

# Community Strategy Performance Indicators

Theme	Aim	Performance Measure [Reference]	Polarity	Baseline	Performance 2006/07	Target 2007/08	Performance 2007/08	Traffic Light Rating	Target 2008/09	Target 2009/10	Commentary	Lead Partner & Contributory Partners
ENVIRONMENT AND TRANSPORT	AIM 1: Protect and improve the borough's environment	No indicators identified.										
	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 [BV215a]	Low	NC	2.36	5.5	1.33	Green	5.5	5.5	The average number of days taken to repair faults under the control of TELS is 1.25 days. For lights under the responsibility of TMO it has taken on average 5.9 days to repair faults. The TMO data is based on a sample of 42 faults from a total of 66, as full data is not available.	RBKC Environmental Services
		4a. Number of trees pruned as part of the Council's risk limitation programme	High	NC	820	Programmed against annual assessment of need	1,579	N/A	Programmed against annual assessment of need	Programmed against annual assessment of need		RBKC Planning & Borough Development
	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 (H&WB) [BV99a(i)]	Low	125 (2004-05)	113	107	114	Amber	102	96	Progress has been made towards the national and London targets. The target is to reduce the number of people killed and seriously injured (KSI) in road accident casualties to 85 in 2010 (reported in 2011/12) from a base of 171 (94-98 average) people. This can be achieved by reducing the KSI by eight people (6.5%) each year for the next four years.	Traffic Management RBKC
		6. Number of pedestrians killed or seriously injured on roads in the Borough (includes TfL roads)	Low	34 (2004)	44	Reduce the number of casualties by at least 2 per year. Milestone 42.	31	Green	Nominal milestone 41 (Target 2011/12 = 36)	Nominal milestone 39 (Target 2011/12 = 36)	We are pleased to see a reduction in this year's total. However, road accident casualties can, in the short term, be subject to random variations from year to year.	Traffic Management RBKC, Metropolitan Police, Transport for London
		7. Percentage of pedestrian crossings with facilities for disabled people (E&I) [BV165]	High	86% (2004-05)	86%	89%	88%	Amber	89%	89%	The target was narrowly missed. This is because work is being undertaken as part of wider improvement schemes which are still in progress. The target will be achieved once these schemes have been completed.	Highways RBKC
	AIM 4: Promote energy efficiency, recycling and the reduction of pollution.	8. The mean average 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 [LAA111]	Low	NC	57,770	56,037	49,464	Green	54,304	51,993	The target of a 10% reduction in dumps in the north of the borough has been achieved, the aim is to now maintain this level.	RBKC Waste Management
		9. Percentage of household waste that is recycled and composted [BV 82ai&bi]	High	18.1% (2004-05)	24.27%	Govt target not yet set Council Target 25%	27.93%	Green	Govt target not yet set Council Target 26%	Govt target not yet set Council Target 26%	Significant progress continues to be made due to: the introduction of free orange recycling bags for residents; significant investment in advertising and publicity; and, targeted educational campaigns.	RBKC Waste Management

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		11. Number of schools (statutory & private) with implemented School Travel Plans aimed at decreasing car use and increasing sustainable travel. <b>(H&amp;WB)</b>	High	18 (2005-06)	26	44	39	Red	62	62	The target of having 18 new schools with an approved STP has not been met, because we are now dealing with schools that are harder to engage in the process. Of the remaining 23 schools without a STP, 16 are independent and seven are LEA. The latter will have to develop a STP, if they apply for National Healthy Schools Status, as having a STP is one of the main requirements to obtain the status. This should increase LEA school take-up. However, unless independent schools submit a planning application, the development of a STP is made on a voluntary basis and the Council cannot enforce them to adopt a STP.	RBKC Policy and Transportation Schools
	<b>Aim 5:</b> Minimise the impact on climate change by those living and working in the borough	<b>No indicators identified.</b>										
CULTURE, ARTS AND LEISURE	<b>AIM 1:</b> 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 <b>(E&amp;I) [LAA16i]</b>	High	0 (March 2006)	3	4	5	Green	6	Not set		RBKC Waste Management and the Arts Service
		22. Range of support provided for artists, arts groups and other organisations <b>[L6502]</b>	Custom	12/21 Established (2004-05)	17/21 Advanced	18/21 Advanced	18/21 Advanced	Green	19/21 Advanced	19/21 Advanced	Support services, including the new e-newsletter have been developed to supplement existing provision.	RBKC Arts Service
		23. Strategies to promote fair access to the arts for disabled and minority communities. <b>(E&amp;I) [L6505]</b>	Custom	15/21 Advanced (2004-05)	17/21 Advanced	18/21 Advanced	18/21 Advanced	Green	19/21 Advanced	19/21 Advanced	The Arts Service has adopted a proactive approach to putting in place Arts programmes.	RBKC Arts Services
	<b>AIM 2:</b> Encourage literacy, reading and lifelong learning for people's economic good and cultural and personal development	24. The percentage of eligible population 4-12 years who start the Summer Reading Challenge [Public Library Impact Measures]	High	2.6% (2005-06)	3.4%	4%	8%	Green	5%	7.5%		RBKC Family and Children Services
		25. Percentage of starters who complete the Summer Reading Scheme [Public Library Impact Measures]	High	40% (2005-06)	60%	50%	42%	Red	55%	65%	North Kensington library was closed because of flooding which impacted on completion	RBKC Family and Children Services
		26. Percentage of Summer Reading Challenge starters who join the library [Public Library Impact Measures]	High	8% (2005-06)	10%	12.5%	24%	Green	15%	17.5%		RBKC Family and children services
	<b>AIM 3:</b> 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 <b>(H&amp;WB) [LAA12i]</b>	High	50% (2004-05)	74%	82%	88%	Green	88%	Not set		RBKC Transport, Environment and Leisure
		28. The number of young people per annum obtaining qualifications as sports coaches. <b>(H&amp;WB) [LAA12ii]</b>	High	6 (2004-05)	30	25	35%	Green	40	Not Set	The numbers of young people obtaining this qualification was higher than expected with six of the young people gaining employment as a result of their qualification.	RBKC Transport, Environment and Leisure
		29a. User satisfaction with the Royal Borough's sport and leisure facilities: Kensington Leisure Centre <b>[L6508]</b>	High	81% (2002-03)	72%	73%	N/A	N/A	74%	75%	The survey for 2007/8 was slightly delayed, therefore the results will not be available until July 2008.	RBKC Transport, Environment and Leisure
		29b. User satisfaction with the Royal Borough's sport and leisure facilities: Chelsea Sports Centre <b>[L6509]</b>	High	64% (2003-03)	66%	67%	N/A	N/A	69%	71%	The survey for 2007/8 was slightly delayed, therefore the results will not be available until July 2008.	RBKC Transport, Environment and Leisure

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		30. Percentage of adults participating in at least 30 minutes moderate intensity sport and active recreations (including recreational walking) on three or more days a week. [CPA C17](H&WB)	High	3610 (2005-06)	27.92% (not adjusted for deprivation)	28%	27.92% (not adjusted for deprivation)	Green	28%	28%	This survey is conducted annually from October-October with results being published in April. No survey was done for 2006/07. 2007/08 survey data will not be available until April 2009.	RBKC Transport, Environment and Leisure
	AIM 4: Improve quality and accessibility for all of public open space within the borough.	31. Satisfaction with parks and open spaces in Kensington and Chelsea (H&WB) [BV119e]	High	86% (2003-04)	83%	Collected every three years	83%	N/A	Collected every three years	77%	Survey conducted every three years.	RBKC Transport, Environment and Leisure Park User Groups
	AIM 1: Ensure that residents are, and feel, secure in their homes and daily lives	35. The percentage of residents who believe the amount of crime has reduced in the previous year [LAA1bi]	High	10.1% (2003-04)	13%	15%	10%	Red	To be agreed in 2007-08	Not set	Residents' views about the level of crime, as expressed through the Residents' Panel in 2007 were disappointing. Most of the other responses however were much more positive pointing to a strong reduction in the overall fear of crime.  A Communication Strategy was implemented in 2007/08 across Police and the Council's media teams. The effects of this will partially be measured by the Residents Panel in June 2008.	Crime and Disorder Reduction Partnership Metropolitan Police
		37. Percentage of residents surveyed who feel 'safe' or 'very safe' after dark whilst outside (H&WB)	High	55% (2005)	57%	64%	57%	Red	64%	Not set	Residents' views about the level of crime, as expressed through the Residents' Panel in 2007 were disappointing. Most of the other responses however were much more positive pointing to a strong reduction in the overall fear of crime.  A Communication Strategy was implemented in 2007/08 across Police and the Council's media teams. The affects of this will partially be measured by the Residents Panel in June 2008.	Crime and Disorder Reduction Partnership Metropolitan Police
		38. The number of Home Fire Safety Visits completed each year (H&WB) [LAA4iii]	High	384 (2004-05)	1022	2,616	2,453	Amber	3,924	Not set	Continued efforts and resources will be focused towards reducing the deficit and achieving the overall target by the end of year 3.	Crime and Disorder Reduction Partnership Metropolitan Police
	AIM 2: Catch and convict offenders, stop them from re-offending and ensure that victims are	39. The number of total notifiable offences [LAA1aii]	Low	29872 (2003-04)	24328	26885	23485	Green	To be agreed in 2007-08	Not set		Crime and Disorder Reduction Partnership Metropolitan Police

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SAFER COMMUNITIES	properly supported	40. The percentage of total notifiable offences (TNOs) detected [LAA1aiiij]	High	17% (2003-04)	21.10%	To be in the upper quartile of London	27%	Green	To be agreed in 2007-08	Not set	The LAA target for 2007/08 was to be in the top quartile of London boroughs. RBKC was fifth in terms of sanctioned detections for TNOs out of the 32 London boroughs, behind Havering, Hackney, Redbridge and Haringey. Therefore we easily hit this target. Significant progress has been made to improve performance from 21.1% in April 2007 to 26.7% in April 2008.	Crime and Disorder Reduction Partnership Metropolitan Police
		41. Actions against domestic violence (H&WB) [BV225]	High	81.8% (2003-04)	90.9%	100%	82%	Red	100%	100%	Although performance based solely on these specified indicators has seen a decrease, the Borough has made steady process to prevent Domestic Violence in the past year. Previous good practice initiatives have continued and the Borough has progressed further with the establishment of Domestic Violence perpetrators programme and a fully functional Multi Agency Risk Assessment Conference (MARAC) Service to case manage and ensure a coordinated response for high risk Domestic Violence cases. The borough has tailor made this model of good practice to allow for the full accountability of agencies, by commissioning an independent chair and specialist management service provider.	Crime and Disorder Reduction Partnership Metropolitan Police
	AIM 3: Reduce the numbers 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.	Low	114 (2005-06)	113	110	105	Green	108	Not set		Youth Offending Team Metropolitan Police
		43. Percentage of first time youth offenders re-offending.	Low	69.6% (2005-06)	66%	63%	59%	Green	58%	Not set		Youth Offending Team Metropolitan Police
		44. Proportion of Youth Offending Team clients on final warnings with individual support programmes	High	80% (2004-05)	100%	95%	100%	Green	100%	Not set		Youth Offending Team London Fire Brigade Metropolitan Police
		45. Parents of young people referred to the YOT who are engaged with parental support programmes	High	10% (2004-05)	16%	12%	29%	Green	12%	Not set		Youth Offending Team Metropolitan Police
	AIM 4: Tackle the use of illegal drugs and misuse of alcohol	46. The number of problem drug users that access treatment programmes (H&WB) [LAA1ci]	High	902 (2003-04)	1381	1300	1399	Green	To be agreed in 2007-08	Not set	Good progress is being made in regard to this indicator; changes in service providers and an extensive data cleanup has resulted in some slippage however has ultimately led to more accurate data.  Figures stated are provisional with final figures due to be released by the National Treatment Agency for Substance Misuse (NTA) in August 2008.	Drug Intervention Team Metropolitan Police

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		47. The percentage of problem drug users retained in treatment for more than 12 weeks (H&WB) [LAA1cii]	High	31% (2003-04)	74%	83%	81%	Amber	To be agreed in 2007-08		Excellent progress has been made, with an increase to 81% in December 2007.  Figures stated are provisional with final figures due to be released by the National Treatment Agency for Substance Misuse (NTA) in August 2008.	Drug Intervention Team Metropolitan Police
E	AIM 1: Improve and protect the overall health of the 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) [NHS]	Low	Average of 148 people per year (1996)	Average of 97 people per year (2003-05). 43% drop in rate	Annual targets not available	Annual target data available end of July 2008	N/A	Average of 118 per year ( A 20% reduction by 2010)	Not set	Annual target data available end of July 2008	Primary Care Trust
		52. Reduce cancer mortality (directly age standardised death rate per 100,000 from cancer in people under 75) [NHS]	Low	Average 171 people per year (1996)	Average of 123 people per year (2003-05). 38% drop in rate	Annual targets not available	Annual target data available end of July 2008	N/A	Average of 137 people per year ( A 20% reduction by 2010)	Not set	Annual target data available end of July 2008	Primary Care Trust
		53. The percentage of consumer protection visits per medium risk premises per year [L4203]	High	27% (2004-05)	34%	33%	58%	Green	33%	33%	Good progress is being made.	RBKC Environmental Health
		54. Teenage Pregnancy Rates. Measures the change of female conceptions aged under 18 years old per 1000 females residing In Kensington and Chelsea (E&I) [BV197]	Low	41.7 (1998)	-32%	-38%	-20%	Red	-44%	-50%	Very small variations in the actual number of teenage pregnancies from year to year can have a significant effect on overall reduction rates. The overall reduction of 20% since 1998 represents the seventh largest reduction in London and is well above the national average (-13%).	RBKC Children & Family Services Primary Care Trust
		55. The number of people that report an increase in fruit & vegetable consumption at a two month follow up check after participating in a community food programme (E&I) [LAA14i]	High	0	21	114 (2006-07 to 2007-08)	121	Green	240 (2006-07 to 2008-09)		A recent review of the programme has been undertaken to identify ways to increase uptake and retention of participants.	Primary Care Trust
	AIM 2: Improve the quality and choice offered by local health and social care services	56. Percentage of people receiving a statement of their needs and how they will be met [PAF AO/ D39]	High	93% (2004-05)	97%	97%	98%	Green	97%	97%	Provisional data suggests a further improvement and 'Good' performance.	RBKC Housing, Health and Social Care
		57. Direct payments – number of adults & older people receiving direct payments of benefits per 100,000 of the population [BV201]	High	56.7 (2005-06)	101	99	145%	Green	100	101	Provisional data suggests a significant improvement and 'Good' performance.	RBKC Housing, Health and Social Care
		58. Percentage of practices offering 'choose and book' [NHS]	High	50%	98%	100%	100%	Green	100%	Not set	Target achieved.	Primary Care Trust
	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 [PAF C62]	High	6.9% (2004-05)	12%	14%	18%	Green	16%	17%	Provisional data suggests a significant improvement and 'Excellent' performance.	RBKC Housing, Health and Social Care
		60. Acceptable waiting times for clients to receive a care needs assessment by a social services care manager within acceptable time limits [BV195]	High	73.7% (2004-05)	91.6%	90%	93.0%	Green	91%	91%	Provisional data suggests a further improvement and 'Excellent' performance.	RBKC Housing, Health and Social Care

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HEALTH AND SOCIAL CARE		61. Percentage of clients that receive care packages within acceptable time limits [BV196]	High	93.3% (2004-05)	95.45%	93%	94.00%	Green	93.5%	93.5%	Provisional data suggests a maintenance of 'Excellent' performance.	RBKC Housing, Health and Social Care
	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 [LAA8i]	Low	NC	N/A	14.66% (academic year 07-08)	15%	Amber	14.66% (academic year 08-09)	Not set	Seven primary schools have participated in the lunch box audit, of which three have had nutrition intervention implemented.  100% of Local Authority Children's/Family Centres met the 'Bronze Healthy Eating Award' incorporating nutrition policy, health promotion initiatives, staff training and family nutrition activities.  Updated data will be available for September 2008.	Primary Care Trust
		64. Breastfeeding initiation rate [LAA9i]	High	88.21% (Q4 2005-06)	90.8%	91.8%	94.1%	Green	92.8%	Not set	Standardised weaning programme developed by multidisciplinary team from the PCT and local authority. Complementary standardised weaning resource development nearing completion.  Scoping exercise underway to assess user access to weaning programmes/advice.  Training provided to ten Breastfeeding Peer Support Counsellors facilitating wider dissemination of accurate weaning advice.	Primary Care Trust
		65. The number of mothers that are breastfeeding at the 6-8 week baby check [LAA9ii]	High	66.6% (Babies born April-June 2006)	80.5%	70.5%	80.2%	Green	74.1%	Not set		Primary Care Trust
		66. Health of Looked After Children [PAF C19]	High	88.8% (2004-06)	93%	90.5%	83.3%	Green	91%	92%		RBKC Family and Children Services
		67. The percentage of schools achieving the new national healthy school status [LAA14ii]	High	0% (Newly introduced standard)	50%	60%	64%	Green	75%	Not set	97% of schools are currently engaged in the Healthy Schools Programme.	Primary Care Trust
	AIM 5: Work in partnership to improve residents' independence and quality of life	68. Number of households receiving intensive home care per 1,000 pop for 65 years olds plus [BV53]	High	15.5 (2005-06)	11.7	12	15.1	Green	12.5	13	Performance has improved substantially and is now rated as 'Good' by CSCl.	RBKC Housing, Health and Social Care
		69. Increase the number of community matrons and number of people they look after [NHS]	High	2	8.8	8	9	Green	8	Not set	The PCT have consistently achieved this target.	Primary Care Trust

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	AIM 1: Improve the quality of housing	75. Proportion of local authority homes that are non-decent. (H&WB) [BV184a]	Low	36% (Forecast for 2005-06)	28%	24%	24%	Green	11%	0%	Number of Decent Homes has gone down with a net reduction of over 200 properties. This is mainly due to the ongoing Internal works programme.	Tenant Management Organisation RBKC Housing, Health and Social Care
		76. Percentage of urgent repairs completed within Government time limits [L4404]	High	89.6% (2003-04)	90.6%	98%	90.1%	Amber	98%	98.5%	Annual performance has declined to 90.10%. A detailed performance analysis was carried out on the out of time jobs within this performance measure. It identified that certain types of jobs (mainly door entry systems) had been raised on the wrong priority code (24 hour instead of seven day response time) and therefore had been incorrectly measured as out of time. Action has been taken to ensure future jobs are given the correct priority code with checks in place to monitor this. We expect to see an improvement in performance in the next financial year mainly due to correct priority codes being assigned to these types of repair jobs.	Tenant Management Organisation RBKC Housing, Health and Social Care
	AIM 2: Increase the supply of housing for a wide range of people	77. Number of units secured in West London over 2 years	High	RBKC to receive 20% of resources allocated to West London	8%	22%	8%	Red	TBC		Following local elections in May 2005, the sub-regional distribution formula was radically revised to limit the numbers of properties in any one LA available for sub-regional distribution. Boroughs with the largest number of development sites gained from the new distribution at a loss to those boroughs with fewer opportunities. With the fewest number of sites in the sub-region, RBKC "lost out" disproportionately and despite representation to the funding authority the revised distribution was endorsed as it was supported by a majority of the West London LA's.	RBKC Housing, Health and Social Care Housing Corporation Registered Social Landlords
		78. Number of Letstart placements [L4105]	High	60 (2005-06)	120	150	123	Amber	150	150	The LetStart scheme helps people who are living in temporary accommodation, in overcrowded conditions or threatened with homelessness to find housing in private rented sector within London. The target was reduced to 120 at the six month point because a staff member left and was not replaced immediately.	RBKC Housing, Health and Social Care Housing Advice Service

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HOMES AND HOUSING		79. Number of private sector dwellings returned into occupation [BV64]	High	15 (2002-03)	128	30	136	Green	35	40	This includes 123 Letstart properties and 13 others. Verification visits have been carried out on the 13 units returned to occupation. The LetStart scheme helps people who are living in temporary accommodation, in overcrowded conditions or threatened with homelessness to find housing in private rented sector within London.	RBKC Housing, Health and Social Care
	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 [L4104]	High	33% (2005-06)	56.25	40%	33.84	Red	45%	50%	133 clients were assessed on the streets of which 45 were placed into accommodation. There were high numbers of clients assessed and some have since left the area. We are also working with increasingly hard to place client groups and are reconfiguring existing supported schemes to better meet complex needs. Also there is a higher number of foreign nationals including those from Eastern Europe and of unknown legal status, who are clients who cannot be placed because of their status, hence the low placement percentage this year. At the last count at the end of April the number of rough sleepers was 12.	RBKC Housing, Health and Social Care Registered Social Landlords
		81. Number of homelessness cases prevented (H&WB) [BV 213]	High	NC	4	3	7	Green	3	3	This PI was recently audited. It was identified that we had been using the population number as the denominator, not the number of households as stated by the guidance. This has improved the outcome.	RBKC Housing, Health and Social Care Housing Advice Service
		82. The percentage change in the average number of families placed in temporary accommodation (H&WB) [BV203]	Custom	49.62% (2004-05)	-6.77	-8%	-8.34	Green	-18%	-25%	This indicator depends on external factors such as the availability of new housing and a continued low acceptance rate of homeless households.	RBKC Housing, Health and Social Care Housing Advice Service
	AIM 4: Engage with communities and enhance community life	83. Overall tenant satisfaction with participation opportunities in management and decision making [BV75a]	High	57.37% (2003-04)	66%	Data collected every three years. Next due 2009/10	N/A	N/A		78%	Survey conducted every three years.	Tenant Management Organisation
		84. Black and Minority Ethnic tenant satisfaction with participation opportunities in management and decision making (E&I) [BV75b]	High	57.03% (2003-04)	64%	Data collected every three years. Next due 2009/10	N/A	N/A		70%	Survey conducted every three years.	Tenant Management Organisation
	AIM 5: Improve the delivery of housing services	85. Implementation of the Commission for Race Equality code of practice in rented housing (E&I) [BV164]	Custom	Yes	Yes	Yes	Yes	Green	Yes	Yes		Tenant Management Organisation



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		86. Percentage of TMO tenants satisfied with overall service provided by the landlord [BV74a]	High	68% (2003-04)	72%	Data collected every three years. Next due 2009/10	N/A	N/A	N/A	78%	Survey conducted every three years.	Tenant Management Organisation
		87. Percentage of black and minority ethnic TMO tenants satisfied with the overall service provided by the landlord (E&I) [BV74b]	High	61% (2003-04)	69%	Data collected every three years. Next due 2009/10	N/A	N/A	N/A	78%	Survey conducted every three years.	Tenant Management Organisation
		88. Average number of days taken to re-let council dwellings [BV212]	Low	24 (2004-05)	22	21	20	Green	20	20	Performance is in the top quartile for London and the lowest it has been since performance was reported against this indicator.	Tenant Management Organisation
CITY	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 [BV17a]	High	23.1% (2004-05)	27.80%	29%	28.60%	Green	29%	29%	The Council's goal is that performance should at least match the figure for BME people in the local population. The proportion of BME staff is above that of the local population and increasing.	RBKC Corporate Services
		90. Percentage of disabled RBKC employees [BV16a]	High	1.8% (2004-05)	5.6%	6%	5.2%	Amber	6%	6%	The number of disabled employees has increased by one from 2006/7. However, reported performance has deteriorated as the total number of employees included within the indicator increased by 193. The increase is due to better data quality and recording.	RBKC Corporate Services
		91. Implementation by RBKC of duty to promote race equality [BV2b]	High	63% (2004-05)	68%	84%	68%	Red	84%	100%	Work to increase our confidence in racial incident reporting has made slower progress than planned. Data on ethnic minority service usage is expected to emerge through the second round of service Equalities Impact Assessments.	RBKC Corporate Services
		92. Percentage of Council buildings accessible for disabled people [BV156]	High	20% (2004-05)	28%	28%	28%	Green	N/A	N/A	This is 2006/07 data. 2007/08 data has not been collected due to the indicator's inappropriate and misleading nature.	RBKC Corporate Services Action Disability
		93. Number of racial incidents per 100,000 population reported to the Council by or against staff or tenants (H&WB) [BV174]	High	20.64 (2004-05)	9.17	12	11.24	Amber	14	15	There was an increase in the number of incidents reported in 2007/8 from 18 to 20. However, not all of the planned improvements to the process for reporting on racial incidents were implemented during the year. This may have had an impact on the number of incidents recorded.	RBKC Corporate Services Tenant Management Organisation RBKC Housing, Health and Social Care

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COMMUNITY, EQUALITY AND INCLUSIVENESS		Percentage of council calls answered within 15 seconds [L3303]	High	77% (2006/07)	77%	85%	79.10%	Amber	85%	85%	Calls are being answered faster but are still short of the required target.	RBKC Corporate Services
	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 [LAA2ai]	High	44%	46%	49%	N/A	N/A	50%	Not set	Data to inform these indicators is being collected via a survey of the Residents' Panel in May 2008. Results will be available at the end of June 2008.	KCP Steering Group Kensington and Chelsea Social Council RBKC
		95. The percentage of residents who agree the Police involve local people in the decisions they take [LAA2aii]	High	22%	24%	27%	N/A	N/A	28%	Not set	Data to inform these indicators is being collected via a survey of the Residents' Panel in May 2008. Results will be available at the end of June 2008.	KCP Steering Group Metropolitan Police
		96. The percentage of residents who agree the local NHS involves local people in the decisions they take (H&WB) [LAA2aiii]	High	17%	17%	22%	N/A	N/A	23%	Not set	Data to inform these indicators is being collected via a survey of the Residents' Panel in May 2008. Results will be available at the end of June 2008.	KCP Steering Group Primary Care Trust
		97. The percentage of residents who agree that the Council consults local people on the decisions it takes [LAA2aiv]	High	54%	47%	59%	N/A	N/A	60%	Not set	Data to inform these indicators is being collected via a survey of the Residents' Panel in May 2008. Results will be available at the end of June 2008.	KCP Steering Group Kensington and Chelsea Social Council RBKC
		98. The Hear by Right (HBR) levels achieved by the Council for its involvement of children aged 5-13 years [LAA10vi]	Custom	Emerging	Emerging	Emerging	Gathering evidence	N/A	Established	Not set	HBR is a self-assessment. Youth Forum members have assessed evidence so far and will re-evaluate in August 2008, then again in March 2009. This target is achievable.	RBKC Children & Family Services Youth Forum
	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 [LAA2av]	High	32%	45%	37%	N/A	N/A	38%	Not set	Data to inform these indicators is being collected via a survey of the Residents' Panel in May 2008. Results will be available at the end of June 2008.	KCP Steering Group Kensington and Chelsea Social Council
		100. The number of 5-13 year olds that are active members of the Children's Forum [LAA10iii]	High	0	12	15	22	Green	20	Not set	Target is 20 members, so we have already exceeded the target and will ensure membership is maintained at this level.	RBKC Children & Family Services Youth Forum
		101. The number of 13-19 year olds that are active members of the Youth Forum [LAA10ii]	High	19	28	35	30	Green	35	Not set	Target of 35 members is achievable.	RBKC Children & Family Services Youth Forum

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LEARNING	AIM 1: Raise educational standards and achievement	108a. Percentage of pupils in schools maintained by the LEA achieving level 4 or above: Key Stage 2 Maths [BV40]	High	82% (2004-05)	80.02%	86%	83.40%	Amber	86%	Not set	In 2007/8 Kensington and Chelsea was the highest performing local authority in the country for value-added between KS1 and KS2, a measure of schools' effectiveness. For KS2, the Royal Borough was third nationally for English and fourth for mathematics.	RBKC Family and Children Services Borough schools
		108b. Percentage of pupils in schools maintained by the LEA achieving level 4 or above: Key Stage 2 English [BV41]	High	86% (2004-05)	85.25%	86%	87.20%	Green	86%	Not set		RBKC Family and Children Services Borough schools
		109a. Percentage of 14 year old pupils in schools maintained by the LEA achieving level 5 or above in: Key Stage 3 Maths [BV181b]	High	76% (2004-05)	84.29%	84%	82.37%	Amber	88%	Not set	Results of Key Stage 3 tests are showing consistent improvement as a result of targeted support from secondary school strategy consultants and Local Authority intervention strategies. The borough was top nationally in English tests in 2007/8.	RBKC Family and Children Services Borough schools
		109b. Percentage of 14 year old pupils in schools maintained by the LEA achieving level 5 or above in: Key Stage 3 English [BV181a]	High	80% (2004-05)	86.82%	86%	89.95%	Green	90%	Not set		RBKC Family and Children Services Borough schools
		110. Percentage of 15 year old pupils in schools maintained by the LEA achieving five or more GCSEs at grades A*-C [BV38]	High	56% (2004-05)	63.00%	65%	68.60%	Green	69%	Not set	Performance for 2007/8 was well above the national average and the average of other authorities deemed similar to Kensington and Chelsea by the Government. Statutory targets are now set for pupils with five or more Grades A*-C including English and mathematics (National Indicator 75).	RBKC Family and Children Services Borough schools
	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 yrs olds leaving Youth Offending Institutes that participates in education, training or employment [LAA5ii]	High	60% (Q1 2005-06)	82.80%	62%	57.00%	Amber	63%	Not set	Due to the small numbers that make up this cohort, massive fluctuations do occur.	RBKC Family and Children Services Youth Offending Team Connexions
		112. The percentage of 16-18 yrs olds resident in the borough that are not in education, employment or training [LAA5i]	Low	13.1% (Nov 04 to Jan 05)	7.90%	8.6%	7.50%	Green	8.5%	Not set		RBKC Family and Children Services Connexions
		113. The number of young people aged 13-19 that complete a training course funded by the Council and attain an accredited outcome [LAA6]	High	99	339	300	805	Green	350	Not set	Progress is steady. Numbers of young people achieving Accredited Outcomes are well ahead of target. Children and young people have achieved Outcomes in an increasingly wide range of accreditations, including DoE, YAA, Youth Challenge, Arts Award, Sports NGB Awards, First Aid Certificates, CBT, Certificates, OCN, ASDAN. We also have AQA courses coming on line.  An accreditation support worker has recently resigned; it is a matter of urgency to find a replacement.	RBKC Family and Children Services Connexions

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		114. The percentage of teenage mothers aged 16-18 that are residents in the borough and are known to Connexions that access education, training or employment and/or achieve accredited outcomes <b>(H&amp;WB) [LAA5iv]</b>	High	38% (30 Sept 2004)	45%	60%	60%	Green	65%	Not set	On target.	RBKC Family and Children Services Connexions
		115. The average annual attendance rate in RBKC secondary schools (academic year) <b>[LAA7i]</b>	High	93%	93.40%	93.3%	94%	Green	93.41%	Not set	Provisional data.	RBKC Family and Children Services Borough schools
		116. The average annual attendance rate in RBKC primary schools (academic year) <b>[LAA7ii]</b>	High	93.70%	94.30%	94.06%	93.7%	Amber	94.26%	Not set	Provisional data. The dip in attendance occurred during the second half of the Autumn Term 2007 where key contributory factors were a high level of sickness absence and the impact of Eid falling during term time.	RBKC Family and Children Services Borough schools
	AIM 3: Ensure that schools and children's centres are an effective community resource that support current and future national education and children's services initiatives	117. Number of dedicated Children's Centres in the borough	High	4 (2006)	4	6	8	Green	7	7		RBKC Family and Children Services
		118. Adult learning session attendee hours in libraries per 1,000 people [Public Library Impact measure]	High	83	83	88	197	Green	93	Not set		RBKC Family and Children Services
		119. Percentage take up of available ICT time in libraries [Public Library Impact measure]	High	53%	66%	63%	66%	Green	68%	Not set		RBKC Family and Children Services
	WORK AND BUSINESS	AIM 1: Create and maintain an attractive business environment in the borough	122. Number of new businesses created	High	62 (2004-05)	60	60	60	Green	Milestones and targets to be set in 2007-08	Milestones and targets to be set in 2007-08	
123. Number of businesses assisted through business support initiatives and services during the year.			High	1263 (2004-05)	1210	1200	1452	Green	Milestones and targets to be set in 2007-08	Milestones and targets to be set in 2007-08		Portobello Business Centre RBKC Economic Development
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 a statutory benefit/s as a result of the enhanced income maximisation project <b>(H&amp;WB) [LAA15i]</b>	High	896 (Q3 2004-05 to Q2 2005-06 inclusive)	902	2416	2099	Red	3,733	Not set	Given the late start of the project and the fact that cases take an average of three months to process, overall progress is on target. Sessions at Golborne have been particularly busy with 91 referrals in this period. Despite the best efforts of the PCT and others, new sessions at health centres/surgeries are still proving hard to establish.	The local Citizen Advice Bureau Jobcentre Plus
		125. Number of adults gaining their first full Level 2 qualification (or equivalent)	High	0 (academic year 2004-05)	Data not available until end of academic year	40	N/A	N/A	60	Not set	A review of these indicators will be conducted in July.	Adult and Family Learning
		126. Number of adults not in work developing new skills that lead to employment. <b>(H&amp;WB)</b>	High	40 (academic year 2004-05)	72	160	N/A	N/A	240	Not set		RBKC Adult and Family Learning
		127a. Number of adults enrolled on literacy, numeracy and English language programmes	High	120	Data not available until end of academic year	260	N/A	N/A	500	Not set		RBKC Adult and Family Learning
		127b. No of adults enrolled achieving national Skills for Life qualifications	High	20 (academic year 2004-05)	Data not available until end of academic year	90	N/A	N/A	125	Not set		RBKC Adult and Family Learning

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