

KENSINGTON AND CHELSEA PERFORMANCE REPORT (KCPR) 2011

Ref	Definition	Good is?	Business Group	National or Local PI	Vital Sign	D4C	2009-10 Target	2009-10 Actual	2010-11 Target	2010-11 Actual	2010-11 Trend	Target met?	Commentary	Risk to Future Targets
NI 7	The contribution a local authority and its partners make to the environment in which independent third sector organisations can operate successfully.	High	Corporate Services	National	N	Y	N/A	N/A	15.0%		■	■	Data is collected via a national survey conducted by the Cabinet Office. 2010-11 results are not yet available. The Council continues to support a thriving third sector by: <ul style="list-style-type: none"> - providing grant funding with minimal cuts in 2011-12; - developing a new Compact jointly with the voluntary sector; and - developing and implementing a Volunteering Strategy and the 'It Takes All Of Us' steering group. 	N/A
NI 8	Percentage of the adult population who participated in sport and active recreation of at least moderate intensity for at least 30 minutes on at least 12 days out of the last four weeks (equivalent to 30 minutes on three or more days a week).	High	Transport, Environment and Leisure Services	National	N	Y	Top Quartile	29.0%	Top Quartile	29.6%	↑	😊	The Royal Borough is the top performing borough in London and second in the country after Richmondshire (31.3 per cent).	N/A
NI 9	Percentage of the adult population who say they have used a public library service at least once in the last 12 months.	High	Family and Children's Services	National	N	N	49.5%	42.0%	43.0%	48.7%	↑	😊	-	N/A
NI 11	Percentage of the adult population that engaged in the arts at least three times in the past 12 months.	High	Transport, Environment and Leisure Services	National	N	Y	Top Quartile	66.2%	Top Quartile	65.1%	↓	😊	Engagement in the arts has fallen slightly and the Royal Borough is now the second best performing borough in London after Richmond (65.9 per cent).	N/A
NI 15	Number of most serious violent crimes committed per 1,000 population.	Low	Corporate Services	National	Y	Y	0.86	0.82	0.85	0.68	↑	😊	There were 116 offences in 2010-11 and 148 in 2009-10 which represents a reduction of 32 offences.	N/A
NI 16	Number of most serious acquisitive crimes committed per 1,000 population.	Low	Corporate Services	National	Y	Y	25.72	20.03	25.46	21.04	↓	😊	There were 3,575 offences in 2010-11 and 3,610 in 2009-10. Although the number of offences reduced by 35 the mid-year population estimate for the Royal Borough also reduced meaning the rate of serious acquisitive crime per 1,000 population increased. There trend arrow is therefore downwards.	N/A
NI 18	Rate of proven re-offending of all offenders on the probation caseload over the relevant quarter. The predicted rate is subtracted from the actual rate and reported as a percentage of the predicted rate of re-offending. A minus figure represents an improvement.	Low	Corporate Services	National	N	Y	0.00	-0.06	0.00	-0.01	↓	😊	The figure provided spans the period 1 April to 31 December. Over this period the actual rate of re-offending was 9.74 per cent compared to a predicted rate of 9.79 per cent. The outturn is the predicted rate subtracted from the actual rate, reported as a percentage of the predicted re-offending rate.	N/A
NI 19	A cohort of young people (10-17 year-olds) that receive a pre-court or court disposal, or who are released from custody during the period January to March, is established. The young people are tracked for 12 months from the date of the disposal or release to determine the total number of offences committed that lead to a pre-court or court disposal within three months of the end of the tracking period.	Low	Family and Children's Services	National	N	Y	2.21	1.85	2.19	2.46	↓	☹	The principal reason for the increase in re-offending is that the Youth Justice Liaison and Diversion scheme commenced just prior to the cohort inclusion period and as a result the cohort is missing these low level offenders that would usually bring the rate down.	Low
NI 20	Number of 'assaults with less serious injury' (including racially and religiously aggravated) offences per 1,000 population as a proxy for alcohol related violent offences.	Low	Corporate Services	National	N	Y	Not set	5.41	Not set	6.14	↓	■	No target was set for this indicator. There were 1,044 assault with injury offences in 2010-11, 68 more than in 2009-10.	N/A
NI 26	Proportion of victims of a serious sexual offence (who report the offence to the police) that receive support from a specialist sexual violence and abuse service.	High	Corporate Services	National	N	N	Not set	N/A	N/A		■	■	No data is currently available for this indicator.	N/A
NI 28	Number of serious violent knife crimes per 1,000 population. Use of a knife includes threats and attempts in addition to actual stabbings. Where the victim is convinced of the presence of a knife, even if it is concealed, and there is evidence of the suspect's intention to create this impression, then the incident counts.	Low	Corporate Services	National	N	N	Not set	0.83	Not set	0.94	↓	■	No target was set for this indicator. There were 159 serious knife crime offences in 2010-11, nine more than in 2009-10.	N/A
NI 29	Number of gun crimes per 1,000 population. Gun crime is crime (violence against the person, robbery, burglary and sexual offences) in which guns are used.	Low	Corporate Services	National	N	N	Not set	0.19	Not set	0.25	↓	■	No target was set for this indicator. There were 43 gun crime offences in 2010-11, nine more than in 2009-10.	N/A

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NI 30	Change in convictions for Prolific and Priority Offenders over a 12 month period compared to the predicted re-offending rate of the national cohort. A ratio outturn of greater than one indicates the reduction achieved was greater than the minimum reduction expected.	High	Corporate Services	National	N	Y	1.00	2.82	1.00	-0.58	↓	☹	The figure provided spans the period 1 April to 31 December 2010 only. Over this period there has been a 9.52 per cent increase in the number of offences compared with the baseline predicted rate. The outturn is reported as a ratio and a minus figure represents an increase in re-offending. The Home Office recognises this is no longer a good measure of re-offending for PPOs as it does not take into account the changes introduced in June 2010 to increase the rate at which PPOs are taken on and removed from the scheme. The Home Office are currently reviewing the methodology of this PI.	N/A
NI 32	Percentage reduction of repeat victimisation for those domestic violence cases reviewed by a Multi Agency Risk Assessment Conference.	Low	Corporate Services	National	N	N	Not set	0.21	Not set	0.20	↑	■	No target was set for this indicator. In 2010-11 240 new cases of domestic violence were considered at the Multi-Agency Risk Assessment Conference of which 47 (19.6 per cent) were repeat cases. This represents a reduction of 1.3 per cent compared to 2009-10.	N/A
NI 34	Number of domestic homicides per 1,000 population.	Low	Corporate Services	National	N	N	0.00	0.00	0.00	0.00	↔	😊	The target for 2010-11 was met. There were no domestic violence murder offences in 2010-11 and in 2009-10.	N/A
NI 36	Supporting protection against terrorist attack: reducing the vulnerability of crowded places.	Low	Corporate Services	National	N	N	Not set	N/A	N/A		■	■	No information is currently available for this indicator.	N/A
NI 38	Volume of proven offending in a follow-up 12 month period by (Class A) drug misusers identified in the course of their contact with the criminal justice system compared to the predicted volume. An outturn figure of less than one represents an improvement on the predicted rates of offending.	Low	Corporate Services	National	N	Y	1.00	0.59	1.00	0.66	↓	😊	The figure provided spans the period 1 April to 31 December 2010. Over this period the actual number of offences was 51 which is 33.9 per cent lower than the predicted number. The outturn is reported as a ratio and a figure of less than one shows a reduction in the offending rate.	N/A
NI 39	Rate of alcohol related admissions per 100,000 population using Hospital Episode Statistics.	Low	Housing, Health and Adult Social Care	National	N	N	Not set		Not set	1010	■	■	Provisional data for quarter one to quarter three.	Low
NI 40	Change in the total number of drug users using crack and/or opiates recorded as being in effective treatment compared to the baseline year of 2007-08.	High	Housing, Health and Adult Social Care	National	Y	Y	838	710	838		■	■	Quarter four data is due in September 2011. Although not seeing the target number of opiate and crack users in treatment we are doing well, and exceeding expectations in engaging those using the full range of drugs. At the end of quarter three: the number of users (of all drugs) engaged in services was 906; 87 per cent of users referred were successfully engaged in treatment; and 43 per cent successfully completed treatment, matching the national average.	Low
NI 43	Percentage of custodial sentences issued to young people (10-17 year-olds) out of all convictions received by young people in court (total of first-tier disposal, community sentence and custodial sentence).	Low	Family and Children's Services	National	N	N	5.0%	9.9%	5.0%	8.8%	↑	☹	The percentage and absolute numbers of young people receiving custodial sentences have reduced since 2009-10.	Medium
NI 45	Percentage of young offenders who are actively engaged in education, training or employment.	High	Family and Children's Services	National	N	Y	72.0%	75.9%	72.0%	75.7%	↔	😊	-	Low
NI 46	Percentage of known young offenders who have access to suitable accommodation.	High	Family and Children's Services	National	N	N	95.0%	93.0%	Not set	89.3%	↔	■	This indicator was deleted from the national indicator set in April 2010 but continues to be report locally.	Medium
NI 47	Percentage change in the number of people killed or seriously injured during the calendar year compared to the previous year. Figures are based on a three year rolling average up to the current year.	High	Transport, Environment and Leisure Services	National	Y	Y	1.2%	0.0%	4.6%	12.2%	↑	😊	Please note that the target is a three year rolling average 'percentage decrease' in people killed or seriously injured (KSI). The number of KSI in 2009 was 94 and in 2010 it reduced to 80. The rolling average for the current three year period is 287 compared to 327 recorded one year ago.	N/A

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NI 48	Percentage change in number of children killed or seriously injured during the calendar year compared to the previous year. Figures are based on a three year rolling average up to the current year.	High	Transport, Environment and Leisure Services	National	N	N	0.0%	12.5%	0.0%	-30.0%	↓	☹	Please note that the target is a three year rolling average 'percentage decrease' in children killed or seriously injured (KSI). The number of KSI in 2009 was six and in 2010 it reduced to five however the rolling average for the current three year is 13 compared to 10 recorded one year ago.	N/A
NI 51	A self assessment of how effectively mental health services meet children's mental health needs, reported as an aggregated score where four is the lowest possible score (poor compliance) and 16 is the highest (full compliance).	High	Family and Children's Services	National	N	N	16	16	N/A		■	■	The Council no longer participates in this data collection.	N/A
NI 52a	Percentage of full-time pupils on roll at local authority maintained primary schools who have a lunch at school that is provided either by the school or the local authority.	High	Family and Children's Services	National	N	N	Not set	63.0%	Not set	65.8%	↑	■	-	N/A
NI 52b	Percentage of full-time pupils on roll at local authority maintained secondary schools who have a lunch at school that is provided either by the school or the local authority.	High	Family and Children's Services	National	N	N	Not set	47.0%	Not set	47.3%	↑	■	-	N/A
NI 53	Four data lines are collected: the number of infants due for a 6-8 week check; the number of infants recorded as being totally breastfed at 6-8 weeks; the number of children recorded as being partially breastfed (receiving both breast milk and infant formula) at 6-8 weeks; and the number of children recorded as not at all breastfed at 6-8 weeks.	High	Family and Children's Services	National	N	Y	76.0%	78.9%	78.9%	77.7%	↓	☺	-	
NI 55	Percentage of children in reception who are obese as shown by the National Child Measurement Programme.	Low	Family and Children's Services	National	N	Y	10.7%	8.4%	11.0%		■	■	Awaiting information from INWL PCT	
NI 56	Percentage of children in Year 6 who are obese as shown by the National Child Measurement Programme.	Low	Family and Children's Services	National	N	Y	23.9%	24.6%	24.3%		■	■	Awaiting information from INWL PCT	
NI 57	Percentage of 5-16 year-olds participating in at least two hours a week of high quality curriculum time PE and sport at school.	High	Family and Children's Services	National	N	Y	Not set	79.0%	Not set		■	■	-	Low
NI 58	Mean score on the child level Strengths and Difficulties Questionnaire for each child or young person aged 4-16 who has been looked after for a year.	Low	Family and Children's Services	National	N	N	TBC	13	Not set	12	↑	■	-	N/A
NI 59	Number of initial assessments completed within seven working days of referral, in the period between 1 April and 31 March, as a percentage of the number of initial assessments completed in the same period.	High	Family and Children's Services	National	N	N	91%	86%	93%	88%	↑	☺	Assessment timeliness has improved on 2009-10 levels. There is a move away from measuring timeliness to measuring quality therefore we expect these targets to be discontinued in the future.	N/A
NI 60	Percentage of core assessments that were completed within 35 working days of their commencement, recognising that where specialist assessments are required they may not take place within this timescale.	High	Family and Children's Services	National	N	N	93%	83%	94%	84%	↑	☹	Assessment timeliness has improved on 2009-10 levels. There is a move away from measuring timeliness to measuring quality therefore we expect these indicators to be discontinued in the future.	N/A
NI 61	Percentage of looked after children adopted during the year who were placed for adoption within 12 months of the decision and remained in that placement.	High	Family and Children's Services	National	N	N	67.0%	100.0%	67.0%	83.3%	↓	☺	-	N/A
NI 62	Percentage of looked after children at 31 March with three or more placements during the year.	Low	Family and Children's Services	National	N	Y	13.0%	12.8%	12.0%	13.2%	↓	☺	Although the actual number of looked after children (LAC) with three or more placements has reduced the size of the LAC population has reduced also, which has resulted in a downward trend in performance for this indicator.	Medium
NI 63	Percentage of looked after children under 16 at 31 March who had been looked after continuously for at least two and half years who have lived in the same placement for at least two years, or are placed for adoption and their adoptive placement together with their previous placement lasted for at least two years.	High	Family and Children's Services	National	N	N	80%	65%	80%	69%	↑	☹	Performance has been affected by reducing numbers of looked after children (LAC) and the changing age profile of the LAC cohort.	Medium

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NI 64	Percentage of children ceasing to be the subject of a Child Protection Plan during the year ending 31 March, who had been the subject of a Child Protection Plan continuously for two years or longer.	Low	Family and Children's Services	National	N	N	10.0%	1.9%	10.0%	1.0%	↑	😊	-	Low
NI 65	Percentage of children who became subject to a Child Protection Plan at any time during the year who had previously been the subject of a Child Protection Plan or on the Child Protection Register of that council, regardless of how long ago that was.	Low	Family and Children's Services	National	N	N	10-15%	6.7%	10-15%	26.7%	↓	😞	Performance of this indicator fluctuates considerably due to the small numbers in the cohort and the disproportionate impact of large sibling groups.	Medium
NI 66	Percentage of looked after children cases which should have been reviewed during the year ending 31 March that were reviewed on time during the year.	High	Family and Children's Services	National	N	N	98.0%	95.9%	98.0%	100.0%	↑	😊	-	N/A
NI 67	Percentage of children with a Child Protection Plan at 31 March who, at that date, had a Plan continuously for at least the previous three months and whose case was reviewed within the required timescales.	High	Family and Children's Services	National	N	N	100%	90%	100%	99%	↑	😐	The target was narrowly missed due to just one late review in the year.	N/A
NI 68	Percentage of children referred to children's social services departments whose cases go on to initial assessment.	High	Family and Children's Services	National	N	N	TBC	80.7%	Not set	85.7%	↑	■	-	N/A
NI 70	Number of finished in-year emergency admissions of children and young people to hospital as a result of unintentional and deliberate injury per 10,000 population of children and young people.	Low	Family and Children's Services	National	N	N	Not set		Not set		■	■	Awaiting information from INWL PCT	
NI 71	Self-assessment of: the extent to which Children's Trusts or LSCBs (or a delegated body) have a picture of running patterns in their area; of how this information informs local service provision; and of what procedures are in place to respond to the needs of young runaways.	High	Family and Children's Services	National	N	N	Not set	8	Not set	10	↑	■	Data no longer collected by DfE.	N/A
NI 72	Number of children achieving 78 points across all 13 Early Years Foundation Stage Profile (EYFSP) scales with at least six points or more in each, expressed as a percentage of the total number of children assessed against the EYFSP.	High	Family and Children's Services	National	Y	Y	49.5%	54.0%	51.0%	59.0%	↑	😊	-	Low
NI 73	Number of pupils achieving Level 4 and above in both English and Maths at Key Stage 2 as a percentage of the number of pupils at the end of Key Stage 2 with valid National Curriculum test results in both English and Maths.	High	Family and Children's Services	National	Y	Y	83.0%	80.3%	84.0%	81.1%	↑	😐	-	Low
NI 75	The number of pupils achieving five or more A*-C grades at GCSE or equivalent, including English and Maths at Key Stage 4, as a percentage of the number of pupils at the end of Key Stage 4.	High	Family and Children's Services	National	Y	Y	70.0%	66.1%	70.0%	71.3%	↑	😊	-	Low
NI 76	The number of schools in the local authority where the number of pupils achieving Level 4 and above in both English and Maths at Key Stage 2, as a percentage of the number of pupils at the end of Key Stage 2 with valid National Curriculum test results in both English and Maths, is less than 55 per cent.	Low	Family and Children's Services	National	N	N	0	1	0	1	↔	😞	-	N/A
NI 78	The number of schools in the local authority where the number of pupils achieving 5 or more A*-C grades at GCSE or equivalent, including English and Maths at Key Stage 4, as a percentage of the number of pupils at the end of Key Stage 4, is less than 30 per cent.	Low	Family and Children's Services	National	N	N	0	0	0	0	↔	😊	-	N/A
NI 79	Percentage of young people attaining a Level 2 qualification by age 19 in a local authority area.	High	Family and Children's Services	National	N	N	Not set	79.9%	Not set	83.0%	↑	■	-	Low

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NI 80	Percentage of young people attaining a Level 3 qualification by age 19 in a local authority area.	High	Family and Children's Services	National	N	N	Not set	60.0%	Not set	66.0%	↑	■	-	Low
NI 81	Percentage gap in the achievement of Level 3 qualifications at age 19 between young people who were in receipt of free school meals at academic age 15 and those who were not.	Low	Family and Children's Services	National	N	N	Not set	12.0%	Not set	6.0%	↑	■	-	N/A
NI 82	Percentage of young people who were in receipt of free school meals at age 15 who achieved a Level 2 qualification by age 19.	High	Family and Children's Services	National	N	N	Not set	4.0%	Not set		↓	■	-	N/A
NI 84	The number of pupils in a school at the end of Key Stage 4 who have achieved two or more science GCSEs graded A*-C as a percentage of the number of pupils in a school at the end of Key Stage 4.	High	Family and Children's Services	National	N	N	Not set	63.8%	Not set	86.4%	↑	■	-	N/A
NI 85	The number of entries for 16-18 year-olds in schools and colleges for A Level Physics, Chemistry and Maths.	High	Family and Children's Services	National	N	N	Not set	269	Not set	311	↑	■	-	N/A
NI 86	Percentage of secondary schools graded 1 (outstanding) or 2 (good) for behaviour in each local authority.	High	Family and Children's Services	National	N	N	100%	75%	100%	100%	↑	😊	-	N/A
NI 87	The number of persistently absent pupil enrolments as a percentage of the total number of local authority maintained secondary school pupil enrolments.	Low	Family and Children's Services	National	Y	Y	5%	5%	4%	3%	↑	😊	-	Low
NI 89	Reduction in the number of schools judged as requiring special measures and improvement. Where a school is in special measures good performance is typified by actions which result in the school being judged as making good progress at the 12 month monitoring visit.	Low	Family and Children's Services	National	N	N	0	0	0	0	↔	😊	-	N/A
NI 90	The number of active Diploma Aggregation Service accounts where the centre of learning is recorded as being within the local authority.	High	Family and Children's Services	National	N	N	Not set	18	Not set		■	■	Awaiting data from the Diploma Aggregation Service.	N/A
NI 91	Number of people in full or part time education or Work Based Learning in a local authority at academic age 17.	High	Family and Children's Services	National	N	N	Not set	N/A	N/A		■	■	Data still not available for this indicator which is now subject to DfE data review.	Low
NI 92	The gap between the median Early Years Foundation Stage Profile score of all children locally and the mean score of the lowest achieving 20 per cent, as a percentage of the median score of all children locally.	Low	Family and Children's Services	National	N	Y	29.2%	32.6%	28.9%	30.4%	↑	😊	-	Low
NI 93	The number of pupils at the end of Key Stage 2 progressing by two levels in English between Key Stage 1 and Key Stage 2, as a percentage of the number of pupils at the end of Key Stage 2 with valid National Curriculum test results (including pupils working below the level of the test, absent pupils and pupils unable to access the test).	High	Family and Children's Services	National	Y	Y	94.0%	92.2%	94.0%	93.2%	↑	😊	-	Low
NI 94	The number of pupils at the end of Key Stage 2 progressing by two levels in English between Key Stage 1 and Key Stage 2, as a percentage of the number of pupils at the end of Key Stage 2 with valid National Curriculum test results (including pupils working below the level of the test, absent pupils and pupils unable to access the test).	High	Family and Children's Services	National	Y	Y	92.0%	90.9%	93.0%	92.0%	↑	😊	-	Low

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NI 99	Number of looked after children who have been in care for at least one year who were in Year 6 (Key Stage 2) and who achieved at least Level 4 in English, as a percentage of the total number of looked after children who were in care for at least one year who were in Year 6.	High	Family and Children's Services	National	N	Y	44.0%	40.0%	50.0%	50.0%	↑	😊	-	Low
NI 100	Number of looked after children who have been in care for at least one year who were in Year 6 (Key Stage 2) and who achieved at least Level 4 in mathematics, as a percentage of the total number of looked after children who were in care for at least one year who were in Year 6.	High	Family and Children's Services	National	N	Y	44.0%	30.0%	50.0%	50.0%	↑	😊	-	Low
NI 101	The number of looked after children who were in care for at least one year who were in Year 11 and achieved the equivalent of at least five A*-C GCSEs or equivalent, including English and mathematics, as a percentage of the total number of looked after children who were in care for at least one year who were in Year 11.	High	Family and Children's Services	National	N	Y	12.0%	11.9%	24.0%	16.7%	↑	😞	Performance fluctuates considerably for this indicator due to small numbers in the cohort. Broader measures of attainment across all subjects and qualifications are more positive.	Medium
NI 102a	Percentage point gap between those pupils known to be eligible for free schools meals (FSM) achieving at least Level 4 in English and Maths at Key Stage 2 and pupils not known to be eligible for FSM achieving the same outcome.	Low	Family and Children's Services	National	N	N	Not set	14.2%	10.0%	7.0%	↑	😊	-	Low
NI 102b	Percentage point gap between pupils known to be eligible for free school meals (FSM) achieving five A*-C grades at GCSE or equivalent at Key Stage 4, including English and Mathematics, and pupils ineligible for FSM achieving the same outcome.	Low	Family and Children's Services	National	N	N	Not set	14.6%	8.0%	12.0%	↑	😞	-	Low
NI 103a	Percentage of final statements of special educational needs issued within 26 weeks, excluding exceptions cases, as a proportion of all such statements issued in the year.	High	Family and Children's Services	National	N	N	70.0%	90.0%	91.0%	97.0%	↑	😊	-	N/A
NI 103b	Percentage of final statements of special educational needs issued within 26 weeks as a proportion of all such statements issued in the year.	High	Family and Children's Services	National	N	N	11.0%	16.4%	35.0%	61.0%	↑	😊	-	N/A
NI 104	Percentage point gap between pupils who are identified as having special educational needs, who achieve the expected National Curriculum Level 4 or above in both English and Maths at Key Stage 2, and their peers (pupils who have not been identified as having special educational needs).	Low	Family and Children's Services	National	N	N	Not set	41%	Not set	51%	↓	■	-	N/A
NI 105	Percentage point gap between pupils who are identified as having special educational needs who achieve five A*-C GCSE grades or equivalent, including English and Maths at Key Stage 4, and their peers (pupils who have not been identified as having special educational needs).	Low	Family and Children's Services	National	N	N	Not set	45%	Not set	47%	↓	■	-	N/A
NI 106	Percentage point gap between the proportions of 15 year olds eligible for free school meals (FSM) and those not eligible for FSM progressing to higher education at the age of 18 or 19.	Low	Family and Children's Services	National	N	N	New		Not set		■	■	There is a significant time lag in the availability of this data.	N/A
NI 107a	Percentage point gap between pupils in the ethnic group 'white British' and all pupils in achieving at least Level 4 in English and Maths at Key Stage 2.	Zero	Family and Children's Services	National	N	N	3.0%	3.8%	Not set	0.0%	↑	■	-	N/A
NI 107b	Percentage point gap between pupils in the ethnic group 'white other' and all pupils in achieving at least Level 4 in English and Maths at Key Stage 2.	Zero	Family and Children's Services	National	N	N	-2.0%	7.8%	2.0%	3.0%	↓	😞	-	N/A

KENSINGTON AND CHELSEA PERFORMANCE REPORT (KCPR) 2011

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NI 107c	Percentage point gap between pupils in the ethnic group 'mixed other' and all pupils in achieving at least Level 4 in English and Maths at Key Stage 2.	Zero	Family and Children's Services	National	N	N	10.0%	-1.6%	Not set	0.0%	↑	■	-	N/A
NI 107d	Percentage point gap between pupils in the ethnic group 'black African' and all pupils in achieving at least Level 4 in English and Maths at Key Stage 2.	Zero	Family and Children's Services	National	N	N	-5.0%	-3.8%	-9.0%	-7.0%	↓	😊	-	N/A
NI 107e	Percentage point gap between pupils in the ethnic group 'black Caribbean' and all pupils in achieving at least Level 4 in English and Maths at Key Stage 2.	Zero	Family and Children's Services	National	N	N	6.0%	-4.8%	0.0%	-9.0%	↓	😞	-	N/A
NI 107f	Percentage point gap between pupils in the ethnic group 'other' and all pupils in achieving at least Level 4 in English and Maths at Key Stage 2.	Zero	Family and Children's Services	National	N	N	-6.0%	-2.1%	Not set	1.0%	↑	■	-	N/A
NI 108a	Percentage point gap between pupils in the ethnic group 'white British' and all pupils in achieving five A*-C grades at GCSE or equivalent, including English and Maths.	Zero	Family and Children's Services	National	N	N	4.0%	3.1%	Not set	-2.0%	↑	■	-	N/A
NI 108b	Percentage point gap between pupils in the ethnic group 'white other' and all pupils in achieving five A*-C grades at GCSE or equivalent, including English and Maths.	Zero	Family and Children's Services	National	N	N	5.0%	3.1%	19.0%	12.0%	↑	😊	-	N/A
NI 108c	Percentage point gap between pupils in the ethnic group 'mixed other' and all pupils in achieving five A*-C grades at GCSE or equivalent, including English and Maths.	Zero	Family and Children's Services	National	N	N	-7.0%	-14.2%	Not set	-12.0%	↑	■	-	N/A
NI 108d	Percentage point gap between pupils in the ethnic group 'black African' and all pupils in achieving five A*-C grades at GCSE or equivalent, including English and Maths.	Zero	Family and Children's Services	National	N	N	-3.0%	-3.6%	5.0%	6.0%	↓	😞	-	N/A
NI 108e	Percentage point gap between pupils in the ethnic group 'black Caribbean' and all pupils in achieving five A*-C grades at GCSE or equivalent, including English and Maths.	Zero	Family and Children's Services	National	N	N	-9.0%	-21.6%	-18.0%	-18.0%	↑	😊	-	N/A
NI 108f	Percentage point gap between pupils in the ethnic group 'other' and all pupils in achieving five A*-C grades at GCSE or equivalent, including English and Maths.	Zero	Family and Children's Services	National	N	N	-4.0%	-1.2%	Not set	-1.0%	↑	■	-	N/A
NI 109	Total number of Sure Start Children's Centres designated as a percentage of the total number of centres required to reach all under fives in a local authority area.	High	Family and Children's Services	National	N	N	100%	100%	100%		■	■	-	N/A
NI 111	Rate of first time entrants to the criminal justice system per 100,000 population where first time entrants are defined as young people (10-17 year-olds) who receive their first substantive outcome.	Low	Family and Children's Services	National	N	Y	1,261		1,235		■	■	Data will be available in November 2011.	Low
NI 112	Change in the rate of under-18 conceptions per 1,000 girls aged 15-17 resident in the area for the current calendar year shown as a percentage of the 1998 rate.	Low	Family and Children's Services	National	N	Y	-47.2%	-41.5%	-49.6%	-49.6%	↑	😊	-	
NI 113	Percentage increase in Chlamydia screening volumes in young people aged 15 to 24.	High	Family and Children's Services	National	N	Y	25.0%	28.2%	35.0%	35.2%	↑	😊	-	N/A
NI 114	Number of permanent exclusions from school in the academic year expressed as a percentage of the school population.	Low	Family and Children's Services	National	N	N	0.19%	0.18%	0.18%	0.09%	↑	😊	-	Low
NI 116	Proportion of children in families in receipt of out of work benefits or in receipt of tax credits where their reported income is less than 60 per cent median income.	Low	Family and Children's Services	National	N	Y	Not set		1.5% below England average		■	■	-	Low

KENSINGTON AND CHELSEA PERFORMANCE REPORT (KCPR) 2011

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NI 117	Percentage of 16-18 year-olds who are not in education, employment or training.	Low	Family and Children's Services	National	Y	Y	7.0%	5.0%	6.5%	5.3%	↓	😊	-	Low
NI 118	Number of working families benefiting from the childcare element of Working Tax Credit as a percentage of the number of working families receiving more than the family element of Child Tax Credit.	High	Family and Children's Services	National	N	N	Not set	20.8%	Not set		■	■	-	N/A
NI 120a	The directly age-standardised mortality rate per 100,000 population (male), from all causes at all ages (directly standardised to the European Standard Population).	Low	Housing, Health and Adult Social Care	National	N	Y	414	456	402		■	■	Awaiting information from INWL PCT	N/A
NI 120b	The directly age-standardised mortality rate per 100,000 population (female), from all causes at all ages (directly standardised to the European Standard Population).	Low	Housing, Health and Adult Social Care	National	N	Y	290	286	281		■	■		N/A
NI 121	The Directly Standardised Rates (mortality rate from all circulatory diseases) per 100,000 population aged under 75.	Low	Housing, Health and Adult Social Care	National	N	N	46.70	50.77	44.20		■	■	Awaiting information from INWL PCT	N/A
NI 122	The directly Standardised Rates (mortality rate from all cancers) per 100,000 population aged under 75.	Low	Housing, Health and Adult Social Care	National	N	N	70.00	77.10	68.40		■	■	Awaiting information from INWL PCT	N/A
NI 123	Rate of self-reported four-week smoking quitters per 100,000 population aged 16 and over.	High	Housing, Health and Adult Social Care	National	N	Y	1,100	1,249	1,150	1,196	↓	😊	-	N/A
NI 124	Percentage of people with a long-term condition who have had adequate support from local services or organisations to help manage their long-term health condition(s).	High	Housing, Health and Adult Social Care	National	N	N	Not set	79%	N/A		■	■	Data is not available for this indicator.	N/A
NI 125	Percentage of older people aged 65 and over discharged from hospital to: their own home; a residential or nursing care home; or to extra care housing for rehabilitation, with a clear intention that they will: move on/back to their own home; or are at home; or in extra care housing; or an adult placement scheme setting, three months after the date of their discharge from hospital.	High	Housing, Health and Adult Social Care	National	N	N	80.0%	89.6%	81.0%	94.6%	↑	😊	Performance has improved substantially.	Low
NI 126	Percentage of women in the relevant PCT population who have seen a midwife or a maternity healthcare professional for health and social care assessment of needs, risks and choices by 12 weeks and six days of pregnancy.	High	Family and Children's Services	National	N	Y	90.0%	78.6%	90.0%	93.3%	↑	😊	-	N/A
NI 127	Social Care users' perceptions of services they receive based on a survey of a random sample of social care service users.	High	Housing, Health and Adult Social Care	National	N	N	Not set	64.5%	Not set	17.7%	■	■	The revised NI 127 is a composite quality of life measure using results from the new Adult Social Care Survey. The definition is no longer based on user satisfaction as in previous years.	Medium
NI 129	Percentage of all deaths that occur at home.	High	Housing, Health and Adult Social Care	National	N	Y	24.0%	22.0%	26.0%	21.1%	↓	☹	-	N/A
NI 130	Number of social care clients (adults) receiving self-directed support as a percentage of all clients receiving community based services and carers (aged 18 years and over) receiving carer's specific services.	High	Housing, Health and Adult Social Care	National	N	Y	40.0%	21.5%	75.0%	36.0%	↑	☹	There is considerable improvement on last year's figure and the Council is performing well above the national target of 30 per cent - although below the very ambitious target we set ourselves.	Low
NI 131	Average weekly rate of delayed transfers of care from all NHS hospitals, acute and non-acute, per 100,000 population aged 18 and over.	Low	Housing, Health and Adult Social Care	National	N	N	15.0	6.2	15.0	2.7	↑	😊	-	N/A
NI 134	Number of emergency in-year bed-days of Finished Consultant Episodes where the admission method is reported as an emergency.	Low	Housing, Health and Adult Social Care	National	N	N	Not set	40483	Not set		■	■	Awaiting information from INWL PCT	N/A

KENSINGTON AND CHELSEA PERFORMANCE REPORT (KCPR) 2011

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NI 135	Number of carers whose needs were assessed or reviewed by the Council who received a specific carer's service, or advice and information, reported as a percentage of the total number of people who received a community based service in the year.	High	Housing, Health and Adult Social Care	National	N	Y	21.0%	27.3%	22.0%	24.0%	↓	😊	Performance is above target although the number of carers has fallen slightly along with the number of users.	N/A
NI 137	Years of life expectancy spent in self-reported good health - based on the results of a survey and applied to life expectancy projections at 65.	High	Housing, Health and Adult Social Care	National	N	N	Not set	N/A	N/A		■	■	The indicator was deleted from the national indicator set and data is no longer available.	N/A
NI 141	Number of service users (people receiving a Supporting People service) who have moved on from supported accommodation in a planned way, as a percentage of the total number of service users who have left the service.	High	Housing, Health and Adult Social Care	National	N	Y	78.00%	77.21%	78.00%	72.45%	↓	😐	The target has not been met due to the closure of several large schemes resulting in a higher number of both planned and unplanned moves. Evictions from schemes is a contributing factor also. Commissioning managers continue to work closely with providers to resolve these issues.	Low
NI 142	Number of service users (people receiving a Supporting People service) who have established or are maintaining independent living, as a percentage of the total number of service users in receipt of Supporting People services during the period.	High	Housing, Health and Adult Social Care	National	N	N	99.00%	99.13%	99.00%	99.56%	↑	😊	The target was met and exceeded this year.	Low
NI 143	Percentage of offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence.	High	Housing, Health and Adult Social Care	National	N	N	TBC		78.0%	78.4%	■	😊	We successfully hit the target for 2010-11. Please note that the figures provided are for Kensington and Chelsea and Westminster combined. Separate figures for each borough are not available.	N/A
NI 144	Percentage of offenders under probation supervision in employment at the end of their order or licence.	High	Corporate Services	National	N	Y	Not set		43.0%	45.8%	■	😊	We successfully hit the target for 2010-11. Please note that the figures provided are for Kensington and Chelsea and Westminster combined. Separate figures for each borough are not available.	N/A
NI 145	Percentage of adults with learning disabilities known to councils with Adult Social Services responsibilities in settled accommodation at the time of their latest assessment or review.	High	Housing, Health and Adult Social Care	National	N	N	61.0%	62.7%	61.5%	65.9%	↑	😊	Performance has improved.	N/A
NI 146	Percentage of adults with learning disabilities known to councils with Adult Social Services responsibilities in paid employment at the time of their latest assessment or review.	High	Housing, Health and Adult Social Care	National	N	N	7.5%	8.3%	7.6%	7.3%	↓	😐	Two people were made redundant due to the financial pressures resulting from the economic climate.	Medium
NI 147	Percentage of former care leavers aged 19 who were looked after on 1 April of their seventeenth year (under any legal status, excluding V3 and V41) who are in suitable accommodation.	High	Family and Children's Services	National	N	N	95.0%	100.0%	95.0%	90.9%	↓	😐	The target was narrowly missed as a result of just one young person not in suitable accommodation.	Low
NI 148	Percentage of former care leavers aged 19 who were looked after on 1 April of their seventeenth year (under any legal status, excluding V3 and V41) who are in education, training or employment.	High	Family and Children's Services	National	N	Y	72.0%	70.0%	72.0%	72.7%	↑	😊	-	Low
NI 149	Percentage of adults receiving secondary mental health services who were in settled accommodation at the time of their most recent assessment, formal review or other multi-disciplinary care planning meeting.	High	Housing, Health and Adult Social Care	National	N	N	44.0%	60.7%	Not set		■	■	This data will be supplied by CNWL from the Mental Health Minimum Data set but it is not known when the data will be available.	Medium
NI 150	Percentage of adults receiving secondary mental health services who were in paid employment at the time of their most recent assessment, formal review or other multi-disciplinary care planning meeting.	High	Housing, Health and Adult Social Care	National	N	N	7.0%	6.0%	Not set		■	■	This data will be supplied by CNWL from the Mental Health Minimum Data set but it is not known when the data will be available.	Low
NI 151	Percentage of working age population (16-59 for females and 16-64 for males) who are in employment according to the International Labour Organisation definition.	High	Corporate Services	National	N	N	Not set	61.9%	Not set	63.6%	↑	■	-	N/A

KENSINGTON AND CHELSEA PERFORMANCE REPORT (KCPR) 2011

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NI 152	Percentage of the working age population claiming out of work benefits. Out of work benefits include the main client group categories: unemployed people on Jobseekers Allowance; lone parents on Income Support; Incapacity Benefit customers; and others on income-related benefits.	Low	Corporate Services	National	N	Y	8.4%	9.8%	10.0%	9.7%	↑	😊	These figures use the 2008 mid-year population estimates for consistency. The target figure is 2.9 percentage points below the England average and the actual, at 3.2 percentage points below, is better than the target.	N/A
NI 153	Percentage of the working age population claiming out of work benefits in the worst performing neighbourhoods. Out of work benefits include the main client group categories: unemployed people on Jobseekers Allowance; lone parents on Income Support; Incapacity Benefit customers; and others on income-related benefits.	Low	Corporate Services	National	N	Y	26.5%	25.6%	26.3%	25.0%	↑	😊	The target figure is 4.7 percentage points below the England average. The actual is six percentage points below. For deprived neighbourhoods the increases in Jobseekers Allowance claimants have been partially offset by reductions in lone parent claimants.	N/A
NI 154	Net increase in dwelling stock over one year.	High	Planning and Borough Development	National	N	Y	Not set	127	350	7	↓	😞	Performance against this indicator is affected by several external factors outside the Council's control. The ongoing economic downturn has had a particularly adverse effect.	N/A
NI 155	Total supply of social rent housing and intermediate housing (newly built - including gains from conversions such as subdivision, or acquired).	High	Housing, Health and Adult Social Care	National	N	Y	80	31	80	58	↑	😞	All of the units provided were outside of the borough as part of the West London distribution. There were three units remodelled within the Royal Borough however these do not contribute towards this indicator.	N/A
NI 156	Number of households living in temporary accommodation for which the Council has accepted their eligibility for assistance under the homelessness legislation.	Low	Housing, Health and Adult Social Care	National	Y	Y	996	994	974	1132	↓	😞	This indicator was in operation until December 2010 only. L 4130 replaces this indicator.	N/A
NI 157a	Percentage of planning applications by type determined in a timely manner: within 13 weeks for major applications.	High	Planning and Borough Development	National	Y	N	60.00%	68.75%	60.00%	42.85%	↓	😞	There has been a fall in staff numbers this year and, due to the economic situation, leavers have not been replaced. A high number of applications were received and the number of overdue cases rose due to heavier workloads and some inefficient working practices. Four temporary staff are now making inroads into the overdue cases and it is hoped that improvement over the latter part of the year can be maintained.	N/A
NI 157b	Percentage of planning applications by type determined in a timely manner: within 8 weeks for minor applications.	High	Planning and Borough Development	National	Y	N	65.00%	90.77%	65.00%	55.86%	↓	😞		N/A
NI 157c	Percentage of planning applications by type determined in a timely manner: within 8 weeks for other applications.	High	Planning and Borough Development	National	Y	N	80.00%	91.58%	80.00%	56.75%	↓	😞		N/A
NI 158	Number of non-decent council homes as a percentage of the total council housing stock.	Low	Housing, Health and Adult Social Care	National	Y	Y	0%	1%	0%	3%	↓	😞	The requirement for 'decent homes' related works continually accrues as building and household elements deteriorate over time. A stock condition survey carried out in May 2010 has refreshed and validated the previous stock condition database. The latest stock information is being used to inform TMO works programmes for 2011-12.	Medium
NI 159	Number of net additional dwellings deliverable as a percentage of the planned housing provision (in net additional dwellings) for the five year period.	High	Planning and Borough Development	National	N	N	100.0%	133.3%	100.0%	0.0%	↓	😞	Performance against this indicator is affected by several external factors outside the Council's control. The ongoing economic downturn has had a particularly adverse effect.	N/A
NI 161	Number of achievements in approved Level 1 qualifications in literacy (including English for Speakers of Other Languages) reported for each academic year.	High	Family and Children's Services	National	N	Y	185		193		■	■	It is not clear when data will be available for this indicator.	N/A
NI 162	Number of achievements in an approved Entry Level qualification in numeracy, reported for each academic year.	High	Family and Children's Services	National	N	Y	42		43		■	■	It is not clear when data will be available for this indicator.	N/A
NI 163	Percentage of the population (aged 19-64 for males and 19-59 for females) qualified to at least Level 2 or higher.	High	Family and Children's Services	National	N	N	Not set	81.3%	Not set		■	■	Data not available until October 2011.	N/A
NI 164	Percentage of the population (aged 19-64 for males and 19-59 for females) qualified to at least Level 3 or higher.	High	Family and Children's Services	National	N	N	Not set	70.5%	Not set		■	■	Data not available until October 2011.	N/A
NI 165	Percentage of the population (aged 19-64 for males and 19-59 for females) qualified to at least Level 4 or higher.	High	Family and Children's Services	National	N	N	Not set	60.6%	Not set		■	■	Data not available until October 2011.	N/A

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NI 166	Median gross weekly pay of full-time employees on a workplace basis. This measure is available directly from the results of the Annual Survey of Hours and Earnings.	High	Corporate Services	National	N	N	Not set	£552.1	Not set		■	■	-	N/A
NI 168	Percentage of the local authority's A-road and principal M-road carriageways (local authority owned) where maintenance should be considered.	Low	Transport, Environment and Leisure Services	National	N	N	Not set	12%	Not set	9%	↑	■	Performance has improved this year. However there is considerable doubt over the rigour of the methodology used for this indicator as it favours outer London boroughs. The level of fluctuation in the data means targets have not been set.	N/A
NI 169	Percentage of the local authority's B-road and C-road carriageways where maintenance should be considered.	Low	Transport, Environment and Leisure Services	National	N	N	Not set	6%	Not set	4%	↑	■	Performance has improved this year. However there is considerable doubt over the rigour of the methodology used for this indicator as it favours outer London boroughs. The level of fluctuation in the data means targets have not been set.	N/A
NI 171	Rate of business registrations per 10,000 resident population aged 16 and above.	High	Corporate Services	National	N	Y	4.3%	-9.6%	4.3%	-9.5%	↑	☹	While Kensington and Chelsea performed relatively well in terms of numbers of new businesses started - the borough was not able to keep pace with the overall performance of Inner London. Compared to previous trends there were strong performances by Westminster, Hackney and Tower Hamlets, who each saw greater than historical average increases in business births. Figures relate to the most recent published data covering 2008.	N/A
NI 172	Percentage of small registered businesses showing year-on-year employment growth.	High	Corporate Services	National	N	N	Not set	14.1%	Not set	14.1%	↔	■	Performance is 2.3 percentage points greater than the mean average covering the previous five years and 0.3 percentage points greater than the London average. Please note: the data reflects the position at the end of 2008.	N/A
NI 173	Percentage of the working population living in a local authority, including those in receipt of employers sick pay or statutory sick pay, who move directly from employment to Incapacity Benefits.	Low	Corporate Services	National	N	N	Not set		Not set		■	■	-	N/A
NI 176	Percentage of people of economically active age with access, within a reasonable time, to more than 500 jobs by public transport, cycling and/or walking.	High	Transport, Environment and Leisure Services	National	N	N	94%	94%	N/A		■	■	The results of this indicator are not available and will be reported directly by the government.	N/A
NI 178a	Percentage of non-frequent buses on time.	High	Transport, Environment and Leisure Services	National	N	N	Not set	N/A	N/A		■	■	The results of this indicator are not available and will be reported directly by the government.	N/A
NI 178b	Average excess waiting time for frequent services.	Low	Transport, Environment and Leisure Services	National	N	N	Not set	N/A	N/A		■	■		N/A
NI 181	Average time taken in calendar days to process all new claims and change events in Housing Benefit and Council Tax Benefit.	Low	Corporate Services	National	N	N	13.0	10.0	13.0	10.0	↔	😊	The target is exceeded.	Low
NI 182	Percentage of business customers of regulatory services (local authority core functions of: Trading Standards; Environmental Health; and Licensing) who respond that they have been treated fairly and/or the contact has been helpful.	High	Housing, Health and Adult Social Care	National	Y	Y	70%	76%	70%	78%	↑	😊	Businesses continue to show satisfaction with Environmental Health and Trading Standards' operations.	N/A
NI 184	Percentage of food establishments within the local authority area which are 'broadly compliant' with food law. Broadly compliant is an output measure which the Food Standards Agency has developed to monitor the effectiveness of the regulatory service relating to food law.	High	Housing, Health and Adult Social Care	National	N	Y	65%	74%	65%	76%	↑	😊	This indicator was deleted from the national indicator set in April 2010 but retained by the Council as a local performance measure. Performance has been consistently around 75 per cent throughout the year.	Low
NI 185	Year on year reduction of CO2 emissions (direct and indirect) emitted as a result of local authority operations. Baseline data was reported in 2009 for the financial year 1 April 2008 to 31 March 2009.	High	Transport, Environment and Leisure Services	National	N	Y	4.0%	1.7%	8.0%		■	■	The results of this indicator will not be available until summer 2011. 2009-10 data is undergoing data quality checks and may change.	N/A

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NI 186	Annual amount of end user CO2 emissions across an agreed set of sectors (housing, road transport and business) measured as a percentage reduction (or increase) of the per capita CO2 emission from the 2005 baseline year.	High	Transport, Environment and Leisure Services	National	N	Y	6.9%	1.5%	10.6%	8.0%	↑	☹	In order to achieve the government target of 17.3 per cent reduction by 2010, the Royal Borough needs to reduce its per capita emissions to 6.6 tonnes. Please note there is a two year time lag so this target will not be realised until 2013.	N/A
NI 188	Self-assessment score for the local authority's level of preparedness to adapt to climate change. Performance is equated to one of five levels and a score from zero to four allocated, with four being the best.	High	Transport, Environment and Leisure Services	National	N	N	1	1	2	2	↑	☺	This indicator was deleted from the national indicator set in November 2010. However a revised indicator will be developed for use in 2011-12.	N/A
NI 189	Percentage of agreed actions to implement long term flood and coastal erosion risk management plans that are being undertaken satisfactorily.	High	Corporate Services	National	N	N	80%	92%	75%	90%	↓	☺	Surface water management plans and preliminary flood risk assessments have all been completed in conjunction with Drain London.	N/A
NI 190	Meeting standards for the control system for animal health: a measure of an authority's ability to manage risk effectively in both its own operations and within the wider area, taking appropriate action where necessary. An authority achieving the top level (three) has fully implemented its risk strategy and is in a continuous process of review and improvement.	High	Transport, Environment and Leisure Services	National	N	N	Not set	2	Not set	2	↔	■	Animal Health (aspects 2 and 3) are the same as last year. Work on Enforcement and Intelligence Sharing is still undertaken by City of London Animal Health Service on our behalf and continues to meet the same assessment level.	N/A
NI 191	Number of kilograms of residual household waste collected per household.	Low	Transport, Environment and Leisure Services	National	N	N	476	453	448	434	↑	☺	There has been a four per cent reduction in household waste.	N/A
NI 192	Percentage of household waste which has been sent by the authority for reuse, recycling, composting or anaerobic digestion.	High	Transport, Environment and Leisure Services	National	Y	Y	30.70%	30.53%	33.20%	32.08%	↑	☹	The 2010-11 recycling target has not been met. The council are encouraging residents to minimise waste and as a result household waste has dropped by four per cent which has had a knock-on effect on the recycling rate.	N/A
NI 193	Percentage of municipal waste which is sent to landfill.	Low	Transport, Environment and Leisure Services	National	N	Y	74.00%	75.73%	72.00%	74.76%	↑	☹	These are provisional figures as an amount of waste was sent to incineration instead of landfill. Although overall municipal waste has reduced the target was not met.	N/A
NI 194a	Year on year reduction of NOx emissions from local authority estate and operations. April 2008 to March 2009 is the baseline year.	High	Housing, Health and Adult Social Care	National	N	N	Not set		Not set		■	■	NI 194 is no longer a national indicator. Although we hope to complete the data for 2010-11 we are dependent on receiving the information for NI 185 due in the summer 2011.	N/A
NI 194b	Year on year reduction of primary PM10 emissions from local authority estate and operations. April 2008 to March 2009 is the baseline year.	High	Housing, Health and Adult Social Care	National	N	N	Not set		Not set		■	■		N/A
NI 195a	Percentage of relevant land and highways that is assessed as having deposits of litter that fall below an acceptable level.	Low	Transport, Environment and Leisure Services	National	Y	Y	8%	1%	8%	2%	↓	☺	Usually 300 sites are surveyed three times per year. For 2010-11: survey three was cancelled due to the deletion of NI 195 from the national indicator set; and, due to technical issues, some of survey two data on the better performing sites in the south of the borough could not be loaded into the system. Although performance for graffiti and fly posting appears to have deteriorated, short term movement in these figures can occur as a result of increased activity from just one tag artist or a single pair of fly posters. These results only become an issue if a pattern of poor performance persists over at least a 12 to 18 month period.	Low
NI 195b	Percentage of relevant land and highways that is assessed as having deposits of detritus that fall below an acceptable level.	Low	Transport, Environment and Leisure Services	National	Y	Y	8%	1%	8%	2%	↓	☺		Low
NI 195c	Percentage of relevant land and highways that is assessed as having deposits of graffiti that fall below an acceptable level.	Low	Transport, Environment and Leisure Services	National	Y	Y	2%	0%	2%	4%	↓	☹		Low
NI 195d	Percentage of relevant land and highways that is assessed as having deposits of fly-posting that fall below an acceptable level.	Low	Transport, Environment and Leisure Services	National	Y	Y	2%	0%	2%	6%	↓	☹		Low
NI 196	Year on year change in total incidents of fly-tipping dealt with compared with year on year change in enforcement actions taken against fly-tipping.	High	Transport, Environment and Leisure Services	National	N	Y	Not set	2	N/A		■	■	The results of this indicator are not available and will be reported directly by the government.	N/A
NI 197	Percentage of all local sites in the local authority area where positive conservation management has taken place up to five years prior to the reporting date (31 March).	High	Transport, Environment and Leisure Services	National	N	Y	65%	54%	63%	67%	↑	☺	Sixteen sites (67 per cent) out of 24 are under positive conservation management. The 2010-11 target was originally set at 80 per cent but has been revised to an increase of two sites per year.	N/A

KENSINGTON AND CHELSEA PERFORMANCE REPORT (KCPR) 2011

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NI 198	Percentage of school aged children in full time education travelling to school by the mode of travel that they usually use.	Low	Transport, Environment and Leisure Services	National	N	N	22.7%	18.7%	17.7%	23.4%	↓	☹	The 2010-11 target has not been met. This is mainly due to the increase in the number of schools that have participated in the survey, many of which have recently introduced travel plans. In addition the majority of the new schools are independent schools which tend to have a higher car modal share than state schools.	N/A
L 1103	Energy consumption (electricity) for the Council's operational buildings compared with typical energy efficiency best practice benchmark figures for similar buildings in the UK, equated as a percentage.	Low	Corporate Services	Local	N	N	100.0%	66.0%	100.0%	62.0%	↑	😊	A figure of less than 100 per cent shows that energy consumption is less than the total typical best practice benchmark figures for those buildings. The indicator enables the Council to assess its energy performance and make improvements to poorly performing buildings.	Low
L 1104	Energy consumption (fossil fuels) for the Council's operational buildings compared with typical energy efficiency best practice benchmark figures for similar buildings in the UK, equated as a percentage.	Low	Corporate Services	Local	N	N	100.0%	88.0%	100.0%	86.0%	↑	😊	A figure of less than 100 per cent shows that energy consumption is less than the total typical best practice benchmark figures for those buildings. The indicator enables the Council to assess its energy performance and make improvements to poorly performing buildings.	Low
L 1105	Percentage of the top-paid five per cent of employees who are women, excluding schools-based staff.	High	Corporate Services	Local	N	N	34.0%	33.6%	35.0%	33.2%	↓	☹	-	Medium
L 1106	Percentage of the top-paid five per cent of employees who are from an ethnic minority, excluding schools-based staff.	High	Corporate Services	Local	N	N	8.0%	6.1%	6.0%	6.6%	↑	😊	-	Medium
L 1107	Percentage of the top-paid five per cent of employees who have reported having a disability, excluding schools-based staff.	High	Corporate Services	Local	N	N	2.0%	4.0%	3.0%	3.3%	↓	😊	-	Low
L 1108	Average number of working days lost each year to the Council due to staff sickness absence, including schools-based staff.	Low	Corporate Services	Local	Y	N	9.00	9.01	9.00	8.02	↑	😊	-	Low
L 1109	Percentage of employees who have reported having a disability, including schools-based staff.	High	Corporate Services	Local	N	N	5.0%	5.1%	5.0%	5.0%	↓	😊	-	Low
L 1110	Percentage of employees who are from an ethnic minority, including schools-based staff.	High	Corporate Services	Local	N	N	21.0%	29.8%	21.0%	29.4%	↓	😊	-	Low
L 1112	Percentage of standard local land charge searches that receive a completed response within five working days of the request being received.	High	Planning and Borough Development	Local	N	N	100.0%	50.5%	80.0%	23.3%	↓	☹	The Local Land Charges team is working under considerable pressure due to an unexpected and sustained increase in requested searches (the Royal Borough receives the highest number of searches in the country). Volumes have doubled from what they were in summer 2008. Two new members of staff were recruited in summer 2010 and the backlog of searches has now been cleared.	N/A
L 1113	Number of people that register to vote as a percentage of the number of people canvassed.	High	Corporate Services	Local	N	N	88.0%		Not set		■	■	-	N/A
L 1114	Number of incidents of racist and religious hate offences reported.	Low	Corporate Services	Local	N	N	Not set	241	Not set	189	↑	■	No target was set for this indicator. There were 189 racist and religious hate offences in 2010-11 compared to 241 in 2009-10, a reduction of 52 offences (21.6 per cent).	N/A
L 1115	Percentage of sanctioned (police generated) detections for racist and religious hate offences.	High	Corporate Services	Local	N	N	Not set	55.6%	Not set	47.1%	↓	■	No target was set for this indicator. The sanctioned detection rate for racist and religious hate offences was 47.1 per cent in 2010-11 and 55.6 per cent in 2009-10, a reduction of 8.5 per cent.	N/A
L 1201	Percentage of undisputed invoices for commercial goods and services paid within 30 days of receipt of invoice.	High	Corporate Services	Local	Y	N	92.0%	85.0%	94.0%	87.7%	↑	☹	The target is not met although performance is improving. New streamlined processes in place from 2011-12 should provide further improvements in the future.	Medium

KENSINGTON AND CHELSEA PERFORMANCE REPORT (KCPR) 2011

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L 1202	Percentage of council tax which should have been collected which was collected for the financial year.	High	Corporate Services	Local	Y	N	95.0%	96.6%	96.0%	96.2%	↓	😊	The 2010-11 target was met. Collection is slightly down on previous years due to the single person discount review late in the year.	Low
L 1203	Average processing time (days) for all new housing and council tax benefit claims submitted to the Council.	Low	Corporate Services	Local	Y	N	22.0	18.0	20.0	13.3	↑	😊	Target exceeded.	Low
L 1204	Average processing time (days) for all written changes in circumstances which require a new decision on benefit entitlement.	Low	Corporate Services	Local	N	N	12	11	11	10	↑	😊	The target was met.	Low
L 1206	Percentage of Council payments made through e-payments/e-collection systems.	High	Corporate Services	Local	N	N	8.00%	8.26%	9.00%	8.56%	↑	😐	This indicator reports on the growing use of the internet to make payments to the Council and it is expected this number will continue to grow in future years.	N/A
L 1207	Number of 'unique users' using the RBKC internet site.	High	Corporate Services	Local	N	N	2,000,000	1,547,351	2,000,000	1,407,542	↓	😞	The new website was updated in August 2009 and is 20 to 25 per cent 'lighter'. The removal of out of date pages may have contributed to the reduction in unique users accessing the site. That said, during the transition from the old website to the new, some duplication in counting may have occurred also.	N/A
L 1213	Percentage of local authority buildings where there are public areas required to comply with the Disability Discrimination Act where costed access audits have been undertaken and action plans created.	High	Corporate Services	Local	N	Y	100.0%	95.0%	100.0%	95.0%	↔	😐	Access works underaken in 2011 not yet assessed.	N/A
L 1214	Percentage of qualifying buildings which offer either a 'good' or 'excellent' level of basic building accessibility for their users or, where alternative arrangements are in place, allow disabled persons to make use of services located within those buildings.	High	Corporate Services	Local	N	Y	60.0%	63.0%	65.0%	63.0%	↔	😐	Access works underaken in 2011 not yet assessed.	N/A
L 1216	Percentage of calls answered via the contact centre telephony system.	High	Corporate Services	Local	N	N	90.00%	87.30%	90.00%	86.69%	↓	😐	Actual performance is below target this year. The contact centre is still developing as: more services are transferred in; call volumes increase; staff are trained; and systems are developed.	Low
L 1217	Percentage of calls answered within 15 seconds via the contact centre telephony system.	High	Corporate Services	Local	N	N	85.00%	80.60%	85.00%	78.80%	↓	😐	Performance indicators for the service have been reviewed and a number of new indicators introduced in 2011-12.	N/A
L 1218	Percentage of calls abandoned after 15 seconds as a percentage off all calls abandoned via the contact centre.	Low	Corporate Services	Local	N	N	Not set	75.40%	Not set	83.20%	↓	■	Performance indicators for the service have been reviewed and a number of new indicators introduced in 2011-12.	N/A
L 1219	Percentage of non-domestic rates which should have been collected which was collected for the financial year.	High	Corporate Services	Local	Y	N	98.0%	99.3%	98.9%	99.3%	↔	😊	An excellent collection performance.	Low
L 1220	Percentage of new claims for Housing Benefit or Council Tax Benefit that were processed within 14 days.	High	Corporate Services	Local	N	N	95.0%	96.1%	95.0%	95.7%	↓	😊	The target was exceeded.	N/A
L 1221	Percentage of sundry debt raised in last the 12 months that is between three and 12 months old.	Low	Corporate Services	Local	Y	N	New	2.3%	2.5%	1.8%	↑	😊	The percentage for this indicator often fluctuates slightly from month to month but is normally within the target.	Low
L 2101	Percentage of young people in the area aged 13 to 19 gaining a recorded outcome as a result of participation in youth work.	High	Family and Children's Services	Local	N	N	60.0%	62.8%	60.0%		■	■	-	N/A
L 2102	Percentage of young people in the area aged 13 to 19 gaining an accredited outcome as a result of participation in youth work.	High	Family and Children's Services	Local	N	Y	30.0%	45.4%	30.0%	53.3%	↑	😊	Out of 1,994 participants, 1,063 young people gained an accreditation.	Low
L 2103	Percentage of pupils in primary schools maintained by the local authority achieving Level 2 and above in reading at Key Stage 1.	High	Family and Children's Services	Local	N	N	Not set	85.0%	Not set	85.2%	↑	■	-	N/A

KENSINGTON AND CHELSEA PERFORMANCE REPORT (KCPR) 2011

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L 2104	Percentage of pupils in primary schools maintained by the local authority achieving Level 2 and above in writing at Key Stage 1.	High	Family and Children's Services	Local	N	N	Not set	81.0%	Not set	81.6%	↑	■	-	N/A
L 2105	Percentage of pupils in primary schools maintained by the local authority achieving Level 2 and above in Mathematics at Key Stage 1.	High	Family and Children's Services	Local	N	N	Not set	88.0%	Not set	90.7%	↑	■	-	N/A
L 2107	Percentage of A Level papers taken by pupils in secondary schools maintained by the local authority awarded a grade A-C.	High	Family and Children's Services	Local	N	N	Not set	91.0%	Not set	91.5%	↑	■	-	Low
L 2108	Percentage attendance in primary schools maintained by the local authority.	High	Family and Children's Services	Local	N	N	94.4%	94.0%	95.0%	94.2%	↑	☹	-	Low
L 2109	Percentage attendance in secondary schools maintained by the local authority.	High	Family and Children's Services	Local	N	N	93.7%	94.0%	94.5%	94.7%	↑	😊	-	Low
L 2110	Percentage of schools maintained by the local authority that are judged by OFSTED as having good or outstanding overall effectiveness.	High	Family and Children's Services	Local	N	N	Not set	81.0%	Not set	83.8%	↑	■	-	Low
L 2111	Percentage of primary school classes with more than 30 pupils in reception to Year 2 inclusive.	Low	Family and Children's Services	Local	N	N	0.0%	1.8%	0.0%	2.6%	↓	☹	-	N/A
L 2112	Percentage of primary school classes with more than 30 pupils in Year 3 to Year 6 inclusive.	Low	Family and Children's Services	Local	N	N	0.0%	0.6%	0.0%	0.7%	↓	☹	-	N/A
L 2125	Number of children participating in each of their looked after children (LAC) reviews as a percentage of the total number of LAC who had been looked after for four weeks or more at year ending 31 March.	High	Family and Children's Services	Local	Y	N	95.0%	87.9%	95.0%	91.8%	↑	☹	Performance continues to improve compared to previous years. The introduction of a web based system to enable young people's participation in reviews has been positive.	Low
L 2126	The number of physical visits per 1,000 population to public library premises.	High	Family and Children's Services	Local	N	Y	7,029	6,575	6,973		■	■	-	N/A
L 3101	Percentage of Building Control full plan applications responded to within 10 days of being checked and registered.	High	Planning and Borough Development	Local	N	N	97.0%	87.1%	97.0%	93.5%	↑	☹	Building Control are a small department and several members of staff have left and have not been replaced.	N/A
L 3102	Number of planning enforcement site visits made within 20 days of receipt of the complaint.	High	Planning and Borough Development	Local	N	N	100.00%	99.56%	100.00%	99.00%	↓	☹	Enforcement is a small team and the Council receives a large number of complaints to investigate. Although below target the team is to be congratulated on this performance. Despite being one member of staff down due to long term sickness, the level of performance has been maintained.	N/A
L 3103	Number of planning decisions overturned at appeal as a percentage of all planning decisions taken to appeal.	Low	Planning and Borough Development	Local	N	N	30.00%	40.00%	30.00%	33.64%	↑	☹	The percentage of planning decisions overturned at appeal is slightly off target. For appeals cases overturned on the grounds of design issues, the subjective view of the Inspector is outside of the Council's influence.	N/A
L 4101	Average energy efficiency rating of housing stock.	High	Housing, Health and Adult Social Care	Local	N	Y	74	71	75	66.4	↓	☹	The new property database (Keystone Asset Management Software) has improved the accuracy of the Standard Assessment Procedure (SAP) calculations. Data from the final phase of the insulation programme is yet to be loaded but once complete the projected SAP rating is 69. Changes to SAP methodology introduced in April 2011 will be taken into account for future SAP returns although this is not expected to have a significant impact on the projected SAP ratings for the period 2011 – 2014. An increase in SAP can only be achieved when fabric measures for work such as cavity or solid wall insulation are carried out. The funding levels for such work are at an all time low.	Medium

KENSINGTON AND CHELSEA PERFORMANCE REPORT (KCPR) 2011

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L 4102	Percentage of long term (2 years or more) empty private sector dwellings returned into occupation.	High	Housing, Health and Adult Social Care	Local	N	N	4.0%		4.0%	16.0%	↑	😊	A good indicator and the target is exceeded. For consistency we use GLA figures for the total number of empty properties.	Medium
L 4103	Rent collection and arrears recovery: rent collected.	High	Housing, Health and Adult Social Care	Local	Y	N	97.6%	96.6%	97.0%	97.4%	↑	😊	The target was reduced from 97.7 per cent to 97 per cent in May 2010 in the light of the previous year's performance. This figure was achieved, reducing the borough-wide arrears by £264,000.	Low
L 4104	Rent collection and arrears recovery: seven weeks arrears.	Low	Housing, Health and Adult Social Care	Local	N	N	6.60%	7.71%	7.00%	6.19%	↑	😊	The target was exceeded showing that the higher balance arrears cases are under control and reducing.	Low
L 4107	Number of rough sleepers in the borough.	Low	Housing, Health and Adult Social Care	Local	N	N	12	13	8	32	↓	☹️	The significant increase in rough sleepers is as a result of a new counting methodology introduced in 2010 - from a prescribed geographical hot spot count to an intelligence led approach resulting in a significant increase in the number of persons counted. The numbers include a growing percentage of A10 Central and Eastern European Nationals and non UK nationals without access to public recourse (60 per cent of the March 2011 count) who can only be offered limited advice and assistance services, such as reconnection to their country of origin.	High
L 4108	Average number of days to re-let local authority housing.	Low	Housing, Health and Adult Social Care	Local	Y	N	28	32.9	28	26.7	↑	😊	Void re-let times have improved again on the previous year's performance and the trend continues to be positive. This is due to close co-operation with the voids contractors and staff within the TMO and the Council. With the implementation of new working arrangements within the voids team at the TMO, this figure will improve with further reductions in revenue lost due to vacant properties.	Low
L 4116	Number of people in receipt of self directed care who are from Black and Minority Ethnic groups.	High	Housing, Health and Adult Social Care	Local	Y	N	130	445	135	583	↑	😊	Performance has exceeded the target set.	N/A
L 4119	Percentage of verified rough sleepers assessed by the Council's outreach services that were re-housed as a result of involvement with these services.	High	Housing, Health and Adult Social Care	Local	N	N	50.0%	76.1%	40.0%	88.0%	↑	😊	In total 51 placements were made in the year, 44 into accommodation and seven reconnected to services in their local connection area, which can be within and outside the UK.	Low
L 4120	Number of placements made in the private rental sector through Letstart (the Council's rent deposit scheme).	High	Housing, Health and Adult Social Care	Local	N	N	200	121	N/A		■	■	This indicator was deleted as this scheme is no longer operating. See commentary for L4143.	N/A
L 4121	Home Improvement Agency - percentage spend on Home Improvement Works and Disabled Facilities Grants against target spend.	High	Housing, Health and Adult Social Care	Local	N	N	100.00%	136.35%	100.00%	115.80%	↓	😊	Target achieved.	Low
L 4123	Proportion of approved housing capital investment programme spent.	High	Housing, Health and Adult Social Care	Local	N	N	100.00%	95.02%	100.00%	83.00%	↓	☹️	Reasons for the significant variation to the budget are: snow in December postponed roof renewal until April; leaseholder consultation caused delays in the Cold Water tank installations and lift replacement programmes. Consultation undertaken and this is now part of the 2011-12 programme. Also: restrictions on existing lease agreements prevented progress of the CCTV and door entry project at Worlds End; and in response to concerns from leaseholders regarding the cost of window replacement works an alternative programme of window	Low

KENSINGTON AND CHELSEA PERFORMANCE REPORT (KCPR) 2011

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L 4124	Percentage of urgent repairs completed within government time limits.	High	Housing, Health and Adult Social Care	Local	Y	N	98.0%	97.6%	97.0%	91.7%	↓	☹	Although this indicator did not meet the annual target, quarterly monitoring information shows steady progress over the year, achieving 96.7 per cent in quarter four. An action plan has been drawn up and improvements are being implemented by Morrisons contractors. A new indicator (H2: Repairs right first time) has been introduced for 2011-12.	N/A
L 4125	Commission for Racial Equality's code of practice in rented housing implemented?	N/A	Housing, Health and Adult Social Care	Local	N	N	Yes	Yes	N/A		■	■	This indicator ceased to be applicable following the introduction of the Equalities Act which came into force in October 2010.	N/A
L 4126	Housing advice services provided.	High	Housing, Health and Adult Social Care	Local	N	Y	New	New	Not set	4286	■	■	This was the first year of collection for this indicator and on further review it will not be carried forward to 2011-12.	N/A
L 4127	Collection rates and arrears: temporary accommodation.	High	Housing, Health and Adult Social Care	Local	N	N	New	New	100.00%	114.33%	■	😊	This target was achieved.	Low
L 4128	Underoccupation: number of moves achieved.	High	Housing, Health and Adult Social Care	Local	N	N	New	New	30	29	■	😐	Target missed by one move. Moves are dependent on properties becoming available that are desirable (street properties or ground floor) for tenants.	Low
L 4129	Number of lettings.	High	Housing, Health and Adult Social Care	Local	N	N	New	New	Not set	473	■	■	2010-11 is the first year of collection for this indicator. It is dependant on movement within the stock, which cannot be predicted or controlled.	
L 4130	Total number of households living in temporary accommodation. Under the main homelessness duty (owed to people accepted by a local housing authority as eligible) suitable temporary accommodation must be secured until a settled home becomes available. (Replaces NI 156 but with some revision to PI definition)	Low	Housing, Health and Adult Social Care	Local	Y	Y	New	New	Not set	1209	■	■	This is the first year of collection for this indicator which differs from NI 156 in that it also includes cases under review. Numbers in temporary accommodation have increased due to a higher number of homeless acceptances. Changes in the Local Housing Allowance and an end to referring single priority need cases to hostels also mean that the numbers are likely to remain high as the impact of these changes take effect.	High
L 4131	Number of contaminated sites for which remediation plans have been formally agreed.	High	Housing, Health and Adult Social Care	Local	N	Y	New	New	Not set	5.0	■	■	This is the first year of collection for this indicator and on further review will not be carried forward to 2011-12.	N/A
L 4132	Small industrial processes inspected/improved.	High	Housing, Health and Adult Social Care	Local	N	Y	New	New	Not set	9.0	■	■	This is the first year of collection for this indicator and on further review will not be carried forward to 2011-12.	N/A
L 4133	The proportion of all 'high risk' businesses (Food Hygiene) inspected at least once during the year.	High	Housing, Health and Adult Social Care	Local	N	N	95.0%	100.0%	95.0%	100.0%	➡➡	😊	The target was met and was consistently 100 per cent throughout the year.	N/A
L 4134	The proportion of all 'high risk' businesses (Health and Safety) inspected at least once during the year.	High	Housing, Health and Adult Social Care	Local	N	N	95.0%	100.0%	95.0%	100.0%	➡➡	😊	This target was met and was consistently 100 per cent throughout the year.	N/A
L 4135	The proportion of all 'high risk' businesses (Trading Standards) inspected at least once during the year.	High	Housing, Health and Adult Social Care	Local	N	N	95.0%	100.0%	95.0%	100.0%	➡➡	😊	This target was met and was consistently 100 per cent throughout the year.	N/A
L 4136	Has the local authority completed an annual assessment of air quality in its area, including consultation with statutory consultees?	Yes	Housing, Health and Adult Social Care	Local	N	N	Yes	Yes	Yes	Yes	➡➡	😊	The most recent submission of an annual assessment was in May 2010. The 2011 report, due in April 2011, is being prepared and will be submitted to Defra and the GLA shortly.	N/A
L 4137	Has the local authority produced an annual progress report on the implementation of its Air Quality Action Plan?	Yes	Housing, Health and Adult Social Care	Local	N	N	Yes	Yes	Yes	Yes	➡➡	😊	The most recent submission was in May 2010. The 2011 report, due in April 2011, is being prepared and will be submitted to Defra and the GLA shortly.	N/A

KENSINGTON AND CHELSEA PERFORMANCE REPORT (KCPR) 2011

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L 4140	Number of permanent admissions to residential/nursing care for older people aged 65 and over.	Low	Housing, Health and Adult Social Care	Local	Y	N	35	16	35	14	↑	😊	Performance has exceeded the target set.	Low
L 4143	Number of homeless acceptances (households the Council has a duty to re-house).	Low	Housing, Health and Adult Social Care	Local	N	N	250	255	250	358	↓	😞	The rising number of acceptances is in line with previous quarters reflecting the end of the Regional Development Strategy, changes to the Local Housing Allowance and the end of referring single priority need cases to hostels. There is an expectation that the numbers will remain high and indeed increase as the impact of these changes begins to take effect.	High
L 4144	The number of homeless acceptances (the Council accepts full duty to re-house under the homelessness legislation) reported as a percentage of all cases considered.	Low	Housing, Health and Adult Social Care	Local	N	N	25.00%	22.09%	25.00%	27.50%	↓	😐	The rising number of acceptances is in line with previous quarters reflecting the end of the Regional Development Strategy, changes to the Local Housing Allowance and the end of referring single priority need cases to hostels. There is an expectation that the numbers will remain high and indeed increase as the impact of these changes begins to take effect.	High
L 4146	Collection rates - leaseholder service charges.	High	Housing, Health and Adult Social Care	Local	N	N	110.0%	112.8%	110.2%	112.1%	↓	😊	The total amount billed in 2010-11 was £3,166,205. This amount was collected plus an additional £381,994, which is above target by £57,987.	Low
L 4147	Collection rates - leaseholder major works.	High	Housing, Health and Adult Social Care	Local	N	N	110.0%	136.8%	223.3%	294.4%	↑	😊	The total amount billed in 2010-11 was £659,227. This amount was collected plus an additional £1,281,825 which is above target by £334,554.	Low
L 4148	Arrears collection - leaseholder service charges.	High	Housing, Health and Adult Social Care	Local	N	N	351,299	382,998	324,000	381,994	↓	😊	Arrears collection was £57,987 above target.	Low
L 4149	Arrears collection - leaseholder major works.	High	Housing, Health and Adult Social Care	Local	N	N	588,614	604,609	947,000	1,281,825	↑	😊	Arrears collection was £334,554 above target.	Low
L 4150	Percentage of 'medium' and 'high risk' workplaces in the borough which are deemed to have an adequate level of compliance with Health and Safety law.	High	Housing, Health and Adult Social Care	Local	N	Y	85.0%	91.0%	85.0%	90.0%	↓	😊	Performance has been good throughout the year.	Low
L 4151	Percentage of noise and nuisance complaints that are dealt with satisfactorily informally or statutory action is taken within 90 days from receipt of complaint.	High	Housing, Health and Adult Social Care	Local	N	Y	70.0%	74.0%	70.0%	72.0%	↓	😊	Good performance throughout the year with the exception of quarter four. Despite dipping slightly below target in quarter four the annual target was met comfortably.	N/A
L 4152	Percentage of housing defect complaints that are dealt with satisfactorily informally or statutory action is taken within 90 days from receipt of complaint.	High	Housing, Health and Adult Social Care	Local	N	Y	80.0%	100.0%	80.0%	90.0%	↓	😊	Good performance throughout year and the annual target was met comfortably.	N/A
L 4153	Percentage of service users satisfied with Environmental Health and Trading Standards services.	High	Housing, Health and Adult Social Care	Local	N	N	80%	78%	N/A		■	■	The quality of the data for this indicator was found to be poor and is no longer collected.	N/A
L 4155	Percentage of items of equipment and adaptations delivered within seven working days of assessment.	High	Housing, Health and Adult Social Care	Local	Y	N	96.0%	96.1%	96.0%	98.5%	↑	😊	Performance has exceeded the target set.	N/A
L 5101	Customer satisfaction with Kensington Leisure Centre as reported in the Place Survey.	High	Transport, Environment and Leisure Services	Local	N	Y	72.00%	72.50%	N/A		■	■	The frequency of surveys are every two years and no survey was undertaken in 2010-11.	
L 5102	Customer satisfaction with Chelsea Sports Centre as reported in the Place Survey.	High	Transport, Environment and Leisure Services	Local	N	Y	72.00%	76.50%	N/A		■	■	The frequency of surveys are every two years and no survey was undertaken in 2010-11.	
L 5103	Number of Car Club members in the borough.	High	Transport, Environment and Leisure Services	Local	N	Y	6,000	6,301	7,000	7,962	↑	😊	This is based on survey data received in January 2011.	

KENSINGTON AND CHELSEA PERFORMANCE REPORT (KCPR) 2011

Ref	Definition	Good is?	Business Group	National or Local PI	Vital Sign	D4C	2009-10 Target	2009-10 Actual	2010-11 Target	2010-11 Actual	2010-11 Trend	Target met?	Commentary	Risk to Future Targets
L 5105	Percentage of street lights in residential areas with white light.	High	Transport, Environment and Leisure Services	Local	N	N	100.0%	98.8%	100.0%	100.0%	↑	😊	Target does not include private residential roads or those managed by Transport for London	
L 5106a	Number of schools with School Travel Plans to reduce private car trips to and from school - independent schools.	High	Transport, Environment and Leisure Services	Local	N	Y	100.0%	97.3%	100.0%	100.0%	↑	😊	This target has been met and this indicator will be removed from the CPI set for 2011-12.	N/A
L 5106b	Number of schools with School Travel Plans to reduce private car trips to and from school - state schools.	High	Transport, Environment and Leisure Services	Local	N	Y	100.0%	100.0%	100.0%	100.0%	↔	😊		N/A
L 5107	Number of justifiable complaints of missed bin collections.	Low	Transport, Environment and Leisure Services	Local	Y	N	800	573	760	687	↓	😊	This target has been exceeded.	Low
L 5108	Resident satisfaction with parks and open spaces as reported in the Place Survey.	High	Transport, Environment and Leisure Services	Local	N	Y	N/A	N/A	N/A		■	■	This information would have come from the Place Survey, which was cancelled in August 2010.	N/A
L 5109	Resident satisfaction with refuse collection as reported in the Place Survey.	High	Transport, Environment and Leisure Services	Local	N	Y	N/A	N/A	N/A		■	■	This information would have come from the Place Survey, which was cancelled in August 2010.	N/A
L 5113	Percentage of residents' vehicles for which CO2 ratings are given that are below 121g.	High	Transport, Environment and Leisure Services	Local	N	Y	7.0%	6.8%	Not set	7.7%	↑	■	Steady progress is being made.	
L 5114	Number of parks with an adopted Management Plan (required for Green Flag status).	High	Transport, Environment and Leisure Services	Local	N	Y	4	6	7	7	↑	😊	The seven are - Little Wormwood Scrubs, KMP, Holland Park, St. Luke's, Westfield, Cremorne and Gunnersbury Cemetery.	Low
L 5115	Visits to museums or galleries.	High	Transport, Environment and Leisure Services	Local	N	Y	Top Quartile	79.0%	Top Quartile	80.6%	↑	😊	The Royal Borough's performance has improved and it remains the second best performing borough in London, after City of London (88.0 per cent).	N/A