

# **Improving Our Community - Monitoring the delivery of the Community Strategy**

**2006/07 – 2008/09**

## **Contents**

**Introduction**

**Environment and Transport**

**Culture, Arts and Leisure**

**Safer Communities**

**Health and Social Care**

**Homes and Housing**

**Community, Equality and Inclusivity**

**Learning**

**Work and Business**

**Notes on Performance Indicators**

## **Introduction**

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

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

**Improving our Community – Monitoring the Delivery of the Community Strategy** presents a suite of indicators to measure progress against the aims contained in the community strategy. It is organised around the eight themes of the Community Strategy namely:

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

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

**Monitoring the Delivery of Community Strategy**

and quantitative performance indicators. In addition the monitoring plan addresses a number of cross cutting issues that affect the borough that are discussed below.

**Health and Well-being**

The community strategy recognised that people's health and well-being depended upon a wide range of factors and not just the health and social care services that they receive. The strategy therefore picked out the objectives under each theme that would help to improve peoples' health and well-being, using the symbol **H**. This plan adopts a similar approach, identifying indicators that measure progress that contributes to better health and well-being with the same symbol.

**Equalities**

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

**Deprived Neighbourhoods**

Since its establishment in 2002, the Partnership has made special efforts to tackle the problems confronted by the borough's most deprived communities. It has done this by seeking to coordinate the delivery of services in ways that address the root cause of deprivation. Specific Government funding through the Neighbourhood Renewal Fund and Single Regeneration Budget programmes has supported this work but is due to come to an end in March 2006. Action to deliver the aims and objectives in the strategy will often be focussed on or have a particular significant impact on deprived communities. The Kensington and Chelsea Partnership will also look for new opportunities to work together using their mainstream budgets and through the Local Area Agreement to improve the quality of life in deprived areas.

**Sustainability**

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

The Community Strategy identified 'sustainable communities' as those that are:

- active, inclusive, safe, fair and tolerant, with a strong sense of community, opportunities for cultural, leisure, community, sport and other activities, and good life chances for all;

**Monitoring the Delivery of Community Strategy**

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

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

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

**WHAT WILL HAPPEN NEXT**

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

Monitoring the Delivery of Community Strategy

## 1. ENVIRONMENT AND TRANSPORT

Goal: a borough with an environment and amenities, which enhance the quality of life of the whole community

### PERFORMANCE INDICATORS

Aim	Performance Measure	Baseline	Milestone Yr 1	Milestone Yr 2	Target 2008-09	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
1. Protect and improve the borough's environment	1. <b>LAA</b> - The number of sites of orphan / neglected land visible from the public highway and identified for intensive action that show sustained improvement by at least one grade under BVPI 199 (a)	10 sites in worst condition <sup>1</sup>			8	RBKC Waste Management	Municipal Waste Management Strategy (2004-09)  Environmental Service Delivery Plan (2004-06)
	2. BV 219c- The percentage of conservation areas with published management proposals	94%	97%	100%	100%	RBKC Planning	Unitary Development Plan
	3. <b>LI 12</b> – % of applications determined within 8 weeks	85% 2004-05	81%	82%	82%	RBKC Planning	Unitary Development Plan

<sup>1</sup> Sites are – Elkstone Road Junction with Golborne Road; Kensal Rise junction with Ladbroke Grove; Oxford Gardens adjacent to Number 51; Acklam Road junction with Blagrove Road next to Number 1; Acklam Road opposite the Muslim Cultural Heritage Site; Munro Mews between sheds 1-20; Malton Mews side of 59 Cambridge Gardens; Malton Road opposite Nu Line Workshops, private garages; St Marks Road opposite the MRC under the West Way Fly Over; and 115 St Anns Road

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone Yr 1</b>	<b>Milestone Yr 2</b>	<b>Target 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
2. Deliver services and work with local people day by day to make the borough a pleasant place to be in	<b>4. BV 215: Rectification of street lighting faults (non DNO)</b> The average number of days taken to repair a street lighting fault, which is under control of the LA	New indicator for 2004-05  Baseline data available by June 06	8	7	6	RBKC Environmental Services	Environmental Service Delivery Plan (2004-06)
	<b>5. Trees (HB)</b> a. Number of trees pruned as part of the Council's risk limitation programme.  b. Number of dead, dying or dangerous trees, which have been replaced.	New for 06/07. Baseline yet to be established	Not set. Targets will be set after first year of monitoring			RBKC Planning & Conservation	Tree Strategy
	<b>6. LAA The amount of litter and detritus on the street, as measured by the percentage of land (transects) graded below 'B' under BVPI 199 (a)</b>	11% (northern wards) 9% (southern wards)			8% (all wards)		Local Area Agreement
3. Improve local transport management, service and	<b>7. BV 99a(i):</b> Number of people killed and seriously injured in road traffic collisions on the Borough's roads <sup>2</sup> <b>(HB)</b>	125 2004-05	119	115	111	Traffic Management RBKC	Local Implementation Plan 2006-2011

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

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networks	<b>8. BV 165: (E)</b> Percentage of pedestrian crossings with facilities for disabled people	86% 2004-05	165	90%	95% <sup>3</sup>	Highways RBKC	RBKC's Streetscape Guide  Local Implementation Plan 2006-2011
4. Promote energy efficiency, recycling and the reduction of pollution.	<b>9. LAA – The total number of ' single item' and car boot or less' incidents of waste dumping on public highways per annum over the LAA period.</b>	To be established using the flycapture methodology			10% annual reduction upon baseline in northern wards 2% average annual reduction upon baseline in southern wards.	RBKC Waste Management	Municipal Waste Management Strategy
	<b>10. BV 82 ai+ bi: Recycling and Composting.</b> Percentage of household waste that is recycled and composted.	18.1% 2004-05	Govt target 30%  Council Target 25%	Govt target not yet set  Council target 25%	Govt target not yet set  Council target 26%	RBKC Waste Management	Municipal Waste Management Strategy (2004-09)  Environmental Service Delivery Plan (2004-06)

<sup>3</sup> subject to completed works at Sloane Square and South Kensington



**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone Yr 1</b>	<b>Milestone Yr 2</b>	<b>Target 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
	11. Improvement in energy efficiency of housing stock in the Borough and reduction in CO2 emissions. (HECA return to DEFRA)	2004-05 Reduction of 15,114 tonnes of CO2 Improvement of 13.67% from 1996 baseline	15.37	17.27	19.3% by 2011	Environmental Health  TMO  Registered Social Landlords	RBKC Air Quality Action Plan (May 2003)
	12. <b>(HB)</b> Number of schools (statutory & private) with implemented School Travel Plans aimed at decreasing car use and increasing sustainable travel	2005-06 9 Schools	20	40	74	RBKC Policy and Transportation  Schools	RBKC Environmental Strategy 2006-2011

**IMPROVEMENT PROJECTS**

<b>Aim</b>	<b>Action</b>	<b>Target</b>	<b>Due for Completion</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
1. Protect and improve the boroughs environment	13. Develop a Royal Borough Green Development Guide	Draft and publish Green Development Guide to be distributed to building and planning professionals to inform the pre-application stage of building developments	2007	RBKC	Environmental Strategy 2006 -2011

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Action</b>	<b>Target</b>	<b>Due for Completion</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
2. Deliver services and work with local people day by day to make the borough a pleasant place to be in	14. White Light programme	To install white lighting in all residential areas	2009/10	RBKC	Community safety strategy  Cabinet Business Plan
	15. To implement revised service priorities for the Noise and Nuisance service.	Introduce new Noise and Nuisance performance monitoring system and develop new indicators.	2008	RBKC Environmental Health	Environmental Health Business Plan
3. Improve local transport management, service and networks	<b>16. Exhibition Road</b> South Kensington Museum Area project	Detailed design completed Funding applications completed	*	RBKC Transportation and Highways  Greater London Authority	*
	17. Sloane Square Streetscape				RBKC's Streetscape Guide
	18. Assist Borough schools to reduce the environmental impact of travel by school users.	Complete implementation of school travel plans in all Borough schools	All schools by 2009	RBKC Transport, Environment and Leisure  Schools	Environmental Strategy 2006-2011
4. Promote energy efficiency, recycling and the reduction of pollution.	19. Implement recycling schemes in statutory and private schools in the Borough.	To have carried out an audit of and visits to all schools and set targets	2007	RBKC Transport, Environment and Leisure  Schools	RBKC Environmental Strategy 2006-2011

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Action</b>	<b>Target</b>	<b>Due for Completion</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
	20. Improve the monitoring of internal recycling schemes	Develop action plan for complete rollout of recycling facilities to all Council buildings and publish Recycling Guidance posters and leaflets	2007	RBKC Transport, Environment and Leisure	RBKC Environmental Strategy 2006-2011

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

## **2. CULTURE, ARTS AND LEISURE**

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

### **PERFORMANCE INDICATORS**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone 2006-07</b>	<b>Milestone 2007-08</b>	<b>Target 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performanc e measure be found?</b>
1. Ensure that the conditions for a thriving arts sector are established, maintained and developed	<b>21. LAA</b> 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)</b>	0 (March 2006)			6	RBKC Waste Management and the Arts Service	Local Area Agreement
	<b>22. Arts 2:</b> Range of support provided for artists, arts groups and other organisations <sup>4</sup>	2004-05 12/21 Established	16/21 Advanced	18/21 Advanced	19/21 Advanced	RBKC Arts Service	Arts Strategy 2004-08
	<b>23. Arts 5: (E)</b> Strategies to promote fair access to the arts for disabled and minority communities	2004-05 15/21 Advanced	18/21 Advanced	19/21 Advanced	20/21 Advanced	RBKC Arts Service	Arts Strategy 2004-08

<sup>4</sup> Point scoring system to describe Emerging / Established /Advanced

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone 2006-07</b>	<b>Milestone 2007-08</b>	<b>Target 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performanc e measure be found?</b>
2. Encourage literacy, reading and lifelong learning for people's economic good and cultural and personal development	24. % of eligible population 4-12 years who start the Summer Reading Challenge, % of starters who complete, % of starters who also join the library (Public Library Impact Measures)	<b>2.6%</b> of eligible population <b>40%</b> starters completed <b>8%</b> starters joined the library	Increase by 25% to <b>3.2%</b> Increase by 5% to <b>45%</b> Increase by 25% to <b>10%</b>	Increase by 25% to <b>4%</b> Increase by 5% to <b>50%</b> Increase by 25% to <b>12.5%</b>	<b>5%</b> of eligible population start challenge <b>55%</b> of starters complete challenge  <b>15%</b> of starters join the library	RBKC Family and Children Services	Library Strategy
	25. Number of Bookstart packs delivered to children as a % of the eligible population at stage 1 (new births to 9 months), stage 2 (18 months to 30 months), stage 3 (36 months-48 months)	<b>44%</b> for stage 1 <b>8%</b> for stage 2 <b>10%</b> for stage 3  <i>Please note that the first year is not yet complete so the baseline is an estimate</i>	Reach <b>50%</b> of annual birthrate by end of 2007	Reach <b>60%</b> of annual birthrate by end of 2008	Reach <b>75%</b> of eligible children	RBKC Family and Children Services	Library Strategy
	26. % of First Steps adult learning opportunities, including Skills for Life	2005-06 1488 learners 24% of total provision	1650 learners 34% of total provision	1995 learners 45% of total provision	1995 learners 45% of total provision	RBKC Community Learning	Adult & Community Learning Three Year Development Plan

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone 2006-07</b>	<b>Milestone 2007-08</b>	<b>Target 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performanc e measure be found?</b>
3. Improve the quality and accessibility of sports facilities for all in the Royal Borough and encourage participation in physical activities	<b>27. LAA</b> –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>(HB)</b>	50% (2004–05)			88%	RBKC	Local Area Agreement
	<b>28. LAA (HB)</b> The number of young people obtaining qualifications as sports coaches	6 (2004-05)			40	RBKC Environmental Services	Local Area Agreement
	<b>29. ES 14 a and b</b> User satisfaction with the Royal Borough's sports/ leisure facilities.  14a. Kensington Leisure Centre  14b. Chelsea Sports Centre	81%  64% <sup>5</sup>	Data collected every two years	85%  68%	Data collected every two years	RBKC Environmental Services	
	<b>30. ES 10:</b> Total number of visits to swimming pools and sports centres	2004-05 4,620	5320	5320	*	RBKC Environmental Services	
	<b>31. BVPI 199: (HB)</b> Satisfaction with parks and open spaces in Kensington and Chelsea. Survey conducted every three years – next one due 2006-07.	85% 2003-04  London average 69%	81%	Survey conducted every three years. Due next 2009-10		RBKC Environmental Services  Park User Groups	Parks Strategy
4. Improve quality and accessibility for all of public open space	<b>32. ES 13: (E)</b> Percentage of people who feel safe in Kensington and Chelsea parks	2005-06 81%	Collected every two years	85%	Collected every two years	RBKC Environmental Services	Parks Strategy

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

**IMPROVEMENT PROJECTS**

<b>Aim</b>	<b>Action</b>	<b>Target</b>	<b>Due for Completion</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
Improve quality and accessibility for all of public open space	33. Improve awareness of and take action to support nature in the borough	Agree timetable for achieving Green Flag status for all Royal Borough parks. Engage Community contacts for each park as precursor to establishing 'Friends of' groups for each park.	2007	RBKC Environmental Services	Environmental Strategy 2006-2011

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

### **3. SAFER COMMUNITIES**

Goal: is a borough where people live their lives free from crime and the fear of crime

#### **PERFORMANCE INDICATORS**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone Yr 1</b>	<b>Milestone Yr 2</b>	<b>Target 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
1. Ensure that residents are, and feel, secure in their homes and daily lives	<b>34.LAA</b> -The aggregate total number of British Crime Survey Comparator crimes per annum.	14,389 (2003-04)			11,511 (a 20% reduction by 2008)	Crime and Disorder Reduction Partnership  Metropolitan Police	Local Policing Plan  Community Safety Strategy
	<b>35.LAA</b> - The % of residents who say the amount of crime has reduced in the previous year.	10.1%			15% 2008	Crime and Disorder Reduction Partnership  Metropolitan Police	Community Safety Strategy
	<b>36.LAA</b> - The number of Police Community Support Officers (PCSO's) in each ward of the borough	55 PCSO's across 8 wards (2004-05)			6 PCSO's in each ward by 2008	Crime and Disorder Reduction Partnership  Metropolitan Police	Local Policing Plan  Community Safety Strategy



**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone Yr 1</b>	<b>Milestone Yr 2</b>	<b>Target 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
	<b>37. Quality of Life Indicator (HB)</b> % of residents surveyed who feel 'safe' or 'very safe' after dark whilst outside.	2005 55%	59%	64%	64%	Community Safety Team  Metropolitan Police	Community Safety Strategy
	<b>38. LAA (HB)</b> The number of Home Fire Safety Checks completed	384			3,924	London Fire Brigade	London Fire Brigade Plan
<b>34.</b> Catch and convict offenders, stop them from re- offending and ensure that victims are properly supported	<b>39. LAA</b> –The percentage of total notifiable offences detected	17% 2003-04			To be in the upper quartile of London by 2008	Crime and Disorder Reduction Partnership  Metropolitan Police	Local Policing Plan  Community Safety Strategy
	<b>40.LAA</b> – The number of total notifiable offences.	29,873 2003-04			10% reduction by 2008	Crime and Disorder Reduction Partnership  Metropolitan Police	Local Policing Plan  Community Safety Strategy

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone Yr 1</b>	<b>Milestone Yr 2</b>	<b>Target 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
	41. <b>BVPI 225: (HB)</b> Actions against domestic violence Council is scored against a checklist of 11 questions on the services and preventative measures provided to victims of domestic violence.	81.8% 2003-04	90.90%	100%	100%	Crime and Disorder Reduction Partnership  Metropolitan Police	Local Safeguarding Children Board Plan. Housing Strategy Domestic Violence Strategy Community Safety Strategy
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	91 new entrants 2005/06	89 (2% reduction)	87 (2% reduction)	85 (2% reduction)	Youth Offending Team	Youth Justice Board Targets Community Safety Strategy
	43. Percentage of first time youth offenders re-offending	73% 2004-05	68%	63%	58%	Youth Offending Team	Youth Justice Board Targets Community Safety Strategy
	44. Proportion of Youth Offending Team clients on final warnings with individual support programmes.	80% 2004-05	90%	95%	100%	Youth Offending Team  London Fire Brigade	Youth Justice Board Targets Community Safety Strategy

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone Yr 1</b>	<b>Milestone Yr 2</b>	<b>Target 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
	45. Parents of young people referred to the YOT who are engaged with parental support programmes	10% 2004-05	10%	12%	12%	Youth Offending Team	Youth Justice Board Targets Community Safety Strategy
4. Tackle the use of illegal drugs and misuse of alcohol <sup>6</sup>	46. <b>LAA – (HB)</b> The number of problem drug users that access treatment programmes.	902 2003-04			1,300 by 2008	Drug Intervention Team	Drug Intervention Programme Targets
	47. <b>LAA – (HB)</b> The % of problem drug users retained in treatment for more than 12 weeks.	31% 2003-04			83% by 2008	Drug Intervention Team	Drug Intervention Programme Targets

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

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

## 4. HEALTH AND SOCIAL CARE

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

### PERFORMANCE INDICATORS

Aim	Performance Measure	Baseline	Milestone 2006-07	Milestone 2007-08	Target 2008-09	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
1. Improve and protect the overall health of people living in the borough and reduce health inequalities	48. <b>NHS:</b> Reduce circulatory diseases CVD mortality (directly age standardised death rate per 100,000 from heart disease and stroke in people under 75)	Average of 148 people per year 1996	Unable		Average of 118 per year  (A 20% reduction by 2010) <sup>7</sup>	Primary Care Trust	Local Delivery Plan
	49. <b>NHS</b> Reduce cancer mortality (directly age standardised death rate per 100,000 from cancer in people under 75)	Average 171 people per year 1996			Average of 137 people per year  (A reduction 20% by 2010 <sup>8</sup> )	Primary Care Trust	Local Delivery Plan
	50. <b>ES 7:</b> The percentage of consumer protection visits per medium risk premises per year.	27% 2004/05	33%	33%	33%	Environmental Services	Environmental Service Delivery Plan (2004-06)

<sup>7</sup> PI 48 and 49 NHS - CVD and cancer mortality- reporting based Office of National Statistics figures. Kensington and Chelsea have already exceeded the national target in 2002-04 with a 36% reduction on baseline for CVD mortality and 35% reduction on baseline for cancer mortality. The Kensington and Chelsea PCT are aiming to keep a downward trajectory in these key areas.

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone 2006-07</b>	<b>Milestone 2007-08</b>	<b>Target 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
	<b>51. BVPI 197 (E)</b> Teenage Pregnancy Rates. Measures the number of female conceptions aged under 18 year olds per 1,000 females residing in Kensington and Chelsea.	41.7 1998	29.2	26.6	23.9	RBKC Children and Family Services	Teenage Pregnancy Annual Action Plan
	<b>52. LAA –(E)</b> 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.	0			240	Primary Care Trust	PCT Business Plan
2. Improve the quality and choice offered by local health and social care services	<b>53. PAF AO/ D39:</b> % of people receiving a statement of their needs & how they will be met.	93% 2004-05	96%	97%	97%	RBKC Adult Services	Adult Services Business Plan
	<b>54. BVPI 201 AO/C51:</b> Direct payments – number of adults & older people receiving direct payments of benefits per 100,000 of the population.	56.70 2005-06	95	100	105	RBKC Adult Services	Adult Services Business Plan
	<b>55.NHS:</b> % of practices offering choose and book <sup>9</sup>	50%	100%	100%	100%	Primary Care Trust	PCT Business Plan
3. Improve the experience of patients, carers and users of	<b>56.PAF C62:</b> Number of carers receiving specific carers services as a % of all people receiving services.	2004-05 6.9 %	12%	14%	16%	RBKC Adults Services	Adult Services Business plan

<sup>9</sup> Choose and book indicator – choice of 5 providers being offered at GP referral.

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone 2006-07</b>	<b>Milestone 2007-08</b>	<b>Target 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
local health and social care services	57. <b>BVPI 195 AO/D55:</b> Acceptable waiting times for clients to receive a care needs assessment by a social services care manager.	73.70% 2004-05	85%	90%	90%	RBKC	Adult Services Business plan
	58. <b>BVPI 196 AO/D56:</b> Acceptable waiting times for care packages	93.30%	93%	93%	93%	RBKC	Adult Services Business plan
	59. G.P referral to first treatment waiting times	To be established July 2006	To be established July 2006	To be established July 2006	18 Weeks	Primary Care Trust	PCT Local Delivery Plan
4. Help children and young people to stay safe and healthy	60. <b>LAA</b> -The percentage of primary school children in reception year and year 6 (combined) that are obese.	To be established			An increase of no more than 0.5 percentage points upon the baseline	Primary Care Trust	PCT Local Delivery Plan
	61. <b>LAA</b> The breastfeeding initiation rate	88.21% (Q4: 2005-06)			92.8%	Primary Care Trust	PCT Local Delivery Plan
	62. <b>LAA</b> The number of mothers that are breastfeeding at the 6-8 week baby check.	To be Established			7.5% increase upon the baseline	Primary Care Trust	PCT Local Delivery Plan

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone 2006-07</b>	<b>Milestone 2007-08</b>	<b>Target 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
	<b>63.PAF C19</b> Health of Looked After Children  The average of the percentages of children looked after who had their teeth checked by a dentist during the previous 12 months, and had an annual health assessment during the previous 12 months.	88.8% 2004-06	90%	90.5%	91%	RBKC Family and Children Services	
5. Improve residents' independence and quality of life	<b>64. LAA - The percentage of schools achieving the new national healthy school status.</b>	0% (Newly introduced standard)			75%	Primary Care Trust	PCT Business Plan
	<b>65.BVPI 53 AO/C28</b> Number of households receiving intensive home care per 1,000 pop for 65+  Measure the change in the proportion of older people being helped intensively to remain at home.	15.50 2005-06	16.00	16.50	17	RBKC Adult Services	Adult Services Business Plan
	<b>66. NHS</b> Increase number of community matrons and number of people they look after.	2	8	8	8	Primary Care Trust	PCT Business Plan

**IMPROVEMENT PROJECTS**

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Action</b>	<b>Target</b>	<b>Due for Completion</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
Improve and protect the overall health of people living in the borough and reduce health inequalities	67. Overview and Scrutiny review of health inequalities <b>(E)</b>	Complete second review of health inequalities	2006	PCT	
Improve the quality and choice offered by local health and social care services	<b>68. PCT:</b> Implement Department Of Health 'Standards for Better Health'. Assessed by the Healthcare Development Commission.	Implement core and developmental standards	2008	PCT	PCT Business Plan  Health Care Commission Standards
	<b>69. Healthcare Ratings – (Annually Health check)</b>				
	a. Chelsea and Westminster Hospital	Maintain current three star status	2008-09	Chelsea & Westminster Hospital	PCT Local Delivery Plan
	b. K & C PCT	Improve on current one star	2008-09	PCT	
	c. Central and North West London mental health trust	Maintain current three star status	2008-09	Central and North West London mental health trust	
Help children and young people to stay safe and healthy	70. Safeguarding Children	Local Safeguarding Children Board in Place	2006/07	RBKC Children and Family Services	Children and Young Peoples Plan



**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Action</b>	<b>Target</b>	<b>Due for Completion</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
	71. Child Immunisation Programme –.	Introduce new child immunisation programme	To be established in 2006-07	Primary Care Trust	Local Delivery Plan  Children and Young Peoples Plan

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

## 5. HOME AND HOUSING

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

### PERFORMANCE INDICATORS

Aim	Performance Measure	Baseline	Milestone 2006-07	Milestone 2007-08	Target 2008-09	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
1. Improve the quality of housing	72. <b>LAA</b> – The average length of time taken to repair a street lighting fault on TMO controlled estates from the date that the light failure is reported.	8.8 days 2005-06			5 days	Tenant Management Organisation	TMO 5 year Business Plan TMO Service Plan
	73. <b>BVPI 184 a – (HB)</b> Proportion of LA homes which were non-decent	36% Forecast for 2005-06	29%	17%	6%	Tenant Management Organisation	TMO 5 year Business Plan TMO Service Plan
	74. <b>H5</b> % of urgent repairs completed within Government time limits <b>(HB)</b>	89.6% 2003-04	97%	98%		Tenant Management Organisation	TMO 5 year Business Plan TMO Service Plan
	75. PI private sector dwellings. Urgent Housing complaints Action / visit within 3 hours <b>(HB)</b>	To be Estb	80%			RBKC Social Care, Housing and Health	Housing Strategy
2. Increase the supply of housing for a wide range of people	76. Number of units secured in West London over 2 years	RBKC to receive 20% of resources allocated to West London	<sup>10</sup>			RBKC Social Care, Housing and Health	Housing Strategy

<sup>10</sup> Milestones to be provided by Stan Logan towards the end of March - once allocations announced.

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone 2006-07</b>	<b>Milestone 2007-08</b>	<b>Target 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
	77. Number of Letstart placements.	60 units 2005-06	120	145	175	RBKC Social Care, Housing and Health	Homelessness Strategy  Housing Strategy
	78. <b>BVPI 64</b> Number of private sector dwellings returned into occupation.	15 2002-03	20			RBKC Social Care, Housing and Health	Homelessness Strategy  Housing Strategy
3. Prevent homelessness and ensure temporary accommodation is of a suitable standard	79. <b>LI</b> : The percentage of rough sleepers (new street arrivals - chain registered) assessed and housed annually.	33% 2005-06	40%	45%	50%	RBKC Social Care, Housing and Health	Rough Sleeper Strategy  Street Population Implementation Programme
	80. <b>BVPI 213</b> : Number of homelessness cases prevented.	New indicator from 2005-06	60	60		RBKC Social Care, Housing and Health	Homelessness Strategy  Housing Strategy
	81. <b>BVPI 203</b> : The percentage change in the average number of families placed in temporary accommodation. <b>(HB)</b>	49.62% 2004-05	10%	10%		RBKC Social Care, Housing and Health	Housing Strategy
	82. Percentage of temporary accommodation units inspected by Environmental Health and % found unsuitable. <b>(HB)</b>			100 %		RBKC Social Care, Housing and Health	Housing Strategy

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

Aim	Performance Measure	Baseline	Milestone 2006-07	Milestone 2007-08	Target 2008-09	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
4. Engage with communities and enhance community life	83. <b>LAA</b> –The percentage of social housing tenants that are fairly satisfied or very satisfied with their neighbourhood as a place live.	To be established			5% increase	Tenant Management Organisation  Registered Social Landlords	TMO 5 year Business Plan  TMO Service Plan
	84. <b>BVPI 75 a:</b> Satisfaction with participation (all)	57.37% 2003-04	65%	Data collected every three years. Next due 2009/10		Tenant Management Organisation	TMO 5 year Business Plan
	BV 75 b Satisfaction with participation (BME) <b>(E)</b>	57.03%	65%				TMO Service Plan
	85. <b>LAA</b> - The number of external communal areas of low amenity value on social housing estates identified for intensive action moved up at least one grade under BVPI 199 (a)	The ten areas identified for priority action by residents			8	Tenant Management Organisation	TMO 5 year Business Plan  TMO Service Plan
5. Improve the delivery of housing services	86. <b>BVPI: 164</b> CRE's code of practice in rented housing <b>(E)</b>	Level 3	Level 4	Level 5	Level 5	Tenant Management Organisation	TMO 5 year Business Plan  TMO Service Plan
	87. <b>BVPI 74a</b> – satisfaction with overall service (All)	68% 2003-04	75%	Data collected every three years. Next due 2009/10		Tenant Management Organisation	TMO 5 year Business Plan
	BVPI 74b satisfaction with overall service (BME) <b>(E)</b>	61%	75%				TMO Service Plan

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone 2006-07</b>	<b>Milestone 2007-08</b>	<b>Target 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
	88. <b>BVPI 212</b> Average number of days taken to re-let council dwellings	New Indicator	23	22		Tenant Management Organisation	TMO 5 year Business Plan  TMO Service Plan

Monitoring the Delivery of Community Strategy

## 6. COMMUNITY, EQUALITIES AND INCLUSIVITY

Goal: is a borough where all local people feel confident of their place in the wider community and where everyone can access services that they need

### PERFORMANCE INDICATORS

Aim	Performance Measure	Baseline	Milestone 2006-07	Milestone 2007-08	Targets 2008-09	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
1. Improve the relevance and accessibility of local services to residents and other service users	89. <b>BVPI 17a:</b> % of BME staff (numbers of BME staff)	2004-05 23.10%	29% (1,200)	30% (1,242)	30% (1,242)	RBKC Corporate Services	RBKC Personnel Equality Impact Assessment
	<b>BVPI 16a:</b> % of disabled employees (numbers of disabled employees)	1.8%	2.05% (85)	2.5% (104)	2.5% (104)		
	<b>90. BVPI 2b</b> Duty to promote race equality <sup>11</sup> .	2004-05 63%	100%	100%	100%	RBKC Corporate Services	Cabinet Business Plan 2007/08 – 2009 /10
	<b>91. BVPI 156</b> % of building accessible for disabled people	2004-05 20%	22%	24%	28%	RBKC Corporate Services	Corporate Asset Management Plan
	<b>92. BVPI 174:</b> Number of racial incidents reported to the Council by or against staff or tenants. <b>(HB)</b>	2004-05 9.75	13	14	15	RBKC Corporate Services	RBKC Personnel Equality Impact Assessment

<sup>11</sup> From 2007 new duty to promote disability equality.

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone 2006-07</b>	<b>Milestone 2007-08</b>	<b>Targets 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
<b>90.</b> Improve the ways that partners inform, communicate with and consult residents	<b>93. LAA</b> - The % of residents who agree that the Council involves local people in the decisions it takes <b>(HB)</b>	3 year average (of 2004-2006 surveys)to be established	2 %	4%	6% increase	KCP Steering Group	Local Area Agreement
	<b>94. LAA</b> The % of residents who agree the Police involve local people in the decisions they take <b>(HB)</b>	3 year average (of 2004-2006 surveys)to be established	2%	4%	6% increase	KCP Steering Group	Local Area Agreement
	<b>95. LAA</b> The % of residents who agree the local NHS involves local people in the decisions they takes <b>(HB)</b>	3 year average (of 2004-2006 surveys)to be established	2%	4%	6% increase	KCP Steering Group	Local Area Agreement
	<b>96. LAA</b> The % of residents who agree that the Council consults local people on the decisions it takes. <b>(HB)</b>	3 year average (of 2004-2006 surveys)to be established	2%	4%	6% increase	KCP Steering Group	Local Area Agreement
	<b>97. LAA</b> The <i>Hear by Right</i> levels achieved by the Council for its involvement of children aged 5-13 years.	5 – 13 yr old = 'Emerging'			5 – 13 yr olds 'Established'	RBKC Children & Family Services	Local Area Agreement
<b>91.</b> Support and develop community life and leadership	<b>98. LAA</b> % of residents who agree that all residents are encouraged to take an active role in their communities	3 year average (of 2004-2006 surveys)to be established	2 %	4%	6% Increase	KCP Steering Group	Local Area Agreement
	<b>99.LAA</b> The number of 5-13 year olds that are active members of the Children's Forum.	0			20	RBKC Children & Family Services	Local Area Agreement

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone 2006-07</b>	<b>Milestone 2007-08</b>	<b>Targets 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
	100. <b>LAA</b> The number of 13-19 year olds that are active members of the Youth Forum.	19			35	RBKC Children & Family Services	Local Area Agreement

**IMPROVEMENT PROJECTS**

<b>Aim</b>	<b>Action</b>	<b>Target</b>	<b>Due for Completion</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
Improve the relevance and accessibility of local services to residents and other service users	101. Improving the Customer Experience	a. Open new and improved Customer Services Centre in Kensington Town Hall b. Introduce and publicise new, simpler and improved telephone lines	Spring 2007  Spring 2007	RBKC Corporate Services	Vital Improvements
	<b>102. BVPI 2a</b> Equality Standard for Local Government <sup>12</sup>	Level 5	2007-08	RBKC Corporate Services	Cabinet Business Plan 2007 /08 – 2009/10

<sup>12</sup> This PI states which of the five levels of the Equality Standard we have reached for gender, race and disability. Levels are 1 –5, where 5 is the highest. This is based on self-assessment.



**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Action</b>	<b>Target</b>	<b>Due for Completion</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
	<b>103.</b> Implementing PCT Equality Standards	To achieve Model Employer Status under the PCT Equality Scheme	2007/08	Primary Care Trust	<a href="http://www.postivelydiverse.com">www.postivelydiverse.com</a>
	<b>104.</b> Making reasonable adjustments to PCT buildings to increase disabled access.	Increase and enable disabled access to the Colville Health Centre and the Worlds End Health Centre.	2007	Primary Care Trust	Primary Care Trust Delivery Plan
The partnership will act in ways that make it easy for all organisations and individuals to be involved in and contribute to its work	105. Review the structure of KCP ensure it is fit for purpose and accessible to partner organisations and the public.	Conduct annual review of structure	2008	KCP Steering Group	Community Strategy
	106. Conduct three yearly external evaluation	Commission external three yearly evaluation	2008	KCP Steering Group	Community Strategy

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

## 7. LEARNING

Goal: is a borough where everyone is a learner with high aspirations, achieves high educational standards and where barriers to learning are removed

### PERFORMANCE INDICATORS

Aim	Performance Measure	Baseline	Milestone 2006-07	Milestone 2007-08	Target 2008-09	Lead Partner & Contributory Partners	Where can further information about this performance measure be found?
1. Raise educational standards and achievement	107.. <b>Key Stage 2</b> a. <b>BV40</b> Key Stage 2 maths b. <b>BV41</b> Key Stage 2 English	82% 2004-05  86% 2004-05	85%  85%	86%  86%	Targets to be set in 2006-07	RBKC Family and Children Services	Family and Children Service Delivery Plan  Children and Young Peoples Plan
	108.Key Stage 3 a. <b>BV181b</b> Key Stage 3 maths	76% 2004-05	83%	84%	Targets to be set in 2006-07	RBKC Family and Children Services	Family and Children Service Delivery Plan
	b. <b>BV181a</b> Key Stage 3 English	80% 2004-05	84%	86%			Children and Young Peoples Plan
	109. <b>BV38</b> GCSEs 5+ Grades A*-C	56% 2004-05	64%	65%	Targets to be set in 2006-07	RBKC Family and Children Services	Family and Children Service Delivery Plan  Children and Young Peoples Plan

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone 2006-07</b>	<b>Milestone 2007-08</b>	<b>Target 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
	110. <b>LAA</b> – the percentage of 16-18 yrs olds leaving Youth Offending Institutes that participate in education, training or employment.	60% 2005-06			63%	RBKC Family and Children Services	Family and Children Service Delivery Plan  Children and Young Peoples Plan
2. Increase accessibility to and participation in learning and development, particularly for those at risk of underachievement and social exclusion	111. <b>LAA</b> - The percentage of 16-18 yrs olds resident in the borough that are not in education, employment or training.	13.1%			8.5%	RBKC Children and Family	Family and Children Service Delivery Plan  Children and Young Peoples Plan
	112. <b>LAA</b> – The number of young people aged 13-19 that complete a training course funded by the Council and attain an accredited outcome.	99			350 over the LAA period	RBKC Family and Children Services	Family and Children Service Delivery Plan  Children and Young Peoples Plan
	113. <b>LAA</b> - % 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>(HB)</b>	50%			65%	RBKC Family and Children Services	Family and Children Service Delivery Plan  Children and Young Peoples Plan

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone 2006-07</b>	<b>Milestone 2007-08</b>	<b>Target 2008-09</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
	<b>114. LAA</b> – The average annual attendance rate in RBKC secondary schools (three year mean average)	93%			93.3%	RBKC Family and Children Services	Family and Children Service Delivery Plan  Children and Young Peoples Plan
	<b>115. LAA-</b> The average annual attendance rate in RBKC primary schools (three year mean average)	93.7%			94.06%	RBKC Family and Children Services	Family and Children Service Delivery Plan  Children and Young Peoples Plan
3. Ensure that all learning facilities such as schools, children's centres and libraries are effective community resources	116. <b>ED1</b> Electronic workstations	2005-06 0.6	0.6	0.6	0.6	RBKC Family and Children Services	Library Strategy; Service Delivery Plan
	117. <b>BV170a</b> Number of visits to museums per 1,000 population.	2004-05 208.70	262.5 0	272		RBKC Family and Children Services	
	118. Adult learning session attendee hours in libraries per capita per 1000 population (Public Library Impact measures)	83	83	88	93	RBKC Family and Children Services	Library Strategy; Service Delivery Plan
	119. Percentage take up of available ICT time in libraries (Public Library Impact measures)	53	58	63	68	RBKC Family and Children Services	Library Strategy; Service Delivery Plan

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

**IMPROVEMENT PROJECTS**

<b>Aim</b>	<b>Action</b>	<b>Target</b>	<b>Due for Completion</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
Raise educational standards and achievement	120. Redevelopment of Holland Park School	To provide a 21 century learning environment for staff and students.	Redevelopment completed and new building opened by Sep 2009	RBKC Children and Family Services	Family and Children Service Delivery Plan  Children and Young Peoples Plan
	121. New Secondary School in Chelsea	To establish a Church of England Academy, specialising in Science and the Environment and catering for 810 11-16 year olds and 250 sixth form students.	New building opened by Sep 2009	RBKC Children and Family Services	Family and Children Service Delivery Plan  Children and Young Peoples Plan

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

## **8. WORK AND BUSINESS**

Goal: is a borough, which enjoys high and stable levels of economic growth and employment, with the benefits of increasing prosperity enjoyed across the borough

### **PERFORMANCE INDICATORS**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone 2006-07</b>	<b>Milestone 2007-08</b>	<b>Targets 2008-09</b>	<b>Lead Partner &amp; Contributor y Partners</b>	<b>Where can further information about this performance measure be found?</b>
1. Create and maintain an attractive business environment in the borough	122. Number of new businesses created.	62 2004/05	60	Milestones and targets to be set in 2006-07		Portobello Business Centre  RBKC Economic Development	PBC funding agreement
	123. Number of businesses assisted through business support initiatives and services during the year	1263 (2004/05)	1200	Milestones and targets to be set in 2006-07		Portobello Business Centre  RBKC Economic Development	PBC funding agreement

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Performance Measure</b>	<b>Baseline</b>	<b>Milestone 2006-07</b>	<b>Milestone 2007-08</b>	<b>Targets 2008-09</b>	<b>Lead Partner &amp; Contributor y Partners</b>	<b>Where can further information about this performance measure be found?</b>
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. <b>LAA</b> : Number of individuals successfully supported in claiming a statutory benefit/s as a result of the enhanced income maximisation project <sup>13</sup> <b>(HB)</b>	896			3,733	The local Citizen Advice Bureau	
	125. Number of adults gaining their first full Level 2 qualification (or equivalent)	0	25	40	60	Adult and Family Learning RBKC	ACL Three Year Development Plan
	126. Number of adults not in work developing new skills that lead to employment	40	80	160	240	Adult and Family Learning RBKC	Adult Community Learning Three Year Development Plan
	127. No of adults enrolled on literacy, numeracy and English language programmes and achieving national Skills for Life qualifications.	120 enrolled 20	240 enrolled 50	360 enrolled 90	500 enrolled 125	Adult and Family Learning RBKC	Adult Community Learning Three Year Development Plan

## IMPROVEMENT PROJECTS

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

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>Aim</b>	<b>Action</b>	<b>Target</b>	<b>Due for Completion</b>	<b>Lead Partner &amp; Contributory Partners</b>	<b>Where can further information about this performance measure be found?</b>
Create and maintain an attractive business environment in the borough	128. Implement a sustainable procurement policy.	Develop and implement a sustainable procurement policy.	2009	RBKC Environmental services	Environment Strategy
Improve the employment prospects of residents including young people, creating opportunities and tackling barriers which make it difficult for them to gain or retain employment	129. Support and establish Jobcentre Plus in the Borough	Jobcentre Plus to locate in the north of the borough	October 2006	Jobcentre Plus  RBKC	Jobcentre Plus



**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

**Performance Indicator Notes**

<b>PI number</b>	<b>Title</b>	<b>Note</b>
<b>2</b>	BV 219c Conservation Area – management plans	Monitors whether a local authority manages its development within Conservation Areas and the involvement of local people in that, and whether the Local Authority fulfils its duties under the Planning (List Building and Conservation) Act 1990
<b>3</b>	BV215a – Rectification of street lighting faults (non-DNO)	The average number of calendar days it takes the Council and the TMO to repair a street lighting fault where the response time is under the control of the local authority(i.e. not due to an electrical supply failure)
<b>7</b>	BV99 a(i) – Road accident casualties	Number of people killed or seriously injured in road traffic collisions on all roads in the borough, including those which are the responsibility of the Mayor of London.
<b>8</b>	BV 165 – Pedestrian crossing with facilities for disabled people.	Measures the percentage of all pedestrian crossings in the borough that have dropped kerbs, tactile paving (raised bumps) and signals that either make a sound or have another non-visual way of indicating when it is safe to cross.
<b>10</b>	BV 82a (i) – Percentage of household waste (recycled)	Percentage of all household waste that RBKC has sent to reprocessors for recycling. This does not include any non-recyclable waste collected with recyclable waste in error. Household waste includes waste from domestic waste and recycling collections, from recycling 'bring sites', street cleansing and litter collection, gulley waste, bulky waste collections and parks litter.
<b>41</b>	BVPI 225: Actions against domestic violence	Score is against a checklist of 11 questions, which is then converted to a percentage. The questions ask about the services the council provides designed to help victims of domestic violence and prevent further violence.
<b>51</b>	BVPI 197: Teenage Pregnancy Rates	Measures the change in the number of conceptions to females aged under 18 years old, per 1,000 females aged between 15-17 who reside in Kensington and Chelsea. The data is gathered by the NHS and collated by the Office of National Statistics.
<b>54</b>	BV 201 AO/ C51	The purpose of direct payments is to give recipients control over their own life by providing an alternative to social care services provided by the local councils. They help increase the opportunities for independence, social inclusion and enhanced self-esteem. From April 2003 councils have a duty to make direct payments where individuals consent to and are able to manage them, with or without assistance.
<b>57</b>	BVPI 195: Carer assessments	Users and carers appreciate a rapid response once their problems have been referred to Social Services. The indicator measures the time between first contact with a client and the start of the formal assessment of the needs by care managers.
<b>58</b>	BVPI 196: Acceptable waiting times for care packages	Users and carers should expect practical help and other support to arrive in a timely fashion soon after their problems have been referred to Social Services. The indicator measures the time taken to arranging care packages once the service users needs have been assessed.

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>PI number</b>	<b>Title</b>	<b>Note</b>
<b>65</b>	BVPI 53: Intensive homecare for 65+	The provision of intensive home care services helps many people to remain at home, or to go home following hospital treatment or a period spent in a residential home. Most people prefer care in their own homes rather than in a residential home and it comes closest to meeting the aim of helping people to live an independent life.
<b>78</b>	BVPI 64: Number of private sector dwellings returned into occupation	Measures the number of private sector dwellings that the local authority considers has been re-occupied or demolished during the year as a direct result of action it undertook or initiated.
<b>80</b>	BVPI 213: Number of homelessness cases prevented	This PI monitors households who considered themselves as homeless, who approached the local authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.
<b>81</b>	BVPI 203: Change in families in temporary accommodation	This PI measures the percentage change in the average number of families placed in temporary accommodation under homelessness legislation for the current year, compared with the average from the previous year.
<b>84</b>	BVPI 75a Satisfaction with participation (all)  BVPI 75b Satisfaction with participation (BME)	The percentage of tenants who say they are satisfied with the opportunities for participation in management and decision-making provided by their landlord. The survey is conducted every three years  The percentage of BME tenants who say they are satisfied with the opportunities for participation in management and decision-making provided by their landlord. The survey is conducted every three years.
<b>86</b>	BVPI 164: CRE's code of practice in rented accommodation	Determines whether the landlord follows the Commission for Racial Equality's (CRE) Code of Practice in Rented Housing and the Good Practice Standards for Social Landlords on Tackling Harassment included in the "Tackling Racial Harassment: Code of Practice for Social Landlords". The answer is expressed as a "yes" or a "no".
<b>87</b>	BVPI 74a Satisfaction with overall service (All)  BVPI 75b Satisfaction with overall service (BME)	The percentage of tenants who say they are satisfied with the overall service provided by their landlord. The survey is conducted every three years.  The percentage of BME tenants who say they are satisfied with the overall service provided by their landlord. The survey is conducted every three years
<b>88</b>	BVPI 212: Average number of days taken to re-let Council dwellings	Measures the average number of days from the old tenancy agreement being terminated up to and including the date when the new tenancy agreement commencing. Given the current pressure on Council housing it is important that the length of time properties are void is minimised whilst ensuring a good quality customer focussed service.

**Kensington and Chelsea Partnership  
Improving Our Community  
Monitoring the Delivery of Community Strategy**

**Annex A**

<b>PI number</b>	<b>Title</b>	<b>Note</b>
<b>89</b>	BVPI 16 a % of disabled employees  BVPI 17a % of BME employees	Number of staff who declare themselves to have a disability divided by the total number of Council staff.  Number of staff who define themselves as from an ethnic minority group divided by the total number of Council staff.
<b>90</b>	2b – Duty to promote Race Equality	Score is against a checklist of 19 questions, which is then converted into a percentage. The questions ask about our Equality Scheme (Race), and about whether the Council is improving its services to all ethnic groups.
<b>91</b>	BVPI 156 % of buildings accessible for disabled people	The percentage of local authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people. This does not include schools. " Accessible and suitable" is as defined by the Building Regulation Act 1991.
<b>92</b>	BVPI 174: Racial incidents reported	The number of racial incidents reported to the council, divided by the population (as defined by the most recent ONS mid-year estimate), multiplied by 100,000. A "racial incident" is any incident that the victim considers as such. It includes incidents by, or against, staff or tenants
<b>107</b>	BVPI 40 Key stage 2 Maths BVPI 41 Key stage 2 English	Measures the percentage of pupils in Year 6 (normally ages 10-11) in primary schools maintained by the local education authority achieving at Level 4 (the expected Level for the age) or above in Key Stage 2 national curriculum tests in Mathematics and/or English.
<b>108</b>	BVPI 181a Key stage 3 English BVPI 181b Key stage 3 Maths	Measures the percentage of pupils in Year 9 (normally ages 13-14) in secondary schools maintained by the local education authority achieving at Level 5 (the expected Level for the age) or above in Key Stage 3 national curriculum tests in Mathematics and/or English.
<b>109</b>	BVPI 38 GCSE's 5 + Grades A*- C	Measures the percentage of pupils in Year 11 (normally ages 15-16) in secondary schools maintained by the local education authority achieving 5 or more GCSE's at grades A*- C or equivalent.
<b>117</b>	BV 170a – Visits to/usage of museums per 1,000 population.	Measure the number of visits, enquiries and website hits for research purposes and presentations by museums staff to specific audiences at Leighton House Museum and Linley Sandbourne House. This indicator is calculated as number of visits /use of museum per 1,000 of borough population.



## **Further Information**

Improving Our Community is part of a series of support documents that accompany 'The Future of Our Community – The Second Community Strategy for Kensington and Chelsea 2005-2015'. Other support documents include:

- a summary booklet providing a synopsis of the full community strategy;
- A Picture of Our Community which present background data on each of the themes contained within the strategy;

If you would like any further information, copies of the community strategy or any of its support documents you can contact us by:

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Or alternatively visit our website where you can download all of these documents [www.kcpartnership.org.uk](http://www.kcpartnership.org.uk)