

# The Performance of Your Council 2006/07 - Facts, Figures and Targets

Information about the performance of  
the Royal Borough of Kensington and Chelsea

## Royal Borough Performance Indicators

### The Royal Borough of Kensington and Chelsea - our performance

PI number	Letter	Title	PI Contact	Officer producing Indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
Community, Equality and Inclusivity																				
2	a	Equality standard for local government	Lucy Sutton	Margaret Burns	Community, Equality and Inclusivity	Yes	National	High	2	2	Not comparable	Not comparable	3	3	4	4	5	5	5	Steady progress is being made to embed equalities into the Council's service planning and delivery processes. The Corporate Health report is a useful way of measuring our progress as an equal opportunities employer.
2	b	Duty to promote race equality	Lucy Sutton	Margaret Burns	Community, Equality and Inclusivity	Yes	National	High	Target not set	63.00%	74.00%	II	68.00%	63.00%	84.00%	68.00%	84.00%	100.00%	100.00%	The results of the survey were not known in time to assess if we have improved staff perception of equal opportunities existing within the Council. More collection and analysis of data is needed to assess if we have widened the profile of service users and increased satisfaction levels.
11	a	Top 5% earners: women	Lucy Sutton	Bruce Self	Community, Equality and Inclusivity	Yes	National	High	35.00%	30.71%	40.28%	III	40.00%	28.87%	40.00%	30.50%	40.00%	45.00%	45.00%	Performance has increased and we continue to attract a number of women for our senior jobs.
11	b	Top 5% earners: minority ethnic communities	Lucy Sutton	Bruce Self	Community, Equality and Inclusivity	Yes	National	High	6.70%	6.45%	3.39%	I	6.90%	5.98%	7.50%	6.47%	8.00%	8.00%	8.00%	Performance has increased on 2004/05 and is hoped to increase over the coming year.
11	c	Top 5% earners: with a disability	Lucy Sutton	Bruce Self	Community, Equality and Inclusivity	Yes	National	High	New 04/05	New 04/05	Not comparable	Not comparable	New 04/05	1.40%	1.50%	2.13%	2.50%	2.50%	2.50%	Good performance in 2005/06 has led to more stretching targets for coming years.
16	a	Percentage of employees with a disability	Lucy Sutton	Bruce Self	Community, Equality and Inclusivity	Yes	National	High	3.50%	1.90%	3.74%	III	2.50%	1.80%	2.50%	2.45%	3.00%	3.00%	3.00%	Good performance in 2005/06 has led to more stretching targets for coming years.
16	b	Percentage of economically active disabled community population	Lucy Sutton	Lucy Sutton	Community, Equality and Inclusivity	Yes	National	N/a	Target not set	10.70%	Not comparable	Not comparable	Target not set	10.70%	Target not set	10.70%	Target not set	Target not set	Target not set	
16	a/b	Ratio: disabled employees compared to economically active population	Lucy Sutton	Lucy Sutton	Community, Equality and Inclusivity	Yes	National	High	Target not set	17.76%	31.27%	III	Target not set	16.82%	Target not set	22.90%	Target not set	Target not set	Target not set	
17	a	Percentage of black and ethnic minority employees	Lucy Sutton	Bruce Self	Community, Equality and Inclusivity	Yes	National	High	21.00%	25.40%	4.60%	I	27.00%	23.10%	28.00%	27.69%	30.00%	31.00%	31.00%	Good performance in 2005/06 has led to more stretching targets for coming years.
17	b	Percentage of economically active minority ethnic community population	Lucy Sutton	Lucy Sutton	Community, Equality and Inclusivity	Yes	National	N/a	Target not set	20.70%	Not comparable	Not comparable	Target not set	20.70%	Target not set	20.70%	Target not set	Target not set	Target not set	
17	a/b	Ratio: ethnic minority employees compared to economically active population	Lucy Sutton	Lucy Sutton	Community, Equality and Inclusivity	Yes	National	High	Target not set	122.71%	100.00%	I	Target not set	111.59%	Target not set	133.77%	Target not set	Target not set	Target not set	
156		Buildings accessible to people with a disability	Chris Townley	Steve Howe	Community, Equality and Inclusivity	Yes	National	High	15.00%	17.24%	75.14%	IV	20.00%	20.00%	20.00%	24.00%	25.00%	28.00%	30.00%	There has been a small improvement on last year and this is likely to continue over the next three years. However, the performance in this area will always be on the low side as it applies modern building regulations criteria to existing buildings (which are often listed). The local indicator introduced this year (3205 & 3206) should give a more realistic picture of our performance on DDA accessibility.
157		E-government: e-enabled interactions	Chris Townley	David Gough-Palmer	Community, Equality and Inclusivity	Yes	National	High	80.00%	84.00%	86.97%	I	100.00%	96.60%	100.00%	100.00%	Deleted 06/07	Deleted 06/07	Deleted 06/07	
164		Commission for racial equality's code of practice in rented housing	Damian Roche	Damian Roche	Community, Equality and Inclusivity	Yes	National	N/a	Yes	Yes	Not comparable	Not comparable	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
174		Racial incidents per 100,000 population	Lucy Sutton	Karen King	Community, Equality and Inclusivity	Yes	National	Low	12.00	24.83	Not comparable	Not comparable	26.00	9.75	12.00	20.64	22.00	25.00	26.00	Improvement is partly due to briefing and awareness raising amongst staff. Further improvement is planned which will incorporate additional collection methods such as internet based reporting. Year-on-year improvement is expected to be steady for 2007.

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Community, Equality and Inclusivity																				
175		Racial incidents resulting in further action	Lucy Sutton	Karen King	Community, Equality and Inclusivity	Yes	National	High	60.00%	92.68%	100.00%	IV	96.00%	94.12%	100.00%	100.00%	100.00%	100.00%	100.00%	The Council expects to follow up 100% of the reported incidents. Work will need to be done to ensure an increasing level of public satisfaction in the way racial incidents resulting in further action are handled.
2307		Satisfaction with Registrar's service	Lucy Sutton	Roger Cudby	Community, Equality and Inclusivity	Yes	Local	High	90.00%	90.00%	Not comparable	Not comparable	90.00%	94.00%	90.00%	94.00%	90.00%	90.00%	90.00%	
2317		Percentage return on annual electoral canvass	Lucy Sutton	Roger Cudby	Community, Equality and Inclusivity	Yes	Local	High	83.00%	83.50%	Not comparable	Not comparable	84.00%	85.20%	86.00%	87.10%	87.00%	89.00%	90.00%	

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Corporate Health																				
3	bn	Base number	Lucy Sutton	Melanie Marshman	Corporate Health	Yes	National	High	N/a	1,209.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
3	ci	Confidence interval	Lucy Sutton	Melanie Marshman	Corporate Health	Yes	National	Low	N/a	3.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
3		Satisfaction with Council (overall)	Lucy Sutton	Melanie Marshman	Corporate Health	Yes	National	High	73.00%	69.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	71.00%	Collected every 3 yrs	Collected every 3 yrs	This satisfaction survey is collected every 3 years, with the next one due during 2006/07.
4	bn	Base number	Lucy Sutton	Melanie Marshman	Corporate Health	Yes	National	High	N/a	243.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
4	ci	Confidence interval	Lucy Sutton	Melanie Marshman	Corporate Health	Yes	National	Low	N/a	6.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
4		Satisfaction with handling of complaints	Lucy Sutton	Melanie Marshman	Corporate Health	Yes	National	High	40.00%	41.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	45.00%	Collected every 3 yrs	Collected every 3 yrs	This satisfaction survey is collected every 3 years, with the next one due during 2006/07.
8		Percentage of invoices paid on time	Chris Townley	Jeremy Beresford	Corporate Health	Yes	National	High	79.00%	79.80%	95.94%	IV	80.00%	77.00%	82.00%	81.80%	84.00%	87.00%	90.00%	
9		Percentage of council tax collected	Chris Townley	Anita Murray	Corporate Health	Yes	National	High	95.70%	95.60%	98.30%	IV	96.00%	95.85%	95.00%	96.00%	95.00%	96.00%	96.00%	A minor deterioration is likely as a result of the implementation of the new IT system, but this will be temporary.
10		Percentage of non-domestic rates collected	Chris Townley	Anita Murray	Corporate Health	Yes	National	High	99.00%	99.25%	99.14%	I	99.00%	99.25%	99.00%	99.17%	99.00%	99.00%	99.00%	
12		Working days lost due to sickness absence	Lucy Sutton	Bruce Self	Corporate Health	Yes	National	Low	7.60	8.82	8.44	III	7.50	9.60	8.50	9.99	8.30	8.00	8.00	The new reporting system has initially led to a higher level of reported sickness, but this should reduce in time.
14		Percentage of early retirements	Lucy Sutton	Bruce Self	Corporate Health	Yes	National	Low	0.80%	0.30%	0.19%	II	0.30%	0.36%	0.30%	0.48%	0.30%	0.30%	0.30%	No comment
15		Percentage of ill health retirements	Lucy Sutton	Bruce Self	Corporate Health	Yes	National	Low	0.40%	0.39%	0.15%	II	0.40%	0.17%	0.40%	0.29%	0.40%	0.40%	0.40%	No comment
76	a	Housing benefit security – number of claimants visited per 1000 caseload	Chris Townley	Roger Tiplady	Corporate Health	Yes	National	N/a	179.00	125.00	Not comparable	Not comparable	210.00	167.00	210.00	247.00	210.00	210.00	210.00	Target is based on estimate for meeting CPA targets. Exceeding the target can be achieved by adding lower priority visits but there is no value to this.
76	c	Housing benefit security – number of investigations per 1000 caseload	Chris Townley	Roger Tiplady	Corporate Health	Yes	National	N/a	35.00	20.50	Not comparable	Not comparable	20.00	19.69	16.00	17.96	18.00	18.00	18.00	
76	d	Housing benefit security – number of prosecutions and sanctions per 1000 caseload	Chris Townley	Roger Tiplady	Corporate Health	Yes	National	N/a	6.00	2.62	Not comparable	Not comparable	3.50	3.56	4.00	9.50	7.00	7.00	7.00	Our aim is to take the appropriate action following an investigation, so these are estimates rather than targets.
78	a	Speed of processing new claim to HB/CTB	Chris Townley	Steven Evans/ Roger Tiplady	Corporate Health	Yes	National	Low	35.00	33.30	29.40	II	34.00	32.00	34.00	29.00	32.00	30.00	28.00	Deterioration is likely as a result of the implementation of the new IT system, but this will be temporary.
78	b	Speed of processing changes of circumstances to HB/CTB	Chris Townley	Steven Evans/ Roger Tiplady	Corporate Health	Yes	National	Low	8.00	4.60	7.40	I	5.00	6.18	10.00	10.00	10.00	10.00	10.00	Multiple changes in the definition of this indicator make comparison with the past inappropriate.
79	a	Accuracy of HB/CTB claims	Chris Townley	Steven Evans/ Roger Tiplady	Corporate Health	Yes	National	High	96.00%	97.00%	99.00%	III	97.00%	97.40%	97.00%	97.60%	97.00%	97.00%	97.00%	This is an annual sample of just 500 cases, each case checked contributing 0.2% to the score. Fluctuations are likely, therefore.
79	b(i)	Accuracy of recovering overpayments	Chris Townley	Steven Evans/ Roger Tiplady	Corporate Health	Yes	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	65.00%	61.80%	65.00%	65.00%	65.00%	
79	b(ii)	Accuracy of recovering overpayments	Chris Townley	Steven Evans/ Roger Tiplady	Corporate Health	Yes	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	33.00%	14.60%	33.00%	33.00%	33.00%	
79	b(iii)	Accuracy of recovering overpayments	Chris Townley	Steven Evans/ Roger Tiplady	Corporate Health	Yes	National	N/a	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	3.80%	Target not set	Target not set	Target not set	

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Corporate Health																				
80	a	Satisfaction with contact with the Benefits office	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	High	87.00%	84.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	85.00%	Collected every 3 yrs	Collected every 3 yrs	
80	a bn	Base number	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	High	N/a	997.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
80	a ci	Confidence interval	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	Low	N/a	2.48%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
80	b	Satisfaction with service	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	High	87.00%	86.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	85.00%	Collected every 3 yrs	Collected every 3 yrs	
80	b bn	Base number	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	High	N/a	712.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
80	b ci	Confidence interval	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	Low	N/a	2.64%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
80	c	Satisfaction with telephone service	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	High	87.00%	83.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	85.00%	Collected every 3 yrs	Collected every 3 yrs	
80	c bn	Base number	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	High	N/a	913.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
80	c ci	Confidence interval	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	Low	N/a	2.98%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
80	d	Satisfaction with staff	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	High	87.00%	88.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	85.00%	Collected every 3 yrs	Collected every 3 yrs	
80	d bn	Base number	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	High	N/a	984.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
80	d ci	Confidence interval	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	Low	N/a	2.34%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
80	e	Satisfaction with forms	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	High	87.00%	74.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	75.00%	Collected every 3 yrs	Collected every 3 yrs	
80	e bn	Base number	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	High	N/a	989.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
80	e ci	Confidence interval	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	Low	N/a	2.80%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
80	f	Satisfaction with speed of service	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	High	87.00%	81.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	85.00%	Collected every 3 yrs	Collected every 3 yrs	
80	f bn	Base number	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	High	N/a	987.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
80	f ci	Confidence interval	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	Low	N/a	2.54%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
80	g	Overall satisfaction with the Benefits office	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	High	87.00%	86.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	85.00%	Collected every 3 yrs	Collected every 3 yrs	
80	g bn	Base number	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	High	N/a	995.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
80	g ci	Confidence interval	Chris Townley	Steven Evans/Roger Tiplady	Corporate Health	Yes	National	Low	N/a	2.26%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
2101		Quality monitoring: satisfaction with Legal Services	Lucy Sutton	Don Pitts / LeVerne Parker	Corporate Health	Yes	Local	High	New 06/07	New 06/07	Not comparable	Not comparable	New 06/07	New 06/07	New 06/07	New 06/07	95.00%	95.00%	95.00%	
2301		Cost of the personnel service as a proportion of Council spend	Lucy Sutton	George Bishop/Stephen Wood	Corporate Health	Yes	Local	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	2.50%	2.40%	2.30%	2.30%	
2305		Effectiveness of the "Headstart" scheme	Lucy Sutton	George Bishop/Stephen Wood	Corporate Health	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	15.00 (12.00)	15.00	15.00	15.00	Figure is compared to previous year (in brackets).
3006		Number of supplier invoices paid/processed	Chris Townley	Chris Townley	Corporate Health	Yes	Local	High	New 06/07	New 06/07	Not comparable	Not comparable	New 06/07	New 06/07	New 06/07	New 06/07	-30% of 2005/6 level by 2008/9	-30% of 2005/6 level by 2008/9	-30% of 2005/6 level by 2008/9	No comment
3101		Percentage of new claims for council tax benefit which were processed within 14 days (%)	Chris Townley	Roger Tiplady	Corporate Health	Yes	Local	High	95.00%	95.40%	Not comparable	Not comparable	97.00%	97.20%	97.00%	95.70%	97.00%	97.00%	97.00%	
3102		Percentage of new claims for housing benefit from LA tenants which were processed within 14 days (%)	Chris Townley	Roger Tiplady	Corporate Health	Yes	Local	High	95.00%	95.40%	Not comparable	Not comparable	97.00%	97.20%	97.00%	95.70%	97.00%	97.00%	97.00%	
3103		Percentage of successful new claims for rent allowance paid to tenants within 14 days, or to landlords by the due date (%)	Chris Townley	Roger Tiplady	Corporate Health	Yes	Local	High	95.00%	93.80%	Not comparable	Not comparable	97.00%	97.70%	97.00%	95.90%	97.00%	97.00%	97.00%	
3201		Right to Buy offers made within 12 weeks of application	Chris Townley	Steve Howe	Corporate Health	Yes	Local	High	0.00	400.00	Not comparable	Not comparable	0.00	31.00	100.00%	76.00%	100.00%	100.00%	100.00%	

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<b>Culture, Arts and Leisure</b>																				
119	a	Satisfaction with sports and leisure facilities	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Culture, Arts and Leisure	Yes	National	High	52.00%	39.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	50.00%	Collected every 3 yrs	Collected every 3 yrs	This target is set with reference to the thresholds used in the Culture service assessment of the Comprehensive Performance Assessment. The Council wishes to meet or exceed this target to move above the lower threshold and to improve the chances of the Council performing well in the Culture service assessment of the CPA.
119	a bn	Base number	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Culture, Arts and Leisure	Yes	National	High	N/a	1085.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
119	a ci	Confidence interval	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Culture, Arts and Leisure	Yes	National	Low	N/a	3.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
119	c	Satisfaction with museums/ galleries	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Culture, Arts and Leisure	Yes	National	High	60.00%	76.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	50.00%	Collected every 3 yrs	Collected every 3 yrs	This target is set with reference to the thresholds used in the Culture service assessment of the Comprehensive Performance Assessment. The Council wishes to meet or exceed this target to remain in the upper threshold and to optimise the chances of the Council performing well in the Culture service assessment of the CPA.
119	c bn	Base number	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Culture, Arts and Leisure	Yes	National	High	N/a	1089.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
119	c ci	Confidence interval	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Culture, Arts and Leisure	Yes	National	Low	N/a	3.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
119	d	Satisfaction with theatres and concert halls	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Culture, Arts and Leisure	Yes	National	High	55.00%	65.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	56.00%	Collected every 3 yrs	Collected every 3 yrs	This target is set with reference to the thresholds used in the Culture service assessment of the Comprehensive Performance Assessment. The Council wishes to meet or exceed this target to remain in the upper threshold and to optimise the chances of the Council performing well in the Culture service assessment of the CPA.
119	d bn	Base number	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Culture, Arts and Leisure	Yes	National	High	N/a	1059.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
119	d ci	Confidence interval	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Culture, Arts and Leisure	Yes	National	Low	N/a	3.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
119	e	Satisfaction with parks and open spaces	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Culture, Arts and Leisure	Yes	National	High	84.00%	86.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	77.00%	Collected every 3 yrs	Collected every 3 yrs	This target is set with reference to the thresholds used in the Culture service assessment of the Comprehensive Performance Assessment. The Council wishes to meet or exceed this target to remain in the upper threshold and to optimise the chances of the Council performing well in the Culture service assessment of the CPA.
119	e bn	Base number	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Culture, Arts and Leisure	Yes	National	High	N/a	1183.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
119	e ci	Confidence interval	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Culture, Arts and Leisure	Yes	National	Low	N/a	3.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
221	a	Participation in and outcomes from youth work: recorded outcomes	Janine Anderson	Nelly Szabo	Culture, Arts and Leisure	Yes	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	Data not available	Target not set	Target not set	Target not set	Systems have been put in place to collect this indicator from 2006/07.
221	b	Participation in and outcomes from youth work: accredited outcomes	Janine Anderson	Nelly Szabo	Culture, Arts and Leisure	Yes	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	Data not available	Target not set	Target not set	Target not set	Systems have been put in place to collect this indicator from 2006/07.

Royal Borough Performance Indicators

The Royal Borough of Kensington and Chelsea - our performance

PI number	Letter	Title	PI Contact	Officer producing Indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
Culture, Arts and Leisure																				
6501		Adoption by the local authority of a policy, strategy and action plan for the arts	Jenny Campion-Smith	Amanda Smethurst	Culture, Arts and Leisure	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	Target not set	18/24 Advanced	20/24 Advanced	20/24 Advanced	21/24 Advanced	23/24 Advanced	23/24 Advanced	Target has been achieved, 2005/06 has seen the inclusion of elements of the Arts Strategy in the new Community Strategy. Work has continued within business group to embed the Arts Strategy in other policies, including the Parks Strategy.
6502		Range of support provided for artists, art groups and other organisations	Jenny Campion-Smith	Amanda Smethurst	Culture, Arts and Leisure	Yes	Local	High	New 04/05	New 04/05	Not comparable	Not comparable	Target not set	12/21 Established	15/21 Advanced	15/21 Advanced	16/21 Advanced	18/21 Advanced	19/21 Advanced	Despite staff shortages, this target has been achieved, with the level of support offered increasing - for instance, through the provision of targeted training events and responding to 650 information enquiries.
6503		The arts contribute to strategies for educational achievement and lifelong learning	Jenny Campion-Smith	Amanda Smethurst	Culture, Arts and Leisure	Yes	Local	High	New 04/05	New 04/05	Not comparable	Not comparable	Target not set	12/24 Established	13/24 Established	10/24 Emerging	14/24 Established	16/24 Established	18/24 Established	The target for this indicator was not achieved, due to staff shortages and the changes in business groups. This target is largely reliant on developing a strong partnership with education and schools, plans for which have been developed for 2006/07.
6504		Spending per head of the population on arts development and support	Jenny Campion-Smith	Amanda Smethurst	Culture, Arts and Leisure	Yes	Local	High	New 04/05	New 04/05	Not comparable	Not comparable	Target not set	£2.65	Target not set	£2.27 (est)	£1.97	£1.97	£1.97	The 2005/06 actual is an estimate. However the 04/05 actual is an updated post audit figure. A post-audit figure for 2005/06 will be included in this report next year. The 06/07 target is based on the original 2006/07 estimates of spend. The 07/08 and 08/09 targets are estimates based on applying a 3% inflation rate to the 06/07 estimates, balanced by an increase in population as projected by the Office for National Statistics. The estimated spend for future years is less than the 2005/06 actual, due to a reduction in administration costs and despite a significant injection of funds into the Council's arts service.
6505		The local authority has strategies to promote fair access to the arts for disabled people and minority communities	Jenny Campion-Smith	Amanda Smethurst	Culture, Arts and Leisure	Yes	Local	High	New 04/05	New 04/05	Not comparable	Not comparable	Target not set	15/21 Advanced	16/21 Advanced	16/21 Advanced	18/21 Advanced	19/21 Advanced	19/21 Advanced	This target has been achieved, largely through the success of the Arts for All project, the production of the Equalities Action Planning toolkit, and the legacy plan developed to sustain the work undertaken through the NRF funded project.
6510		User satisfaction with sports facilities (Kensington Leisure Centre)	Jenny Campion-Smith	Jeff Mays/ Paul Foster	Culture, Arts and Leisure	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	Collected every 2 yrs	Collected every 2 yrs	81.00%	68.18%	Replaced by RBPI 6508	Replaced by RBPI 6508	Replaced by RBPI 6508	2005/06 was the first year of operation for the new leisure management contractor, who has had to overcome a significant number of inherited customer service problems at this site.
6511		User satisfaction with sports facilities (Chelsea Sports Centre)	Jenny Campion-Smith	Jeff Mays/ Paul Foster	Culture, Arts and Leisure	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	Collected every 2 yrs	Collected every 2 yrs	64.00%	64.62%	Replaced by RBPI 6509	Replaced by RBPI 6509	Replaced by RBPI 6509	Consistent levels of user satisfaction.
6512		User satisfaction with sport facilities (sports facilities in parks)	Jenny Campion-Smith	Jeff Mays/ Paul Foster	Culture, Arts and Leisure	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	Collected every 2 yrs	Collected every 2 yrs	63.00%	68.24%	Deleted 06/07	Deleted 06/07	Deleted 06/07	Improved satisfaction levels are reflected in the increased usage of sports facilities in parks.

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Environment and Transport																				
63		Energy efficiency of housing stock	Damian Roche	Brian Corbett (Steven Pimbert)	Environment and Transport	Yes	National	High	62.00	64.00	68.00	II	66.00	66.00	68.00	68.00	70.00	72.00	73.00	Continue to improve the SaP rating and remain within top quartile performance and upper threshold for CPA Housing block.
82	a(i)	Percentage household waste (recycled)	Jenny Campion-Smith	Jay Amies/ Linda Thomas	Environment and Transport	Yes	National	High	14.00%	16.13%	17.92%	II	20.00%	17.69%	29.00%	19.29%	29.00%	Target to be set by Govt	Target to be set by Govt	Once again, progress has been made. However, significant gains are proving harder and harder to come by and the targets are extraordinarily ambitious. While the municipal waste management strategy plan sets out ways to meet this target, exceeding the target is unrealistic.
82	a(ii)	Tonnage of household waste (recycled)	Jenny Campion-Smith	Jay Amies/ Linda Thomas	Environment and Transport	Yes	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	17,498.00	11,735.65	17,907.67	Awaiting Govt guidance	Awaiting Govt guidance	See comment for 82a(i) above.
82	b(i)	Percentage household waste (composted)	Jenny Campion-Smith	Jay Amies	Environment and Transport	Yes	National	High	0.70%	0.34%	9.93%	IV	2.00%	0.39%	1.00%	0.65%	1.00%	Target to be set by Govt	Target to be set by Govt	Kensington and Chelsea is the most densely populated Borough in the country with only a small number of private gardens that produce compostable waste. A 1 per cent target is the maximum attainable, unless the Council moves into the exceptionally difficult and expensive business of collecting kitchen waste.
82	b(ii)	Tonnage of household waste (composted)	Jenny Campion-Smith	Jay Amies	Environment and Transport	Yes	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	603.00	395.45	617.51	Awaiting Govt guidance	Awaiting Govt guidance	See comment for 82b(i) above.
89		Satisfaction with cleanliness standards	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Environment and Transport	Yes	National	High	83.00%	68.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	64.00%	Collected every 3 yrs	Collected every 3 yrs	This target is set with reference to the thresholds used in the Environment service assessment of the Comprehensive Performance Assessment. The Council wishes to meet or exceed 64% to meet the upper threshold (this allows for adjustment for deprivation).
89	bn	Base number	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Environment and Transport	Yes	National	High	N/a	1195.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
89	ci	Confidence interval	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Environment and Transport	Yes	National	Low	N/a	3.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
90	a	Satisfaction with household waste collection	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Environment and Transport	Yes	National	High	82.00%	72.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	82.00%	Collected every 3 yrs	Collected every 3 yrs	This target is set with reference to the thresholds used in the Environment service assessment of the Comprehensive Performance Assessment. 81% is the lower threshold (based on the 25th percentile from 2003/04). Exceeding this will move this indicator above the lower threshold and improve the chances of the Council performing well in the Environment service assessment of the CPA.
90	a bn	Base number	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Environment and Transport	Yes	National	High	N/a	1182.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
90	a ci	Confidence interval	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Environment and Transport	Yes	National	Low	N/a	3.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
90	b	Satisfaction with waste recycling	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Environment and Transport	Yes	National	High	60.00%	45.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	63.00%	Collected every 3 yrs	Collected every 3 yrs	This target is set with reference to the thresholds used in the Environment service assessment of the Comprehensive Performance Assessment. The Council wishes to meet or exceed this target to move above the lower threshold and to improve the chances of the Council performing well in the Environment service assessment of the CPA. This target allows for adjustment for deprivation.
90	b bn	Base number	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Environment and Transport	Yes	National	High	N/a	949.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	



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Environment and Transport																				
90	b ci	Confidence interval	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Environment and Transport	Yes	National	Low	N/a	3.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
90	c	Satisfaction with waste disposal	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Environment and Transport	Yes	National	High	60.00%	45.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	70.00%	Collected every 3 yrs	Collected every 3 yrs	This target is set with reference to the thresholds used in the Environment service assessment of the Comprehensive Performance Assessment. The Council wishes to meet or exceed this target to move above the lower threshold and to improve the chances of the Council performing well in the Environment service assessment of the CPA.
90	c bn	Base number	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Environment and Transport	Yes	National	High	N/a	949.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
90	c ci	Confidence interval	Jenny Campion-Smith	Jenny Campion-Smith/ Sarah Jilks	Environment and Transport	Yes	National	Low	N/a	3.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
99	a(i)	Road accident casualties: KSI all people	Jenny Campion-Smith	Andrew Turner/ Ian Davies	Environment and Transport	Yes	National	Low	New 04/05	New 04/05	92.00	II	Target not set	125.00	137.00	105.00	131 (Target 2010 = 103)	126 (Target 2010 = 103)	120 (Target 2010 = 103)	The Council considers that road casualties are not acceptable. Excellent progress continues to be made towards the national target of a 40% reduction from the 1994 to 1998 average to be achieved by 2010, and the Council is currently performing better than required in order to meet the target. Of the 105 KSI, 5 were fatalities, the remaining 100 being serious injuries which includes broken bones and severe shock. The target figures for 2006/2007 onwards reflect the minimum number of casualties required in order to meet the national target. We have used these targets, rather than adjusting them based on the previous year's performance, as long term trends more accurately reflect performance than year-on-year variations.
99	a(ii)	Road accident casualties: KSI all people (change from the previous year)	Jenny Campion-Smith	Andrew Turner/ Ian Davies	Environment and Transport	Yes	National	Low	New 04/05	New 04/05	-13.40%	I	Target not set	-15.50%	-2.40%	-16.00%	24.76%	-3.82%	-4.76%	The 16.0% represents a reduction of 20 casualties from the 2004/2005 reporting period. As the targets for the number of KSI are based on a trajectory between the 1994-1998 average and the 2010 target, year on year percentage change between actual performance and these targets in some instances show increases in the number of KSI. As long-term trends more accurately reflect improved performance than year on year changes, it should be borne in mind that these targets for percentage change do not accurately reflect the Council's desires and expectations of a reduction in KSI.
99	a(iii)	Road accident casualties: KSI all people (change from the 1994-98 average)	Jenny Campion-Smith	Andrew Turner/ Ian Davies	Environment and Transport	Yes	National	Low	New 04/05	New 04/05	-32.49%	II	Target not set	-26.80%	-28.60%	-38.60%	-23.39%	-26.32%	-29.82%	The 1994-1998 average for KSIs was 171. The 38.60% reduction therefore equates to a casualty saving of 66. The 2010 target is for a 40% reduction in KSI from the 1994-1998 average.

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Environment and Transport																				
99	b(i)	Road accident casualties: KSI children	Jenny Campion-Smith	Andrew Turner/ Ian Davies	Environment and Transport	Yes	National	Low	New 04/05	New 04/05	12.00	I	Target not set	7.00	7.00	2.00	8 (Target 2010 = 6)	7 (Target 2010 = 6)	7 (Target 2010 = 6)	The Council considers child road casualties to be particularly unacceptable, and it is working towards the national target of a 50% reduction from the 1994 to 1998 average to be achieved by 2010. The Council is currently performing better than the target requires. Of the 2 KSI, both were serious injuries which includes broken bones and severe shock. There have been no child fatalities in the Borough since 1999. The target figures for 2006/07 onwards reflect the minimum number of casualties required in order to meet the national target. We have used these targets, rather than adjusting them based on the previous year's performance, as long term trends more accurately reflect performance than year on year variations.
99	b(ii)	Road accident casualties: KSI children (change from the previous year)	Jenny Campion-Smith	Andrew Turner/ Ian Davies	Environment and Transport	Yes	National	Low	New 04/05	New 04/05	-28.10%	I	Target not set	-41.70%	0.00%	-71.43%	300.00%	-12.50%	0.00%	The 71.43% represents a reduction of 5 casualties from the 2004/2005 reporting period. Because the casualty numbers are fortunately small, a small change in casualty numbers results in a large percentage change. As the targets for the number of child KSI are based on a trajectory between the 1994-1998 average and the 2010 target, year-on-year percentage change between actual performance and these targets in some instances show increases in the number of KSI. As long term trends more accurately reflect improved performance than year-on-year changes, it should be borne in mind that these targets for percentage change do not accurately reflect the Council's desires and expectations of a reduction in KSI.
99	b(iii)	Road accident casualties: KSI children (change from the 1994-98 average)	Jenny Campion-Smith	Andrew Turner/ Ian Davies	Environment and Transport	Yes	National	Low	New 04/05	New 04/05	-53.13%	III	Target not set	-37.50%	-37.50%	-81.82%	-27.27%	-36.36%	-36.36%	The average casualty figure for 1994 to 1998 was 11. The 81.82% reduction, therefore, equates to a casualty saving of 9. The 2010 target is for a 50% reduction in child KSI from the 1994-1998 average.
99	c(i)	Road accident casualties: slight injuries	Jenny Campion-Smith	Andrew Turner/ Ian Davies	Environment and Transport	Yes	National	Low	New 04/05	New 04/05	721.00	I	Target not set	717.00	717.00	636.00	946 (Target 2010 = 904)	938 (Target 2010 = 904)	929 (Target 2010 = 904)	The Council does not consider any road casualties to be acceptable even when the severity of injury is recorded as slight. The Council is working towards the national target of a 10% reduction from the 1994 to 1998 average to be achieved by 2010. (The original target is expressed as a rate per million vehicle kilometres. However, no guidance has yet been issued to boroughs regarding how this is to be measured on a borough basis, so, in line with the London Road Safety Unit, the Council is using raw casualty data rather than a rate). The Council is currently performing better than the target requires. The target figures for 2006/07 onwards reflect the minimum reduction in the number of casualties required in order to meet the national target. We have used these targets, rather than adjusting them based on the previous year's performance, as long term trends more accurately reflect performance than year-on-year variations.

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Environment and Transport																				
99	c(ii)	Road accident casualties: slight injuries (change from the previous year)	Jenny Campion-Smith	Andrew Turner/ Ian Davies	Environment and Transport	Yes	National	Low	New 04/05	New 04/05	-8.03%	II	Target not set	-4.00%	0.00%	-11.30%	48.74%	-0.85%	-0.96%	The 11.3% represents a reduction of 81 casualties from the 2004/2005 reporting period. The 2010 target has already been met. Accidents resulting in slight injuries will be dealt with in the course of normal work. As the targets for the number of slight injuries are based on a trajectory between the 1994-1998 average and the 2010 target, year-on-year percentage change between actual performance and these targets in some instances show increases in the number of KSI. As long term trends more accurately reflect improved performance than year-on-year changes, it should be borne in mind that these targets for percentage change do not accurately reflect the Council's desires and expectations of a reduction in slight injuries.
99	c(iii)	Road accident casualties: slight injuries (change from the 1994-98 average)	Jenny Campion-Smith	Andrew Turner/ Ian Davies	Environment and Transport	Yes	National	Low	New 04/05	New 04/05	-14.41%	I	Target not set	-28.60%	-28.60%	-36.72%	-5.87%	-6.67%	-7.56%	The 1994-1998 average was 1005. The 36.72% reduction, therefore, equates to a casualty saving of 369. The 2010 target has already been met (a 10% reduction from the 1994-1998 average). Accidents resulting in slight injuries will be dealt with in the course of normal work.
100		Temporary road closure	Jenny Campion-Smith	Tony Putt/ Simon Minney	Environment and Transport	Yes	National	Low	0.00	0.00	0.10	I	0.40	0.00	0.40	0.00	0.40	0.40	0.40	Roads are only deemed "traffic sensitive" during the day Monday to Friday. The traffic sensitive roads in the borough are mainly the principal roads with some exceptions (e.g. Ladbroke Grove). Kensington and Chelsea carries out works on these roads at weekends and at night (i.e. at non-traffic sensitive times). The target for future years remains at 0.4 to allow for unexpected events, which may result in having to carry out roadworks at traffic-sensitive times.
109	a	Planning applications: major applications	Janette White	Lesley Wyatt-Jones	Environment and Transport	Yes	National	High	50.00%	60.00%	69.01%	II	61.00%	63.33%	61.00%	65.78%	62.00%	63.00%	65.00%	Performance continues to improve on these three related indicators and targets have been revised upwards to reflect this. Government targets are exceeded. Reduced staffing levels may have an impact upon performance in the future.
109	b	Planning applications: minor applications	Janette White	Lesley Wyatt-Jones	Environment and Transport	Yes	National	High	70.00%	75.88%	75.40%	I	76.00%	82.76%	79.00%	86.66%	88.00%	90.00%	90.00%	
109	c	Planning applications: 'other' applications	Janette White	Lesley Wyatt-Jones	Environment and Transport	Yes	National	High	75.00%	79.19%	88.00%	II	80.00%	87.06%	82.00%	92.16%	90.00%	92.00%	92.00%	
111		Satisfaction with planning service	Janette White	Janette White	Environment and Transport	Yes	National	High	72.00%	76.80%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	78.00%	Collected every 3 yrs	Collected every 3 yrs	This satisfaction survey is collected every 3 years, with the next one due during 2006/07.
111	bn	Base number	Janette White	Janette White	Environment and Transport	Yes	National	High	N/a	481.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
111	ci	Confidence interval	Janette White	Janette White	Environment and Transport	Yes	National	Low	N/a	4.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	

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Environment and Transport																				
165		Pedestrian crossings with facilities for disabled people	Jenny Campion-Smith	Tony Putt/ Simon Minney	Environment and Transport	Yes	National	High	85.00%	84.00%	100.00%	III	96.00%	86.00%	86.00%	87.00%	87.00%	90.00%	90.00%	Sixty one out of 70 controlled pedestrian crossing sites in the Borough have facilities for the disabled. The nine remaining sites do not, as two sites are on the border with another local authority, one of which is at a site where it is not possible to put in tactile paving. Works on the remaining seven sites have been deferred due to planned major improvements in the area e.g. at Sloane Square and South Kensington. To reflect this, targets for 06/07 and 07/08 have been amended to 87% and 90%. Facilities for disabled people are installed to comply with the Royal Borough's streetscape policy.
179		Standard searches within 10 days	Lucy Sutton	Roger Cudby	Environment and Transport	Yes	National	High	100.00%	36.00%	100.00%	IV	100.00%	68.20%	100.00%	60.00%	Deleted 06/07	Deleted 06/07	Deleted 06/07	Deleted by the Government; we will continue to collect this as RBPI 2308.
187		Condition of surface footway	Jenny Campion-Smith	Tony Putt	Environment and Transport	Yes	National	Low	Target not set	16.00%	16.00%	I	Target not set	10.10%	10.00%	10.00%	10.00%	10.00%	10.00%	This indicator reflects an assessment of footway defects on main roads and shopping areas. The target is to remain constant at 10% due to similar rates of improvement and deterioration.
219	c	Conservation areas – management plans	Janette White	David McDonald	Environment and Transport	Yes	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	94.00%	91.66%	97.00%	100.00%	100.00%	
223		Condition of principal roads	Jenny Campion-Smith	Tony Putt/ Tom Powell	Environment and Transport	Yes	National	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	20.00%	Target not set	Target not set	Target not set	The figure of 20% is from the mechanised Scanner method, organised by LBHF for all London Boroughs, putting RBKC in bottom (worst) quartile for London. The visual inspection result, previously used for the BVPI and still carried out as a comparator, is 4.5% i.e. RBKC in best quartile for London. This BVPI is to be excluded from CPA assessment again as the results are not meaningful. Work is still progressing to rationalise results across all London boroughs to be more meaningful. It is not feasible to set targets as rules and parameters may still change.
224	a	Condition of non-principal roads	Jenny Campion-Smith	Tony Putt/ Tom Powell	Environment and Transport	Yes	National	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	14.00%	Target not set	Target not set	Target not set	Targets are not required until there are two years of data. This indicator is derived from surveys carried out using the Scanner method, co-ordinated by LBHF for all London Boroughs. The figure reported is the first year's data collected in this way, and work is still progressing to rationalise results across all London boroughs to be more meaningful. It is not feasible to set targets as rules and parameters may still change.
224	b	Condition of unclassified roads	Jenny Campion-Smith	Tony Putt/ Tom Powell	Environment and Transport	Yes	National	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	4.50%	5.00%	5.00%	5.00%	Based on visual surveys of 25% of the Borough's unclassified roads.
2309		Percentage Land Charges searches carried out within national target (10 days)	Lucy Sutton	Roger Cudby	Environment and Transport	Yes	National	High	100.00%	68.20%	New 06/07	New 06/07	New 06/07	New 06/07	New 06/07	New 06/07	100.00%	100.00%	100.00%	Replaces deleted BVPI 179.
2310		Percentage Land Charges searches carried out within Council target (5 days)	Lucy Sutton	Roger Cudby	Environment and Transport	Yes	Local	High	100.00%	17.00%	Not comparable	Not comparable	100.00%	38.70%	100.00%	40.00%	100.00%	100.00%	100.00%	Staff vacancies were not filled in anticipation of being able to do more searches using Accolaid. This was not possible and the vacancies have now been filled. However, staffing levels are again being reviewed in the light of the continued high volume of searches being received.

## Royal Borough Performance Indicators

### The Royal Borough of Kensington and Chelsea - our performance

PI number	Letter	Title	PI Contact	Officer producing Indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
Environment and Transport																				
2311		Percentage Land Charges searches carried out within Council target (1 day for personal searches)	Lucy Sutton	Roger Cudby	Environment and Transport	Yes	Local	High	100.00%	100.00%	Not comparable	Not comparable	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
2318		Energy Consumption: Operational Property consumption compared to similar buildings (Electricity)	Lucy Sutton	Keith Harper/ Malcolm De Vela	Environment and Transport	Yes	Local	High	New 04/05	New 04/05	Not comparable	Not comparable	100.00%	70.00%	100.00%	70.00%	100.00%	100.00%	100.00%	These ratings have been calculated against the stated percentage for energy efficiency best practice for similar buildings. The results for electricity are consistent with last year's, achieving a percentage below the 100% target set and again achieving the 'excellent' rating. There has been a slight improvement in the results for gas consumption, falling by 6% from last year and now achieving the 100% (or lower) target set.
2319		Energy Consumption: Operational Property consumption compared to similar buildings (Fossil fuels)	Lucy Sutton	Keith Harper/ Malcolm De Vela	Environment and Transport	Yes	Local	High	New 04/05	New 04/05	Not comparable	Not comparable	100.00%	106.00%	100.00%	100.00%	100.00%	100.00%	100.00%	See comment for RBPI 2318.
4201		'High risk' businesses thoroughly inspected at least once during the year.	Mike Wood	Vincent Riviere	Environment and Transport	Yes	Local	High	100.00%	100.00%	Not comparable	Not comparable	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Target achieved.
4202		The proportion of all high risk premises receiving consumer protection visits per year.	Mike Wood	Vincent Riviere	Environment and Transport	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	100.00%	100.00%	100.00%	100.00%	Target achieved.
4203		The proportion of all medium risk premises receiving consumer protection visits per year.	Mike Wood	Vincent Riviere	Environment and Transport	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	33.59%	33.33%	33.33%	33.33%	Although a target was not set for 2005/6, as this was a new indicator, the actual performance was marginally higher than the targets we have set for expected future annual performance.
4204		Has the local authority completed an annual assessment of air quality in its area, including consultation with statutory consultees?	Mike Wood	Guy Dennington	Environment and Transport	Yes	Local	N/a	Yes	Yes	Not comparable	Not comparable	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No comment.
4205		Has the local authority produced an annual progress report on the implementation of its Air Quality Action Plan?	Mike Wood	Guy Dennington	Environment and Transport	Yes	Local	N/a	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Yes	Yes	Yes	Yes	Yes	No comment.
5001	a	Response to Building Control Full Plan Applications (within 15 days)	Janette White	Terry Ward	Environment and Transport	Yes	Local	High	100.00%	98.00%	Not comparable	Not comparable	100.00%	97.00%	100.00%	99.70%	100.00%	100.00%	100.00%	
5001	b	Response to Building Control Full Plan Applications (within 10 days)	Janette White	Terry Ward	Environment and Transport	Yes	Local	High	82.00%	78.00%	Not comparable	Not comparable	84.00%	84.00%	85.00%	98.00%	86.00%	87.00%	88.00%	
5003		Determination of tree applications within 6 weeks	Janette White	Chris Colwell	Environment and Transport	Yes	Local	High	92.00%	85.90%	Not comparable	Not comparable	93.00%	74.00%	94.00%	90.86%	94.00%	94.00%	94.00%	
5004		Planning enforcement site visits made within 20 days of receipt of the complaint	Janette White	Lesley Wyatt-Jones	Environment and Transport	Yes	Local	High	100.00%	100.00%	Not comparable	Not comparable	100.00%	100.00%	100.00%	99.35%	100.00%	100.00%	100.00%	
5005		The percentage of all planning applications determined within eight weeks	Janette White	Lesley Wyatt-Jones	Environment and Transport	Yes	Local	High	72.00%	77.70%	Not comparable	Not comparable	79.00%	85.00%	80.00%	89.44%	81.00%	82.00%	82.00%	
6101		Number of justified complaints of missed domestic bin/bag collections.	Jenny Campion-Smith	Jennie Tucker/ Rebecca McCaw	Environment and Transport	Yes	Local	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	576.00	575.00	550.00	525.00	This indicator measures the number of justified complaints about missed kerbside domestic refuse collections. The number of complaints is encouraging given that there are 8.8 million collections a year.
6201		Percentage of street lights in residential areas with "white light".	Jenny Campion-Smith	Jenny Campion-Smith	Environment and Transport	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	61.00%	71.00%	81.00%	91.00%	The white light programme has progressed well, with 927 lamps/lanterns changed to bring the completed percentage up to 61% at the end of 2005-06.
6202		School travel plans	Jenny Campion-Smith	Jenny Campion-Smith	Environment and Transport	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	18.00	26.00	37.00	56.00	There are now 18 out of 74 schools with approved plans. The London target is for 100% of schools to have plans by 2009, although this is unlikely to be met in this Borough due to the number of independent schools.

## Royal Borough Performance Indicators

The Royal Borough of Kensington and Chelsea - our performance

PI number	Letter	Title	PI Contact	Officer producing Indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
6301		Parking Penalty Charge Notices (PCNs) - Recovery Rate	Jenny Campion-Smith	Jenny Campion-Smith	Environment and Transport	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	71.20%	71.50%	71.50%	71.50%	The trend shows continued improvement in recovery rates to date. A dedicated PCNs debt recovery team has been set up in parking operations since September 2005.

## Royal Borough Performance Indicators

### The Royal Borough of Kensington and Chelsea - our performance

PI number	Letter	Title	PI Contact	Officer producing Indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
Health and Social Care																				
49		Stability of placements of looked after children	Cerys Ledger	Cerys Ledger	Health and Social Care	Yes	National	Low	7.00%	8.80%	Not comparable	Not comparable	7.00%	10.80%	10.00%	8.66%	10.00%	10.00%	9.00%	Performance is improving this year. This is due to a number of factors including performance workshops, improved data quality and general awareness of performance with regard to this indicator.
50		Educational qualifications of looked after children	Cerys Ledger	Cerys Ledger	Health and Social Care	Yes	National	High	Target not set	45.00%	58.00%	I	50.00%	64.10%	60.00%	55.17%	62.00%	64.00%	64.00%	Performance fell slightly this year. However, it is predicted that performance will increase next year due to some excellent GCSE results for Looked After Children.
53		Intensive home care for people aged 65 or over	Dave Walton	Luke Metcalfe / Dave Walton	Health and Social Care	Yes	National	High	16.00	13.90	15.51	II	15.00	15.50	15.50	15.50	16.00	16.50		
54		Over 65s helped to live at home	Dave Walton	Luke Metcalfe / Dave Walton	Health and Social Care	Yes	National	High	95.00	90.10	98.54	II	91.00	90.40	91.00	87.60	91.00	91.00		
56		Items of equipment delivered within 7 working days	Dave Walton	Luke Metcalfe / Dave Walton	Health and Social Care	Yes	National	High	85.00%	91.00%	89.00%	I	92.00%	91.30%	92.00%	94.50%	93.00%	94.00%		
161		Employment, education and training for care leavers	Cerys Ledger	Cerys Ledger	Health and Social Care	Yes	National	High	75.00%	59.40%	0.83	III	Target not set	0.61	0.61	0.76	0.61	0.61	0.70	
162		Reviews of child protection cases	Cerys Ledger	Cerys Ledger	Health and Social Care	Yes	National	High	100.00%	100.00%	100.00%	I	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Performance remains at 100 per cent.
163		Adoptions of children looked after	Cerys Ledger	Cerys Ledger	Health and Social Care	Yes	National	High	Target not set	10.00%	9.50%	III	8.00%	6.20%	8.00%	6.12%	8.00%	8.00%	8.00%	Performance fell by 0.1%. However, the same number of children were adopted as in 2004/05. The LPSA target has been met for this indicator. Forty three children were adopted over 4 years.
166	a	Environmental health checklist of best practice	Mike Wood	Guy Denington	Health and Social Care	Yes	National	High	93.00%	93.00%	97.00%	II	96.00%	96.50%	100.00%	86.79%	100.00%	100.00%	100.00%	The reduction in 2005-6 performance reflects a closer scrutiny of our current position in relation to the question posed.
166	b	Trading standards checklist of best practice	Mike Wood	Vincent Riviere	Health and Social Care	Yes	National	High	93.00%	93.00%	100.00%	I	96.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Target achieved.
195		Acceptable waiting time for assessment	Dave Walton	Phillip Chu / Zavia Kepple	Health and Social Care	Yes	National	High	Target not set	53.10%	77.20%	II	70.00%	73.70%	80.00%	90.80%	85.00%	90.00%		
196		Acceptable waiting time for care packages	Dave Walton	Phillip Chu / Zavia Kepple	Health and Social Care	Yes	National	High	Target not set	88.40%	89.90%	I	90.00%	92.30%	93.00%	93.30%	93.00%	93.00%		
201		Direct payments of benefits	Dave Walton	Luke Metcalfe	Health and Social Care	Yes	National	High	New 04/05	New 04/05	73.00	II	25.00	56.70	90.00	92.00	95.00	100.00		We have moved up a performance band from average to good performance on this key indicator of user choice and independence. This is a 70% improvement over last year's figure of 54. We have conducted a pilot this last year with mental health services, and have 7 users with mental health problems on Direct Payments (DPs). This will be a good result as this is one of the groups nationally that have struggled with DPs, and many don't have any users with mental health problems on DPs.
1201		LAC Reviews on Time	Cerys Ledger	Cerys Ledger	Health and Social Care	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	100.00%	100.00%	100.00%	100.00%	Performance remains at 100% and meets our target.
1202		Participation in LAC Reviews	Cerys Ledger	Cerys Ledger	Health and Social Care	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	97.40%	98.00%	98.50%	98.50%	Performance has improved. This is the first full year of participation data that has been collected.
1203		% LAC Allocated to a Qualified SW	Cerys Ledger	Cerys Ledger	Health and Social Care	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	100.00%	100.00%	100.00%	100.00%	Performance is now 100%. All LAC will now be allocated to a qualified social worker.
1204		% Core Assessments on Time	Cerys Ledger	Cerys Ledger	Health and Social Care	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	95.40%	98.00%	98.00%	98.00%	Performance has improved. There has been focus on the timing of assessments during the past year.

### Royal Borough Performance Indicators

The Royal Borough of Kensington and Chelsea - *our performance*

PI number	Letter	Title	PI Contact	Officer producing Indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
1205		% Initial Assessments on Time	Cerys Ledger	Cerys Ledger	Health and Social Care	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	92.70%	98.00%	98.00%	98.00%	Performance has improved. There has been focus on the timing of assessments during the past year.



## Royal Borough Performance Indicators

### The Royal Borough of Kensington and Chelsea - our performance

PI number	Letter	Title	PI Contact	Officer producing Indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
Homes and Housing																				
64		Number of private sector dwellings returned into occupation	Mike Wood	Tarh Nzo	Homes and Housing	Yes	National	High	20.00	77.00	56.25	II	20.00	37.00	20.00	30.00	20.00	20.00	30.00	The number of empty properties returned into use can fluctuate as this depends a lot upon external factors such as the willingness of private owners engaging with the Council and the time taken for building works to be completed.
66	a	Rent collection and arrears recovery: rent collected	Damian Roche	Ian Twford	Homes and Housing	Yes	National	High	94.70%	96.10%	98.33%	IV	95.70%	96.02%	96.60%	96.52%	96.64%	97.02%	97.31%	Year-on-year improvement has seen the reduction of arrears of over £160,000. We are only just outside top quartile performance. The number of tenants in arrears has dropped by over 300 (a drop of nearly 10 per cent).
66	b	Rent collection and arrears recovery: 7 weeks arrears	Damian Roche	Ian Twford	Homes and Housing	Yes	National	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	8.17%	7.75%	7.25%	6.75%	See 66a.
66	c	Rent collection and arrears recovery: NSPs	Damian Roche	Ian Twford	Homes and Housing	Yes	National	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	12.97%	12.00%	11.00%	10.50%	See 66a.
66	d	Rent collection and arrears recovery: evictions	Damian Roche	Ian Twford	Homes and Housing	Yes	National	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	0.28%	0.30%	0.25%	0.20%	See 66a.
74	a	Tenant satisfaction with landlord – all	Damian Roche	Tim Carruthers	Homes and Housing	Yes	National	High	75.00%	70.17%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	75.00%	Collected every 3 yrs	Collected every 3 yrs	The tenants satisfaction survey is collected every 3 years; the next one is due later in 2006.
74	b	Tenant satisfaction with landlord – ethnic minority tenants	Damian Roche	Tim Carruthers	Homes and Housing	Yes	National	High	75.00%	65.75%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	75.00%	Collected every 3 yrs	Collected every 3 yrs	The tenants satisfaction survey is collected every 3 years; the next one is due later in 2006.
74	c	Tenant satisfaction with landlord – non-ethnic minority tenants	Damian Roche	Tim Carruthers	Homes and Housing	Yes	National	High	75.00%	72.43%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	75.00%	Collected every 3 yrs	Collected every 3 yrs	The tenants satisfaction survey is collected every 3 years; the next one is due later in 2006.
75	a	Satisfaction with participation opportunities – all	Damian Roche	Tim Carruthers	Homes and Housing	Yes	National	High	60.00%	57.37%	Not comparable	Not comparable	Next collected 06/07	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	65.00%	Collected every 3 yrs	Collected every 3 yrs	The tenants satisfaction survey is collected every 3 years; the next one is due later in 2006.
75	b	Satisfaction with participation opportunities – ethnic minority tenants	Damian Roche	Tim Carruthers	Homes and Housing	Yes	National	High	60.00%	57.03%	Not comparable	Not comparable	Next collected 06/07	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	65.00%	Collected every 3 yrs	Collected every 3 yrs	The tenants satisfaction survey is collected every 3 years; the next one is due later in 2006.
75	c	Satisfaction with participation opportunities – non-ethnic minority tenants	Damian Roche	Tim Carruthers	Homes and Housing	Yes	National	High	60.00%	57.00%	Not comparable	Not comparable	Next collected 06/07	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	65.00%	Collected every 3 yrs	Collected every 3 yrs	The tenants satisfaction survey is collected every 3 years; the next one is due later in 2006.

## Royal Borough Performance Indicators

### The Royal Borough of Kensington and Chelsea - our performance

PI number	Letter	Title	PI Contact	Officer producing Indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
Homes and Housing																				
183	a	Length of stay in temporary accommodation – bed and breakfast	Mike Wood	Mike Wood	Homes and Housing	Yes	National	Low	0.00	60.00	1.00	III	0.00	38.49	0.00	0.00	0.00	0.00	0.00	The average length of stay has been reduced as the Borough has continued to meet the target of having no families in shared bed and breakfast accommodation.
183	b	Length of stay in temporary accommodation – hostel	Mike Wood	Mike Wood	Homes and Housing	Yes	National	Low	Target not set	74.00	0.00	III	Target not set	55.54	Target not set	37.00	30.00	20.00	10.00	The average length of stay in hostels has decreased. Targets have been set, although the number of approaches for advice and assistance fluctuates considerably year-on-year.
184	a	Non-decent local authority dwellings	Damian Roche	Brian Corbett	Homes and Housing	Yes	National	Low	45.00%	56.90%	21.00%	III	32.00%	35.74%	9.00%	36.00%	29.00%	17.00%	6.00%	
184	b	Non-decent local authority dwellings – change	Damian Roche	Brian Corbett	Homes and Housing	Yes	National	High	11.00%	24.90%	22.60%	II	29.00%	17.82%	72.00%	16.30%	39.90%	66.30%	100.00%	
203		Change in the number of families in temporary accommodation	Mike Wood	Mike Wood/ Sue Cullip	Homes and Housing	Yes	National	Low	New 04/05	New 04/05	-6.94%	IV	Target not set	49.62%	10.00%	-25.84%	10.00%	25.00%	30.00%	The number of families placed in temporary accommodation can fluctuate according to external factors, and will in future be affected by various initiatives under the Housing Strategy such as the Rent Deposit Scheme. However, the dataset results for this year show a percentage decrease of 25.84% (69 cases) between 2004/05 (267 cases) and 2005/06 (198 cases).
211	a	Delivery of repairs and maintenance service – planned repairs	Damian Roche	Mark Agnew	Homes and Housing	Yes	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	54.00%	Deleted 06/07	Deleted 06/07	Deleted 06/07	
211	b	Delivery of repairs and maintenance service – urgent & emergency repairs	Damian Roche	Mark Agnew	Homes and Housing	Yes	National	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	61.00%	Deleted 06/07	Deleted 06/07	Deleted 06/07	
212		Average time to re-let local authority housing	Damian Roche	Ghazell Nasir	Homes and Housing	Yes	National	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	24.00	21.00	21.00	21.00	20.00	Year-on-year improvements and continuing top quartile performance. Amongst the best in London.
213		Housing advice service: preventing homelessness	Mike Wood	Sue Cullip	Homes and Housing	Yes	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	3.00	3.14	3.04	3.15	3.26	Targets for 2006/7, 2007/8 and 2008/9 were reset on 13/04/2006 following updates from HNG Management Team. New estimates are as follows; 2006/7 = 560 cases assisted, 2007/8 = 580 cases assisted, 2008/9 = 600 cases assisted. The formula is - the number of cases assisted, divided by the number of households in the area divided by 1,000. For 2005/6, this looks like - 579 / (184,100 / 1,000) = 3.14 - rounded to 3.
214		Repeat homelessness	Mike Wood	Sue Cullip	Homes and Housing	Yes	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	1.58%	2.00%	2.00%	2.00%	Formula 2005/06 = (5/315) X 100 = 1.58%. The 2005/6 Target for BVPI 214 was not set as no historic data is currently available. After discussion, targets were set at 2%, however, these will be reviewed during 2006/7 because the upper threshold is 1% (although we are way above the lower threshold which is 8%).
4101		Proportion of bed and breakfast and PLA cost recovered	Mike Wood	Rachel Wigley	Homes and Housing	Yes	Local	High	95.00%	127.00%	Not comparable	Not comparable	95.00%	153.84%	95.00%	154.18%	95.00%	95.00%	95.00%	Target achieved.
4102		Number of families in shared bed and breakfast	Mike Wood	Mike Wood	Homes and Housing	Yes	Local	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	0.00	0.00	0.00	0.00	0.00	In line with Government policy, the Borough has no families in shared Bed and Breakfast accommodation.

## Royal Borough Performance Indicators

### The Royal Borough of Kensington and Chelsea - our performance

PI number	Letter	Title	PI Contact	Officer producing Indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
Homes and Housing																				
4103		Private sector homes vacant for more than six months	Mike Wood	Tarh Nzo	Homes and Housing	Yes	Local	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	1.68%	1.67%	1.66%	1.64%	1.62%	This figure will be refined further as we complete verification within the next few days. Again, the number of long term empty properties in the Borough fluctuates as this depends a lot upon external factors, such as the willingness of private owners engaging with the Council and the time taken for building works to be completed.
4104		Percentage rough sleepers successfully assessed and re-housed annually	Mike Wood	Mike Wood	Homes and Housing	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	33.00%	38.46%	40.00%	45.00%	50.00%	The Resettlement Service have assessed and placed approximately 45 households during 2005/6. The under-recording on the CHR is due to "Rough Sleepers" not being a valid medical condition, and certain Rough Sleepers will have another, overriding, medical condition.
4105		Letstart (rent deposit scheme) placements	Mike Wood	Mike Wood	Homes and Housing	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	80.00	120.00	145.00	175.00	These targets are assumptions based on the implementation of new prevention schemes and the further growth of these schemes. The targets made are ambitious, but it is considered appropriate to aim higher to cope with the effect of any unforeseen challenges faced by the authority in the next 5 years.
4106		Letstart landlords - percentage accredited	Mike Wood	Mike Wood	Homes and Housing	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	100.00%	0.00%	100.00%	100.00%	100.00%	Accreditations are taking place. To date none have been completed.
4107		Home Improvement Agency - spend against target number of homes improved	Mike Wood	Mike Wood	Homes and Housing	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	100.00%	39.42%	100.00%	100.00%	100.00%	The performance target was set using data from previous years when grant spending on Home Improvement Grants was not capped. With the introduction of a £15k grant limit, it has been more difficult to achieve the spend. The intention is to leave this target the same for 06/07, but to undertake promotion in order to achieve the same level of spend for next year.
4109		Number affordable homes with planning approved as a percentage of overall homes approved	Mike Wood	Mike Wood	Homes and Housing	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	33.00%	34.00%	33.00%	33.00%	33.00%	There were two agreements signed during 2005/6 when there was an affordable housing element. Of these, both achieved the target (one achieved 35% affordable homes, the other 33% affordable homes - giving an average of 34%)
4403		Proportion of approved housing capital investment programme spent	Damian Roche	Rachel Wigley	Homes and Housing	Yes	Local	High	100.00%	100.70%	Not comparable	Not comparable	100.00%	99.00%	100.00%	91.60%	100.00%	100.00%	100.00%	The HRA Capital Programme underspent by £2,137,000 against the revised budget of £23,975,000 agreed in December 2005. This budget was revised due to the optimistic approach of bringing capital schemes forward during 2005/06 to maximise work on the Decent Homes Programme but a subsequent review led to a more prudent level of spend. The outturn position represents an overspend of £304,000 (102%) when compared to the original budget. It also reflects an improvement in total spend compared to previous years.
4404		Percentage of urgent repairs completed within Government time limits	Damian Roche	Damian Roche/ Tim Carruthers	Homes and Housing	Yes	Local	High	Target not set	91.00%	Not comparable	Not comparable	95.00%	93.80%	96.00%	94.28%	97.00%	98.00%	98.00%	Year-on-year improvements have taken performance just outside our target. We are confident of achieving the higher target of 97% in 2006/07, meaning we will reach the upper threshold.

Royal Borough Performance Indicators

The Royal Borough of Kensington and Chelsea - our performance

PI number	Letter	Title	PI Contact	Officer producing Indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
Learning																				
38		GCSE performance: A* - C grades	Janine Anderson	Janine Anderson	Learning	Yes	National	High	58.00%	56.00%	56.20%	II	59.00%	56.00%	62.00%	61.83%	64.00%	65.00%	Target not set	Targets are as agreed up to 2007/08 with the DfES, which expects them to be aspirational. Targets for 2008/09 will be set in conjunction with schools in Spring 2007.
39		GCSE performance: A* - G grades, incl. Maths & English	Janine Anderson	Janine Anderson	Learning	Yes	National	High	92.00%	87.00%	90.20%	II	93.00%	88.00%	93.00%	88.60%	93.00%	93.00%	Target not set	Targets are as agreed up to 2007/08 with the DfES, which expects them to be aspirational. Targets for 2008/09 will be set in conjunction with schools in Spring 2007.
40		KS2 Mathematics performance – level 4	Janine Anderson	Janine Anderson	Learning	Yes	National	High	83.00%	79.00%	77.00%	I	85.00%	82.00%	85.00%	81.41%	85.00%	86.00%	Target not set	Targets are as agreed up to 2007/08 with the DfES, which expects them to be aspirational. Targets for 2008/09 will be set in conjunction with schools in Spring 2007. In 2005, Kensington and Chelsea was the highest performing LEA in the country for value added since KS1, a measure of schools' effectiveness.
41		KS2 English performance – level 4	Janine Anderson	Janine Anderson	Learning	Yes	National	High	83.00%	84.00%	80.00%	I	85.00%	86.00%	85.00%	84.04%	85.00%	86.00%	Target not set	Targets are as agreed up to 2007/08 with the DfES, which expects them to be aspirational. Targets for 2008/09 will be set in conjunction with schools in Spring 2007. In 2005, Kensington and Chelsea was the highest performing LEA in the country for value added since KS1, a measure of schools' effectiveness.
43	a	Statements of special educational needs: excluding 'exceptions'	Janine Anderson	David Dyer	Learning	Yes	National	High	96.00%	96.40%	100.00%	IV	96.00%	92.50%	96.00%	97.06%	96.00%	96.00%	96.00%	In 2005/06, 33 out of 34 statements (which are not dependent on external agencies) were prepared within 18 weeks. As there are only small numbers of statements issued, very few can result in a significant change in performance.
45		Absence in secondary schools	Janine Anderson	Janine Anderson	Learning	Yes	National	Low	7.90%	7.40%	7.56%	I	7.40%	7.40%	7.20%	7.05%	6.93%	6.82%	6.71%	Targets are as agreed per the Local Area Agreement. Challenging targets agreed previously with the DfES were met in Summer 2005.
46		Absence in primary schools	Janine Anderson	Janine Anderson	Learning	Yes	National	Low	6.90%	6.60%	5.14%	III	6.50%	6.20%	6.40%	6.31%	6.18%	6.06%	5.94%	Targets are as agreed per the Local Area Agreement. Challenging targets agreed previously with the DfES were met in Summer 2005.
118	a	The percentage of library users who found a book to borrow	Janine Anderson	Janine Anderson	Learning	Yes	National	High	Target not set	66.40%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	70.00%	Collected every 3 yrs	Collected every 3 yrs	This information is collected every 3 years, with the next survey due in 2006/07.
118	a bn	Base number	Janine Anderson	Janine Anderson	Learning	Yes	National	High	N/a	954.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
118	a ci	Confidence interval	Janine Anderson	Janine Anderson	Learning	Yes	National	Low	N/a	1.90%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
118	b	The percentage of library users who found the information they were looking for	Janine Anderson	Janine Anderson	Learning	Yes	National	High	Target not set	63.90%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	70.00%	Collected every 3 yrs	Collected every 3 yrs	This information is collected every 3 years, with the next survey due in 2006/07.
118	b bn	Base number	Janine Anderson	Janine Anderson	Learning	Yes	National	High	N/a	843.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
118	b ci	Confidence interval	Janine Anderson	Janine Anderson	Learning	Yes	National	Low	N/a	1.90%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
118	c	The percentage of library users who were satisfied with the library overall	Janine Anderson	Janine Anderson	Learning	Yes	National	High	Target not set	88.20%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	90.00%	Collected every 3 yrs	Collected every 3 yrs	This information is collected every 3 years, with the next survey due in 2006/07.
118	c bn	Base number	Janine Anderson	Janine Anderson	Learning	Yes	National	High	N/a	1667.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
118	c ci	Confidence interval	Janine Anderson	Janine Anderson	Learning	Yes	National	Low	N/a	1.90%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
119	b	Satisfaction with libraries	Janine Anderson	Janine Anderson	Learning	Yes	National	High	75.00%	61.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	70.00%	Collected every 3 yrs	Collected every 3 yrs	This information is collected every 3 years, with the next survey due in 2006/07.
119	b bn	Base number	Janine Anderson	Janine Anderson	Learning	Yes	National	High	N/a	1075.00	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	

## Royal Borough Performance Indicators

### The Royal Borough of Kensington and Chelsea - our performance

PI number	Letter	Title	PI Contact	Officer producing Indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
Learning																				
119	b ci	Confidence interval	Janine Anderson	Janine Anderson	Learning	Yes	National	Low	N/a	3.00%	Not comparable	Not comparable	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	Collected every 3 yrs	N/a	Collected every 3 yrs	Collected every 3 yrs	
159		Alternative tuition – 21 hrs or more	Janine Anderson	George Crosbie	Learning	Yes	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	100.00%	75.00%	Deleted 06/07	Deleted 06/07	Deleted 06/07	This is a National Target. All permanent exclusions are offered full time tuition at the Latimer Education Centre. The client group comprises behaviourally challenging pupils, and it is not always possible to teach pupils at the highest level of risk within LEC. In these circumstances, pupils are offered a reduced timetable. Given the small numbers of students, an individual's failure to take up tuition, or to be given a reduced timetable on the basis of a risk assessment, would account for a 2-3% variation.
181	a	KS3 English performance – level 5	Janine Anderson	Janine Anderson	Learning	Yes	National	High	74.00%	79.00%	75.00%	I	80.00%	80.00%	83.00%	81.47%	84.00%	86.00%	Target not set	Targets are as agreed up to 2007/08 with the DfES, which expects them to be aspirational. Targets for 2008/09 will be set in conjunction with schools in Spring 2007.
181	b	KS3 Mathematics performance – level 5	Janine Anderson	Janine Anderson	Learning	Yes	National	High	72.00%	72.00%	76.10%	II	80.00%	76.00%	81.00%	76.63%	83.00%	84.00%	Target not set	Targets are as agreed up to 2007/08 with the DfES, which expects them to be aspirational. Targets for 2008/09 will be set in conjunction with schools in Spring 2007.
181	c	KS3 Science performance – level 5	Janine Anderson	Janine Anderson	Learning	Yes	National	High	70.00%	72.00%	70.00%	I	74.00%	71.00%	80.00%	71.95%	81.00%	82.00%	Target not set	Targets are as agreed up to 2007/08 with the DfES, which expects them to be aspirational. Targets for 2008/09 will be set in conjunction with schools in Spring 2007.
181	d	KS3 ICT performance – level 5	Janine Anderson	Janine Anderson	Learning	Yes	National	High	Target not set	69.00%	72.00%	IV	85.00%	58.00%	75.00%	59.27%	77.00%	75.00%	Target not set	Targets are as agreed up to 2007/08 with the DfES, which expects them to be aspirational. Targets for 2008/09 will be set in conjunction with schools in Spring 2007. For ICT, the DfES Regional Director agreed that the DfES imposed targets were set unrealistically high.
194	a	KS2 English performance – level 5	Janine Anderson	Janine Anderson	Learning	Yes	National	High	Target not set	32.00%	28.00%	I	36.00%	31.00%	35.00%	34.78%	32.00%	36.00%	Target not set	Targets are as agreed up to 2007/08 with the DfES, which expects them to be aspirational. Targets for 2008/09 will be set in conjunction with schools in Spring 2007.
194	b	KS2 Mathematics performance – level 5	Janine Anderson	Janine Anderson	Learning	Yes	National	High	Target not set	35.00%	33.00%	I	35.00%	35.00%	36.00%	36.26%	36.00%	36.00%	Target not set	Targets are as agreed up to 2007/08 with the DfES, which expects them to be aspirational. Targets for 2008/09 will be set in conjunction with schools in Spring 2007.
222	a	Quality of early years and childcare leadership – leaders	Janine Anderson	Jackie Devine	Learning	Yes	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	52.17%	52.00%	Target not set	Target not set	Providers will be contacted to verify the level of interest in accessing funding to support level 3-5 qualifications through the Transformation Fund allocation. Training is planned to start in September 2006, with outcomes by 2007/08. Therefore, targets for 2007-8 and 2008-9 will not be available until Autumn 2006.
222	b	Quality of early years and childcare leadership – postgraduate input	Janine Anderson	Jackie Devine	Learning	Yes	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	34.78%	35.00%	Target not set	Target not set	Providers will be contacted to verify the level of interest in accessing funding to support level 3-5 qualifications through the Transformation Fund allocation. Training is planned to start in September 2006, with outcomes by 2007/08. Therefore, targets for 2007-8 and 2008-9 will not be available until Autumn 2006.

## Royal Borough Performance Indicators

### The Royal Borough of Kensington and Chelsea - our performance

PI number	Letter	Title	PI Contact	Officer producing Indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
<b>Learning</b>																				
1101		Percentage of respondents to the Childrens' satisfaction survey (PLUS) who thought that overall the library was 'good' or 'very good'	Janine Anderson	Snezana Hassell	Learning	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	Collected every 3 yrs	Collected every 3 yrs	99.00%	Collected every 3 yrs	This information is collected every 3 years, with the next satisfaction survey due in 2006/07.
1102		Percentage of pupils achieving Level 2 and above in reading at Key Stage 1	Janine Anderson	Janine Anderson	Learning	Yes	Local	High	81.00%	80.00%	Not comparable	Not comparable	80.00%	80.00%	Target not set	79.79%	Target not set	Target not set	Target not set	Targets are not set by schools for Key Stage 1.
1103		Percentage of pupils achieving Level 2 and above in writing at Key Stage 1	Janine Anderson	Janine Anderson	Learning	Yes	Local	High	79.00%	77.00%	Not comparable	Not comparable	78.00%	81.00%	Target not set	78.74%	Target not set	Target not set	Target not set	Targets are not set by schools for Key Stage 1.
1104		Percentage of pupils achieving Level 2 and above in mathematics at Key Stage 1	Janine Anderson	Janine Anderson	Learning	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	88.69%	Target not set	Target not set	Target not set	Targets are not set by schools for Key Stage 1.
1105		Average GCSE/GNVQ points score of 15-year-olds in schools	Janine Anderson	Janine Anderson	Learning	Yes	Local	High	Target not set	41.90	Not comparable	Not comparable	43.60	42.20	43.70	357.10	395.00	380.00	Target not set	Average Point Scores take account of all graded GCSEs (and equivalences) achieved by all pupils.
1106		The percentage of primary school classes with more than 30 pupils in years: i) Reception to two inclusive	Janine Anderson	Janine Anderson	Learning	Yes	Local	Low	0.00%	1.70%	Not comparable	Not comparable	0.00%	0.80%	0.00%	3.39%	0.00%	0.00%	0.00%	In 2005/06, this represents 125 children in 4 classes.
1107		The percentage of primary school classes with more than 30 pupils in years: i) Three to six inclusive	Janine Anderson	Janine Anderson	Learning	Yes	Local	Low	0.00%	1.20%	Not comparable	Not comparable	0.00%	0.00%	0.00%	1.82%	0.00%	0.00%	0.00%	In 2005/06, this represents 93 children in 3 classes.
1108		Percentage of primary schools with 25% or more of their places unfilled	Janine Anderson	Janine Anderson	Learning	Yes	Local	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	3.85%	0.00%	0.00%	0.00%	The 4% represents one primary school in the north of the borough where there is a large concentration of schools. This is kept as a reserve of space accommodation in the light of expected housing developments in the North Kensington area.
1109		Percentage of secondary schools with 25% or more of their places unfilled	Janine Anderson	Janine Anderson	Learning	Yes	Local	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	0.00%	0.00%	0.00%	0.00%	
1110		Number of pupils permanently excluded during the year per 1000 pupils	Janine Anderson	Janine Anderson	Learning	Yes	Local	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	1.55	1.40	1.40	1.40	There are less than 20 permanent exclusions in the Royal Borough each year.
1111		Percentage of half days missed due to unauthorised absence in secondary schools	Janine Anderson	Janine Anderson	Learning	Yes	Local	Low	1.50%	1.70%	Not comparable	Not comparable	1.10%	1.00%	1.00%	0.59%	0.59%	0.59%	0.59%	Targets are as agreed per the Local Area Agreements. Challenging targets agreed previously with the DfES were met in Summer 2005.
1112		Percentage of half days missed due to unauthorised absence in primary schools	Janine Anderson	Janine Anderson	Learning	Yes	Local	Low	0.70%	0.60%	Not comparable	Not comparable	0.50%	0.40%	0.40%	0.35%	0.32%	0.28%	0.25%	Targets are as agreed per the Local Area Agreements. Challenging targets agreed previously with the DfES were met in Summer 2005.
1113		The percentage of absences in secondary schools that are unauthorised absences	Janine Anderson	Janine Anderson	Learning	Yes	Local	Low	20.00%	22.32%	Not comparable	Not comparable	15.00%	14.00%	13.00%	8.44%	9.38%	9.55%	9.72%	Targets to 2006/07 reflect the LPSA targets, which sought to reduce unauthorised absence relative to authorised absence.
1114		The percentage of population contact with young people aged 13-19 through youth support and development	Janine Anderson	Nelly Szabo	Learning	Yes	Local	High	27.00%	32.00%	Not comparable	Not comparable	27.00%	25.00%	27.00%	21.00%	Deleted 06/07	Deleted 06/07	Deleted 06/07	This indicator will be replaced in 2006/07 by national PIs which will measure outcomes and accreditations.
1115		The frequency of contact with young people aged 13-19 through youth support and development	Janine Anderson	Nelly Szabo	Learning	Yes	Local	High	5.50	3.00	Not comparable	Not comparable	6.00	4.00	6.50	2.40	Deleted 06/07	Deleted 06/07	Deleted 06/07	This indicator will be replaced in 2006/07 by national PIs which will measure outcomes and accreditations.
1116		The percentage of population undertaking adult learning	Janine Anderson	Nelly Szabo	Learning	Yes	Local	High	11.50%	3.00%	Not comparable	Not comparable	12.00%	6.00%	Target not set	4.00%	4.00%	4.00%	4.00%	The reason for the decrease is because data collections methods have improved and have eliminated the double counting of learners that was taking place in previous years. The ONS population estimated has also increased for the Borough in the last 2 years, leading to a smaller percentage of the population undertaking adult learning.

## Royal Borough Performance Indicators

### The Royal Borough of Kensington and Chelsea - our performance

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Learning																				
1117		The percentage take-up rate of playcentres, i.e. places filled/places registered	Janine Anderson	Nelly Szabo	Learning	Yes	Local	High	80.00%	72.00%	Not comparable	Not comparable	83.00%	72.00%	85.50%	75.00%	78.00%	80.00%	82.00%	Percentage of possible attendances achieved for the year.
1118		The proportion of spaces filled in holiday play provision	Janine Anderson	Nelly Szabo	Learning	Yes	Local	High	Target not set	83.00%	Not comparable	Not comparable	84.00%	89.00%	85.00%	92.00%	92.00%	92.00%	92.00%	Percentage of possible attendances achieved during school holidays.
1119		Percentage of 16 year olds in Borough schools remaining in full-time education, entering training or employment with training	Janine Anderson	Sue Thomas	Learning	Yes	Local	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	90.97%	91.00%	91.00%	91.00%	Excludes young people deemed not available or who have moved away.
1120		Percentage of 16-18 year olds not in education, employment or training	Janine Anderson	Sue Thomas	Learning	Yes	Local	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	9.00%	9.00%	9.00%	9.00%	The 2005/06 performance of 9% is an improvement from 12% in 2004/05. This percentage is also below the Central London average of 10%, where below is 'good'.

Royal Borough Performance Indicators

The Royal Borough of Kensington and Chelsea - our performance

PI number	Letter	Title	PI Contact	Officer producing Indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
Safer Communities																				
199	a	Local street and environmental cleanliness (litter)	Jenny Campion-Smith	Jennie Tucker/ Rebecca McCaw	Safer Communities	Yes	National	Low	Target not set	18.20%	11.00%	I	15.83%	10.35%	13.43%	4.78%	10.00%	9.00%	8.00%	2005/06 performance was outstanding. The service had the advantage of being able to use additional funding provided through the LPSA. The funding has dropped out of the budget for 06/07. A successor to the LPSA has been negotiated in the form of a "non-reward target" in the new Local Area Agreement. This specifies the attainment of an 8% target by 2008/09.
199	b	Local street and environmental cleanliness (graffiti)	Jenny Campion-Smith	Andy Almond/ Neil Evans	Safer Communities	Yes	National	N/a	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	1.00%	2.00%	2.00%	2.00%	The success in 05/06 is partly a result of increased funding through the LPSA. A target of 2% for the forthcoming years, when this additional funding will no longer be available, is challenging but achievable.
199	c	Local street and environmental cleanliness (fly-posting)	Jenny Campion-Smith	Andy Almond/ Neil Evans	Safer Communities	Yes	National	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	1.00%	2.00%	2.00%	2.00%	The success in 05/06 is partly a result of increased funding through the LPSA. A target of 2% for the forthcoming years when this additional funding will no longer be available is challenging but achievable.
199	d	Local street and environmental cleanliness (fly-tipping)	Jenny Campion-Smith	Jennie Tucker/ Rebecca McCaw	Safer Communities	Yes	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	3.00	3.00	1.00	1.00	It has become clear that data recorded in "Flycapture" is not robust. Refuse crews collecting dumped waste are following a clear-all policy, and it will take considerable effort to persuade all the crews of the need to record each and every dump as they clear it. It has been agreed with the ODPM as part of the Local Area Agreement that 2006/07 should be a year during which an accurate baseline figure is delivered, as a basis for targeted reductions in dumping in subsequent years. A great deal of effort is being invested in improving data recording in 2006/07, and this will almost certainly mean a significant increase in the number of fly-tipping incidents. The target for 2006/07 takes this increase into account. By 2007/08 and 2008/09 the Council aims to be decreasing the number of fly-tips and increasing the number of actions, and targets have been set accordingly.
215	a	Rectification of street lighting faults (non-DNO) - measured in calendar days	Jenny Campion-Smith	Terry Felstead/ Richard Vernon	Safer Communities	Yes	National	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	5.15	8.00	7.00	6.00	This year's performance is good, taking into account that the new Lighting contract is just finishing its first year using a new lighting contractor. The targets are based on the fact that the Council's contractor has targets of rectifying street lighting faults in 5 working days.
215	b	Rectification of street lighting faults (DNO) - measured in calendar days	Jenny Campion-Smith	Terry Felstead/ Richard Vernon	Safer Communities	Yes	National	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	24.79	19.00	19.00	19.00	These targets of 19 calendar days are based on the DNO's target time for rectifying 97.00% of faults within 15 working days. This is for normal situations where consumers do not have to be put off supply, or lane closure delays are encountered before carrying out the works. Currently 71.00% in RBKC are fixed within 15 working days. The Borough has no direct control on the DNO (EDF Energy), but is using its influence to improve supplier performance.
225		Actions against domestic violence	Lucy Sutton	Samantha de Silva	Safer Communities	Yes	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	81.80%	63.60%	90.90%	100.00%	100.00%	The predicted target for 05/06 was set to an extremely high level as this was a new indicator and guidance on its description was limited. The calculations have now been reviewed and it is known that the actual figure of 63.60% reached in 05/06 is indeed a success and an enormous improvement on the previous (04/05) figure of 36.30%.



### Royal Borough Performance Indicators

**The Royal Borough of Kensington and Chelsea - our performance**

PI number	Letter	Title	PI Contact	Officer producing Indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
5007		The number of sites from which graffiti has been removed	Janette White	Katie Phillips	Safer Communities	Yes	Local	N/a	Target not set	2,518.00	Not comparable	Not comparable	Target not set	3,189.00	Target not set	2,692.00	Target not set	Target not set	Target not set	Targets not set - reactive indicator.

PI number	letter	Title	Good is?	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
3205		The percentage of Local authority buildings where there are Public areas required to comply with the Disability Discrimination Act and where costed access audits have been undertaken and agreed action plans created	High	43.00%	75.00%	100.00%	100.00%	This new local property performance indicator has been drawn up in consultation with Council's access officer and measures the number of public access buildings (excludes schools) which have been subject to a formal access audit and where an access action plan has been written.
3206		The percentage of qualifying buildings which offer either a 'good' to 'excellent' level of basic building accessibility for their users or, where alternative arrangements are in place to allow disabled persons to make use of services located within those buildings	High	48.00%	60.00%	70.00%	80.00%	The new local property performance indicator has been drawn up in consultation with Council's access officer and defines basic access needs and measures all public access buildings (excludes Schools) against those needs and grades them accordingly.
3301		Number of calls received	N/a	New 06/07	Target not set	Target not set	Target not set	New for 2006/07.
3302		% of calls answered	High	New 06/07	Target not set	Target not set	Target not set	New for 2006/07.
3303		% of calls answered within 15 seconds	High	New 06/07	Target not set	Target not set	Target not set	New for 2006/07.
3304		% of calls abandoned	Low	New 06/07	Target not set	Target not set	Target not set	New for 2006/07.
3305		% of calls abandoned within 15 seconds	Low	New 06/07	Target not set	Target not set	Target not set	New for 2006/07.
3306		% of customers satisfied with how their call was handled	High	New 06/07	Target not set	Target not set	Target not set	New for 2006/07.
3307		Number of customers requesting an appointment between 5pm and 8pm on Thursdays	High	New 06/07	Target not set	Target not set	Target not set	New for 2006/07.
3308		Number of Web hits	High	New 06/07	Target not set	Target not set	Target not set	New for 2006/07.
3309		Number of on-line services delivered through the web	High	New 06/07	Target not set	Target not set	Target not set	New for 2006/07.
6506		Annual number of visits to Leighton House Museum as a percentage of target annual capacity	High	New 06/07	Target not set	Target not set	Target not set	The target capacity will be established as part of current work on an Audience Development Plan.
6507		Annual number of visits to Linley Sambourne House as a percentage of total annual capacity.	High	New 06/07	Target not set	Target not set	Target not set	New for 2005/06
6508		Customer satisfaction with Kensington Leisure Centre	High	New 06/07	Target not set	Target not set	Target not set	New for 2006/07.
6509		Customer satisfaction with Chelsea Sports Centre	High	New 06/07	Target not set	Target not set	Target not set	New for 2006/07.
5006		The number of trees planted as a result of dead, dying or dangerous trees being removed	High	New 06/07	Target not set	Target not set	Target not set	Targets not set - reactive indicator
6401		Percentage of waste collected from council corporate buildings that is sent for recycling	High	New 06/07	Target not set	Target not set	Target not set	Ideally we would want to see the proportion of recycled to ordinary rubbish increasing but gradually we would also wish to see the total amount of rubbish reducing as the Reduce and Reuse aspects of the 3Rs becomes more effective. In other words we will be producing less waste altogether.
6402		Recycling facilities at Council buildings and sites	High	New 06/07	Target not set	Target not set	Target not set	New for 2006/07.
6403		Sustainable procurement	High	New 06/07	Target not set	Target not set	Target not set	This indicator relates to specific targets for increasing the proportion of "environmentally friendly" products the council buys. The proportion of environmentally friendly products the council procures should be replacing less environmentally friendly products rather than being in addition to them.

Other performance indicators

PI number	letter	Title	PI Contact	Officer producing indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment	
226	a	Advice and guidance services: total expenditure	Lucy Sutton	Deborah Wallworth	Community, Equality and Inclusivity	No	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	£1,978,248	£1,978,248	£1,978,248	£1,978,248		
226	b	Advice and guidance services: CLS quality mark	Lucy Sutton	Deborah Wallworth	Community, Equality and Inclusivity	No	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	78.58%	78.58%	78.58%	78.58%		
226	c	Advice and guidance services: direct provision	Lucy Sutton	Deborah Wallworth	Community, Equality and Inclusivity	No	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	£1,524,960	£1,524,960	£1,524,960	£1,524,960		
76	b	Housing benefit security – number of investigators per 1000 caseload	Chris Townley	Roger Tiplady	Corporate Health	No	National	N/a	0.32	0.34	Not comparable	Not comparable	0.40	0.33	0.40	0.34	0.40	0.40	0.40	No significant change in staff numbers expected.	
170	a	Visits to/usage of museums and galleries per 1000 population: all visits	Jenny Campion-Smith	Daniel Robbins	Culture, Arts and Leisure	No	National	High	286.70	238.81	877.00	III	238.20	208.70	250.40	160.60	262.50	272.00	282.00	The terrorist attacks in London on 7 July 2005 had an immediate impact on visitor numbers, lasting for the rest of the year and particularly affecting the number of organised groups visiting the museums.	
170	b	Visits to museums and galleries in person per 1000 population: visits in person	Jenny Campion-Smith	Daniel Robbins	Culture, Arts and Leisure	No	National	High	284.60	236.78	514.00	III	236.20	206.40	248.30	160.30	260.40	270.00	280.00	The terrorist attacks in London on 7 July 2005 had an immediate impact on visitor numbers, lasting for the rest of the year and particularly affecting the number of organised groups visiting the museums.	
170	c	Visits to and use of museums and galleries: school groups	Jenny Campion-Smith	Daniel Robbins	Culture, Arts and Leisure	No	National	High	640.00	943.00	7,031.00	III	1,000.00	1,938.00	1,400.00	1162.00	1,500.00	1,600.00	1,650.00	In 2004/05, the award of a grant to support a schools literacy programme brought many primary school groups to participate in storytelling sessions. The programme was not repeated in 05/06, leading to a decrease in this total.	
220		Public library service standards checklist	Janine Anderson	Snezana Hassell	Culture, Arts and Leisure	No	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	Data not available	Target not set	Target not set	Target not set	Audit Commission Guidance states: Local authorities will not be expected to submit this BVPI via EDC. Some of the returns are currently calculated by IPF, following submission of data, and so will not be available until later in the summer. We will, therefore, collect the data directly from IPF.	
82	c(i)	Percentage household waste (energy recovery)	Jenny Campion-Smith	N/a for RBKC	Environment and Transport	No	National	High	N/a for RBKC	N/a for RBKC	Not comparable	Not comparable	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	Not applicable - relates to Waste Disposal authorities only.
82	c(ii)	Tonnage of household waste (energy recovery)	Jenny Campion-Smith	N/a for RBKC	Environment and Transport	No	National	High	N/a for RBKC	N/a for RBKC	Not comparable	Not comparable	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	Not applicable - relates to Waste Disposal authorities only.
82	d(i)	Percentage household waste (landfilled)	Jenny Campion-Smith	N/a for RBKC	Environment and Transport	No	National	Low	N/a for RBKC	N/a for RBKC	Not comparable	Not comparable	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	Not applicable - relates to Waste Disposal authorities only.
82	d(ii)	Tonnage of household waste (landfilled)	Jenny Campion-Smith	N/a for RBKC	Environment and Transport	No	National	Low	N/a for RBKC	N/a for RBKC	Not comparable	Not comparable	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	Not applicable - relates to Waste Disposal authorities only.
84	a	Household waste collection (kilograms per head)	Jenny Campion-Smith	Jay Amies	Environment and Transport	No	National	Low	374.00	358.50	396.70	I	355.00	340.80	333.40	330.50	329.50	324.20	319.50	The Council's Municipal Waste Management Strategy is to be thoroughly reviewed in 2006. As a matter of policy, the Cabinet has agreed to put renewed emphasis on waste minimisation. Targets for 2007/08 and beyond will be reviewed as the new strategy is developed, taking account of recent adjustments in DEFRA's assumptions about household waste growth.	
84	b	Household waste collection (% change)	Jenny Campion-Smith	Jay Amies	Environment and Transport	No	National	Low	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	-2.20%	-3.05%	-0.29%	-1.60%	-1.45%	See comment for 84a above.	
86		Household waste collection (cost)	Jenny Campion-Smith	John Rust	Environment and Transport	No	National	N/a	£50.88	£47.02	35.31	IV	£50.43	£50.93	£66.77	£56.52	£67.48	£69.50	£71.60	The 2005/06 actual figure is lower than estimated due to lower than expected waste disposal costs. The 06/07 target is an estimate as appears in the 06/07 budget. The 07/08 and 08/09 targets are estimates based on a 3 per cent increase in costs. This increment is greater than the HM Treasury inflation rates of 2.7% as the indexation formula in the SITA contract is weighted so that it includes elements for pay inflation (NJC) and fuel.	

Other performance indicators

PI number	letter	Title	PI Contact	Officer producing indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
87		Municipal waste disposal costs	Jenny Campion-Smith	N/a for RBKC	Environment and Transport	No	National	N/a	N/a for RBKC	N/a for RBKC	Not comparable	Not comparable	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	Not applicable - relates to Waste Disposal authorities only.
91	a	Kerbside collection of recyclables (one recyclable)	Jenny Campion-Smith	Jay Amies/ Jennie Tucker	Environment and Transport	No	National	High	New 05/06	New 05/06	1.00	I	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	The target for 100% has been reached now because the definition includes composting. The composting service is open to all residents on an opt-in basis.
91	b	Kerbside collection of recyclables (two recyclables)	Jenny Campion-Smith	Jay Amies/ Jennie Tucker	Environment and Transport	No	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	100.00%	100.00%	100.00%	100.00%	100.00%	The target for 100% has been reached now because the definition includes composting. The composting service is open to all residents on an opt-in basis.
102		Passenger journeys on buses	Jenny Campion-Smith	N/a for RBKC	Environment and Transport	No	National	High	N/a for RBKC	N/a for RBKC	Not comparable	Not comparable	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	Not applicable - measures performance by Transport for London.
106		New homes on previously developed land	Janette White	Lesley Wyatt-Jones	Environment and Transport	No	National	High	100.00%	100.00%	94.00%	I	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
178		Footpaths and rights of way easy to use by public	Jenny Campion-Smith	N/a for RBKC	Environment and Transport	No	National	High	N/a for RBKC	N/a for RBKC	Not comparable	Not comparable	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	N/a for RBKC	Not applicable for inner London boroughs.
200	a	Plan making – development plan	Janette White	Steve McCormack	Environment and Transport	No	National	N/a	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Yes	Yes	Yes	Yes	Yes	
200	b	Plan making – milestones	Janette White	Steve McCormack	Environment and Transport	No	National	N/a	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	N/a	No	Yes	Yes	Yes	
200	c	Plan making – monitoring report	Janette White	Steve McCormack	Environment and Transport	No	National	N/a	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Yes	Yes	Yes	Yes	Yes	
204		Planning appeals	Janette White	Lesley Wyatt-Jones	Environment and Transport	No	National	Low	New 04/05	New 04/05	Not comparable	Not comparable	35.00%	28.60%	35.00%	34.00%	35.00%	35.00%	35.00%	
205		'Quality of planning services' checklist	Janette White	Lesley Wyatt-Jones	Environment and Transport	No	National	N/a	New 04/05	New 04/05	Not comparable	Not comparable	89.00%	72.20%	94.00%	94.44%	100.00%	100.00%	100.00%	
216	a	Identifying contaminated land: the number of "sites of potential concern" in the Borough	Mike Wood	Rebecca Brown	Environment and Transport	No	National	N/a	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	1,213.00	413.00	379.00	379.00	379.00	This indicator shows the number of sites where there is some level of risk arising from contamination. The difference between target and actual reflects the downgrading of 800 sites as a result of new DEFRA guidance requiring only those where there is a "pollutant linkage" present to be included. As sites are investigated each year the number of qualifying sites will diminish.
216	b	Information on contaminated land: percentage of above sites where specified information is held on status	Mike Wood	Rebecca Brown	Environment and Transport	No	National	High	New 05/06	New 05/06	0	0	New 05/06	New 05/06	0.00%	10.00%	10.00%	11.00%	12.00%	This indicator gives the percentage of sites where there is adequate information to show there is a risk requiring remediation or that no further assessment is required at present. As the number of sites in 216a has been reduced, the percentage of them in 216b has increased as a simple mathematical function. This is not, therefore, an issue of poor performance but, in future, site investigations should increase the percentage.
217		Pollution control improvements	Mike Wood	Rebecca Brown	Environment and Transport	No	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	Target not set	100.00%	90.00%	92.00%	95.00%	This target relates to "part B" processes (those that have the capacity to emit vapour contamination e.g. petrol stations and dry cleaning establishments) where suitable equipment has been fitted to control or prevent any release. The target is set at 90% by DEFRA but, although we are achieving 100% at the moment, there are new establishments in the pipeline that could require a reasonable period of time to fit the necessary abatement equipment and this would reduce our performance.
219	a	Conservation areas – number	Janette White	David McDonald	Environment and Transport	No	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	36.00	36.00	36.00	36.00	36.00	
219	b	Conservation areas – character appraisals	Janette White	David McDonald	Environment and Transport	No	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	8.00%	5.55%	8.00%	8.00%	10.00%	

Other performance indicators

PI number	letter	Title	PI Contact	Officer producing indicator	Community Strategy Theme	RBPI?	Scope	Good is?	2003/04 Target	2003/04 Actual	04/05 Top Quartile	RBKC quartile	2004/05 Target	2004/05 Actual	2005/06 Target	2005/06 Actual	2006/07 Target	2007/08 Target	2008/09 Target	Comment
197		Teenage pregnancies	Cerys Ledger	Heather Davies/ Cerys Ledger	Health and Social Care	No	National	Low	-10.00%	-10.60%	-0.17	I	-12.00%	-35.00%	-15.00%	-42.20%	-20.00%	-25.00%	-30.00%	The reduction in the under-18 conception rate has been associated with the development of effective partnership working and a wide range of preventative and supportive initiatives.
202		Number of rough sleepers	Mike Wood	Mike Wood/ Martin Peach	Homes and Housing	No	National	Low	New 04/05	New 04/05	Not comparable	Not comparable	Target not set	12.00	12.00	10.00	6.00	0.00		The most recent 'hot spot' count was on 15 March 2006. 10 Rough Sleepers were recorded in the Royal Borough.
43	b	Statements of special educational needs: including 'exceptions'	Janine Anderson	David Dyer	Learning	No	National	High	66.00%	73.00%	0.90	IV	67.00%	62.50%	68.00%	67.65%	76.00%	76.00%	76.00%	There are small numbers of statements issued, but a high percentage of these are dependent on external agencies such as the health authority. Failure in just one statement may result in a very large change in percentage.
126		Domestic burglaries per 1000 household	Lucy Sutton	Lorna Platt	Safer Communities	No	National	Low	18.62	20.81	6.90	IV	19.00	19.71	19.61	17.18	18.82	18.10	Target not set	
127	a	Violent crime per 1000 population	Lucy Sutton	Lorna Platt	Safer Communities	No	National	Low	New 05/06	New 05/06	3.00	IV	New 05/06	New 05/06	25.13	24.08		Target not set	Target not set	
127	b	Robberies per 1000 population	Lucy Sutton	Lorna Platt	Safer Communities	No	National	Low	3.01	4.81	1.34	IV	4.53	4.54	4.41	4.93		Target not set	Target not set	
128		Vehicle crimes per 1000 population	Lucy Sutton	Lorna Platt	Safer Communities	No	National	Low	20.25	23.59	7.77	IV	22.28	18.98	17.84	16.85	16.49	14.94	Target not set	
198		Drug-users in treatment	Dave Walton	Gaynor Driscoll	Safer Communities	No	National	High	New 04/05	New 04/05	57.30	III	Target not set	29.2	5.0	-0.2	0.3			Performance has improved from band 2 to band 5 (excellent) on waiting times for assessments. There are also top scores (excellent) for waiting times for services and for delivery of equipment.
218	a	Abandoned vehicles (investigation)	Jenny Campion-Smith	Jennie Tucker	Safer Communities	No	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	100.00%	94.70%	100.00%	100.00%	100.00%	The Council performs well in ensuring that abandoned vehicles are investigated within 24 hours. This performance reflects the work of Council officers.
218	b	Abandoned vehicles (removal)	Jenny Campion-Smith	Jennie Tucker	Safer Communities	No	National	High	New 05/06	New 05/06	Not comparable	Not comparable	New 05/06	New 05/06	100.00%	14.58%	50.00%	50.00%	50.00%	Due to the low number of abandoned vehicles in the Borough it is not cost-effective for the Council to have a dedicated removal contractor based in the Borough. Before vehicles can be removed a police check needs to be carried out. The Council currently contacts the police by fax but the possibility of carrying out the check over the phone is being investigated. This would significantly decrease the time it takes for abandoned vehicles to be removed.

**LPSA Cost-Effectiveness indicators**

Type of indicator when LPSA agreed	Type of indicator (always current)	PI No. (old since LPSA agreed)	Year of Definition	Description	2005/06 Actual
<b>CORPORATE HEALTH</b>					
BVPI	BVPI	<b>12</b>	<b>2002/03</b>	The number of working days /shifts lost to sickness absence per full time equivalent employees.	9.99
BVPI	BVPI	<b>BVPI 127b</b> (was 127e)	<b>2002/03</b>	Robberies per 1,000 population	4.93
BVPI	BVPI	<b>156</b>	<b>2002/03</b>	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people.	24.00%
BVPI	BVPI	<b>157</b>	<b>2002/03</b>	The percentage of interactions with the public, by type, which are capable of electronic service delivery and which are being delivered using internet protocols or other paperless methods.	100.00%
<b>FINANCE</b>					
BVPI	BVPI	<b>8</b>	<b>2002/03</b>	The percentage of undisputed invoices which were paid in 30 days.	81.80%
<b>EDUCATION</b>					
BVPI	Local	<b>ED 16</b> (was BVPI 37)	<b>2001/02</b>	Average GCSE/GNVQ points score of 15-year-old pupils in schools maintained by the local education authority (old definition)	44.50
BVPI	BVPI	<b>38</b>	<b>2002/03</b>	Percentage of 15 year old pupils in schools maintained by the local education authority achieving 5 or more GCSEs at grades A* - C or equivalent	61.83%
BVPI	Local	<b>ED 13</b> (was BVPI 45)	<b>2001/02</b>	Percentage of half days missed due to unauthorised absence in secondary schools maintained by the local education authority	0.59%
BVPI	Local	<b>ED 14</b> (was BVPI 46)	<b>2001/02</b>	Percentage of half days missed due to unauthorised absence in primary schools maintained by the local education authority	0.35%
Local	Local	<b>ED 6</b>	<b>1999/2000</b>	The percentage of absences in secondary schools that are unauthorised absences.	8.44%
BVPI	BVPI	<b>181a</b>	<b>2002/03</b>	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in Mathematics	81.47%
BVPI	BVPI	<b>181b</b>	<b>2002/03</b>	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in English	76.63%
BVPI	BVPI	<b>181c</b>	<b>2002/03</b>	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in Science	71.95%
<b>SOCIAL SERVICES</b>					
BVPI	Local	<b>CS 1</b> (was BVPI 50)	<b>2002/03</b>	Educational qualifications of children looked after by reference to the percentage of young people leaving care aged 16 or over with at least 1 GCSE at grades A*G, or General National Vocational Qualification (GNVQ).	30.35
BVPI	Local	<b>AS 1</b> (was BVPI 55)	<b>2002/03</b>	Clients receiving a review as a percentage of adult and older clients receiving a service.	89.20%
BVPI	Local	<b>AS 3</b> (was BVPI 58)	<b>2002/03</b>	Percentage of people receiving a statement of their needs and how they will be met. (Note that from 2002-3 the definition includes reassessments)	96.70%
BVPI	Local	<b>CS 4</b> (was BVPI 161)	<b>2002/03</b>	Employment, education and training for care leavers - The percentage of those young people who were looked after on 1 April in their 17th year (aged 16), who were engaged in education, training or employment at the age of 19.	61.9
BVPI	Local	<b>CS 2</b> (was BVPI 163)	<b>2002/03</b>	Adoptions of children looked after - the number of looked after children adopted during the year, as a percentage of the number of children looked after at 31 March who had been looked after for 6 months of more at that date.	4.64
PAF	PAF	<b>PAF B7</b>	<b>2002/03</b>	Children looked after in foster placements or placed for adoption	67.8
PAF	Local	<b>CS 3</b> (was PAF C19)	<b>2002/03</b>	Health of children looked after	87.3

**LPSA Cost-Effectiveness indicators**

PAF	Local	<b>AS 3</b> (was PAF D42)	2002/03	Carer assessments	9.27
Local	Local	<b>AS 2</b> (not prev an indicator)	2002/03	Spend on agency staff as a percentage of the budget for all care staff	
<b>HOUSING</b>					
BVPI	BVPI	<b>66a</b>	2002/03	Local authority rent collection and arrears: proportion of rent collected.	96.52%
BVPI	Local	<b>H 5</b> (was BVPI 72)	2001/02	The percentage of urgent repairs completed within Government time limits.	94.28%
BVPI	BVPI	<b>74a</b>	2001/02	Satisfaction of tenants of council housing with the overall service provided by their landlord	70.17%
BVPI	BVPI	<b>184a</b>	2002/03	The proportion of LA homes which were non-decent at 1 April	36.00%
<b>BENEFITS</b>					
BVPI	BVPI	<b>78a</b>	2002/03	Speed of processing: Average time for processing new claims. (in Days)	29.00
<b>ENVIRONMENT</b>					
BVPI	BVPI	<b>82a</b>	2002/03	Percentage of the total tonnage of household waste arisings which have been recycled	19.29%
BVPI	BVPI	<b>82b</b>	2002/03	Percentage of the total tonnage of household waste arisings which have been composted	0.65%
BVPI	BVPI	<b>91</b>	2002/03	Percentage of population resident in the authority's area which are served by a kerbside collection of recyclables.	100.00%
BVPI	Local	<b>ES 16</b> (was BVPI 165)	2001/02	The percentage of pedestrian crossings with facilities for disabled people.	91.00%
Local	Local	<b>ES 10</b>	2000/01	Swimming pools and sports centres: The number of swims and other visits per 1000 population.	3,609.00
<b>PLANNING &amp; CONSERVATION</b>					
BVPI	Local	<b>LOCAL 12</b> (was BVPI 109)	2002/03	Percentage of applications determined within 8 weeks.	89.44%
Local	Local	<b>LOCAL 4a</b>	2002/03	Percentage of building sites visited in 3 months.	99.80%
<b>LIBRARIES</b>					
BVPI	BVPI	<b>170c</b>	2002/03	Number of pupils visiting museums and galleries in organised school groups	1,162.00