

Glossary of Performance Indicators and Page Index

CS Theme	PI number	letter	Title	RBPI	Scope	Glossary	Page
Community, Equality and Inclusivity	2	a	Equality standard for local government	Yes	National	This PI states which of the 5 levels of the Equality Standard we have reached. We must meet that level for gender, race and disability. Levels are 1-5, where 5 is highest. This is based on a self-assessment.	A1
Community, Equality and Inclusivity	2	b	Duty to promote race equality	Yes	National	Score is against a checklist of 19 questions, which is then converted to a percentage. The questions ask about our Equality Scheme (Race), and about whether the Council is improving its services to all ethnic groups.	A1
Corporate Health	8		Percentage of invoices paid on time	Yes	National	This indicator shows the percentage of undisputed supplier invoices being paid within agreed time scales or within 30 days where terms haven't been agreed.	A3
Corporate Health	9		Percentage of council tax collected	Yes	National	This indicator shows how much council tax has been collected for the current financial year.	A3
Corporate Health	10		Percentage of non-domestic rates collected	Yes	National	This indicator shows how much Business Rate has been collected for the current financial year.	A3
Community, Equality and Inclusivity	11	a	Top 5% earners: women	Yes	National	This PI looks at the top earners in the Council, (specifically the top 5 per cent) and measures what proportion of those are women.	A1
Community, Equality and Inclusivity	11	b	Top 5% earners: minority ethnic communities	Yes	National	This PI looks at the top earners in the Council, (specifically the top 5 per cent) and measures what proportion of those are from an ethnic minority.	A1
Community, Equality and Inclusivity	11	c	Top 5% earners: with a disability	Yes	National	This PI looks at the top earners in the Council, (specifically the top 5 per cent) and measures what proportion of those have declared to have a disability.	A1
Corporate Health	12		Working days lost due to sickness absence	Yes	National	The number of working days or shifts lost due to sickness absence, divided by the average number of permanent 'full-time equivalent' staff employed by the council.	A3
Corporate Health	14		Percentage of early retirements	Yes	National	The number of employees retiring early, divided by the total workforce (as measured by the number of permanent staff in the council's pension scheme). Ill-health retirements are not included.	A3
Corporate Health	15		Percentage of ill health retirements	Yes	National	The number of employees retiring on grounds of ill health, divided by the total workforce (as measured by the number of permanent staff in the council's pension scheme).	A3
Community, Equality and Inclusivity	16	a	Percentage of employees with a disability	Yes	National	Number of staff who declare themselves to have a disability, divided by the total number of council staff.	A1
Community, Equality and Inclusivity	16	b	Percentage of economically active disabled community population	Yes	National	The number of people (aged 18-64) in the council area who declared in the 2001 Census that they have a disability, divided by the total Census population (aged 18-64).	A1
Community, Equality and Inclusivity	17	a	Percentage of black and ethnic minority employees	Yes	National	Number of staff who define themselves as from an ethnic minority group, divided by the total number of council staff.	A1
Community, Equality and Inclusivity	17	b	Percentage of economically active minority ethnic community population	Yes	National	The number of people (aged 18-64) in the council area who, in the 2001 Census, defined themselves as from an ethnic minority group, divided by the total Census population (aged 18-64).	A1
Learning	38		GCSE performance: A*-C grades	Yes	National	This PI measures the percentage of pupils in Year 11 (normally age 15-16) in secondary schools maintained by the local education authority achieving 5 or more GCSEs at grades A* - C or equivalent.	A17
Learning	39		GCSE performance: A*-G grades, incl. Maths & English	Yes	National	This PI measures the percentage of pupils in Year 11 (normally age 15-16) in secondary schools maintained by the local education authority achieving 5 or more GCSEs at grades A* - G or equivalent including English and mathematics.	A17

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Learning	40		KS2 Mathematics performance – level 4	Yes	National	This PI measures the percentage of pupils in Year 6 (normally age 10-11) in primary schools maintained by the local education authority achieving at Level 4 (the expected Level for the age) or above in Key Stage 2 national curriculum tests in mathematics.	A17
Learning	41		KS2 English performance – level 4	Yes	National	This PI measures the percentage of pupils in Year 6 (normally age 10-11) in primary schools maintained by the local education authority achieving at Level 4 (the expected Level for the age) or above in Key Stage 2 national curriculum tests in English.	A17
Learning	43	a	Statements of special educational needs: excluding 'exceptions'	Yes	National	Percentage of statements of special educational issued by the authority in a financial year and prepared within 18 weeks excluding those affected by "exceptions to the rule" under the SEN Code of Practice (i.e. excluding those dependent on external agencies)	A17
Learning	43	b	Statements of special educational needs: including 'exceptions'	No	National	Percentage of statements of special educational issued by the authority in a financial year and prepared within 18 weeks including those affected by "exceptions to the rule" under the SEN Code of Practice (i.e. including those dependent on external agencies)	C3
Learning	45		Absence in secondary schools	Yes	National	This PI measures the percentage of sessions of teaching in secondary schools which were missed by pupils; it includes both authorised and unauthorised (truancy) absences for pupils of statutory age (pupils age 11-15).	A17
Learning	46		Absence in primary schools	Yes	National	This PI measures the percentage of sessions of teaching in primary schools which were missed by pupils; it includes both authorised and unauthorised (truancy) absences for pupils of statutory age (pupils age 5-10).	A17
Health and Social Care	49		Stability of placements of looked after children	Yes	National	This PI measures the number of LAC who have had three placements or more in 12 months as a percentage of all LAC. The data for this PI is internal	A13
Health and Social Care	50		Educational qualifications of looked after children	Yes	National	This PI measures the number of LAC who left care and have at least one GCSE at grades A - G or GNVQ, as a percentage of all LAC aged 16+ who left care in the year. The data for this PI is internal	A13
Health and Social Care	53		Intensive home care for people aged 65 or over	Yes	National	The provision of intensive home care services helps many people to remain at home, or to go home following hospital treatment or a period spent in a residential home. Most people prefer care in their own homes rather than in a residential home and it comes closest to meeting the aim of helping people to live an independent life.	A13
Health and Social Care	54		Over 65s helped to live at home	Yes	National	The white paper Modernising Social Services sets out the Government's aims to promote the independence and social participation of Social Services users. Supporting people in their own homes is a key part of this agenda. This indicator covers people receiving any amount of care, including those receiving low level care packages.	A13
Health and Social Care	56		Items of equipment delivered within 7 working days	Yes	National	Small items of equipment can make a tremendous difference to the quality of life of service users and in some instances make it possible for them to remain at home. The timeliness of the delivery of these items is an important determinant of user satisfaction with the service.	A13

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Environment and Transport	63		Energy efficiency of housing stock	Yes	National	Measures the Standard Assessment Procedure (SAP) rating which is an index of the energy efficiency of the Council's housing stock determined by a stock condition survey. The indicator runs from 1 (highly inefficient) to 120 (highly efficient). This BVPI is updated each year to account for improvements made to the stock	A7
Homes and Housing	64		Number of private sector dwellings returned into occupation	Yes	National	This PI measures the number of private sector dwellings that the local authority considers has been re-occupied or demolished during the year as a direct result of action it undertook or initiated.	A14
Homes and Housing	66	a	Rent collection and arrears recovery: rent collected	Yes	National	Measures the total (gross) amount of rent collected divided by the (gross) amount of rent due including current rent arrears and expressed as a percentage (which cannot be over 100%).	A14
Homes and Housing	66	b	Rent collection and arrears recovery: 7 weeks arrears	Yes	National	Measures the number of tenants with more than seven weeks rent arrears as a percentage of the total number of Council tenants.	A14
Homes and Housing	66	c	Rent collection and arrears recovery: NSPs	Yes	National	Measure the percentage of tenants in arrears who have been served Notices of Seeking Possession (NOSPs) for arrears. This indicator aims to prevent the overuse of threats of eviction as a way of dealing with rent arrears. The ODPM believes they should only be used as a last resort.	A14
Homes and Housing	66	d	Rent collection and arrears recovery: evictions	Yes	National	Measures the percentage of tenants who have been evicted as a result of rent arrears. Like BVPI 66c it aims to prevent the overuse of threats of eviction as a way of dealing with rent arrears.	A14
Homes and Housing	74	a	Tenant satisfaction with landlord – all	Yes	National	The percentage of tenants who say they are satisfied with the overall service provided by their landlord. The survey is conducted every three years.	A14
Homes and Housing	74	b	Tenant satisfaction with landlord – ethnic minority tenants	Yes	National	The percentage of BME tenants who say they are satisfied with the overall service provided by their landlord. The survey is conducted every three years.	A14
Homes and Housing	74	c	Tenant satisfaction with landlord – non-ethnic minority tenants	Yes	National	The percentage of non BME tenants who say they are satisfied with the overall service provided by their landlord. The survey is conducted every three years.	A14
Homes and Housing	75	a	Satisfaction with participation opportunities – all	Yes	National	The percentage of tenants who say they are satisfied with the opportunities for participation in management and decision making provided by their landlord. The survey is conducted every three years.	A14
Homes and Housing	75	b	Satisfaction with participation opportunities – ethnic minority tenants	Yes	National	The percentage of BME tenants who say they are satisfied with the overall service provided by their landlord. The survey is conducted every three years.	A14
Homes and Housing	75	c	Satisfaction with participation opportunities – non-ethnic minority tenants	Yes	National	The percentage of non BME tenants who say they are satisfied with the opportunities for participation in management and decision making provided by their landlord. The survey is conducted every three years.	A14
Corporate Health	76	a	Housing benefit security – number of claimants visited per 1000 caseload	Yes	National	This indicator shows the number of housing benefit claimants visited for the purposes of fraud/error detection or prevention in relation to the total number of claims	A3
Corporate Health	76	b	Housing benefit security – number of investigators per 1000 caseload	No	National	This indicator measures the number of full time employed fraud investigators in relation to the total number claims	C1
Corporate Health	76	c	Housing benefit security – number of investigations per 1000 caseload	Yes	National	This indicator measures the number of cases investigated by the fraud section in the year in relation to the total number of claims	A3

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Corporate Health	76	d	Housing benefit security – number of prosecutions and sanctions per 1000 caseload	Yes	National	This indicator measures the number of successful prosecutions, administrative penalties and formal cautions achieved in the year in relation to the total number of claims	A3
Corporate Health	78	a	Speed of processing new claim to HB/CTB	Yes	National	This indicator shows the average processing time taken for all new Housing and Council Tax benefit claims submitted to the Council	A3
Corporate Health	78	b	Speed of processing changes of circumstances to HB/CTB	Yes	National	This indicator shows the average time taken to process all written changes in circumstance notifications which will require a new decision on Benefit entitlement to be made	A3
Corporate Health	79	a	Accuracy of HB/CTB claims	Yes	National	This indicator shows the percentage of claims that have been calculated correctly	A3
Corporate Health	79	b(i)	Accuracy of recovering overpayments	Yes	National	This indicator shows the amount of Housing Benefit overpayments that have been recovered as a percentage of the total amount that have been deemed to be recoverable	A3
Corporate Health	79	b(ii)	Accuracy of recovering overpayments	Yes	National	This indicator shows the amount of Housing Benefit overpayments that have been recovered as a percentage of the total amount that have been deemed to be recoverable plus the amount that was outstanding at the start of the financial year	A3
Corporate Health	79	b(iii)	Accuracy of recovering overpayments	Yes	National	This indicator shows the amount of Housing Benefit overpayments written off as a percentage of the total amount that have been deemed to be recoverable plus the amount that was outstanding at the start of the financial year	A3
Environment and Transport	82	a(i)	Percentage household waste (recycled)	Yes	National	Percentage of all household waste that RBKC has sent to reprocessors for recycling. This does not include any non-recyclable waste collected with recyclable waste in error. Household waste includes waste from domestic waste and recycling collections, from recycling "bring sites", street cleansing and litter collection, gully waste, bulky waste collections and parks litter.	A7
Environment and Transport	82	a(ii)	Tonnage of household waste (recycled)	Yes	National	Tonnage of all household waste that RBKC has sent to reprocessors for recycling. This does not include any non-recyclable waste collected with recyclable waste in error. Household waste includes waste from domestic waste and recycling collections, from recycling "bring sites", street cleansing and litter collection, gully waste, bulky waste collections and parks litter.	A7
Environment and Transport	82	b(i)	Percentage household waste (composted)	No	National	The percentage of all household waste that RBKC has sent for composting. This does include green waste collected from households but not green waste from parks.	A7
Environment and Transport	82	b(ii)	Tonnage of household waste (composted)	No	National	The tonnage of all household waste that RBKC has sent for composting. This does include green waste collected from households but not green waste from parks.	A7
Environment and Transport	82	c(i)	Percentage household waste (energy recovery)	No	National	Not applicable for RBKC.	-
Environment and Transport	82	c(ii)	Tonnage of household waste (energy recovery)	No	National	Not applicable for RBKC.	-
Environment and Transport	82	d(i)	Percentage household waste (landfilled)	No	National	Not applicable for RBKC.	-
Environment and Transport	82	d(ii)	Tonnage of household waste (landfilled)	No	National	Not applicable for RBKC.	-
Environment and Transport	84	a	Household waste collection (kilograms per head)	No	National	This indicator reports the average amount of household waste(in kilograms) collected per member of the Borough population. Household waste includes street cleansing and litter collection, gully waste and park litter as well as waste produced by and collected from households.	C1

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Environment and Transport	84	b	Household waste collection (% change)	No	National	This indicator reports percentage change in the amount of household waste collected per member of the Borough population since the previous financial year.	C1
Environment and Transport	86		Household waste collection (cost)	No	National	This indicator reports the cost of the household waste collection per household in the Borough.	C1
Environment and Transport	87		Municipal waste disposal costs	No	National	Not applicable for RBKC.	C1
Environment and Transport	91	a	Kerbside collection of recyclables (one recyclable)	No	National	This indicator measures the percentage of households in the Borough which are served by the kerbside collection of at least one recyclable material (e.g. Glass, paper, plastic). This takes into account 'blue bins' at Mansion Blocks and Housing Estates.	C2
Environment and Transport	91	b	Kerbside collection of recyclables (two recyclables)	No	National	This indicator measures the percentage of households in the Borough which are served by the kerbside collection of at least two recyclable material (e.g. glass and paper or plastic and glass). This takes into account 'blue bins' at Mansion Blocks and Housing Estates.	C2
Environment and Transport	99	a(i)	Road accident casualties: KSI all people	Yes	National	Number of people killed or seriously injured in road traffic collisions on all roads in the Borough, including those which are the responsibility of the Mayor of London.	A8
Environment and Transport	99	a(ii)	Road accident casualties: KSI all people	Yes	National	Percentage change from the previous year in the number of people killed or seriously injured in road traffic collisions on all roads in the Borough.	A9
Environment and Transport	99	a(iii)	Road accident casualties: KSI all people	Yes	National	Percentage change in the number of people killed or seriously injured in road traffic collisions on all roads in the Borough from the 1994-1998 average of 171.	A8
Environment and Transport	99	b(i)	Road accident casualties: KSI children	Yes	National	Number of children (aged under 16) killed or seriously injured in road traffic collisions on all roads in the Borough, including those which are the responsibility of the Mayor of London.	A9
Environment and Transport	99	b(ii)	Road accident casualties: KSI children	Yes	National	Percentage change from the previous year in the number of children (aged under 16) killed or seriously injured in road traffic collisions on all roads in the Borough.	A9
Environment and Transport	99	b(iii)	Road accident casualties: KSI children	Yes	National	Percentage change in the number of children (aged under 16) killed or seriously injured in road traffic collisions on all roads in the Borough from the 1994-1998 average of 11.	A9
Environment and Transport	99	c(i)	Road accident casualties: slight injuries	Yes	National	Number of people slightly injured in road traffic collisions on all roads in the Borough, including those that are the responsibility of the Mayor of London.	A9
Environment and Transport	99	c(ii)	Road accident casualties: slight injuries	Yes	National	Percentage change from the previous year in the number of people slightly injured in road traffic collisions on all roads in the Borough.	A10
Environment and Transport	99	c(iii)	Road accident casualties: slight injuries	Yes	National	Percentage change in the number of people slightly injured in road traffic collisions on all roads in the Borough from the 1994-1998 average of 1005.	A10
Environment and Transport	100		Temporary road closure	Yes	National	This indicator measures the number of days where there are temporary traffic controls or road closure on the Borough's traffic sensitive roads during weekdays. The indicator reports the number of days divided by the length (in kilometres) of the Borough's traffic sensitive roads. The indicator does not include controls and closures caused by utility works.	A10
Environment and Transport	102		Passenger journeys on buses	No	National	Not applicable for RBKC.	C2
Environment and Transport	106		New homes on previously developed land	No	National	Measures the number of new homes built on land that has been previously developed or through conversion of existing buildings	C2

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Environment and Transport	109	a	Planning applications: major applications	Yes	National	Measures the time taken to determine major planning applications. A major application is where 10 or more dwellings are to be constructed, or where floorspace is 1000sq metres or more, or where the site is 1 hectare or more	A10
Environment and Transport	109	b	Planning applications: minor applications	Yes	National	Measures the time taken to determine minor planning applications. A minor application is for a development which does not meet the criteria for a major application, nor the definitions of Change of Use nor Householder Development within the confines of residential property.	A10
Environment and Transport	109	c	Planning applications: 'other' applications	Yes	National	Measures the time taken to determine all other planning applications that do not fall into the above two categories and includes applications for certificates of lawfulness, certificates of appropriate alternative development and notifications.	A10
Safer Communities	126		Domestic burglaries per 1000 household	No	National	This PI measures the number of domestic burglaries committed in the Borough, divided by the number of households in the Borough (as measured by dwellings eligible for Council Tax), multiplied by 1,000. The data for this PI comes from the Metropolitan Police.	C3
Safer Communities	127	a	Violent crime per 1000 population	No	National	This PI measures the number of violent crimes committed in the Borough, divided by the population (as defined by the most recent ONS mid-year estimate), multiplied by 1,000. "Violent crime" is defined as: violence against the person, sexual offences or robbery. The data for this PI comes from the Metropolitan Police.	C3
Safer Communities	127	b	Robberies per 1000 population	No	National	This PI measures the number of robberies committed in the Borough, divided by the population (as defined by the most recent ONS mid-year estimate), multiplied by 1,000. The data for this PI comes from the Metropolitan Police.	C3
Safer Communities	128		Vehicle crimes per 1000 population	No	National	This PI measures the number of vehicle crimes committed in the Borough, divided by the population (as defined by the most recent ONS mid-year estimate), multiplied by 1,000. "Vehicle crime" is theft of, or from, a vehicle. The data for this PI comes from the Metropolitan Police.	C3
Community, Equality and Inclusivity	156		Buildings accessible to people with a disability	Yes	National	The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people. This does not include schools. "Accessible and suitable" is as defined by the Building Regulations Act 1991, Approved Document M.	A1
Community, Equality and Inclusivity	157		E-government: e-enabled interactions	Yes	National	The number of types of interactions that the council has set up to be made electronically, divided by the total number of types of interactions that are legally able to be made electronically. An electronic interaction could include: providing information, collection revenue, booking venues and others.	A1
Learning	159		Alternative tuition – 21 hrs or more	Yes	National	This PI measures the percentage of permanently excluded pupils provided with alternative tuition of 21 hours or more.	A18
Health and Social Care	161		Employment, education and training for care leavers	Yes	National	This PI measures the number of care leavers at the age of 19 who are in employment, education or training as a percentage of all care leavers at 19. This then becomes a ratio, with the percentage of young people in the population aged 18 - 24 who are engaged in education, training or employment. The data for this PI is internal and comes from the DFES Labour Force Survey.	A13

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Health and Social Care	162		Reviews of child protection cases	Yes	National	This PI measures the number of children on the Child Protection Register for three months or more who have had all if their child protection reviews held on time as a percentage of all children on the Child Protection Register for three months. The data for this PI is internal	A13
Health and Social Care	163		Adoptions of children looked after	Yes	National	This PI measures the number of LAC who were adopted in the year as a percentage of all LAC who have been in care for six months or more. The data for this PI is internal	A13
Community, Equality and Inclusivity	164		Commission for racial equality's code of practice in rented housing	Yes	National	Determines whether the landlord follows the Commission for Racial Equality's (CRE) Code of Practice in Rented Housing and the Good Practice Standards for Social Landlords on Tackling Harassment included in the "Tackling Racial Harassment: Code of Practice for Social Landlords". The answer is expressed as a "yes" or a "no".	A1
Environment and Transport	165		Pedestrian crossings with facilities for disabled people	Yes	National	This indicator measures the percentage of all pedestrian crossings in the Borough that have dropped kerbs, tactile paving (raised bumps) and signals that either make a sound or have another non-visual way of indicating when it is safe to cross.	A11
Health and Social Care	166	a	Environmental health checklist of best practice	Yes	National	This indicator indicates whether the Environmental Health section in RBKC is meeting with best practice in terms of policy and procedures for enforcement, risk-based inspection programmes, education and information provision, dealing with complaints, benchmarking against other local authorities and consultation.	A13
Health and Social Care	166	b	Trading standards checklist of best practice	Yes	National	This indicator indicates whether the Trading Standards section in RBKC is meeting with best practice in terms of policy and procedures for enforcement, risk-based inspection programmes, education and information provision, dealing with complaints, benchmarking against other local authorities and consultation.	A13
Culture, Arts and Leisure	170	a	Visits to/usage of museums per 1000 population	No	National	Measures numbers of visits, enquiries and website hits for research purposes and presentations by museum staff to specific audiences at Leighton House Museum and Linley Sambourne House. This indicator is calculated as number of visits/use of museums per 1000 of Borough population.	C1
Culture, Arts and Leisure	170	b	Visits to museums in person per 1000 population	No	National	Counts the number of visits in person to Leighton House Museum and Linley Sambourne House. This number includes children in school parties but excludes media briefings and interviews. The indicator is based on a one week sample. This indicator is reported as number of visits per 1000 of Borough population.	C1
Culture, Arts and Leisure	170	c	Visits to museums & galleries by pupils in organised groups	No	National	Counts the numbers of pupils that have visited Leighton House Museum and Linley Sambourne House. The number includes children/ students in nursery school, primary school and secondary school (including sixth form classes) but excludes students at sixth form colleges, adult education institutes and playgroups.	C1
Community, Equality and Inclusivity	174		Racial incidents per 100,000 population	Yes	National	The number of racial incidents reported to the council, divided by the population (as defined by the most recent ONS mid-year estimate), multiplied by 100,000. A "racial incident" is any incident that the victim considers as such. It includes incidents by, or against, staff or tenants.	A1
Community, Equality and Inclusivity	175		Racial incidents resulting in further action	Yes	National	The number of racial incidents reported to the council that were followed up, divided by the total number of racial incidents reported.	A2

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Environment and Transport	178		Footpaths and rights of way easy to use by public	No	National	Not applicable for RBKC.	C2
Environment and Transport	179		Standard searches within 10 days	Yes	National	The percentage of standard searches (statutory land searches) carried out in 10 working days.	A11
Learning	181	a	KS3 English performance – level 5	Yes	National	This PI measures the percentage of pupils in Year 9 (normally age 13-14) in secondary schools maintained by the local education authority achieving at Level 5 (the expected Level for the age) or above in Key Stage 3 national curriculum tests in English.	A18
Learning	181	b	KS3 Mathematics performance – level 5	Yes	National	This PI measures the percentage of pupils in Year 9 (normally age 13-14) in secondary schools maintained by the local education authority achieving at Level 5 (the expected Level for the age) or above in Key Stage 3 national curriculum tests in mathematics.	A18
Learning	181	c	KS3 Science performance – level 5	Yes	National	This PI measures the percentage of pupils in Year 9 (normally age 13-14) in secondary schools maintained by the local education authority achieving at Level 5 (the expected Level for the age) or above in Key Stage 3 national curriculum tests in science.	A18
Learning	181	d	KS3 ICT performance – level 5	Yes	National	This PI measures the percentage of pupils in Year 9 (normally age 13-14) in secondary schools maintained by the local education authority achieving at Level 5 (the expected Level for the age) or above in Key Stage 3 national curriculum levels as measured by teacher assessments in ICT.	A18
Homes and Housing	183	a	Length of stay in temporary accommodation – bed and breakfast	Yes	National	This PI measures how long households with dependent children or a pregnant woman (and which are unintentionally homeless and in priority need) are staying in bed and breakfast accommodation.	A15
Homes and Housing	183	b	Length of stay in temporary accommodation – hostel	Yes	National	This PI measures how long households with dependent children or a pregnant woman (and which are unintentionally homeless and in priority need) are staying in hostel accommodation.	A15
Homes and Housing	184	a	Non-decent local authority dwellings	Yes	National	Measures the percentage of local authority dwellings which were “non-decent” at the beginning of the financial year. Non decent dwellings are those that fail to meet all of the Government’s criteria for Decent Housing.	A15
Homes and Housing	184	b	Non-decent local authority dwellings – change	Yes	National	Measures the percentage change in the proportion of non-decent dwellings between the start and the end of the financial year.	A15
Environment and Transport	187		Condition of surface footway	Yes	National	This indicator measures the percentage of the total footway (pavement) network in the Borough where structural maintenance should be considered.	A11
Learning	194	a	KS2 English performance – level 5	Yes	National	This PI measures the percentage of pupils in Year 6 (normally age 10-11) in primary schools maintained by the local education authority achieving at Level 5 (achieving beyond the expected Level for the age) or above in Key Stage 2 national curriculum tests in English.	A18
Learning	194	b	KS2 Mathematics performance – level 5	Yes	National	This PI measures the percentage of pupils in Year 6 (normally age 10-11) in primary schools maintained by the local education authority achieving at Level 5 (achieving beyond the expected Level for the age) or above in Key Stage 2 national curriculum tests in mathematics.	A18
Health and Social Care	195		Acceptable waiting time for assessment	Yes	National	Users and carers appreciate a rapid response once their problems have been referred to Social Services. The indicator measures the time between first contact with a client and the start of the formal assessment of the needs by care managers.	A13

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Health and Social Care	196		Acceptable waiting time for care packages	Yes	National	Users and carers should expect practical help and other support to arrive in a timely fashion soon after their problems have been referred to Social Services. The indicator measures the time taken to arranging care packages once the service users needs have been assessed.	A13
Health and Social Care	197		Teenage pregnancies	No	National	This PI measures the change in the number of conceptions to females aged under 18, resident in an area, per 1,000 females aged 15-17 resident in the area, compared with the baseline year of 1998. The data is gathered by the NHS and collated by the ONS.	C3
Safer Communities	198		Drug-users in treatment	No	National	This indicator is directly related to a Department of Health Public Service Agreement (PSA) target. This is based on evidence showing the dramatic effects that access to effective drug treatment can have for the individual and in reducing crime. The data is supplied by the National Drug Treatment Monitoring System, not RBKC information systems.	C3
Safer Communities	199	a	Local street and environmental cleanliness (litter)	Yes	National	This indicator measures the percentage of streets and other public land in the Borough that fall below accepted levels of cleanliness in terms of litter and detritus (dust, mud, rotten leaves etc.).	A21
Safer Communities	199	b	Local street and environmental cleanliness (graffiti)	Yes	National	This indicator measures the percentage of streets and other public land from which unacceptable levels of graffiti are visible.	A21
Safer Communities	199	c	Local street and environmental cleanliness (fly-posting)	Yes	National	This indicator measures the percentage of streets and other public land from which unacceptable levels of fly-posting are visible.	A21
Safer Communities	199	d	Local street and environmental cleanliness (fly-tipping)	Yes	National	This indicator measures the Council's performance in terms of reducing from year on year the number of fly-tipping incidents and increasing the total number of enforcement actions taken to deal with fly-tipping. The Council is assessed as fitting into one of four categories, 1 being "very effective" and 4 being "poor".	A21
Environment and Transport	200	a	Plan making – development plan	No	National	Measures the effectiveness of the local authority's plan making processes to ensure eventual delivery of a plan for the area which is in accordance with Government guidelines	C2
Environment and Transport	200	b	Plan making – milestones	No	National	Measures the effectiveness of the local authority's plan making processes to ensure eventual delivery of a plan for the area which is in accordance with Government guidelines	C2
Environment and Transport	200	c	Plan making – monitoring report	No	National	Measures the effectiveness of the local authority's plan making processes to ensure eventual delivery of a plan for the area which is in accordance with Government guidelines	C2
Health and Social Care	201		Direct payments of benefits	Yes	National	The purpose of direct payments is to give recipients control over their own life by providing an alternative to social care services provided by the local councils. They help increase the opportunities for independence, social inclusion and enhanced self-esteem. From April 2003 councils have a duty to make direct payments where individuals consent to and are able to manage them, with or without assistance.	A13
Homes and Housing	202		Number of rough sleepers	No	National	To be replaced with the percentage of rough sleepers successfully assessed and rehoused annually.	C3
Homes and Housing	203		Change in the number of families in temporary accommodation	Yes	National	This PI measures the percentage change in the average number of families placed in temporary accommodation under homelessness legislation for the current year, compared with the average from the previous year.	A15
Environment and Transport	204		Planning appeals	No	National	Ensures that local authorities properly consider applications and determine them on merit rather than to meet government determination targets	C2

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CS Theme	PI number	letter	Title	RBPI	Scope	Glossary	Page
Environment and Transport	205		'Quality of planning services' checklist	No	National	Reflects the quality of local planning services at the end of the financial year against a set of clear criteria	C2
Homes and Housing	211	a	Delivery of repairs and maintenance service – planned repairs	Yes	National	Measures the proportion of planned repairs and maintenance expenditure on HRA dwellings compared to the expenditure on responsive maintenance. The Audit Commission see this is a measure of the effectiveness and efficiency of the repairs and maintenance service i.e. the higher the proportion of expenditure on the former the better.	A15
Homes and Housing	211	b	Delivery of repairs and maintenance service – urgent & emergency repairs	Yes	National	Measures the proportion of expenditure on emergency and urgent repairs compared to non-urgent repairs expenditure. Like BVPI 211a the Audit Commission see this is a measure of the effectiveness and efficiency of the repairs and maintenance service i.e. the higher the proportion of expenditure on the latter the better.	A15
Homes and Housing	212		Average time to re-let local authority housing	Yes	National	Measures the average number of days from the old tenancy agreement being terminated up to and including the date when the new tenancy agreement commencing. Given the current pressure on Council housing it is important that the length of time properties are void is minimised whilst ensuring a good quality customer focussed service.	A15
Homes and Housing	213		Housing advice service: preventing homelessness	Yes	National	This PI monitors households who considered themselves as homeless, who approached the local authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.	A15
Homes and Housing	214		Repeat homelessness	Yes	National	This PI measures the proportion of households accepted as statutorily homeless during the year, who were previously accepted as statutorily homeless by RBKC within the last two years.	A15
Safer Communities	215	a	Rectification of street lighting faults (non-DNO)	Yes	National	The average number of calendar days it takes the Council and the TMO to repair a street lighting fault where the response time is under the control of the local authority (i.e. not due to an electrical supply failure).	A21
Safer Communities	215	b	Rectification of street lighting faults (DNO)	Yes	National	The average number of calendar days it takes the Council and the TMO to repair a street lighting fault where the response time is under control of the Distribution Network Operator (DNO) (i.e. due to an electrical supply failure).	A21
Environment and Transport	216	a	Identifying contaminated land	No	National	Measures the number of sites within the Borough, that are of potential concern with respect to land contamination. This figure considers the number of sites where remediation may be needed.	C2
Environment and Transport	216	b	Information on contaminated land	No	National	Indicates the proportion of sites of potential concern (216a) for which RBKC has sufficient information to decide whether remediation of the land is required.	C2
Environment and Transport	217		Pollution control improvements	No	National	Measures the proportion of pollution control improvements that have been made to Part B installations (e.g. newly opened dry-cleaners, petrol stations and vehicle resprayers) in the Borough, that have been completed in line with relevant DEFRA guidance notes.	C2
Safer Communities	218	a	Abandoned vehicles (investigation)	No	National	The percentage of new reports of abandoned vehicles which are investigated within 24 hours of the Council being made aware of the vehicle. Weekends and bank holidays are excluded from the 24 hours.	C3

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CS Theme	PI number	letter	Title	RBPI	Scope	Glossary	Page
Safer Communities	218	b	Abandoned vehicles (removal)	No	National	The percentage of abandoned vehicles that are removed within 24 hours of the point when the Council is legally entitled to remove the vehicle. This point will vary according to the state of the vehicle and whether or not it has been abandoned on the public highway.	C3
Environment and Transport	219	a	Conservation areas – number	No	National	Counts the number of conservation area within the Borough's boundaries and puts the information provided in 219 b & c into context	C2
Environment and Transport	219	b	Conservation areas – character appraisals	No	National	Monitors whether planning and other decisions are based on informed understanding of an areas character and needs	C2
Environment and Transport	219	c	Conservation areas – management plans	Yes	National	Monitors whether a local authority manages its development within Conservation Areas and the involvement of local people in that, and whether the local authority fulfils its duties under the Planning (Listed Buildings and Conservation) Act 1990.	A11
Culture, Arts and Leisure	220		Public library service standards checklist	No	National	Compliance against the PLSS is assessed on (a) the number of standards the authority has met, (b) progress from the previous year, (c) the number of standards which, although not met, are within 5% of being achieved, and (d) provision to the general public apart from that offered in static libraries (i.e. mobile libraries and other service points).	C1
Culture, Arts and Leisure	221	a	Participation in and outcomes from youth work: recorded outcomes	Yes	National	This PI measures the percentage of young people age 13-19 gaining a recorded outcome as a result of their participation in youth work compared to the percentage of young people in the local authority area. Recorded outcomes must be evidence based, although not accredited, and recognisable within inspection frameworks.	A5
Culture, Arts and Leisure	221	b	Participation in and outcomes from youth work: accredited outcomes	Yes	National	This PI measures the percentage of young people age 13-19 gaining an accredited outcome as a result of their participation in youth work compared to the percentage of young people in the local authority area. Accredited outcomes must be subject to independent internal verification or externally assessed.	A5
Learning	222	a	Quality of early years and childcare leadership – leaders	Yes	National	This PI measures the percentage of leaders of integrated early education and childcare settings funded or part-funded by the local authority with a qualification at Level 4 or above (i.e. a sub-degree or HE certificate level in the National Qualifications Framework and includes the Certificate in Early Years Practice).	A18
Learning	222	b	Quality of early years and childcare leadership – postgraduate input	Yes	National	This PI measures the percentage of leaders of integrated early education and childcare settings funded or part-funded by the local authority which have input from staff with graduate or post graduate training in teaching or child development.	A18
Environment and Transport	223		Condition of principal roads	Yes	National	This indicator measures the condition of the Council's principal road network ("A"-roads). It reports the percentage of the network where structural maintenance should be considered.	A11
Environment and Transport	224	a	Condition of non-principal roads	Yes	National	This indicator measures the condition of the Council's non-principal road network ("B" and "C" roads). It reports the percentage of the network where structural maintenance should be considered.	A11
Environment and Transport	224	b	Condition of unclassified roads	Yes	National	This indicator measures the condition of the Council's unclassified road network. It reports the percentage of the network where structural maintenance should be considered.	A11

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CS Theme	PI number	letter	Title	RBPI	Scope	Glossary	Page
Safer Communities	225		Actions against domestic violence	Yes	National	Score is against a checklist of 11 questions, which is then converted to a percentage. The questions ask about the services the council provides designed to help victims of domestic violence and prevent further violence.	A21
Community, Equality and Inclusivity	226	a	Advice and guidance services: total expenditure	No	National	Total amount spent by the council on advice and guidance services provided by external organisations.	C1
Community, Equality and Inclusivity	226	b	Advice and guidance services: CLS quality mark	No	National	The amount spent by the council on advice and guidance services provided by organisations which hold the CLS Quality Mark, divided by the total amount spent. The "CLS Quality Mark" is an award by the Legal Services Commission.	C1
Community, Equality and Inclusivity	226	c	Advice and guidance services: direct provision	No	National	Total amount spent by the council on advice and guidance services in the areas of housing, welfare benefits and consumer matters provided directly by the council.	C1
Learning	1101		Percentage of respondents to the Childrens' satisfaction survey (PLUS) who thought that overall the library was 'good' or 'very good'.	Yes	Local		A19
Learning	1102		Percentage of pupils achieving Level 2 and above in reading at Key Stage 1	Yes	Local		A19
Learning	1103		Percentage of pupils achieving Level 2 and above in writing at Key Stage 1	Yes	Local		A19
Learning	1104		Percentage of pupils achieving Level 2 and above in mathematics at Key Stage 1	Yes	Local		A19
Learning	1105		Average GCSE/GNVQ points score of 15-year-olds in schools	Yes	Local		A19
Learning	1106		The percentage of primary school classes with more than 30 pupils in years: i) Reception to two inclusive.	Yes	Local		A19
Learning	1107		The percentage of primary school classes with more than 30 pupils in years: i) Three to six inclusive.	Yes	Local		A19
Learning	1108		Percentage of primary schools with 25% or more of their places unfilled.	Yes	Local		A19
Learning	1109		Percentage of secondary schools with 25% or more of their places unfilled.	Yes	Local		A19
Learning	1110		Number of pupils permanently excluded during the year per 1000 pupils.	Yes	Local		A19
Learning	1111		Percentage of half days missed due to unauthorised absence in secondary schools	Yes	Local		A19
Learning	1112		Percentage of half days missed due to unauthorised absence in primary schools	Yes	Local		A19
Learning	1113		The percentage of absences in secondary schools that are unauthorised absences.	Yes	Local		A19
Learning	1114		The percentage of population contact with young people aged 13-19 through youth support and development.	Yes	Local		A19
Learning	1115		The frequency of contact with young people aged 13-19 through youth support and development.	Yes	Local		A19
Learning	1116		The percentage of population undertaking adult learning.	Yes	Local		A19
Learning	1117		The percentage take-up rate of playcentres, i.e. places filled/places registered.	Yes	Local		A20
Learning	1118		The proportion of spaces filled in holiday play provision.	Yes	Local		A20

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CS Theme	PI number	letter	Title	RBPI	Scope	Glossary	Page
Learning	1119		Percentage of 16 year olds in Borough schools remaining in full-time education, entering training or employment with training	Yes	Local		A20
Learning	1120		Percentage of 16-18 year olds not in education, employment or training	Yes	Local		A20
Health and Social Care	1201		LAC Reviews on Time	Yes	Local	Of the LAC who are in care for four weeks or more on the 31st March, the percentage whose LAC Reviews have been on time for the year	A13
Health and Social Care	1202		Participation in LAC Reviews	Yes	Local	Of the LAC who are in care for four weeks or more on the 31st March, the percentage who participated in their LAC Reviews in the year	A13
Health and Social Care	1203		% LAC Allocated to a Qualified SW	Yes	Local	% of LAC who are in care on the 31st March whose case is allocated to a qualified social worker	A13
Health and Social Care	1204		% Core Assessments on Time	Yes	Local	% of children whose core assessments during the year were completed within 35 working days	A13
Health and Social Care	1205		% Initial Assessments on Time	Yes	Local	% of children whose initial assessments during the year were completed within seven working days	A13
Corporate Health	2101		Quality monitoring: satisfaction with Legal Services	Yes	Local	% of 'satisfied' or 'very satisfied' replies to Quality Monitoring questionnaires	A4
Corporate Health	2301		Cost of the personnel service as a proportion of Council spend	Yes	Local	The total cost of the personnel service, as a percentage of the Council's total costs each year.	A4
Corporate Health	2305		Effectiveness of the "Headstart" scheme	Yes	Local	The number of "Headstart" trainee placements completed each year, compared with the number completed the previous year	A4
Community, Equality and Inclusivity	2307		Satisfaction with Registrar's service	Yes	Local	The percentage of people satisfied with the Registrar's service. This includes registration of births and deaths, weddings, civil partnership registrations and naming ceremonies.	A2
Environment and Transport	2309		Percentage of Land Charges searches carried out within national target (10 day)	Yes	National		A11
Environment and Transport	2310		Percentage Land Charges searches carried out within Council target (5 days)	Yes	Local		A11
Environment and Transport	2311		Percentage Land Charges searches carried out within Council target (1 day for personal searches)	Yes	Local		A12
Community, Equality and Inclusivity	2317		Percentage return on annual electoral canvass	Yes	Local	The number of electoral registration form "A"s that were returned at the end of the last canvass divided by the number sent out at that canvass.	A2
Environment and Transport	2318		Energy Consumption: Operational Property consumption compared to similar buildings (Electricity)	Yes	Local		A12
Environment and Transport	2319		Energy Consumption: Operational Property consumption compared to similar buildings (Fossil fuels)	Yes	Local		A12
Corporate Health	3006		Number of supplier invoices paid/processed	Yes	Local	This indicator provides information on the number of supplier invoices paid/processed through the Council's financial systems.	A4
Corporate Health	3101		Percentage of new claims for council tax benefit which were processed within 14 days (%)	Yes	Local	This indicator shows the percentage of new claims for council tax benefit which were processed within 14 days.	A4
Corporate Health	3102		Percentage of new claims for housing benefit from LA tenants which were processed within 14 days (%)	Yes	Local	This indicator shows the percentage of new claims for housing benefit from Council tenants which were processed within 14 days.	A4
Corporate Health	3103		Percentage of successful new claims for rent allowance paid to tenants within 14 days, or to landlords by the due date (%)	Yes	Local	This indicator shows the percentage of successful rent allowance claims paid to tenants within 14 days or paid direct to landlords by the due date.	A4
Corporate Health	3201		Right to Buy offers made within 12 weeks of application	Yes	Local	This indicator monitors the number of Right to Buy offers made within 12 weeks of the application.	A4

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CS Theme	PI number	letter	Title	RBPI	Scope	Glossary	Page
Community, Equality and Inclusivity	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	Yes	Local	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	B1
Community, Equality and Inclusivity	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	Yes	Local	This 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.	B1
Community, Equality and Inclusivity	3301		Number of calls received	Yes	Local		B1
Community, Equality and Inclusivity	3302		% of calls answered	Yes	Local		B1
Community, Equality and Inclusivity	3303		% of calls answered within 15 seconds	Yes	Local		B1
Community, Equality and Inclusivity	3304		% of calls abandoned	Yes	Local		B1
Community, Equality and Inclusivity	3305		% of calls abandoned within 15 seconds	Yes	Local		B1
Community, Equality and Inclusivity	3306		% of customers satisfied with how their call was handled	Yes	Local		B1
Community, Equality and Inclusivity	3307		Number of customers requesting an appointment between 5pm and 8pm on Thursdays	Yes	Local		B1
Community, Equality and Inclusivity	3308		Number of Web hits	Yes	Local		B1
Community, Equality and Inclusivity	3309		Number of on-line services delivered through the web	Yes	Local		B1
Homes and Housing	4101		Proportion of bed and breakfast and PLA cost recovered	Yes	Local		A15
Homes and Housing	4102		Number of families in shared bed and breakfast	Yes	Local		A15
Homes and Housing	4103		Private sector homes vacant for more than six months	Yes	Local		A16
Homes and Housing	4104		Percentage rough sleepers successfully assessed and re-housed annually	Yes	Local		A16
Homes and Housing	4105		Letstart (rent deposit scheme) placements	Yes	Local		A16
Homes and Housing	4106		Letstart landlords - percentage accredited	Yes	Local		A16
Homes and Housing	4107		Home Improvement Agency - spend against target number of homes improved	Yes	Local		A16
Homes and Housing	4109		Number affordable homes with planning approved as a percentage of overall homes approved	Yes	Local		A16
Environment and Transport	4201		'High risk' businesses thoroughly inspected at least once during the year.	Yes	Local		A12
Environment and Transport	4202		The proportion of all high risk premises receiving consumer protection visits per year.	Yes	Local		A12
Environment and Transport	4203		The proportion of all medium risk premises receiving consumer protection visits per year.	Yes	Local		A12

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CS Theme	PI number	letter	Title	RBPI	Scope	Glossary	Page
Environment and Transport	4204		Has the local authority completed an annual assessment of air quality in its area, including consultation with statutory consultees?	Yes	Local		A12
Environment and Transport	4205		Has the local authority produced an annual progress report on the implementation of its Air Quality Action Plan?	Yes	Local		A12
Homes and Housing	4403		Proportion of approved housing capital investment programme spent	Yes	Local	The indicator compares the amount budgeted each financial year to be spent on "capital works" on the Royal Borough's housing stock, with the amount actually spent at the end of the financial year expressed as a percentage. Capital works are defined as those that will maintain or enhance the value of the property portfolio over a substantial period of time and can, therefore, reasonably be financed by means of long term borrowing.	A16
Homes and Housing	4404		Percentage of urgent repairs completed within Government time limits	Yes	Local	This indicator measures the percentage of repairs orders, classified as urgent, that the TMO completes within the time limits laid down by the Government. This is an important measure as tenants have the right to have the repair carried out by their own a contractor should the TMO not respond in time.	A16
Environment and Transport	5001	a	Response to Building Control Full Plan Applications (within 15 days)	Yes	Local		A12
Environment and Transport	5001	b	Response to Building Control Full Plan Applications (within 10 days)	Yes	Local		A12
Environment and Transport	5003		Determination of tree applications within 6 weeks	Yes	Local		A12
Environment and Transport	5004		Planning enforcement site visits made within 20 days of receipt of the complaint	Yes	Local		A12
Environment and Transport	5005		The percentage of all planning applications determined within eight weeks	Yes	Local		A12
Environment and Transport	5006		The number of trees planted as a result of dead, dying or dangerous trees being removed	Yes	Local		B1
Safer Communities	5007		The number of sites from which graffiti has been removed	Yes	Local		A21
Environment and Transport	6101		Number of justified complaints of missed domestic bin/bag collections.	Yes	Local	The number of reports of domestic bin/bag missed refuse collections where the contractor was found to be at fault.	A12
Environment and Transport	6201		Percentage of street lights in residential areas with "white light".	Yes	Local	The percentage of street lights in residential areas with "white light". Through enhancing colour, white light allows better recognition of people on the street and of signs and other elements of the streetscene. The rollout of the white light programme contributes to the Borough's community safety agenda	A12
Environment and Transport	6202		School travel plans	Yes	Local	The number of schools with school travel plans. A school travel plan is a package of measures to encourage sustainable modes of travel for the journey to and from school.	A12
Environment and Transport	6301		Parking Penalty Charge Notices (PCNs) - Recovery Rate	Yes	Local	Percentage of recovery from notices issued to Motorist for parking offences. Six months is allowed for cases to progress through the various legal stages and, for the majority of cases, payment will have been made or it is unlikely to be recovered. The information relates to those Penalty Charge Notices that are more than six months old and less than eighteen months old.	A12
Environment and Transport	6401		Percentage of waste collected from council corporate buildings that is sent for recycling.	Yes	Local	This is the proportion of all waste collected from the main Council buildings that is sent for recycling. Currently only council buildings with the Council's waste collection contract are included.	B1

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CS Theme	PI number	letter	Title	RBPI	Scope	Glossary	Page
Environment and Transport	6402		Recycling facilities at Council buildings and sites	Yes	Local	This is a measure of the number of council buildings and sites that have recycling facilities and collections. Internal recycling schemes are being rolled out to council buildings and sites. The aim is for all council premises to have recycling in place.	B1
Environment and Transport	6403		Sustainable procurement	Yes	Local	This is an indication of how well the council is doing in being more sustainable in its procurement of goods and services.	B1
Culture, Arts and Leisure	6501		Adoption by the local authority of a policy, strategy and action plan for the arts	Yes	Local	This indicator allows for an authority's policy, strategy and action plans for the arts to be described as emerging, established or advanced, graded by self-assessment against a series of short descriptors on the basis of evidence available to support the assessment.	A6
Culture, Arts and Leisure	6502		Range of support provided for artists, art groups and other organisations	Yes	Local	This indicator allows for an authority's policy and strategy for supporting artists, art groups and other organisations to be described as emerging, established or advanced, graded by self-assessment against a series of short descriptors on the basis of evidence available to support the assessment.	A6
Culture, Arts and Leisure	6503		The arts contribute to strategies for educational achievement and lifelong learning	Yes	Local	This indicator allows for an authority's policy and strategy for the contribution of the arts to strategies for educational achievement and lifelong learning to be described as emerging, established or advanced, graded by self-assessment against a series of short descriptors on the basis of evidence available to support the assessment.	A6
Culture, Arts and Leisure	6504		Spending per head of the population on arts development and support	Yes	Local	This indicator reports the spend per head of the population on arts development and support. This includes the cost of the Council's arts service and arts-related grants to voluntary organisations.	A6
Culture, Arts and Leisure	6505		The local authority has strategies to promote fair access to the arts for disabled people and minority communities	Yes	Local	This indicator allows for an authority's policy and strategy to promote fair access to the arts for disabled people and minority communities to be described as emerging, established or advanced, graded by self-assessment against a series of short descriptors on the basis of evidence available to support the assessment.	A6
Culture, Arts and Leisure	6506		Annual number of visits to Leighton House Museum as a percentage of target annual capacity.	Yes	Local	This indicator will measure the total number of visits in person to Leighton House Museum as a percentage of a target capacity. The target capacity will take into account the development plan for the Museum which is not solely driven by a desire to substantially increase visitor numbers.	B1
Culture, Arts and Leisure	6507		Annual number of visits to Linley Sambourne House as a percentage of total annual capacity.	Yes	Local	This indicator will measure the total number of visits in person to Linley Sambourne House as a percentage of the total annual capacity. As access to the house is only as part of organised tours with a maximum of twelve participants, an actual maximum capacity for the house can be established.	B1
Culture, Arts and Leisure	6508		Customer satisfaction with Kensington Leisure Centre	Yes	Local	This indicator measures customer satisfaction of Kensington Leisure Centre using a customer satisfaction index. The index is calculated based upon customers being satisfied with those features/aspects of the centre that they deem important.	B1
Culture, Arts and Leisure	6509		Customer satisfaction with Chelsea Sports Centre	Yes	Local	This indicator measures customer satisfaction of Chelsea Sports Centre using a customer satisfaction index. The index is calculated based upon customers being satisfied with those features/aspects of the centre that they deem important.	B1

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CS Theme	PI number	letter	Title	RBPI	Scope	Glossary	Page
Culture, Arts and Leisure	6510		User satisfaction with sports facilities (Kensington Leisure Centre)	Yes	Local	This indicator measures satisfaction with Kensington Leisure Centre among those members of the Residents' Panel who use the facility every six months or more.	A6
Culture, Arts and Leisure	6511		User satisfaction with sports facilities (Chelsea Sports Centre)	Yes	Local	This indicator measures satisfaction with Chelsea Sports Centre among those members of the Residents' Panel who use the facility every six months or more.	A6
Culture, Arts and Leisure	6512		User satisfaction with sport facilities (sports facilities in parks)	Yes	Local	This indicator measures satisfaction with sports facilities in the parks among those members of the Residents' Panel who use the facilities every six months or more.	A6