349) Irs (from where target. 94.1% (111 out of 118) ed or complise continue 19.3% | (334 out of 359) when the 99.2% (120 out of 121) posted 20.5% adjusted | 96.2% (101 out of 105) 1 21% 1 397) 2 4 5 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 | ne statut | ory targe | et for the | | rill be | | (2,391 out of 2,492) Green 92.8% (733 out of 790) | 85% | Performance Maintain Performance |
| 82ai +bi | New startii Excellent p tbc % of hous CPA Key The performet. 14% Kg of hou Amber is a Whilst the | 81.5% (128 out of 157) sehold wa Threshold mance in 18.1% sehold wa warded if target is cents may be | 90.0% (45 out of 50) ste which Oct increa | 94.5% (121 out of 128) a has bee ased from 19.95% acted per mice is top of the overging in the | of 362) thin 24 h seeding th 96.4% (107 out of 111) n recycle Sept. Th 19.2% head (se quartile (all perfore New Ye | (336 out of 349) Irs (from where target. 94.1% (111 out of 118) ed or complisis continue 19.3% Passonally a (London 20) mance was par with the | (334 out of 359) when the 99.2% (120 out of 121) posted 20.5% adjusted 004/05). C s still within | 96.2% (101 out of 105) 96.4% (101 out of 105) are that the 21% annual ecepa upper in Londo | ne statut equivale er thresh | ory targe | et for the | e year w | er | | (2,391 out of 2,492) Green 92.8% (733 out of 790) Green 19.52% | 85% | Performance Maintain Performance |

| _ | | | _ | | | _ | _ | | | | | | | Monthly | YTD | Target | Monthly |
|-----------------|---|-------------------------------------|---|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|-------------|-----------|--------------------------|----------|------------|---------------|---------------------------------|---------------|-------------------------|
| Ref. | 04/05 | Apr | May | Jun | Jul | Aug | Sep | Oct | | | | | | Progress | Progress | 05/06 | Perf. Req. to hit |
| BV 99a | Number of | | | | - | • | • | - | - | | • | | oct · · · | Ei~···· | | | |
| | CPA uses here are for The previo | r calenda | ar year 20 | 05. | | | | | | | | | ट्डा 101d. | ı ıyures | ^ | | |
| | 2004 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Green | Green | 2005 | |
| | 131 | Jan: 70 (actual: 6) | Feb: 105 (actual: | Mar: 83 (actual: 7) | Apr: 103 (actual: | May: 88 (actual: | Jun: 48 (actual: 4) | , | - | _ | not yet availa ble | | | | Jan-May: 87 (actual: | 145 | Maintain Performance |
| Was | No waste | | 8) ns misse | , | , | , | , | _ | | | DIG | | | | 36) | | |
| BV 88 | LPSA India | | 113 1111330 | u pci 100 | ,000 1100. | scrioia wa | Ste cone | 0110113 (1 | ioiii Ao | coru, | | | | | T | | |
| | If the newly | | · | | | | | | e met. | 1 | ı | | ı | Green | Red | | |
| | 190 | 149 | 150 | 149 | 148 | 128 | 116 | 120 | -111 | | | | 4\ | | 137 | 130 | 120.3 |
| L | Incidents | • | ea rubbis | n reporte | a to the A | accord Ca | ııı Centre | (season | ally adj | usted a | nnual e | equivale | ent). | | ^ | | |
| | Performan | ce contini | | | | | | | | | | | | Green | Green | | |
| | 10,859 | 6,142 (actual: | 5,636 (actual: | 4,799 (actual: | 4,420 (actual: | 4,311 (actual: | 5,169 (actual: | 4,688 (actual: | | | | | | | 4,977 (actual: | 8,246 | Maintain |
| L 790 | , | 474) | 429) | 484) | 423) | 426) | 504) | 405) | | | | | | | 3,145) | - ,• | Performance |
| ∟/90 | Zone 1 Str | eets of a | ııı accept | abie stan | uara of c | ieaniiness | (ACCOR | 1) | | | | | | | 1 | | |
| | Excellent p | erforman | 1 | ually mee | eting the ta | arget. | T | 1 | ı | ı | Г | | Г | Green | Green | | Martine |
| | 97.7% | 98.3% | 98.5% | 99.2% | 98.8% | 99% | 98.2% | 98.9% | | | | | | | 98.7% | 95% | Maintain Performance |
| L | Sports & L Figures se | | | - | - | | | | vef the (| October | report. | | | | • | | |
| | Usage and major work of astroturf | nual targe ks. Growt | et revised th predicte | to 883,90 | 8, with ma | ain adjustm | nents to C | ctober - | Decemb | er in the | e light o | | pening | Green | Amber | | |
| | 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) | | | | | | | 857,644 (actual: 561,292) | 883,908 | 920,678 |
| | Parks clea | | | J, 5000) | 07,001) | , 0,010) | 00,701) | 00,004) | 1 | 1 | I. | | I. | 1 | 301,232) | | |
| | General im Overall yea Park. Most Woodside | arly cumu other pai | lative sco rks are re | re increas | sed from 7 rom their | 9.01 to 79 | .35. Ches | stnuts Pa | rk is still | scoring | low as | is Harti | | Green | Amber | | |
| | 79.20 | 73.2 | 76.9 | 81.11 | 79.46 | 79.81 | 83.52 | 82.30 | | | | | | | 79.35 | 80 | 80.9 |
| Ex. | Monthly in The % of r kept an ap | esponsiv | | t emerge | ency) repa | airs during | g the yea | r, for wh | ich the | authori | ty both | made a | ind | | ψ | | |
| BV 185 | Data for O | | ken from l | T systems | s. Analysis | s being und | dertaken t | to identify | why th | e perfor | mance i | s not at | | Red | Red | | |
| | 99% | 96.36% | 95.9% | 98% | 96% | 96% | 97% | 90% | | | | | | | 93.05% | 99% | Unlikey to hit |
| BV 183a | The average children of definition CPA Key 7 | ge length r a pregn applied v | of stay in | n bed an | d breakfa | st accom | modation | of hous | | | | | | | 23.0070 | 3070 | target |
| | 19.1 (old definition) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | | | | | | Green 0.00 | Green 0.00 | 4 | Maintain Performance |
| 21.4 | The average | | | • | | | | | | | | pender | it | | | | |
| 3V 183b | children o | r a pregn | ant wom | an and w | hich are i | unintentio | nally hoi | neless a | nd in p | riority n | eed. | | | | 1 | | |
| | 79.34 | 69.64 | 25 | 41.33 | 74.55 | 56.33 | 153.00 | 57.86 | | L. | L | L | L. | Red | Red 61.54 | 40.00 | 9.8 |
| BV 212 LHO 4 | Average re Reintroduc | elet times ed for 05 | s for loca 5/06 - Ex. | authorit | y dwellin | gs let in tl | ne financ | ial year (| | | | otobo* | hae | | Y | | |
| | September seen signif | • | | | • | | • | | | แรยน 0น | ipuis. C | cioper | ııas | Amber | Red | | |
| | 29.6 | 32.78 | 30.83 | 34.29 | 33.73 | 27.53 | 31.03 | 25.89 | | | | | | | 31.98 | 29 LPSA 25 | 24.8 |
| BV 66a | Local auth | • | | | - | • | | | | | | | | | Ψ | LF 3A 23 | |
| | We are rev | • | | ver £250 t | o ensure i | ınat all effo | orts are be | eing mad | e to ma | xımıse ir | icome s | o that t | ne | Amber | Amber | | |
| | 97.6% | 91.84% | 96.11% | 96.65% | 96.95% | 97.05% | 96.71% | 96.73% | | | | | | 96.73% | 96.73% | 97.8% | 99.9% |

| 1 | , | | T | | | 1 | 1 | T | 1 | 1 | | 1 | | | | 1 | |
|------------------|---------------------|---|---------------------|------------------|---------------|-----------------|-------------|------------|-----------|----------|-----------|-----------|----------|--------------|--------------|--------|-------------------------|
| Ref. | 04/05 | Apr | May | Jun | Jul | Aug | Sep | Oct | | | | | | Monthly | YTD | Target | Monthly Perf. Req. |
| | 5 1/30 | | , | | | 9 | | | | | | | | Progress | Progress | 05/06 | to hit |
| BV 66b | Percentag | | nts with | more tha | n seven v | veeks ren | t arrears | | | | | | | | • | | |
| | New from 2 | 2005/06 | | | | | | | | | | | | Red | Red | | |
| | 9% | N/A | N/A | 11.8% | 12.2% | 11.89% | 13.02% | 13% | | | | | | rica | 12.92% | 8% | Unlikey to hit |
| was | Decisions | | | | | | | 10,0 | | | | | 1 | | _ | | target |
| BV 67 | | | | | | | - | | | | | | | | T | | |
| | | | 1 | 1 | 1 | | 1 | 1 | 1 | | | 1 | | Green | Green | | Maintain |
| | 81.10% | 100% | 97.04% | 97.83% | 94.16% | 96.67% | 98.9% | 95.0% | | | | | | | 97.6% | 92% | Performance |
| LHO 6 | The average | ge time t | aken to c | omplete | non-urge | nt respon | sive repa | airs (cale | ndar da | ıys) | | | | | _ | | |
| (BV 73) | | | | | | | | | | | | | | | <u> </u> | | |
| | | | | | | | | | | | | | | Green | Green | | |
| | 11 | 9.19 | 10.75 | 7.89 | 8.47 | 8.46 | 8.12 | 9.35 | | | | | | | 8.93 | 10 | Maintain Performance |
| 1110 5 | The % of u | ırgent re | pairs con | pleted w | ithin Gov | ernment t | ime limit | ts. | | | | | | | | | |
| LHO 5 (BV 72) | | | | | | | | | | | | | | | T | | |
| (21.2) | | | | | | • | | | 1 | | | | | Amber | Green | | Maintain |
| | 97% | 100% | 99.7% | 98% | 98.8% | 98% | 96.4% | 97% | | | | | | | 98.6% | 97% | Performance |
| | Older peo | | | at home i | or 1000 i | oonulatio | agod 6 | 5 or over | | | | | | | | Ī | 4 |
| C32 | Older peo | pie neipe | tu to live | at nome j | Jei 1000 | opulation | ayeu o | J OI OVEI | | | | | | | W | | |
| | October's i | nformatio | n is base | d on the u | pdated Fr | amework- | i reports. | | | | | | | Red | Red | | |
| | | | • | | | | | | | | | | | 1100 | | 107 | 149.7 |
| 55 | 121.00 Adult and | | 120.81 ents rece | | | | | | | ervice | I | l | I | | 115.05 | 127 | 143.7 |
| D40 | This is a jo | | | • | | • | J: •.·• | | .5 | | | | | | T | | |
| | | | | | | | | | | | | | | Red | Red | | |
| | 0.404 | 500/ | 0.404 | 1 000/ | 000/ | 500/ | 0.407 | 000/ | 1 | 1 | | 1 | | | | 750/ | |
| BV 56 | 61% of items | 53% | 61% | 62% | 62% | 58% | 64% | 66% | na dave | | | | | 66% | 66% | 75% | 93.0% |
| D54 | CPA Key 7 | | | illelit & a | luaptatioi | is deliver | cu witiiiii | I / WOIKI | ily uays | • | | | | | 1 | | |
| | During Oct | ober, the | entire tele | ephone ne | etwork at S | St George' | s was ou | t of servi | ce for tw | o worki | ng days | . This in | npacted | | | | |
| | | During October, the entire telephone network at St George's was out of service for two working days. This impacted on incoming faxed equipment requisitions to HICES. Despite this, HICES managed to achieve an outturn of 90%. If performance continues at 90%, the end-of-year outturn will be 85%. | | | | | | | | | | | | | | | |
| | performano | ce contini | ues at 90% | %, the enc | I-ot-year c | outturn will | be 85%. | | 1 | 1 | | 1 | | | | | |
| | 70% | 72% | 87% | 70% | 73% | 91% | 93% | 90% | | | | | | 90% | 81% | 80% | Maintain Performance |
| BV 58 | % of peop | | • | | | | - | | et. | | | | | | ^ | | |
| D39 | Joint Indica | ator for A | dults & Ol | der Peopl | e - Delete | d as BVPI | from 05/0 | 06 | | | | | | | | | |
| | 000/ | 070/ | 000/ | 050/ | 050/ | 050/ | 050/ | 050/ | | | | | | | Green | 050/ | Maintain |
| | 89% | 87% | 88% | 95% | 95% | 95% | 95% | 95% | fluet | | to been | | | | 95% | 95% | Performance |
| BV 195 | Acceptabl less than | | | | | | | | | | | | | | _ | | |
| D 1 100 | | | w (, /o : | | | | | | . 40000 | | | | - quu. (| | T | | |
| D55 | CPA Key 1 | Threshold | l. This PI is | s based o | n accepta | ble waiting | times fo | r assessi | ment for | new old | der clier | nts (65+, |). | | | | |
| | | | | | | | | | | | | | | | Red | | |
| | 62.5% | 62% | 62% | 62% | 62% | 63% | 65% | 66% | | | | | | | 66% | 70% | 75.5% |
| | Acceptabl | | | | | | | | pletion | of asse | ssment | to pro | vision o | fall | - 0070 | 7 0 70 | 1 |
| BV 196 | services in | n a care į | package i | s less tha | an or equ | al to 4 we | eks | | | | | | | | • | | |
| D56 | CPA Key 1 | Threshold | l. This PI is | s based o | n accepta | ble waiting | times fo | r care pa | ckages | for new | older cl | ients (6 | 5+). | | Ť | | |
| | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | Red | | |
| | 89.9% | 89% | 88% | 88% | 88% | 89% | 84% | 88% | | | | | | | 88% | 91% | 95.2% |
| | Supported | admiss | ions to re | sidential | nursing (| care per 1 | 0,000 po | pulation | over aç | je 65 [a | nnual | equival | ent] | | | | 1 |
| | | | | | | | | | | | | | | | | | |
| Paf C26 | CPA Key 1 | Threshola | (using 20 | 003 mid ye | ear estima | te populat | ion of 21, | 100) | | | | | | | | | |
| | The new S | R1 defini | tion now s | tates that | temporar | y to perma | nent trar | sfers sho | ould also | be incl | uded. T | his has | | | Creen | | |
| | increased | the overa | II perform | ance of C | 26. | | | | | | | | | | Green | | |
| | 56.10 | 97.10 | 74.30 | 64.80 | 61.40 | 58.30 | 54.30 | 53.10 | | | | | | | 53.10 | 50.5 | Maintain |
| | The numb | | | | | | | | k or end | cific or | rer's s | arvico o | e a pro- | ortion of | | 50.5 | Performance |
| | all Adult c | | | | | | ny a care | , s vital | . or spe | Julio Ga | | oi vice a | ω α μιυ | JOI (1011 01 | 4 | | |
| Paf C62 | | | • | | - | | . 000 | | | | | | | | | | |
| | We now ha | | | | | | U62. | | ı | 1 | | ı | | | Red | | |
| | 24% | 25.7% scaled | 24.0% scaled | 22.43% scaled | 22% scaled | 20.4% scaled | 18.2% | 18% | | | | | | | 18.0% | 25% | 34.8% |
| | L-7 /0 | up | up | up | up | up | 10.2/0 | 10/6 | | | <u>L</u> | | | | 10.076 | | 3 5 /0 |
| | Percentag | e of all id | dentified | carers of | older pe | ple aged | 65+ rece | iving an | assess | ment | | | | | - | | |
| Local | LPSA | 227 ^222 | comente o | of Older D | oonle free | 260 kpc | un oororo | | | | | | | Ambau | | | |
| | Based on 2 N/A | 82% | 82% | 82% | 82% | 82% | 84% | 83% | | | | | | Amber | Amber 83% | 90% | 99.8% |
| | 11/71 | UL /0 | UL /0 | JL /0 | JE /0 | JL /0 | UT /0 | JU /0 | 1 | l | 1 | Ĭ. | İ | I | JJ /0 | JU /0 | 33.076 |

| | | _ | | _ | | _ | - | _ | | | | | | Monthly | YTD | Target | Monthly |
|--------------|---|------------------------------------|--------------------------|------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|-----------|------------------|-----------------------|----------|-----------|------------------------|------------|-------------------------|
| Ref. | 04/05 | Apr | May | Jun | Jul | Aug | Sep | Oct | | | | | | Progress | Progress | 05/06 | Perf. Req. to hit |
| | Number o | f new clie | ents (adul | lts and ol | der peop | le) where | time fror | n first co | ntact to | o first s | ervice i | s more | than 6 | weeks | ^ | | |
| PAF D43 | Unfortunat | ely this fig | gure is not | available | within a | reasonable | e margin o | of error. | | | | | | | Red | | |
| | 301 | 280 | 284 | 272 | 289 | 296 | N/A | N/A | | | | | | | 296 | 125 | |
| BV 201 | Adults and | | eople rec | eiving dir | ect payn | nents at 31 | March | per 100,0 | 000 pop | ulation | aged 1 | 8 or ove | er (age | | _ | | |
| | standardis | • | | | | | | | | | | | | | T | | |
| C51 | Performan | | | rove mor | ith on mo | nth and the | e likelihoo | d is that | the targe | et of 120 |) will be | met by | the end | | | | |
| | of the finar | ncial year | (March 06 | 6). The mo | onth's tar | get for Oct | 05 (105) | has beer | exceed | ded. | | | 1 | Green | Green | | |
| | 86 | 84.66 | 86 | 95 | 102 | 109 | 107 | 117 | | | | | | | 117 | 120 by Mar | Maintain Performance |
| | NHS & Co | mmunity | / Care Ac | t Compla | ints - Sta | ge 1 resp | onded to | within 1 | 4 days | • | • | | • | • | ^ | | |
| Local | Under the This is the | | • | | tween the | complaina | ant and th | ne I.O, the | e respon | ise time | can ex | tend to | 90 days. | Green | Green | | |
| | 62% | 50% | 100% | 86% | 50% | 75% | 80% | 89% | | | | | | | 74% | 70% | Maintain Performance |
| Local | NHS & C | ommunit | y Care Ac | ct Comple | aints - St | age 2 resp | onded to | o within | 28 days | | | | | | → | | |
| | Only responding agreement the case in | between | the comp | lainant ar | • | | • | | • | | | • | This is | | Red | | |
| | 0% | N/A | N/A | N/A | N/A | 0% | N/A | N/A | | | | | | | 0% | 30% | 72% |
| | Monthly inc The perce | | invoices | for comm | nercial do | node and s | ervices | that wer | a naid h | v the a | uthority | / within | 30 days | s of such | г | ı | |
| BV 8 | invoices b | eing rece | eived by t | | • | ous and s | sei vices | tilat wei | e paid b | y the a | utilont | , within | Jo day. | or such | 1 | | |
| | Three way that have s | | | | | | | | | ly as ex | perienc | e is gair | ned) | Green | Amber | | |
| | 85% | 90.3% | 88.4% | 89.5% | 90.4% | 89.1% | | 90.7% | | | | | | | 89.6% | 90.0% | 90.6% |
| BV 9 | The perce CPA Key 7 Performan worked wit there is a f | Threshold ce has re h Custom | mained st ner Service | eady and es to impr | shows ar | n improven | nent over | the sam | e period nsure th | last yea | ar. The nnual ta | service arget is i | has | Amber | Amber | | |
| | obtained. | | | | | | | | | | | | | | | | |
| | 93% The perce | 92.8% | 93.9% | 93.2% | 93.2% | 93.4% | 93.3% | 93.3% which w | ere rec | eived ir | vear h | v the a | uthority | | 93.3% | 93.5% | 93.8% |
| BV 10 | CPA Key 7 | Ū | | cono rate | .s duc 10 | the illian | olai yeai | | | civeu ii | i your c | y tile u | umomy | | ^ | | |
| | Performan annual tard | | | eved targe | t. The co | llection rate | e will con | tinue to b | e closel | y monito | ored to | ensure | that the | Green | Amber | | |
| | 98.6% | 98.6% | | 99.1% | 98.8% | 98.8% | 99.3% | 99.1% | | | | | | | 98.9% | 99% | 99.2% |
| PM1 | Performar Measured | in days | | | | | | | | | | | | | 1 | | |
| | standards. processing | A revised being im | d process | for submi | tting impr | | s with cla | aims to cu | ustomer | service | s and m | nobile cl | aim | Green | Green | | |
| | improveme 48 | ent 47 | 44 | 44 | 44 | 40 | 40 | 36 | | | | | | | 41 | 42 | Maintain Performance |
| PM5 | Performar review) Measured | | ator for a | verage sp | peed of p | rocessing | change | of circu | mstance | es (Star | ndard o | f 9 day | s – subj | ect to | • | | renomiance |
| FIVIS | Performan | • | proved fro | om April a | nd remai | ns on targe | et. | | | | | | | Green | Green | | |
| | 14 | 20 | 18 | 17.6 | 17 | 18 | 18 | 18 | | | | | | | 18 | 18 | Maintain Performance |
| | ecutive's M | | | _ | | | | | | | | | | • | | | renomianee |
| BV 12 CPA | Working d | time equiv | valent | - | | | ably mias | ing from | monthly | figuros | | | | Dod | Ambau | | |
| | The YTD p | 0.64 | 0.72 | te reportir | 0.75 | 0.61 | 0.68 | 0.76 | THORIGIN | ngures | 1 | | | Red | Amber 5.18 | | |
| | | Equivalent | Equivalent | Annuai Equivalent | Equivalent | Armuai Equivalent | Equivalent | Annuai Equivalent | | | | | | | Aririuai Equivalent | | |
| | 9.53 | 7.7 | 8.6 | 9.0 | 9.0 | 7.3 | 8.2 | 9.1 | | | | | | <u> </u> | 8.9 | 8.8 | 8.7 |
| BV 117 | The numb Deleted as | | | ts per 1,0 | 00 popul | ation to p | ublic libr | aries | | | | | | Green | Green | | |
| | | 871 | 829 | 813 | 814 | 767 | 821 | 903 | | | | | | Green | 5,817 | | |
| | | Annual Equivalent | Annual Equivalent | Annual Equivalent | Annual Equivalent | Annual Equivalent | Annual Equivalent | Annual Equivalent | | | | | | | Annual Equivalent | | |
| | 9,032 | 10,448 | 9,944 | 9,754 | 9,765 | 9,205 | 9,850 | 10,836 | | | | | | | 9,972 | 9,000 | Maintain Performance |

| | 1 | | | ı | | | 1 | 1 | 1 | | 1 | 1 | | 1 | 1 | | Monthly |
|----------|--------------------------|-------------------|---------------------|--------------------|-------------|-------------|-----------------|--------------------------|------------|-----------|-----------|---------|---------|---------------------|-----------------|-----------------|-------------------------|
| Ref. | 04/05 | Apr | May | Jun | Jul | Aug | Sep | Oct | | | | | | Monthly Progress | YTD Progress | Target 05/06 | Perf. Req. |
| | Members | Fnauiries | nercen | tage resp | onded to | within 10 |) working | davs | | | | | | og. 000 | | | to hit |
| Local | Members | Liiquiiio | s, perceri | tage resp | onaca te | , within it | Working | uuys | | | | | | | T | | |
| | Performan performan | | | • | most of t | he year. H | owever, t | he target | of 90% | is a ver | y challe | nging o | ne. MEs | Amber | Red | | |
| | periorman | | | | | | | | | | | | | | | | |
| | 71% | 82% | 82% | 84% | 83% | 89% | 85% | 87% | | | | | | | 84% | 90% | 98.3% |
| Local | Local Res | olution c | ompiaint | s (stage | ı) respon | iaea to wi | tnin 15 W | orking a | ays | | | | | | │ | | |
| | 925 respor | nded to or | n time sin | ce April. | | | | | | | | | | Green | Green | | |
| | 75% | 79% | 80% | 81% | 81% | 83% | 76% | 81% | | | | | | | 80% | 80% | Maintain |
| | Service in | | | | | | | | ng days | | | | | | 00 /6 | 0076 | Performance |
| Local | | | о оо _р . | | .go =, .oc | pondou t | | | | | | | | | • | | |
| | Improved r | | | • | | | , , | • | | | | | | | | | |
| | complaints would need | | _ | | | | • | e met by | the end | of the | year pe | forman | ce | Green | Red | | |
| | | | | | | | | 070/ | 1 | | I | 1 | | | 700/ | 000/ | 00.00/ |
| | 76% Independe | 75% ent reviev | 47% v (stage : | 92% 3) public (| 78% | 76% | 65% ded to w | 87% ithin 25 v | vorkina | davs | | | | | 73% | 80% | 89.8% |
| LCE1 | aopona | | · (clage | -, pas | , p.u | | | | 9 | ,- | | | | | T | | |
| | 14 out of 1 | 4 in year | to Octobe | er. | 1 | T | | 1 | 1 | | 1 | 1 | | Green | Green | | |
| | 86% | 100% | 100% | 100% | N/A | 100% | 100% | 100% | | | | | | | 100% | 90% | Maintain Performance |
| | Freedom | of inform | ation act | replies w | ithin 20 d | day time s | cale | | | | | | | | | | |
| L | | | | | | | | | | | | | | | | | |
| | A bid for re | sources l | has been | submitted | as part c | of the PBPI | R process | S. | | | | | | Red | Red | | |
| | N/A | 51% | 62% | 69% | 65% | 53% | 77% | 71% | | | | | | | 64% | 90% | Unlikey to hi target |
| | Waiting tir | mes - % p | ersonal | callers to | Custom | er Service | e Centres | seen in | 15 minu | ıtes | ı | | | | <u></u> | | |
| L | | | | | | . 9 | | | | | 11 | 00 | ut. | | • | | |
| | In order to WGCSC. | • | | | | | | | | | | | the | Amber | Amber | | |
| | expected t | | | • | | | 110110011 | 00, pi | 211110010 | · ourry · | 50001116 | 01.10 | | Allibei | Allibei | | |
| | 77% | 74% | 56% | 67% | 67% | 75% | 68% | 67% | | | | | | | 68% | 70% | 73.4% |
| | Switchboa | ard- Telep | ohone an | swering i | n 15 sec | onds | | | | | | | | | ^ | | |
| L | Switchboa | rd anarati | voo oro b | oina troina | ad in atha | r orong of | auatamar | o oorvioo | to oppin | t with o | all aanti | o domo | nd and | | 1 | | |
| | address ar | | | enig tranie | a iii otile | i aicas oi | customer | S SEI VICE | : 10 assis | t With C | an cent | e uema | nu anu | Green | Green | | |
| | 92% | 98% | 98% | 99% | 98% | 98% | 98% | 97% | | | | | | | 98% | 90% | Maintain Performance |
| | Council W | ide Posit | tion- Tele | phone Ca | alls answ | ered with | in 15 sec | onds as | a % of t | otal ca | lls | | | <u>I</u> | | | renomance |
| L | (total inclu | des those | that reac | hed the b | usy signa | l and unar | nswered c | alls) | | | | | | | T | | |
| | Performan | ce in line | with targe | et | | 1 | 1 | 1 | | | 1 | | | Green | Green | | Malakala |
| | 67% | N/A | N/A | 81% | 81% | 83% | 80% | 81% | | | | | | | 81% | 75% | Maintain Performance |
| | Call Centr | | 15 Cana | na 9/ af ac | lla muana | | | | | | | | | | | | |
| | Calls answ | | | | • | | | | | | | | | | T | | |
| | We are co | U | | | | | U | vel the p | eaks and | trough | is, as w | ell as | | Amber | Green | | |
| | 43.0% | 84.0% | | 67.8% | 66.6% | 67.6% | 78.3% | 64.9% | | | | | | | 71% | 70% | Maintain |
| | Calls answ | | | | | | 70.070 | 04.070 | l | | | | | | _ | 7070 | Performance |
| | Performan | | • | | , . | - | | | | | | | | Green | Green | | |
| | 65.3% | | 92.11% | 94.52% | 89.20% | 95.32% | 94 94% | 94.87% | | | | | | -Green | 94.1% | 85% | Maintain |
| | Average q | | | U 7.UZ /0 | 00.20 /0 | 1 00.02 /0 | 10 1.04/0 | J 7.07 /0 | 1 | | 1 | ı | | I | _ | 3070 | Performance |
| | Min:Sec | _ | | | | | | | | | | | | | T | | |
| | Performan | | | T | | | | 1 | 1 | | I | | | Green | Green | | Maintain |
| | 01:02 | 00:13 | 00:37 | 00:29 | 00:35 | 00:24 | 00:16 | 00:26 | | | | | | | 00:25 | 40 Secs | Performance |
| Children | 's Services | Other in | dicators | | | | | | | | | | | | | | 1 |
| 38 | % of 15 ye | • | • | chools ma | intained | by the lo | cal educa | ation aut | hority a | chievin | g five c | r more | GCSEs | at grades | | | 1 |
| 00 | A*- C or e | quivalent | | | | | | | | | | | | | T | | |
| | | | | | | | | | | | | | | | Green | | |
| | 43.7% | | | | | | | | | | | | | | 50% | 42% | 1 |
| Local | Average p | oints sco | ore of Bla | ck Africa | n pupils | at Key Sta | ige 2 | • | | | • | • | | • | | | 1 |
| LPSA | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | |
| | 25.50 | | | | | | | | | | | | | | Amber 25.90 | 26.00 | I |
| Local | Average p | oints sco | ore of Bla | ck Caribl | ean pup | ils at Kev | Stage 2 | | | | | | | | _0.00 | _0.00 | 1 |
| | | | | | 1 | , | J | | | | | | | | | | |
| | LPSA | | | | | | | | | | | | | | Analogue | | |
| | 25.50 | | | | | | | | | | | | | | Amber 25.80 | 26.10 | I |
| L | 20.00 | | | | | | | | | | | | | | 20.00 | 20.10 | I |

| Ref. | 04/05 | Apr | May | Jun | Jul | Aug | Sep | Oct | | | | | | Monthly Progress | YTD Progress | Target 05/06 | Monthly Perf. Req. to hit |
|----------|--------------|---|-------------|------------|-------------|------------|-------------|-----------|----------|-----------|------------|--------|---|---------------------|-----------------|-----------------|---------------------------------|
| Environn | nent other i | indicators | s | | | | | | | | | | | | | | |
| BV 199a | Local stre | | vironme | nt cleanli | ness (litte | er) | | | | | | | | | ^ | | |
| | improveme | result is the best result yet with only 23% of roads with significant levels of litter & detritus, a significant by | | | | | | | | | | | | | | | |
| | 32% | 32% | | | | | | | | | | | | | | | |
| BV 199b | Local stre | et and en | vironme | nt cleanli | ness (Gra | affiti) | | | | | | | | | | | |
| | New from 2 | | | | | | | | | | | | | | | | |
| | At present | | | | | | | | | | | | | | | | |
| | to be a ver | | | | | n comparat | tive data i | s availab | le, we b | elieve th | nis will c | ompare | ; | | | | |
| | favourably | with othe | r London | boroughs | | | | | | | | | | | | | |
| | n/a | | | | 5% | | | | | | | | | | | | |
| BV 199c | Local stre | | vironme | nt cleanli | ness (Fly | - posting |) | | | | | | | | | | |
| | New from 2 | | | | | | | | | | | | | | | | |
| | At present | | | | | | | | | | | | | | | | |
| | to be a ver | y good le | vel of perf | ormance | and wher | n comparat | tive data i | s availab | le, we b | elieve w | e will co | ompare | | | | | |
| | favourably | with othe | r London | boroughs | • | | | | | | | | | | | | |
| | n/a | | | | 2% | | | | | | | | | | | | |