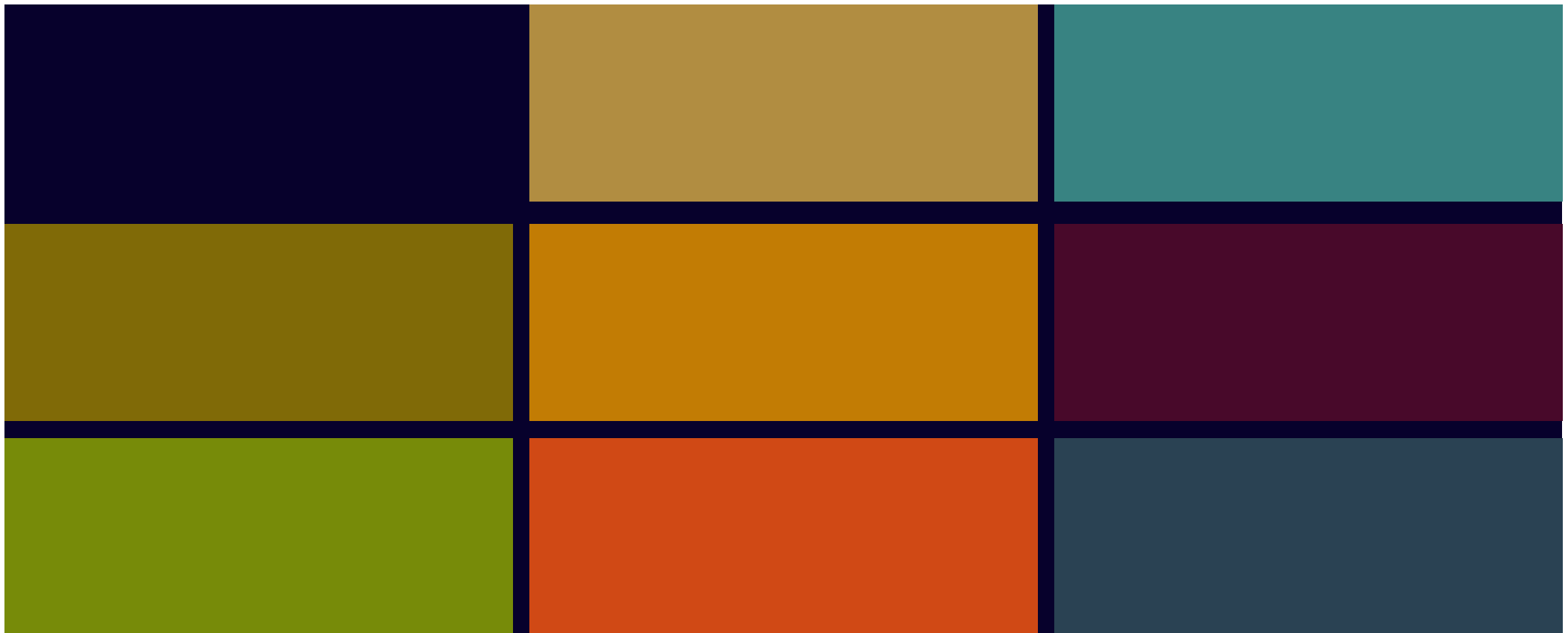


The Royal Borough of Kensington and Chelsea
Community Strategy 2005 – 2015

IMPROVING **OUR COMMUNITY**

MONITORING THE DELIVERY OF THE COMMUNITY STRATEGY 2006–2009



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Introduction

The Kensington and Chelsea Partnership (KCP) was launched in March 2002. The Partnership is an umbrella group that brings together a rich mix of large and small organisations and partnerships within the borough including the Council, the Primary Care Trust, the police, the business community and the voluntary and community sectors. A Steering Group meets every other month to coordinate activity within the partnership. The Steering Group is made up of representatives from a number of local organisations including the Council, other key public sector organisations and the voluntary and community sectors. It is the Steering Group's aim that, where possible, at least half of its members live locally.

The KCP Steering Group published its second community strategy entitled 'The Future of Our Community 2005-2015' in November 2005. The strategy describes what the borough is like to live in, reflects people's views on the things that need to change and addresses these through a series of goals, aims and objectives, which partners will aim to deliver over the next ten years.

Improving Our Community – Monitoring the Delivery of the Community Strategy presents a suite of indicators to measure progress against the aims contained in the community strategy.

It is organised around the eight themes of the community strategy:

- Environment and Transport
- Culture, Arts and Leisure
- Safer Communities
- Health and Social Care
- Homes and Housing
- Community, Equality and Inclusivity
- Learning
- Work and Business

For each aim in the community strategy a series of performance indicators have been identified to enable the Partnership to measure progress against the strategy's ambitions. The majority of performance indicators are quantitative and measure outputs such as the percentage of household waste that is recycled and composted. Other indicators are qualitative and measure processes such as the redevelopment of Holland Park School. Each thematic chapter has a combination of both qualitative indicators (Improvement

Projects) and quantitative performance indicators, which when put together measure the key outcomes identified in the community strategy. The monitoring plan also addresses a number of cross cutting issues that affect the borough that are discussed below.

Some performance indicators used in this plan measure activities per capita, for example per 1,000 of the population. These indicators are therefore affected by changes in the borough's estimated population, which is calculated each year by the Office for National Statistics. The borough's estimated population over the last three years has increased from from 168,400 in 2003 to 174,400 in 2003 and to 184,100 in 2004.

The performance measures used in this plan do not represent all of the many and varied actions being taken to improve life in the Royal Borough. Information on other things that are being done can be found in the plans and strategies referred to elsewhere in this plan. Where the meaning of a performance measure is not immediately clear, an explanation has been given at the end of the plan.

Health and Well-being

The community strategy recognised that people's health and well-being depends upon a wide range of factors and not just the health and social care services that they receive.

The strategy therefore picked out the objectives under each theme that would help to improve peoples' health and well-being, using the symbol ©. This plan adopts a similar approach, identifying indicators that measure progress that contributes to better health and well-being with the same symbol.

Equalities

The borough contains one of the most diverse populations in London. The community strategy needs to respond to the needs and ambitions of all residents in the borough. Indicators that will help to monitor progress against this ambition have been identified using the symbol ▣.

Deprived Neighbourhoods

Since its establishment in 2002, the Partnership has made special efforts to tackle the problems confronted by the borough's most deprived communities. It has done this by seeking to coordinate the delivery of services in ways that address the root causes of deprivation. Specific Government funding through the Neighbourhood Renewal Fund and Single Regeneration Budget programmes that has supported this work ended in March 2006.

Action to deliver the aims and objectives in the strategy will often be focussed on or have a particularly significant impact on deprived communities. The Kensington and Chelsea Partnership will also look for new opportunities to work together using their mainstream budgets and through the Local Area Agreement to improve the quality of life in deprived areas.

Sustainability

The legislation underpinning the community strategy - the Local Government Act 2000 - requires every local authority to produce a community strategy 'for promoting or improving the economic, social and environmental well-being of their area and contributing to the achievement of sustainable development in the United Kingdom'.

The community strategy identified 'sustainable communities' as those that are:

- active, inclusive, safe, fair and tolerant, with a strong sense of community, opportunities for cultural, leisure, community, sport and other activities, and good life chances for all;
- well-run, with effective and inclusive participation, representation and leadership in local governance and the community and voluntary sectors;
- environmentally sensitive, providing places for people to live in ways that are considerate to the environment, and with appropriate and efficient use of resources;
- well designed and built, featuring a quality built and natural environment which retains local distinctiveness;
- well connected, with good transport services and communication linking people to jobs, schools, health and other services and that encourages walking and cycling;
- thriving, with a flourishing and diverse local economy that provides a wide range of jobs and training opportunities and has a strong business community with links to the wider economy;
- well served, with a good range of high quality public, private, community and voluntary services that are appropriate to people's needs and accessible to all; and
- fair for everyone in the community, where individual rights and responsibilities are recognised and where there is due regard for future generations in current decisions and actions.

Many of the goals and aims set out in the community strategy are designed to deliver these desirable characteristics in Kensington and Chelsea. In addition the Partnership has looked for opportunities to address more specific elements of environmental sustainability in the monitoring plan, such as:

- promoting energy efficiency and recycling (pages 11 and 12);
- publishing a 'Green Development Guide' to support the introduction of sustainable construction methods (page 13) ; and
- establishing sustainable procurement procedures (page 58).

The Royal Borough will shortly publish an Environmental Strategy, endorsed by the KCP Steering Group, which picks up on the relevant themes in the community strategy and sets out a wide range of action which the Council, with its partners, intends to take over the next five years to promote environmental sustainability.

DELIVERING THROUGH PARTNERSHIP

The KCP Steering Group recognises that its partners have an important part to play in delivering the ambitions outlined in the community strategy. In particular the voluntary and community sectors have a significant role in contributing to the achievement of the community strategy's aims. Where such organisations lead on or contribute to the delivery of the community strategy they have been clearly identified in the monitoring plan.

WHAT WILL HAPPEN NEXT

The Kensington and Chelsea Partnership will report publicly each year on progress against this plan, and will also update it regularly. The Partnership will conduct a full review of the plan in 2008-09, alongside the review of the community strategy.

Environment and Transport



OUR GOAL:

A borough with an environment and amenities which enhance the quality of life of the whole community.

PERFORMANCE INDICATORS

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 1: Protect and improve the borough's environment.	1. The percentage of conservation areas with published management proposals.	94% (2004-05)	97%	100%	100%	RBKC Planning & Conservation	Unitary Development Plan http://www.rbkc.gov.uk/Planning/UnitaryDevelopmentPlan/default.asp
	2. Percentage of planning applications determined within eight weeks. (RBKC currently out performs the national target of 80%).	85% (2004-05)	81%	82%	82%	RBKC Planning & Conservation	Unitary Development Plan http://www.rbkc.gov.uk/Planning/UnitaryDevelopmentPlan/default.asp

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 2: Deliver services and work with local people day by day to make the borough a pleasant place to be in.	3. The average number of working days taken to repair a street lighting fault, which is under control of the local authority.	New Indicator for 2004-05 Baseline data available by June 2006	8	7	6	RBKC Transport, Environment and Leisure	Transport, Environment and Leisure Services: Service Delivery Plan 2006-07
	4. Street trees a. Number of trees pruned as part of the Council's risk limitation programme. b. Number of dead, dying or dangerous trees, which have been replaced.	New for 06/07 Baseline yet to be established	Targets to be set after first year of monitoring in 2006-07			RBKC Planning & Conservation	RBKC Tree Strategy June 2005 http://www.rbkc.gov.uk/Planning/treedecisions/treedecisionsform.asp



Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 3: Improve local transport management, service and networks.	5. Number of people killed and seriously injured in road traffic collisions on the borough's roads. 	125 (2004-05)	119	115	111	RBKC Transport, Environment and Leisure	Local Implementation Plan for Transport 2006-2011
	6. Number of pedestrians killed or seriously injured on roads in the borough (includes TfL roads).	34 (2004)	43 ¹ or as far below as possible	43 or as far below as possible	43 or as far below as possible	RBKC Transport, Environment and Leisure, Metropolitan Police, Transport for London	Local Implementation Plan for Transport 2006-2011
	7. Percentage of pedestrian crossings with facilities for disabled people. 	86% (2004-05)	86%	90%	95% ²	RBKC Highways	RBKC's Streetscape Guide http://www.rbkc.gov.uk/EnvironmentalServices/general/buystreetscape.asp Local Implementation Plan for Transport 2006-2011

¹ 43 is the target that the Mayor of London set for RBKC to be reached by 2010. It represents a 40% reduction of the 1994-1998 average. RBKC has already met this target. As casualty figures fluctuate year on year, RBKC's target is to continue to meet the 2010 target and be as far below it as possible.

² Subject to completed works at Sloane Square and South Kensington.

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 4: Promote energy efficiency, recycling and the reduction of pollution.	8. The mean average number of 'single item' and 'car boot or less' incidents of waste dumping on public highways per annum over three year period 2007-08 to 2009-10.	To be established using the flycapture methodology	N/A	N/A	10% reduction upon baseline in northern wards by 2009-10 2% reduction upon baseline in southern wards by 2009-10	RBKC Waste Management	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	9. Percentage of household waste that is recycled and composted.	18.1% (2004-05)	25% ³	25%	26%	RBKC Waste Management	Municipal Waste Management Strategy http://www.rbkc.gov.uk/EnvironmentalServices/rubbishrecyclinglitter/strategyactionplan0409.asp


³ The Government set the Council a recycling target of 30% for 2005-06. The Council has made it clear to the Government that such a target is unachievable given the nature of the borough and has therefore set itself the more realistic but still challenging targets above. The Government has not yet set the statutory recycling targets for beyond 2005/06.

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	10. Improvement in energy efficiency of housing stock in the borough and a reduction in carbon dioxide (CO2) emissions. 	CO2 emission reduced by 15,114 tonnes in 2004-05 (an improvement of 13.67% from the 1996 baseline.)	15.37% overall reduction on the 1996 baseline	17.27% overall reduction on the 1996 baseline	19.3% overall reduction on the 1996 baseline by 2011	RBKC Environmental Health Tenant Management Organisation Registered Social Landlords	RBKC Air Quality Action Plan 2003 http://www.rbkc.gov.uk/EnvironmentalServices/AirQuality/actionplan0309.pdf
	11. Number of schools (statutory and private) with implemented School Travel Plans aimed at decreasing car use and increasing sustainable travel. 	18 Schools (2005-06)	26	37	56	RBKC Transport, Environment and Leisure Schools	RBKC Environmental Strategy 2006-2011 http://www.rbkc.gov.uk/EnvironmentalServices/OurPolicyStatement

IMPROVEMENT PROJECTS

Aim	Action	Target	Due for Completion	Lead Partner & Contributory Partners	Where can further information about this project be found?
AIM 1: Protect and improve the borough's environment.	12. Develop a Royal Borough Green Development Guide. 	<ul style="list-style-type: none"> • Draft and publish a Green Development Guide. • Distribute to building planning professionals. 	2007 2007	RBKC Transport, Environment and Leisure	Environmental Strategy 2006-2011 http://www.rbkc.gov.uk/EnvironmentalServices/OurPolicyStatement
AIM 2: Deliver services and work with local people day by day to make the borough a pleasant place to be in.	13. Roll out the White Light Programme.	<ul style="list-style-type: none"> • To install white lighting in all residential areas. 	2009/10	RBKC Transport, Environment and Leisure	Community Safety Strategy http://www.rbkc.gov.uk/YourCouncil/communitysafety/communitysafetystrategy20052008.pdf Cabinet Business Plan http://www.rbkc.gov.uk/HowWeGovern/CabinetBusinessPlan/cabinet_business_plan_full.pdf

Aim	Action	Target	Due for Completion	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	<p>16.Sloane Square Environmental improvement scheme.</p>	<ul style="list-style-type: none"> • Assess options for improvements. • Develop design option • Prepare tender documents. • Implement scheme. 	<p>2006</p> <p>2007</p> <p>2007</p> <p>Scheme implemented by end 2008</p>	<p>RBKC Transport, Environment and Leisure</p> <p>Sloane Square Advisory Group</p>	<p>Transport, Environment and Leisure Services: Service Delivery Plan</p> <p>Cabinet Business Plan http://www.rbkc.gov.uk/HowWeGovern/CabinetBusinessPlan/cabinet_business_plan_full.pdf</p> <p>Policy and Transportation Service Delivery Plan</p>
	<p>17.Streetscape Review: programme of streetscape improvements in Redcliffe and Stanley wards.</p>	<ul style="list-style-type: none"> • Carry out comprehensive review of street clutter and traffic schemes. 	<p>Implementation completed by 2008</p>	<p>RBKC Transport, Environment and Leisure</p> <p>Streetscape Advisory Group</p>	<p>Transport, Environment and Leisure Services: Service Delivery Plan</p> <p>Cabinet Business Plan http://www.rbkc.gov.uk/HowWeGovern/CabinetBusinessPlan/cabinet_business_plan_full.pdf</p> <p>Policy and Transportation Service Delivery Plan</p>


Aim	Action	Target	Due for Completion	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	18. Assist borough schools to reduce the environmental impact of travel by school users. 	<ul style="list-style-type: none"> Complete implementation of school travel plans in all borough schools. 	All schools by 2009	RBKC Transport, Environment and Leisure Schools	RBKC Environmental Strategy 2006-2011 http://www.rbkc.gov.uk/EnvironmentalServices/OurPolicyStatement
AIM 4: Promote energy efficiency, recycling and the reduction of pollution.	19. Implement recycling schemes in maintained and private schools in the borough.	<ul style="list-style-type: none"> Visit and conduct audits of all schools in the borough and set recycling targets. 	2007	RBKC Transport, Environment and Leisure Schools	RBKC Environmental Strategy 2006-2011 http://www.rbkc.gov.uk/EnvironmentalServices/OurPolicyStatement
	20. Improve the monitoring of RBKC recycling schemes.	<ul style="list-style-type: none"> Develop action plan for complete roll out of recycling facilities to all Council buildings. Publish recycling guidance posters and leaflets. 	2007 2007	RBKC Transport, Environment and Leisure	RBKC Environmental Strategy 2006-2011 http://www.rbkc.gov.uk/EnvironmentalServices/OurPolicyStatement


Culture, Arts and Leisure




OUR GOAL:




A borough where everybody has the opportunity to enjoy its public parks and open spaces and a wide variety of high quality cultural, artistic and leisure activities.

PERFORMANCE INDICATORS

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 1: Ensure that the conditions for a thriving arts sector are established, maintained and developed.	21. The number of Carnival exhibitions and events that are held within mainstream cultural institutions during the three years from 2006-07 to 2008-09. 	0 (March 2006)	1 (2006-07)	3 (2006-07 to 2008-09)	6 (2006-07 to 2008-09)	RBKC Waste Management and the Arts Service	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	22. Range of support provided for artists, arts groups and other organisations.	12/21 Established 2004-05	16/21 Advanced	18/21 Advanced	19/21 Advanced	RBKC Arts Service	Arts Strategy 2004-08 http://www.rbkc.gov.uk/ArtsAndMuseums/artservices/artsstrategy.pdf

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	23. Strategies to promote fair access to the arts for disabled and minority communities. 	15/21 Advanced 2004-05	18/21 Advanced	19/21 Advanced	20/21 Advanced	RBKC Arts Service	Arts Strategy 2004-08 http://www.rbkc.gov.uk/ArtsAndMuseums/artservices/artsstrategy.pdf
AIM 2: Encourage literacy, reading and lifelong learning for people's economic good and cultural and personal development.	24. The percentage of eligible population 4-12 year olds who start the Summer Reading Challenge.	2.6% (2005-06)	3.2%	4%	5%	RBKC Family and Children Services	Library Strategy http://www.rbkc.gov.uk/libraries/ourpolicystatement/librarystrategy2005-2010.pdf
	25. Percentage of starters on the Summer Reading Challenge who complete the Summer Reading scheme.	40% (2005-06)	45%	50%	55%	RBKC Family and Children Services	Library Strategy http://www.rbkc.gov.uk/libraries/ourpolicystatement/librarystrategy2005-2010.pdf
	26. Percentage of starters on the Summer Reading Challenge who join the library.	8% (2005-06)	10%	12.5%	15%	RBKC Family and Children Services	Library Strategy http://www.rbkc.gov.uk/libraries/ourpolicystatement/librarystrategy2005-2010.pdf

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 3: Improve the quality and accessibility of sports and leisure provision for all in the borough and encourage participation in physical activities.	27. The percentage of young people participating in the Schools Sports Partnership programme that undertake at least two hours of high quality physical activity a week. 	50% (2004-05)	69%	78.5%	88%	RBKC Transport, Environment and Leisure Borough schools	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	28. The number of young people obtaining qualifications as sports coaches. 	6 (2004-05)	17	28	40	RBKC Transport, Environment and Leisure	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	29. User satisfaction with the Royal Borough's sports and leisure facilities.  a. Kensington Leisure Centre b. Chelsea Sports Centre	81% (2002-03) 64% (2002-03)	Data collected every two years	85% 68%	Data collected every two years	RBKC Transport, Environment and Leisure Canon Health and Fitness Ltd.	Sport and Physical Activity Strategy 2006-2009 Environmental Services Business Plan

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	30. Total number of visits to RBKC swimming pools and sports centres per 1000 of the population. 	3,610 (2005-06)	3,800	3,900	4,000	RBKC Transport, Environment and Leisure	Sport and Physical Activity Strategy 2006-2009 Environmental Services Business Plan
AIM 4: Improve the quality and accessibility of all public open space within the borough.	31. Satisfaction with parks and open spaces in Kensington and Chelsea. 	85% 2002-03	Survey conducted every two years.	86%	Survey conducted every two years.	RBKC Transport, Environment and Leisure Quadron Services Ltd	Parks Strategy http://www.rbkc.gov.uk/ParksAndGardens/General/consultation_ten_year_strategy_intro.asp
	32. Percentage of people who feel safe in Kensington and Chelsea parks. 	81% 2005-06	Collected every two years	85%	Survey collected every two years	RBKC Transport, Environment and Leisure Parks Police MET Police Quadron Services Ltd	Parks Strategy http://www.rbkc.gov.uk/ParksAndGardens/General/consultation_ten_year_strategy_intro.asp

IMPROVEMENT PROJECTS

Aim	Action	Target	Due for Completion	Lead Partner & Contributory Partners	Where can further information about this project be found?
<p>AIM 4: Improve the quality and accessibility of all public open space within the borough.</p>	<p>33.Improve awareness of and take action to support nature in the borough.</p>	<ul style="list-style-type: none"> • Agree timetable for achieving Green Flag status for all Royal Borough parks. • Identify and engage community contacts for each park as precursor to establishing 'Friends of' groups for each park in the borough. 	<p>2007</p> <p>2007</p>	<p>RBKC Transport, Environment and Leisure</p>	<p>Environmental Strategy 2006-2011</p> <p>http://www.rbkc.gov.uk/EnvironmentalServices/OurPolicyStatement</p>



Safer Communities

OUR GOAL:

A borough where people live their lives free from crime and the fear of crime.


PERFORMANCE INDICATORS

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 1: Ensure that residents are, and feel, secure in their homes and daily lives.	34. The aggregate total number of British Crime Survey Comparator crimes per annum.	14,389 (2003-04)	12,276	11,511	To be agreed in 2007-08	Crime and Disorder Reduction Partnership Metropolitan Police	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	35. The percentage of residents who believe the amount of crime has reduced in the previous year.	10.1% (2003-04)	12.5%	15%	To be agreed in 2007-08	Crime and Disorder Reduction Partnership Metropolitan Police	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp



Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	36. The number of Police Community Support Officers (PCSOs) in each ward of the borough.	55 PCSOs across 8 wards (2004-05)	99 across all wards	A minimum of 180 across all wards	A minimum of 180 across all wards	RBKC Metropolitan Police	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	37. Percentage of residents surveyed who feel 'safe' or 'very safe' after dark whilst outside. 	55% (2005)	59%	64%	64%	Community Safety Team Metropolitan Police	Community Safety Strategy http://www.rbkc.gov.uk/YourCouncil/communitysafety/communitysafetystrategy20052008.pdf
	38. The number of Home Fire Safety Checks completed each year. 	384 (2004-05)	1,308 checks	1,308 checks	To be agreed in 2007-08	London Fire Brigade	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 2: Catch and convict offenders, stop them from re-offending and ensure that victims are properly supported.	39. The number of total notifiable offences. ⁴	29,873 (2003-04)	27,632	26,885	To be agreed in 2007-08	Crime and Disorder Reduction Partnership Metropolitan Police	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	40. The percentage of total notifiable offences detected. ⁴	17% (2003-04)	N/A	To be in the upper quartile of London boroughs	To be agreed in 2007-08	Crime and Disorder Reduction Partnership Metropolitan Police	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp

⁴ PI number 39 and 40: 2003-04 baseline data reflects data used in the Community Safety Strategy. Number of total notifiable offences dropped to 24,731 in 2005 -06 and percentage of total notifiable offences detected increased to 21.7% in 2005-06.

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	41. Actions against domestic violence. 	81.8% (2003-04)	90.90%	100%	100%	Crime and Disorder Reduction Partnership Metropolitan Police	Local Safeguarding Children Board Plan Housing Strategy http://www.rbkc.gov.uk/Housing/general/0208housingstrategy.pdf Domestic Violence Strategy Community Safety Strategy http://www.rbkc.gov.uk/YourCouncil/communitysafety/communitysafetystrategy20052008.pdf
AIM 3: Reduce the number of young people involved in crime and disorder either as victims or perpetrators.	42. Reduce the number of first time entrants to the youth justice system.	91 new entrants (2005-06)	89 (2% reduction)	87 (2% reduction)	85 (2% reduction)	Youth Offending Team Metropolitan Police	Youth Justice Plan http://www.met.police.uk/foi/pdfs/aims_objectives_plans/archive/kensington_and_chelsea_youth_justice_plan_2004-05.pdf

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	43. Percentage of first time youth offenders re-offending.	73% (2004-05)	68%	63%	58%	Youth Offending Team Metropolitan Police	Youth Justice Plan http://www.met.police.uk/foi/pdfs/aims_objectives_plans/archive/kensington_and_chelsea_youth_justice_plan_2004-05.pdf
	44. Proportion of Youth Offending Team clients on final warnings with individual support programmes.	80% (2004-05)	90%	95%	100%	Youth Offending Team London Fire Brigade Metropolitan Police	Youth Justice Plan http://www.met.police.uk/foi/pdfs/aims_objectives_plans/archive/kensington_and_chelsea_youth_justice_plan_2004-05.pdf
	45. Parents of young people referred to the Youth Offending Team who are engaged with parental support programmes.	10% (2004-05)	10%	12%	12%	Youth Offending Team Metropolitan Police	Youth Justice Plan http://www.met.police.uk/foi/pdfs/aims_objectives_plans/archive/kensington_and_chelsea_youth_justice_plan_2004-05.pdf

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
Aim 4: Tackle the use of illegal drugs and misuse of alcohol. ⁵	46. The number of problem drug users that access treatment programmes. 	902 (2003-04)	1,250	1,300	To be agreed in 2007-08	Drug Intervention Team Metropolitan Police	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	47. The percentage of problem drug users retained in treatment for more than 12 weeks. 	31% (2003-04)	75%	83%	To be agreed in 2007-08	Drug Intervention Team Metropolitan Police	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp

⁵ The Drug Intervention Programme (DIP) is a critical part of the Government's strategy for tackling drugs. It seeks to take advantage of opportunities at all points in the criminal justice system to divert drug using offenders into drug treatment services and away from offending. The Kensington and Chelsea DIP Team was established in April 2004 and over the past two years the service has been developing a range of responses available to meet the needs of this challenging client group. Over the coming years the DIP Team will be working to develop the service further and offer responsive and effective interventions that contribute to increasing the number of drug users in treatment services and reducing drug related offending within Kensington and Chelsea.

IMPROVEMENT PROJECTS

Aim	Action	Target	Due for Completion	Lead Partner & Contributory Partners	Where can further information about this project be found?
AIM 1: Ensure that residents are, and feel, secure in their homes and daily lives.	48. Introduction of the Single Non Emergency Number (SNEN), for reporting community safety concerns, available to those living, working and visiting in RBKC.	<ul style="list-style-type: none"> • Subject to agreement with government SNEN to be rolled out across RBKC in accordance with national timetable. 	2008	RBKC and Metropolitan Police jointly leading	http://snen.homeoffice.gov.uk/
	49. Introduce Safer Neighbourhood Teams in RBKC and develop effective links with council staff.	<ul style="list-style-type: none"> • Establish fully staffed teams in all wards. 	2007	RBKC and Metropolitan Police jointly leading	Community Safety Strategy 2005-2008 http://www.rbkc.gov.uk/YourCouncil/communitysafety/communitysafetystrategy20052008.pdf
Aim 2: Catch and convict offenders, stop them from re-offending and ensure that victims are properly supported.	50. Improve analysis of crime and disorder information, and availability of such information to residents, through the use of a Geographic Information System based system (CADDIE).	<ul style="list-style-type: none"> • Introduce CADDIE into RBKC, secure the exchange of relevant information from outside agencies and make effective use of it to reduce crime. 	2007	RBKC and Metropolitan Police jointly leading	Community Safety Strategy 2005-2008 http://www.rbkc.gov.uk/YourCouncil/communitysafety/communitysafetystrategy20052008.pdf

Health and Social Care



OUR GOAL:

A borough where everyone has the opportunity to lead a healthy and independent life and can access good quality health and social care services when they need them.

PERFORMANCE INDICATORS

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 1: Improve and protect the overall health of the local population and reduce health inequalities.	51. Reduce circulatory diseases (CVD) mortality (directly age standardised death rate per 100,000 from heart disease and stroke in people under 75).	Average of 148 people per year 1996	Annual targets not available		Average of 118 per year (A 20% reduction by 2010) ⁶	Primary Care Trust	Kensington and Chelsea PCT Local Delivery Plan http://www.kc-pct.nhs.uk/index.htm
	52. Reduce cancer mortality (directly age standardised death rate per 100,000 from cancer in people under 75).	Average 171 people per year 1996	Annual targets not available		Average of 137 people per year (A 20% reduction by 2010)	Primary Care Trust	Kensington and Chelsea PCT Local Delivery Plan http://www.kc-pct.nhs.uk/index.htm

⁶ PI 51 and 52 NHS – CVD and cancer mortality- reporting based on Office of National Statistics figures. Kensington and Chelsea have already exceeded the national target in 2002-04 (3 year rolling average) with a 36% reduction on baseline for CVD mortality and 35% reduction on baseline for cancer mortality. The Kensington and Chelsea PCT are aiming to achieve further reductions.

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	53. The percentage of consumer protection visits per medium risk premises per year.	27% (2004/05)	33%	33%	33%	RBKC Housing, Health and Social Care	Transport, Environment and Leisure Services: Service Delivery Plan 2006-07
	54. Teenage Pregnancy Rates. Measures the change of female conceptions aged under 18 year olds per 1,000 females residing in Kensington and Chelsea. 	41.7 (1998) ⁷	29.2	26.6	23.9	RBKC Children and Family Services Primary Care Trust	Teenage Pregnancy Annual Action Plan
	55. The number of people that report an increase in fruit and vegetable consumption at a two month follow up check after participating in a community food programme. 	0	80 (2006-07)	160 (2006-07 to 2007-08)	240 (2006-07 to 2008-09)	Primary Care Trust	PCT Business Plan http://www.kc-pct.nhs.uk/index.htm Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp

⁷ 1998 baseline set by central Government using Office for National Statistics data to underpin initiatives to tackle teenage pregnancies.

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 2: Improve the quality and choice offered by local health and social care services.	56. Percentage of people receiving social care services that get a statement of their needs and how they will be met.	93% (2004-05)	96%	97%	97%	RBKC Housing, Health and Social Care	Adult Services Business Plan 2006-07
	57. Number of adults and older people receiving direct payments of benefits per 100,000 of the population.	56.70 (2005-06)	95	100	105	RBKC Housing, Health and Social Care	Adult Services Business Plan 2006-07
	58. Percentage of G.P practices offering 'choose and book'. ⁸	50%	100%	100%	100%	Primary Care Trust	Kensington and Chelsea PCT Business Plan http://www.kc-pct.nhs.uk/index.htm
AIM 3: Improve the experience of patients, carers and users of local health and social care services.	59. Number of carers receiving specific carers services as a percentage of all people receiving services.	6.9% (2004-05)	12%	14%	16%	RBKC Housing, Health and Social Care	Adult Services Business Plan 2006-07


⁸ Choose and book indicator - choice of 5 providers being offered by GP at the point of referral.

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	60. Percentage of clients that receive a care needs assessment by a social services care manager within acceptable time limits.	73.70% (2004-05)	85%	90%	90%	RBKC Housing, Health and Social Care	Adult Services Business Plan 2006-07
	61. Percentage of clients that receive care packages within acceptable time limits.	93.30% (2004-05)	93%	93%	93%	RBKC Housing, Health and Social Care	Adult Services Business Plan 2006-07
	62. Waiting times from G.P referral to first treatment.	To be established July 2006	To be established July 2006	To be established July 2006	18 Weeks	Primary Care Trust	Kensington and Chelsea PCT Local Delivery Plan http://www.kc-pct.nhs.uk/index.htm
AIM 4: Help children and young people to stay safe and be healthy.	63. The percentage of primary school children in reception year and year 6 (combined) that are obese.	To be established	An increase of no more than 0.33 percentage points upon the baseline	An increase of no more than 0.5 percentage points upon the baseline	An increase of no more than 0.5 percentage points upon the baseline	Primary Care Trust	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	64. The percentage of mothers breastfeeding within 48 hours of giving birth.	88.21% (Q4:2005-06)	89.7%	91.2%	92.8%	Primary Care Trust	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	65. The number of mothers that are breastfeeding at the 6-8 week baby check.	To be established	2.5% increase upon the baseline	5% increase upon the baseline	7.5% increase upon the baseline	Primary Care Trust	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	66. Health of looked after children.	88.8% (2004-06)	90%	90.5%	91%	RBKC Family and Children Services	Children and Young People's Plan
	67. The percentage of schools achieving the new national healthy school status.	0% (Newly introduced standard)	50%	65%	75%	Primary Care Trust	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 5: Working in partnership to improve residents' independence and quality of life.	68. Number of households receiving intensive home care per 1,000 population for 65 year olds plus.	15.50 2005-06	16.00	16.50	17.00	RBKC Housing, Health and Social Care	Adult Services Business Plan
	69. Number of community matrons.	2	8	8	8	Primary Care Trust	Kensington and Chelsea PCT Local Delivery Plan http://www.kc-pct.nhs.uk/index.htm

IMPROVEMENT PROJECTS

Aim	Action	Target	Due for Completion	Lead Partner & Contributory Partners	Where can further information about this project be found?
AIM 1: Improve and protect the overall health of the local population and reduce health inequalities.	70. RBKC Overview and Scrutiny review of health inequalities. 	<ul style="list-style-type: none"> Complete second review of health inequalities. 	2006	Primary Care Trust RBKC Corporate Services Housing Health and Social Care	http://www.rbkc.gov.uk/howwegovern/forwardplan/

Aim	Action	Target	Due for Completion	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM: 2 Improve the quality and choice offered by local health and social care services.	71. Implement Department Of Health 'Standards for Better Health'. Assessed by the Health-care Development Commission.	<ul style="list-style-type: none"> Implement core and developmental standards. 	2008	Primary Care Trust	PCT Business Plan http://www.kc-pct.nhs.uk/index.htm Health Care Commission Standards
	72. Healthcare Ratings: Annual Health check by the Healthcare Commission	<ul style="list-style-type: none"> Maintain current three star status. 	2008-09	Chelsea & Westminster Hospital	Healthcare Commission http://www.healthcarecommission.org.uk/
	a. Chelsea and Westminster Hospital	<ul style="list-style-type: none"> Maintain current three star status. 	2008-09	Chelsea & Westminster Hospital	Healthcare Commission http://www.healthcarecommission.org.uk/
	b. Kensington and Chelsea PCT	<ul style="list-style-type: none"> Improve on current one star status. 	2008-09	Primary Care Trust	Healthcare Commission http://www.healthcarecommission.org.uk/
c. Central and North West London Mental Health Trust	<ul style="list-style-type: none"> Maintain current three star status. 	2008-09	Central and North West London Mental Health Trust	Healthcare Commission http://www.healthcarecommission.org.uk/	


Aim	Action	Target	Due for Completion	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM4: Help children and young people to stay safe and healthy.	73. Establish a Local Safeguarding Children Board (LSCB)	<ul style="list-style-type: none"> • Launch the Local Safeguarding Children Board • Set up an LSCB executive • Appoint an independent chair for the LSCB. 	2006/07 2006/07 2006/07	RBKC Family and Children Services Primary Care Trust, Metropolitan Police, Probation Service Kensington and Chelsea Social Council Youth Offending Team Sure Start, NSPCC, Forum of Faiths, St Mary's Hospital, Central and North West London Mental Health Trust Children and Families Court Advisory Support Service	Children and Young People's Plan
	74. Child Immunisation Programme.	<ul style="list-style-type: none"> • Introduce new national child immunisation programme. 	To be established in 2006-07	Primary Care Trust	Kensington and Chelsea PCT Local Delivery Plan http://www.kc-pct.nhs.uk/index.htm

Homes and Housing

OUR GOAL:

A borough with good quality housing that is well managed and put to the best possible use to meet people's needs.



PERFORMANCE INDICATORS



Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 1: Improve the quality of housing.	75. Proportion of Local Authority homes that are non-decent. 	36% (forecast for 2005-06)	29%	17%	6% ⁹	Tenant Management Organisation RBKC Housing Health and Social Care	TMO Company Performance http://www.kctmo.org.uk/article.home/1719/m_id/1720
	76. Percentage of urgent repairs completed within Government time limits.	89.6% (2003-04)	97%	98%	98%	Tenant Management Organisation http://www.kctmo.org.uk/ RBKC Housing Health and Social Care	TMO Company Performance http://www.kctmo.org.uk/article.home/1719/m_id/1720


⁹ 6 per cent refers to homes made decent as of 1st April 2008. All homes will be decent by 31st December 2008.

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 2: Increase the supply of housing for a wide range of people.	77. Percentage of resources secured in West London over 2 years.	RBKC to receive 20% of resources allocated to West London	22%	22%	To be agreed in 2007-08	RBKC Housing, Health and Social Care Housing Corporation Registered Social Landlords	Housing Strategy http://www.rbkc.gov.uk/Housing/general/0208housingstrategy.pdf
	78. Number of Letstart placements.	60 2005-06	120	145	175	RBKC Housing, Health and Social Care Housing Advice Service Kensington and Chelsea	Homelessness Strategy http://www.rbkc.gov.uk/Housing/general/homelessness_strategy_0307.pdf Housing Strategy http://www.rbkc.gov.uk/Housing/general/0208housingstrategy.pdf

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	79. Number of private sector dwellings returned into occupation.	15 (2002-03)	20	25	30	RBKC Housing, Health and Social Care	Homelessness Strategy http://www.rbkc.gov.uk/Housing/general/homelessness_strategy_0307.pdf Housing Strategy http://www.rbkc.gov.uk/Housing/general/0208_housingstrategy.pdf
AIM 3: Prevent homelessness and ensure temporary accommodation is of a suitable standard.	80. The percentage of rough sleepers (new street arrivals that are registered with the Crisis Assessment Team) assessed and housed annually.	33% (2005-06)	40%	45%	50%	RBKC Housing, Health and Social Care Registered Social Landlords	Homelessness Strategy http://www.rbkc.gov.uk/Housing/general/homelessness_strategy_0307.pdf Housing Strategy http://www.rbkc.gov.uk/Housing/general/0208_housingstrategy.pdf

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	81. Number of homelessness cases prevented. 	New indicator from 2005-06	560	580	600	RBKC Housing, Health and Social Care Housing Advice Service Kensington and Chelsea	Homelessness Strategy http://www.rbkc.gov.uk/Housing/general/homelessness_strategy_0307.pdf Housing Strategy http://www.rbkc.gov.uk/Housing/general/0208_housingstrategy.pdf
	82. The percentage change in the average number of families placed in temporary accommodation. 	49.62% (2004-05)	5% decrease	10% decrease	15% decrease	RBKC Housing, Health and Social Care Housing Advice Service Kensington and Chelsea	Housing Strategy http://www.rbkc.gov.uk/Housing/general/0208_housingstrategy.pdf

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 4: Engage with communities and enhance community life.	83. Overall tenant satisfaction with participation opportunities in management and decision making.	57.37% (2003-04)	65%	Data collected every three years. Next due 2009/10		Tenant Management Organisation	TMO Company Performance http://www.kctmo.org.uk/article.home/1719/m_id/1720
	84. Black and Minority Ethnic tenant satisfaction with participation opportunities in management and decision making. 	57.03% (2003-04)	65%	Data collected every three years. Next due 2009/10		Tenant Management Organisation	TMO Company Performance http://www.kctmo.org.uk/article.home/1719/m_id/1720
AIM 5: Improve the delivery of housing services.	85. Implementation of the Commission for Race Equality's code of practice in rented housing. 	Level 3	Level 4	Level 5	Level 5	Tenant Management Organisation	TMO Company Performance http://www.kctmo.org.uk/article.home/1719/m_id/1720

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	86. Percentage of TMO tenants satisfied with overall service provided by landlord.	68% (2003-04)	75%	Data collected every three years. Next due 2009/10		Tenant Management Organisation	TMO Company Performance Organisation http://www.kctmo.org.uk/article.home/1719/m_id/1720
	87. Percentage of black and ethnic minority TMO tenants satisfied with overall service provided by landlord. 	61% (2003-04)	75%	Data collected every three years. Next due 2009/10		Tenant Management Organisation	TMO Company Performance http://www.kctmo.org.uk/article.home/1719/m_id/1720
	88. Average number of days taken to re-let council dwellings.	24 (2004-05)	21	21	20	Tenant Management Organisation	TMO Company Performance http://www.kctmo.org.uk/article.home/1719/m_id/1720

Community, Equality and Inclusivity

OUR GOAL:

A borough where all local people feel confident of their place in the wider community and where everyone can access the services that they need.

PERFORMANCE INDICATORS

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 1: Improve the relevance and accessibility of local services to residents and other service users.	89. Percentage of Black and Minority Ethnic RBKC staff.	23.10% (2004-05)	29%	30%	30%	RBKC Corporate Services	RBKC Personnel Equality Impact Assessment
	90. Percentage of disabled RBKC employees	1.8% (2004-05)	2.05%	2.5%	2.5%	RBKC Corporate Services	RBKC Personnel Equality Impact Assessment
	91. Implementation by RBKC of duty to promote race equality. ¹⁰	63% (2004-05)	100%	100%	100%	RBKC Corporate Services	Cabinet Business Plan http://www.rbkc.gov.uk/HowWeGovern/CabinetBusinessPlan/cabinet_business_plan_full.pdf


¹⁰ From 2007 a new duty to promote disability equality will be introduced.

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	92. Percentage of Council buildings accessible for disabled people.	20% (2004-05)	22%	24%	28%	RBKC Corporate Services Action Disability Kensington and Chelsea	Corporate Asset Management Plan
	93. Number of racial incidents per 100,000 reported to the Council by or against staff or tenants. ©	20.64 (2005-06)	22	25	26	RBKC Corporate Services Tenant Management Organisation Housing, Health and Social Care	RBKC Personnel Equality Impact Assessment http://www.rbkc.gov.uk/YourCouncil/equalityanddiversity/eia_plan05_personnel.pdf
AIM 2: Improve the ways that partners inform, communicate with and consult residents.	94. The percentage of residents who agree that the Council involves local people in the decisions it takes.	3 year average (of 2004-2006 surveys) to be established	2% increase	4% increase	6% increase	KCP Steering Group RBKC Kensington and Chelsea Social Council	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp


Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	95. The percentage of residents who agree the Police involve local people in the decisions they take.	3 year average (of 2004-2006 surveys) to be established	2% increase	4% increase	6% increase	KCP Steering Group Metropolitan Police	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	96. The percentage of residents who agree the local NHS involves local people in the decisions they take. ©	3 year average (of 2004-2006 surveys) to be established	2% increase	4% increase	6% increase	KCP Steering Group Primary Care Trust	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	97. The percentage of residents who agree that the Council consults local people on the decisions it takes.	3 year average (of 2004-2006 surveys) to be established	2% increase	4% increase	6% increase	KCP Steering Group Kensington and Chelsea Social Council RBKC	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	98. The Hear by Right levels achieved by the Council for its involvement of children aged 5-13 years.	'Emerging'	'Emerging'	'Emerging'	'Established'	RBKC Children and Family Services Youth Forum	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
AIM 3: Support and develop community life and leadership.	99. Percentage of residents who agree that all residents are encouraged to take an active role in their communities.	3 year average (of 2004-2006 surveys) to be established	2% increase	4% increase	6% increase	KCP Steering Group Kensington and Chelsea Social Council	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	100. The number of 5-13 year olds that are active members of the Children's Forum.	0	0	10	20	RBKC Family & Children Services Youth Forum	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	101. The number of 13-19 year olds that are active members of the Youth Forum.	19	24	30	35	RBKC Family & Children Services Youth Forum	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp

IMPROVEMENT PROJECTS

Aim	Action	Target	Due for Completion	Lead Partner & Contributory Partners	Where can further information about this project be found?
AIM 1: Improve the relevance and accessibility of local services to residents and other service users.	102. Improve customer services in Kensington Town Hall.	<ul style="list-style-type: none"> Open new and improved Customer Services Centre Introduce and publicise new, simpler and improved telephone lines. 	2007 2007	RBKC Corporate Services	Cabinet Business Plan http://www.rbkc.gov.uk/HowWeGovern/CabinetBusinessPlan/cabinet_business_plan_full.pdf
	103. Equality Standard for Local Government. ¹¹	<ul style="list-style-type: none"> Achieve Level 5 	2006-07	RBKC Corporate Services	Cabinet Business Plan http://www.rbkc.gov.uk/HowWeGovern/CabinetBusinessPlan/cabinet_business_plan_full.pdf
	104. Implementing PCT Equality Standards. 	<ul style="list-style-type: none"> To achieve Model Employer Status under the PCT Equality Scheme. 	2007-08	Primary Care Trust	http://www.nhsemployers.org/excellence/excellence-449.cfm

¹¹ This PI states which of the five levels of the Equality Standard we have reached for gender, race and disability. Levels are 1 -5, where 5 is the highest. This is based on self-assessment, with verification by external audit.

Aim	Action	Target	Due for Completion	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	105. Making reasonable adjustments to PCT buildings to increase disabled access. 	<ul style="list-style-type: none"> Increase and enable disabled access to the the Colville Health Centre and the Worlds End Health Centre. 	2007	Primary Care Trust	Primary Care Trust Delivery Plan http://www.kc-pct.nhs.uk/index.htm
AIM 4: The KCP Steering Group will act in ways that make it easy for all organisations and individuals to be involved in and contribute to its work.	106. Review the structure of KCP to ensure it is fit for purpose and accessible to partner organisations and the public.	<ul style="list-style-type: none"> Conduct review of structure. 	2006	KCP Steering Group	Community Strategy http://www.rbkc.gov.uk/KCPCommunityStrategy/general/
	107. Conduct three yearly external evaluation.	<ul style="list-style-type: none"> Commission and publish external three yearly evaluation. 	2008	KCP Steering Group	Community Strategy http://www.rbkc.gov.uk/KCPCommunityStrategy/general/

OUR GOAL:

A borough where everyone is a learner with high aspirations and achieves high standards whether for employability or personal development.


PERFORMANCE INDICATORS

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 1: Raise educational standards and achievement.	108. Percentage of pupils in schools maintained by the LEA achieving Level 4 or above: ¹²				Targets to be set in 2006-07	RBKC Family and Children Services Borough schools	Family and Children Service Delivery Plan Children and Young People's Plan
	a. Key Stage 2 Maths; and	82% (2004-05)	85%	86%			
	b. Key Stage 2 English	86% (2004-05)	85%	86%			

¹² 2006/07 and 2007/08 indicators relate to the 2005 /06 and 2006/7 academic year respectively.

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	<p>109. Percentage of 14 year old pupils in schools maintained by the LEA achieving Level 5 or above in:</p> <p>a. Key Stage 3 Maths; and</p> <p>b. Key Stage 3 English.</p>	<p>76% (2004-05)</p> <p>80% (2004-05)</p>	<p>83%</p> <p>84%</p>	<p>84%</p> <p>86%</p>	<p>Targets to be set in 2006-07</p>	<p>RBKC Family and Children Services</p> <p>Borough schools</p>	<p>Family and Children Service Delivery Plan</p> <p>Children and Young People's Plan</p>
	<p>110. Percentage of 15 year old pupils in schools maintained by the LEA achieving five or more GCSEs at grades A*-C.</p>	<p>56% (2004-05)</p>	<p>64%</p>	<p>65%</p>	<p>Targets to be set in 2006-07</p>	<p>RBKC Family and Children Services</p> <p>Borough schools</p>	<p>Family and Children Service Delivery Plan</p> <p>Children and Young People's Plan</p>

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 2: Increase accessibility to and participation in learning and development, particularly for those at risk of underachievement and social exclusion.	111. The percentage of 16-18 year olds leaving Youth Offending institutions that participates in education training or employment.	60% (Q1-2005-06)	61%	62%	63%	RBKC Family and Children Services Youth Offending Team Connexions	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	112. The percentage of 16-18 year olds resident in the borough that are not in education, employment or training.	13.1% (November 2004 to January 2005, three month rolling average)	11.6% (November 2007 to January 2008, three month rolling average)	10% (November 2008 to January 2009, three month rolling average)	8.5% (November 2009 to January 2010, three month rolling average)	RBKC Family and Children Services Connexions	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	113. The number of young people aged 13-19 that complete a training course funded by the Council and attain an accredited outcome each year.	99	116	117	117	RBKC Family and Children Services Connexions	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	114. The percentage of teenage mothers aged 16-18 that are residents of the borough and are known to Connexions that access education, training or employment and/or achieve accredited outcomes. 	50% (30 September 2004)	59% (30 September 2007)	62% (30 September 2008)	65% (30 September 2009)	RBKC Family and Children Services Connexions	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	115. The average annual attendance rate in RBKC secondary schools (three year mean average).	93%	N/A	N/A	93.3%	RBKC Family and Children Services Borough Schools	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	116. The average annual attendance rate in RBKC primary schools (three year mean average).	93.7%	N/A	N/A	94.06%	RBKC Family and Children Services Borough Schools	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp

Aim	Performance Measure	Baseline 2006-2007	Milestone 2007-2008	Milestone 2008-2009	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 3: Ensure that schools and children's centres are an effective community resource that supports current and future national education and children's services initiatives	117. Number of designated Childrens Centres in the borough.	4 (2006)	N/A	N/A	10	RBKC Family and Children Services	Children and Young People's Plan
	118. Adult learning session attendee hours in libraries per 1,000 population.	83	83	88	93	RBKC Family and Children Services	Library Strategy http://www.rbkc.gov.uk/libraries/ourpolicystatement/librarystrategy2005-2010.pdf
	119. Percentage take up of available ICT time in libraries.	53%	58%	63%	68%	RBKC Family and Children Services	Library Strategy http://www.rbkc.gov.uk/libraries/ourpolicystatement/librarystrategy2005-2010.pdf

IMPROVEMENT PROJECTS

Aim	Action	Target	Due for Completion	Lead Partner & Contributory Partners	Where can further information about this project be found?
AIM 1: Raise educational standards and achievement.	120. Redevelopment of Holland Park School.	<ul style="list-style-type: none"> To provide a 21st century learning environment for staff and students. 	Redevelopment completed and new building opened by Sep 2009	RBKC Family and Children Services	Family and Children Service Delivery Plan Children and Young People's Plan
	121. New Secondary School in Chelsea.	<ul style="list-style-type: none"> To establish a Church of England Academy, specialising in Science and the Environment and catering for 810 11-16 year old's and 250 sixth form students. 	New building opened by Sep 2009	RBKC Family and Children Services	Family and Children Service Delivery Plan Children and Young People's Plan



Work and Business

OUR GOAL:

A borough, which enjoys high and stable levels of economic growth and employment, with the benefits of increasing prosperity enjoyed across the borough.

PERFORMANCE INDICATORS

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 1: Create and maintain an attractive business environment in the borough.	122. Number of new businesses created.	62 (2004-05)	60	Milestones and targets to be set in 2006-07		Portobello Business Centre RBKC Economic Development	www.pbc.co.uk
	123. Number of businesses assisted through business support initiatives and services during the year.	1263 (2004-05)	1200	Milestones and targets to be set in 2006-07		Portobello Business Centre RBKC Economic Development	www.pbc.co.uk

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
AIM 2: Improve the employment prospects of residents including young people, creating opportunities and tackling barriers which make it difficult for them to gain or retain employment.	124. Number of individuals successfully supported in claiming statutory benefits as a result of the enhanced income maximisation project each year. ¹³ 	896 (Q3 and Q4 2004-05, and Q1 and Q2 2005-06)	1,181	1,276	1,276	The local Citizen Advice Bureau Jobcentre Plus	Local Area Agreement http://www.rbkc.gov.uk/kcpartnership/general/laa.asp
	125. Number of adults gaining their first full NVQ Level 2 qualification (or equivalent).	0 (academic year 2004-05)	25	40	60	RBKC Adult and Family Learning	Adult Community Learning: Three Year Development Plan
	126. Number of adults not in work developing new skills that lead to employment. 	40 (academic year 2004-05)	80	160	240	RBKC Adult and Family Learning	Adult Community Learning: Three Year Development Plan

¹³ Statutory benefits are defined as including Income Support, Pension Credit, Child Tax Credits, Working Tax Credits, Housing Benefit, Council Tax Benefit, Attendance Allowance, Bereavement Benefits, Carer's Allowance, Disability Living Allowance, Incapacity Benefit, Maternity Allowance, Severe Disablement Allowance, Income-based JSA and Child Benefit.

Aim	Performance Measure	Baseline	Milestone 2006-2007	Milestone 2007-2008	Target 2008-2009	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
	<p>127. Number of adults:</p> <p>a. enrolled on literacy, numeracy and English language programmes each year; and</p> <p>b. achieving national Skills for Life qualifications each year.</p>	120	240	360	500	RBKC Adult and Family Learning	Adult Community Learning Three Year Development Plan
		20 (academic year 2004-05)	50	90	125		

IMPROVEMENT PROJECTS

Aim	Action	Target	Due for Completion	Lead Partner & Contributory Partners	Where can further information about this project be found?
AIM 1: Create and maintain an attractive business environment in the borough.	128. Implement a sustainable procurement policy.	<ul style="list-style-type: none"> Develop and implement a sustainable procurement policy. 	2009	RBKC Environmental services	Environment Strategy http://www.rbkc.gov.uk/EnvironmentalServices/OurPolicyStatement/default.asp
AIM2: Improve the employment prospects of residents including young people, creating opportunities and tackling barriers which make it difficult for them to gain or retain employment.	129. Support and establish a Jobcentre Plus office in the Borough.	<ul style="list-style-type: none"> Jobcentre Plus to locate in the north of the Borough. 	July 2006	Jobcentre Plus RBKC Economic Development	Jobcentre Plus http://www.jobcentreplus.gov.uk/JCP/

Performance Indicator Notes

PI NO	TITLE	NOTE
1	Conservation Area - with published management proposal statements.	Monitors whether a local authority produces policy statements for each of its conservation areas.
3	Rectification of street lighting faults.	The average number of calendar days it takes the Council and the TMO to repair a street lighting fault where the response time is under the control of the local authority (i.e. not due to an electrical supply failure).
5	Road accident casualties.	Number of people killed or seriously injured in road traffic collisions on all roads in the borough, including those which are the responsibility of the Mayor of London.
7	Pedestrian crossing with facilities for disabled people.	Measures the percentage of all pedestrian crossings in the borough that have dropped kerbs, tactile paving (raised bumps) and signals that either make a sound or have another non-visual way of indicating when it is safe to cross.
9	Percentage of household waste recycled.	Percentage of all household waste that RBKC has sent to reprocessors for recycling. This does not include any non-recyclable waste collected with recyclable waste in error. Household waste includes waste from domestic waste and recycling collections, from recycling 'bring sites', street cleansing and litter collection, gulley waste, bulky waste collections and parks litter.
10	Improvement in energy efficiency of private sector housing stock in the borough and a reduction in CO2 emissions.	This indicator measures the reduction in the amount of CO2 emitted from the private sector housing stock in the Royal Borough. The indicator is reported as the percentage reduction from a 1996 baseline. This information is returned to the Government annually as part of the monitoring of the Home Energy Conservation Act 1995 (HECA).
13	White Light Programme.	The white light programme involves the rollout of new street lighting equipment using a white light source across the borough's residential streets. Through enhancing colour, white light allows better recognition of people on the street and of signs and other elements of the streetscene. The rollout of the programme contributes to the Borough's community safety agenda.

PI NO	TITLE	NOTE
22	Range of support provided for artists, arts groups and other organisations	Audit Commission scoring system that assesses the range and quality of support provided by the local authorities to arts organisations. Maximum score local authorities can achieve is 21. Local authorities that score under 10 are graded as 'Emerging', those that score between 10 - 14 are graded as 'Established' and those that score 15 and above are graded as 'Advanced'.
23	Strategies to promote fair access to the arts for disabled and minority communities	Audit Commission scoring system that assesses the range and quality of support provided by the local authorities to arts organisations. Maximum score local authorities can achieve is 21. Local authorities that score under 10 are graded as 'Emerging', those that score between 10 - 14 are graded as 'Established' and those that score 15 and above are graded as 'Advanced'.
34	The aggregate total number of British Crime Survey Comparator crimes per annum.	British Crime Survey Comparator measures ten types of crime including: theft of motor vehicle; theft from motor vehicle; motor vehicle interference and tampering; burglary in a dwelling; theft of pedal cycles; criminal damage; wounding; common assault; theft of person - pick-pocketing; theft of person - snatch; and theft of personal property.
39	The number of total notifiable offences	Measures the total number of crimes reported to the police.
40	The percentage of total notifiable offences detected.	Measures the percentage of reported offences where the person who committed the crime is detected.
41	Actions against domestic violence.	Score is against a checklist of 11 questions, which is then converted to a percentage. The questions ask about the services the council provides that help victims of domestic violence and prevent further violence.
51	Reduce circulatory diseases (CVD) mortality (directly age standardised death rate per 100,000 from heart disease and stroke in people under 75).	Circulatory diseases result primarily from narrowing or leaking of an artery often due to a build-up of fatty deposits (atherosclerosis), which reduces blood flow and oxygen supply to vital tissues. They can be sub-categorised into three disease areas: coronary heart disease (CHD); stroke (cerebrovascular disease); and other circulatory diseases.

PI NO	TITLE	NOTE
52	Reduce cancer mortality (directly age standardised death rate per 100,000 from cancer in people under 75).	<p>Cancer is a condition caused by the abnormal and uncontrolled division of cells that then invade and destroy the surrounding tissues. There are more than 200 types of cancer, the most common being: breast; prostate; lung; bowel (colorectal); and skin (melanoma).</p> <p>Age-standardisation is a statistical process that adjusts rates to take into account the proportion of old or young people in the populations being compared. This is important when looking at cancer or circulatory disease, which are much more likely to affect older people. With age-standardisation, you know that any differences in rates are not a result of variations in the age structure of the populations under comparison.</p> <p>Premature (under 75) mortality rates are rates of death that relate just to those under the age of 75. These deaths are usually considered to have been potentially preventable, or 'premature'</p>
54	Teenage Pregnancy Rates.	Measures the change in the number of conceptions to females aged under 18 years old, per 1,000 females aged between 15-17 who reside in Kensington and Chelsea. The data is gathered by the NHS and collated by the Office of National Statistics.
57	Direct payments - number of adults & older people receiving direct payments of benefits per 100,000 of the population.	The purpose of direct payments is to give recipients control over their own life by providing an alternative to social care services provided by the local councils. They help increase the opportunities for independence, social inclusion and enhanced self-esteem. From April 2003 councils have a duty to make direct payments where individuals consent to and are able to manage them, with or without assistance.
60	Carer assessments.	Users and carers appreciate a rapid response once their problems have been referred to Social Services. The indicator measures the time between first contact with a client and the start of the formal assessment of the needs by care managers.
61	Acceptable waiting times for care packages.	Users and carers should expect practical help and other support to arrive in a timely fashion soon after their problems have been referred to Social Services. The indicator measures the time taken to arranging care packages once the service users needs have been assessed.

PI NO	TITLE	NOTE
66	Health of 'Looked After Children'	Looks at the health of children that are looked after by the Local Authority. Assesses the health of looked after children by measuring the average of the percentage of children looked after who have had their teeth checked by a dentist during the previous 12 months, and have had an annual health assessment during the previous 12 months.
68	Intensive homecare for 65 years olds plus.	The provision of intensive home care services helps many people to remain at home, or to go home following hospital treatment or a period spent in a residential home. Most people prefer care in their own homes rather than in a residential home and it comes closest to meeting the aim of helping people to live an independent life.
77	Percentage of resources secured in West London over 2 years.	A unit is either a flat or a house, which the Council has secured from a developer or landlord (such as a housing association) to provide accommodation for families or single people.
78	Number of Letstart placements	A rent deposit scheme in which the Council pays the first months rent and deposit directly to the landlord. This scheme enables people to find and secure accommodation in the private sector who otherwise would not be able to afford to stay in RBKC.
79	Number of private sector dwellings returned into occupation.	Measures the number of private sector dwellings that the local authority considers has been re-occupied or demolished during the year as a direct result of action it undertook or initiated.
81	Number of homelessness cases prevented.	This PI monitors households who considered themselves as homeless, who approached the local authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.
82	Change in families in temporary accommodation.	This PI measures the percentage change in the average number of families placed in temporary accommodation under homelessness legislation for the current year, compared with the average from the previous year.
83	Satisfaction with participation (all).	The percentage of tenants who say they are satisfied with the opportunities for participation in management and decision-making provided by their landlord. The survey is conducted every three years.

PI NO	TITLE	NOTE
84	Satisfaction with participation (BME).	The percentage of BME tenants who say they are satisfied with the opportunities for participation in management and decision-making provided by their landlord. The survey is conducted every three years.
85	Commission of Race Equality's code of practice in rented accommodation.	Determines whether the landlord follows the Commission for Racial Equality's (CRE) Code of Practice in Rented Housing and the Good Practice Standards for Social Landlords on Tackling Harassment included in the "Tackling Racial Harassment: Code of Practice for Social Landlords". The answer is expressed as a "yes" or a "no".
86	Satisfaction with overall service (All).	The percentage of tenants who say they are satisfied with the overall service provided by their landlord. The survey is conducted every three years.
87	Satisfaction with overall service (BME).	The percentage of BME tenants who say they are satisfied with the overall service provided by their landlord. The survey is conducted every three years.
88	Average number of days taken to re-let council dwellings.	Measures the average number of days from the old tenancy agreement being terminated up to and including the date when the new tenancy agreement commenced. Given the current pressure on Council housing it is important that the length of time properties are empty is minimised whilst ensuring a good quality customer focussed service.
89	Percentage of BME employees.	Number of staff who define themselves as from an ethnic minority group divided by the total number of Council staff.
90	Percentage of disabled employees.	Number of staff who declare themselves to have a disability divided by the total number of Council staff.
91	Duty to promote Race Equality.	Score is against a checklist of 19 questions, which is then converted into a percentage. The questions ask about our Equality Scheme (Race), and about whether the Council is improving its services to all ethnic groups.

PI NO	TITLE	NOTE
92	Percentage of buildings accessible for disabled people.	The percentage of local authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people. This does not include schools. "Accessible and suitable" is as defined by the Building Regulation Act 1991.
93	Racial incidents reported.	The number of racial incidents reported to the council, divided by the population (as defined by the most recent ONS mid-year estimate), multiplied by 100,000. A "racial incident" is any incident that the victim considers as such. It includes incidents by, or against, staff or tenants. The Council wants to encourage the reporting of such incidents, which is why the target rises.
98	Hear By Right	Hear by Right offers standards against which organisations in the statutory and voluntary sectors can assess themselves on and improve the extent to which they involve children and young people in decision making and the design and delivery of services. The standards are divided into three levels of 'emerging', 'established' and 'advanced', with each level building on the last.
108	a. Key stage 2 Maths. b. Key stage 2 English.	Measures the percentage of pupils in Year 6 (normally ages 10-11) in primary schools maintained by the local education authority achieving at Level 4 (the expected Level for the age) or above in Key Stage 2 national curriculum tests in Mathematics and/or English.
109	a. Key stage 3 English. b. Key stage 3 Maths.	Measures the percentage of pupils in Year 9 (normally ages 13-14) in secondary schools maintained by the local education authority achieving at Level 5 (the expected Level for the age) or above in Key Stage 3 national curriculum tests in Mathematics and/or English.
110	GCSE's 5 + Grades A* - C.	Measures the percentage of pupils in Year 11 (normally ages 15-16) in secondary schools maintained by the local education authority achieving 5 or more GCSE's at grades A* - C or equivalent.

MAY 2006

The Royal Borough of Kensington and Chelsea

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