

The Royal Borough of Kensington and Chelsea

PERFORMANCE DIGEST

2005/06

Published 30 June 2005

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Statement of purpose

Each year the Council is required to publish a set of 'performance indicators'. The indicators always cover the financial year (1 April to 31 March).

The indicators measure how the Council's services are performing and fall into two broad categories:

1. Indicators set by the Government which relate to the different Council departments (e.g. Housing, Environmental Services) or Council-wide issues (e.g. staff sickness). These are called 'Best Value Performance Indicators' or BVPIs.
2. Indicators the Council sets for itself. These are called 'Local Performance Indicators' or LPIs.

The tables show a range of data to give a picture of how well the Council is doing against these indicators. It includes

- (a) audited data and targets for 2003/04;
- (b) 2003/04 data for the best performers in London (known as top quartile or top 25%), and the quartile that RBKC falls in (I, II, III, or IV, where I is top);
- (c) final (but unaudited) data and targets for last year – 2004/05; and
- (d) targets for this year – 2005/06 and the next two years (2006/07 and 2007/08).

Performance indicators should not be read in isolation. Changes in definition and methodology, and general statistical issues (such as small sample numbers) should be considered when examining these data. Please refer to the comments column for a minimal explanation, and read this Digest alongside the Report to Taxpayers, Cabinet Business Plan and other information for the fuller picture.

Later in the year, the data for 2004/05 will be checked by the Council's external auditors to confirm that the figures are an accurate and honest reflection of the Council's work.

NOTES:

Confidence Interval (CI): Survey statistics are estimates of the real figure for the population being studied. These estimates are always surrounded by a margin of error. We can be 95% confident that the figures presented in this document lie within the specified confidence interval. For example, if the figure stated is 71% and the confidence interval is +/-3%, we can be 95% confident that the real figure for the whole population is between 68% and 74%.

Performance Standards: This is the minimum acceptable level of service provision which must be met by an authority. A failure to meet a performance standard where specified will be judged as failing the test of best value for that service or function.

Estimates: It has not been possible to provide final figures for 2004/05 for some financial indicators. In those cases, estimated data has been provided and the data is marked "(estimate)".

New indicators: Where an indicator has been introduced for the first time in 2004/05, this is marked in the text "New indicator from 2004/05". It is not usually possible to set targets for the first year an indicator is introduced as no historical data exists. Where this is the case this is marked in the text "Target not set".

Revised definitions: Changes are sometimes made to the definition of an indicator, either what is counted or how it is calculated. These changes are often so significant that data from before and after the definition change cannot be compared, and the new definition is effectively a new indicator. Where a significant change to the definition occurs the new and old

definitions are shown on separate rows. The description will give the year that the definition refers to, i.e. "(BV-- 2004/05 def)". No data is given for the previous definition once the new definition has come into effect so all remaining columns read "Definition amended from X" where X is the year the new definition came into effect.

User satisfaction surveys: BVPI surveys were carried out during 2003/04. The next surveys will be carried out in two years' time and will be reported with 2006/7 data.

HOW TO CONTACT US

If you would like to make any comments or suggestions about the Performance Digest, or if you want further information, you can contact us at:

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INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS					
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08			
CORPORATE HEALTH												COMMENTS			
1a	Community Strategies: Does the authority have a community strategy developed?	↔	Yes	Yes	Yes	Yes	All London 88% Yes	Yes	Yes	Deleted from 2005/06			No comment.		
1b	Community Strategies: By when a full review of strategy will be completed	↔	01/06/2005	01/06/2005	01/06/2005	01/07/2005	Not comparable	01/07/2005	30/09/2005	Deleted from 2005/06					
1c	Community Strategies: Has authority reported progress towards its implementation?	↔	Target not set	Yes	01/10/2003	No	All London 48% Yes	01/10/2004	01/09/2004	Deleted from 2005/06					
1d	Community Strategies: By when does LA plan to have such strategy in place?	↔	Strategy in place	Strategy in place	Strategy in place	Strategy in place	Not comparable	Strategy in place	Strategy in place	Deleted from 2005/06					
2a	The equality standard for local government in England	↑	2	1	2	2	Not comparable	3	3	4	5	5	Steady progress continues to be made.		
2b	Duty to promote race equality	↑	New definition from 2003/04		Target not set	63.00%	74.00%	III	68.00%	63.00%	84.00%	100.00%	100.00%	Additional work on gathering monitoring data is required.	
11a	Percentage of top 5% earners that are women	↑	34.00%	39.20%	35.00%	30.71%	44.55%	IV	40.00%	28.87%	40.00%	45.00%	50.00%	Although performance has fallen slightly since 2003/04, recent recruitment for senior posts has attracted a number of female appointees which should increase the performance in 2005/06.	
11b	Percentage of top 5% earners from black and minority ethnic communities	↑	6.50%	6.10%	6.70%	6.45%	16.13%	III	6.90%	5.98%	7.50%	8.00%	8.00%	Performance has fallen slightly but the variance over the last 3 years does not appear to be significant.	
11c	Percentage of top 5% earners that have a disability	↑	New definition from 2005/06								1.40%	1.50%	1.50%	1.50%	No comment.
12	Number of working days lost due to sickness absence	↓	7.90	8.70	7.60	8.80	8.08	II	7.50	9.60	8.50	8.30	8.00	The new online sickness process has now been in operation for a full year, and previous fears of under reporting appear to be realised, Sickness should now level out and begin to reduce.	
14	Percentage of early retirements	↓	0.80%	0.29%	0.80%	0.30%	0.23%	II	0.30%	0.36%	0.30%	0.30%	0.30%	No comment.	
15	Percentage of ill health retirements	↓	0.40%	0.26%	0.40%	0.39%	0.27%	III	0.40%	0.17%	0.40%	0.40%	0.40%	Ill Health retirements have fallen as more proactive use is being made of ER initiatives.	

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS				
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
CORPORATE HEALTH													COMMENTS	
16a	Percentage of disabled employees	↑	3.50%	1.70%	3.50%	1.90%	3.11%	III	2.50%	1.80%	2.50%	2.50%	2.50%	Difficulty remains in persuading disabled staff to declare that they have a disability. Figures may be skewed by small numbers of staff.
16b	Percentage of economically active disabled community population	↔	Target not set	10.70%	Target not set	10.70%	Not comparable		Target not set	10.70%	This indicator measures the local population - it is not appropriate to set targets			
16a/16b	Ratio: disabled employees compared to economically active population	↑		15.89%		17.76%	25.57%	II		16.82%				
17a	Percentage of ethnic minority employees	↑	21.00%	25.20%	21.00%	25.40%	32.20%	II	27.00%	23.10%	28.00%	29.00%	30.00%	The figure for ethnic minority staff employed has fallen although recruitment of ethnic minority staff continues to be above the ratio of ethnic minority staff employed.
17b	Percentage of economically active ethnic minority community population	↔	Target not set	20.70%	Target not set	20.70%	Not comparable		Target not set	20.70%	This indicator measures the local population - it is not appropriate to set targets			
17a/17b	Ratio: ethnic minority employees compared to economically active population	↑		121.74%		122.71%	107.78%	I		111.59%				
126	Domestic burglaries per 1,000 household	↓	22.07	19.60	18.62	20.81	Not comparable		19.00	19.71	19.61	18.82	18.10	The actual number of reported crimes in this category fell from 1769 in 2003/04 to 1680 in 2004/05, a 5% reduction.
127a (new 05/06)	Violent crime per year, per 1,000 population	↓	New definition from 2005/06								25.13	Targets set for one year only		2004/05 performance = 25.13
127a	Robberies: Violent offences committed by a stranger per 1000 population	↓	Target not set	Unable to obtain data	Target not set	Unable to obtain data	Not comparable		Target not set	Unable to obtain data	Deleted from 2005/06			No comment.
127b	Robberies: Violent offences committed in a public place per 1,000 population	↓	Target not set	Unable to obtain data	Target not set	Unable to obtain data	Not comparable		Target not set	Unable to obtain data	Deleted from 2005/06			No comment.
127c	Robberies: Violent offences committed in connection with licensed premises per 1,000 population	↓	Target not set	Unable to obtain data	Target not set	Unable to obtain data	Not comparable		Target not set	Unable to obtain data	Deleted from 2005/06			No comment.
127d	Robberies: Violent offences committed under the influence per 1,000 population	↓	Target not set	Unable to obtain data	Target not set	Unable to obtain data	Not comparable		Target not set	Unable to obtain data	Deleted from 2005/06			No comment.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS				
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
CORPORATE HEALTH													COMMENTS	
127e (127b from 05/06)	Robberies per 1,000 population	↓	5.70	3.54	3.01	4.81	Not comparable		4.53	4.54	4.41	Police definition to be amended		The police's definition of robberies will be amended to "street crime" which will also include snatches.
128	Vehicle crimes per 1,000 population	↓	22.20	22.50	20.25	23.59	Not comparable		22.28	18.98	17.84	16.49	14.94	The actual number of reported crimes in this category fell from 3,894 in 2003/04 to 3,311 in 2004/05, a 15% reduction.
156	Percentage of buildings accessible for disabled people	↑	12.00%	14.00%	15.00%	17.24%	44.44%	III	20.00%	20.00%	20.00%	20.00%	20.00%	This indicator has a strict definition of accessibility which makes it difficult for existing buildings to comply. In these circumstances 20% is a good performance.
157	E-government: Percentage of e-enabled interactions	↑	60.00%	65.00%	80.00%	84.00%	77.08%	I	100.00%	96.60%	100.00%	100.00%	100.00%	The remaining 3.4% of e-enablement of our services is well in hand and will be completed in time for the Government's target date of December 2005.
174	Racial incidents reported per 100,000 population	↓	20.00	6.00	12.00	24.83	Not comparable		26.00	9.74	12.00	13.00	14.00	Additional work needed to address under-reporting.
175	Racial incidents with further action	↑	100.00%	100.00%	60.00%	92.68%	100.00%	III	96.00%	94.12%	100.00%	100.00%	100.00%	No comment.
177	Percentage of authority expenditure on Community Legal Services	↑	Target not set	91.00%	80.00%	94.80%	82.80%	I	94.00%	96.00%	Deleted from 2005/06			No comment.
179	Percentage of planning searches within 10 days	↑	100.00%	100.00%	100.00%	36.00%	100.00%	IV	100.00%	68.20%	100.00%	100.00%	100.00%	In the second half of the year all searches were turned around within 10 days.

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
CORPORATE HEALTH												COMMENTS	
180a (i)	Energy Consumption: Operational Property (Electricity)	↓	Target not set	81.00%	Target not set	78.00%	96.00%	I	100.00%	70.00%	Deleted from the national set - collected as local indicator from 2005/06		BV180a(i) - (70%) 'Excellent' BV180a(ii) - (106%) 'Good'
180a (ii)	Energy Consumption: Operational Property (Fossil fuels)	↓	Target not set	79.00%	Target not set	85.00%	80.00%	II	100.00%	106.00%	Deleted from the national set - collected as local indicator from 2005/06		These ratings have been calculated against the stated percentage for energy efficiency best practice for similar buildings. Please note that the number of sites utilised in the calculation for these performance indicators have varied year by year. The 2004/2005 data is the first to include most of the Council's operational properties and therefore is a more accurate representation of Council wide energy consumption, compared to past results.
225	Actions against domestic violence	↑	New indicator from 2005/06							81.80%	90.90%	100.00%	This indicator assesses the resources and effectiveness of local authority services aiming to help victims of Domestic Violence (DV) and to prevent further DV. It looks at a range of local authority services such as housing, education and the police. It also highlights partnership working and information sharing. This replaces the previous DV indicator (BVPI 176), which only looked at the number of refuge spaces per head of population.
226a	Advice and Guidance services	↑	New indicator from 2005/06							No historical data - target not set			New indicator - target not set.
226b	Advice & Guidance Services – CLS Quality Mark	↑	New indicator from 2005/06							No historical data - target not set			New indicator - target not set.
226c	Advice & Guidance Services: direct provision	↑	New indicator from 2005/06							No historical data - target not set			New indicator - target not set.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			COMMENTS
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
CORPORATE HEALTH													
GS 1	Satisfaction with the Registrar's Service.	↑	85.00%	88.00%	90.00%	90.00%	Local indicator	90.00%	94.00%	90.00%	90.00%	90.00%	No comment.
GS 2	Ring Time - DDI compared to target time of 10 seconds.	↓	10.00	3.00	10.00	6.00	Local indicator	10.00	6.00	10.00	10.00	Target not set	
GS 3	Ring Time - Switchboard compared to target time of 10 seconds.	↓	10.00	10.50	10.00	11.00	Local indicator	10.00	10.00	10.00	10.00	Target not set	
GS 4	Handling Time - Switchboard compared to target time of 20 seconds.	↓	20.00	30.00	20.00	33.00	Local indicator	20.00	36.00	20.00	30.00	Target not set	
GS 5	Percentage of calls unanswered	↓	<20%	37.00%	15.00%	25.70%	Local indicator	5.00%	26.00%	5.00%	5.00%	Target not set	
GS 6	Kensington Town Hall lettings - Actual occupancy compared with target occupancy.	↑	80.00%	61.00%	80.00%	57.00%	Local indicator	80.00%	63.00%	70.00%	70.00%	70.00%	The calculation has been refined; previous year's figures and future targets have been adjusted accordingly. Within the industry 50% is considered acceptable.
GS 7	Kensington Town Hall lettings - Actual income compared with target income.	↑	100.00%	95.00%	100.00%	92.30%	Local indicator	100.00%	89.90%	100.00%	100.00%	100.00%	No comment.
GS 8	Chelsea Old Town Hall lettings - Actual Occupancy compared with target occupancy.	↑	80.00%	58.90%	80.00%	48.10%	Local indicator	80.00%	50.80%	55.00%	55.00%	55.00%	The calculation has been refined; previous year's figures and future targets have been adjusted accordingly. Within the industry 50% is considered acceptable.
GS 9	Chelsea Old Town Hall lettings - Actual income compared with target income.	↑	100.00%	113.00%	100.00%	106.00%	Local indicator	100.00%	81.60%	100.00%	100.00%	100.00%	No comment.
GS 10a	Percentage of searches completed within 5 working days	↑	100.00%	75.00%	100.00%	17.00%	Local indicator	100.00%	38.70%	100.00%	100.00%	100.00%	In the second half of the year 62.2% of searches were turned round within 5 days.
GS 10b	Percentage of searches completed within 1 working day for personal searches.	↑	100.00%	100.00%	100.00%	100.00%	Local indicator	100.00%	100.00%	100.00%	100.00%	100.00%	No comment.
GS 11	The percentage of electoral registration form "A"s returned.	↑	82.00%	85.00%	83.00%	83.50%	Local indicator	84.00%	85.20%	86.00%	87.00%	89.00%	No comment.

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS					
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08			
CORPORATE HEALTH													COMMENTS		
GS 12	Energy Consumption: Operational Property (Electricity)	↓	New from 2005/06						100.00%	100.00%	100.00%			These are the definitions for BVPI 180a (i) and (ii), which are deleted from 2005/06. We have decided to continue to monitor our performance through these local performance indicators. This local indicator has been deleted following a review by the Borough Valuer. This local indicator has been deleted following a review by the Borough Valuer. There has been a good improvement in performance over the last year, getting closer to the target. This indicator is now reported quarterly as part of budget monitoring. This is a good result for 2004/05, exceeding the target of 6%. No comment. A number of new properties have been added to the portfolio in the last year, notably Baseline Studios, which has temporarily increased the number of vacant properties for let. The figures should be within target next year. This indicator on internal operations is transferred to budget outturn reporting, alongside other year-end performance information.	
GS 13	Energy Consumption: Operational Property (Fossil fuels)	↓	New from 2005/06						100.00%	100.00%	100.00%				
VAL 1	Right to buy: net Capital Receipts compared to budget estimate IN £MILLION	↔	£3.00	£5.80	£3.00	£9.64	Local indicator	Deleted from 2004/05							
VAL 2	Right to buy: average number of days to complete	↔	<365	432.00	<365	502.00	Local indicator	Deleted from 2004/05							
VAL 3	Right to buy: offers made outside the three month statutory deadline	↑	0.00	255.00	0.00	400.00	Local indicator	0.00	31.00	0.00	0.00	0.00			
VAL 4	Actual receipts from property disposals (excluding Right to Buy)	↔	£1,500,000	£637,750	£1,500,000	£588,840	Local indicator	Deleted from 2004/05							
VAL 5	Increase in annual rent roll from commercial property	↑	6.00%	6.10%	6.00%	3.00%	Local indicator	6.00%	7.50%	6.00%	6.00%	6.00%			
VAL 6	Commercial rent arrears as a % of rental value	↓	<6.0%	5.60%	<6.0%	5.00%	Local indicator	<6.0%	5.20%	<6.0%	<6.0%	<6.0%			
VAL 7	Number of vacant commercial properties as a % of total portfolio.	↓	<3.0%	4.10%	<3.0%	3.00%	Local indicator	<3.0%	6.20%	<3.0%	<3.0%	<3.0%			
VAL 8	Surplus/Deficit on the Trading Account	↔	0-5%	4.30%	0-5%	7.40%	Local indicator	Deleted from 2004/05							

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

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		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
FINANCE, IS AND PROPERTY													COMMENTS	
8	Percentage of invoices paid on time	↑	75.00%	64.00%	79.00%	79.80%	86.64%	III	80.00%	77.00%	82.00%	84.00%	86.00%	The decrease relates to work in the Financial Services team and within Business Groups to help users clear aged items in workflow. It is anticipated that we will begin to see the benefits of this work in 2005/2006 figures.
9	Percentage of Council Tax collected	↑	96.20%	95.60%	95.70%	95.60%	95.90%	II	96.00%	95.85%	95.00%	95.00%	96.00%	ORC4 Figure is 95.8% - the official figure. New Council Tax system planned for implementation in 2005/06, therefore target for 05/06 reduced to 95.00% and the same for the 2006/07 year.
10	Percentage of non-domestic rates collected	↑	99.00%	99.10%	99.00%	99.25%	99.00%	I	99.00%	99.25%	99.00%	99.00%	99.00%	ORC4 Figure is 99.2% - the official figure.
76a	Housing Benefit Security: Number of claimants visited per 1,000 caseload	↔	New definition from 2003/04		179.00	125.00	343.17	III	210.00	167.00	210.00	210.00	210.00	A 25% increase in the number of visits is required by the DWP for 2005/6.
76b	Housing Benefit Security: Number of investigators per 1,000 caseload	↔	New definition from 2003/04		0.32	0.34	0.38	II	0.40	0.30	0.40	0.40	0.40	0.4 represents the full complement of staff, excluding Intelligence Officers who cannot be counted here.
76c	Housing Benefit Security: Number of investigations per 1,000 caseload	↔	New definition from 2003/04		35.00	20.50	45.00	III	20.00	12.10	16.00	16.00	16.00	Reflects a move to a smaller number of more thorough investigations. Cases sifted and referred by Intelligence Officers do no count toward this PI.
76d	Housing Benefit Security: Number of prosecutions and sanctions per 1,000 caseload	↔	New definition from 2003/04		6.00	2.62	2.97	II	3.50	3.60	4.00	4.50	4.50	Steady but sustainable progress has been made.
78a	Speed of processing new claim to HB/CTB	↓	44.00	46.00	35.00	33.30	41.30	I	34.00	32.00	34.00	32.00	30.00	Major IT implementation in 05/06, but every effort will be made to stay within the CPA excellent limit of 36.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS				
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
FINANCE, IS AND PROPERTY													COMMENTS	
78b	Speed of processing changes of circumstances to HB/CTB	↓	10.00	8.00	8.00	4.60	9.70	I	5.00	6.18	10.00	10.00	10.00	Substantial changes to what counts as Change in Circumstance from 2004/05 onwards. A further change in definition will be effective from October 2005 and a new indicator is expected for 2006/07.
78c	Renewal claims to HB/CTB	↑	84.00%	82.00%	85.00%	80.82%	79.48%	I	Deleted from 2004/05				Deleted.	
79a	Accuracy of HB/CTB claims	↑	96.00%	96.00%	96.00%	97.00%	98.40%	II	97.00%	97.40%	97.00%	97.00%	97.00%	This is the highest level achieved so far.
79b	Accuracy of recovering overpayments	↑	45.00%	37.60%	38.00%	40.30%	44.96%	I	50.00%	41.90%	Definition amended from 2005/06			2003/04 actual data has been revisited and the new reported figure will be verified by the auditor during the 2004/05 annual audit. Indicator changed for 2005/06.
79b (i) from 05/06	Amount recovered as percentage of this year's new debt	↑	New definition from 2005/06								65.00%	65.00%	65.00%	The higher percentage here reflects the fact that income includes some older debts.
79b (ii)	Amount recovered as percentage of total recoverable including old debt	↑	New definition from 2005/06								33.00%	33.00%	33.00%	This is a challenging target, given the difficulty in finding HB debtors.
79b (iii)	Overpayments written off	↔	New definition from 2005/06								Not appropriate to set targets			Not appropriate to set target but expected to be in the region of 5% per annum.
AR 80	Debt outstanding as a proportion of total sundry debt raised.	↓	23.00%	32.70%	38.00%	32.20%	Local indicator		32.00%	21.80%	22.50%	22.50%	22.50%	Older debt has been effectively targeted during 2004/05.
BEN 10	The percentage of new claims for council tax benefit which were processed within 14 days.	↑	97.00%	94.10%	95.00%	95.40%	Local indicator		97.00%	97.20%	97.00%	97.00%	97.00%	90% is the definition of excellent for CPA purposes: 97% will be a challenging target until the new IT system is bedded in.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			COMMENTS
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
FINANCE, IS AND PROPERTY													
BEN 20	The percentage of new claims for housing benefit from local authority tenants which were processed within 14 days.	↑	97.00%	94.10%	95.00%	95.40%	Local indicator	97.00%	97.20%	97.00%	97.00%	97.00%	90% is the definition of excellent for CPA purposes; 97% will be a challenging target until the new IT system is bedded in.
BEN 30	The percentage of new claims for rent allowance paid to tenants within 14 days, or to landlords by the due date.	↑	97.00%	79.10%	95.00%	93.80%	Local indicator	97.00%	97.70%	97.00%	97.00%	97.00%	90% is the definition of excellent for CPA purposes; 97% will be a challenging target until the new IT system is bedded in.
CA 30	Closing of the Borough's accounts - On time (Yes/No)	↔	Yes	Yes	Yes	Yes	Local indicator	Yes	Yes	Yes	Yes	Yes	From 2003/04, closing has been brought forward by 1 month pa from Sep/Dec to Jun/Sep. The target continues to be met.
LT 25	The net cost of collecting council tax per account issued.	↔	£8.00	£7.53	£9.86	£7.58	Local indicator	£7.55	£7.50	£7.85	£8.15	£8.50	2004/05 Actual: Estimate based on budgetted figures as collection fund details not yet complete.
LT 100	The net cost of collecting national non-domestic rates per account issued.	↔	£31.85	£27.59	£32.49	£33.34	Local indicator	£33.50	£34.00	£35.00	£36.25	£37.50	2004/05 Actual: Estimate based on budgetted figures as collection fund details not yet complete.
OWC 90	Number of payments made by BACS as a proportion of the total.	↑	48.00%	49.00%	50.00%	59.00%	Local indicator	60.00%	64.00%	68.00%	70.00%	70.00%	Whilst improvements have been made in this area, the ceiling of economically viable transactions by BACS is now being approached.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS				
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
EDUCATION													COMMENTS	
33	Youth Service expenditure per head of population	↔	£294.43	£214.16	£355.34	£211.91	Not comparable		£218.27	£192.68	Deleted from 2005/06			The fall in 2004/05 is due to the estimated population rise in the 2003 mid-year estimates. The definition for the S52 statement changed in 2003.
34a	Percentage of surplus places in primary schools	↓	11.50%	0.00%	0.00%	4.00%	8.00%	I	0.00%	4%	Deleted from 2005/06			New capacities for 2002/03 and subsequent years have been agreed in accordance with DfES guidelines. The 4% represents one primary school.
34b	Percentage of surplus places in secondary schools	↓	25.00%	0.00%	0.00%	0.00%	0.00%	I	0.00%	0%	Deleted from 2005/06			
38	Percentage of pupil achieving 5 or more A*-C GCSEs	↑	56.00%	56.00%	58.00%	56.00%	55.00%	I	59.00%	56.00%	62.00%	64.00%	Target not set	
39	Percentage of pupil achieving 5 or more A*-G GCSEs	↑	92.00%	89.00%	92.00%	87.00%	90.10%	III	93.00%	88.00%	93.00%	93.00%	Target not set	
40	Percentage of pupil achieving Level 4 or above in KS2 Math tests	↑	78.00%	80.00%	83.00%	79.00%	75.00%	I	85.00%	82.00%	85.00%	85.00%	Target not set	
41	Percentage of pupil achieving Level 4 or above in KS2 English tests	↑	83.00%	81.50%	83.00%	84.00%	77.60%	I	85.00%	86.00%	85.00%	85.00%	Target not set	In 2004, Kensington and Chelsea was the 2nd best performing LEA in the country where the percentages of pupils achieving at the expected standard in the three core subjects of English, Mathematics and Science was aggregated, as was top nationally for value-added since KS1.
43a	Percentage of SEN statements (excluding)	↑	96.00%	96.00%	96.00%	96.40%	100.00%	II	96.00%	92.50%	96.00%	96.00%	96.00%	As there are only small numbers of statements issued, very few can result in a significant change in performance.

INDICATOR		Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
			original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
EDUCATION														COMMENTS
43b	Percentage of SEN statements (including)	↑	65.00%	98.00%	66.00%	73.00%	83.90%	II	67.00%	62.50%	68.00%	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.
44	Number of pupils permanently excluded	↓	1.60	1.20	1.60	1.46	0.84	III	1.60	1.65	Deleted from 2005/06			There are less than 20 permanent exclusions in the Royal Borough each year.
45	Percentage absence in secondary schools	↓	Target not set	8.30%	7.90%	7.40%	7.70%	I	7.40%	7.40%	7.20%	7.20%	7.20%	Targets are as agreed in the Local Public Service Agreement.
46	Percentage absence in primary schools	↓	Target not set	7.20%	6.90%	6.60%	5.40%	III	6.50%	6.20%	6.40%	6.40%	6.40%	
48	Percentage of schools under special measures	↓	0.00%	0.00%	0.00%	0.00%	0.00%	I	0.00%	0.00%	Deleted from 2005/06			No schools are subject to special measures.
159a	Percentage of permanently excluded pupils attending alternative tuition (5 hours or less)	↔	0.00%	0.00%	0.00%	0.00%	Not comparable		0.00%	0.00%	Definition amended from 2005/06			This is a National Target. All permanent excludees 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.
159b	Percentage of permanently excluded pupils attending alternative tuition (6-12 hours)	↔	0.00%	12.50%	0.00%	25.49%	Not comparable		0.00%	23.21%	Definition amended from 2005/06			
159c	Percentage of permanently excluded pupils attending alternative tuition (13-19 hours)	↔	0.00%	10.00%	0.00%	3.92%	Not comparable		0.00%	1.79%	Definition amended from 2005/06			
159d	Percentage of permanently excluded pupils attending alternative tuition (20 hours or more)	↑	0.00%	77.50%	100.00%	70.59%	93.20%	II	100.00%	75.00%	Definition amended from 2005/06			
159 (from 05/06)	Percentage of permanently excluded pupils offered full-time alternative educational provision of 21 hours or more	↑	Definition amended from 2005/06								100.00%	100.00%	100.00%	

INDICATOR		Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
			original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
EDUCATION														COMMENTS
181a	Percentage of pupil achieving Level 5 or above in KS3 results: English	↑	Target not set	72.00%	74.00%	79.00%	73.00%	I	80.00%	80.00%	83.00%	84.00%	Target not set	Targets are as agreed up to 2006/07 with the DfES which expects them to be aspirational. Targets for 2007/08 will be set in conjunction with schools in Spring 2006. Although targets were not met in mathematics, science and ICT, the improvement in mathematics in Kensington and Chelsea between 2003/04 and 2004/05 was greater than the national rise; in science the decline was less than the national fall. For ICT, the DfES Regional Director agreed that the DfES imposed targets were set unrealistically high.
181b	Percentage of pupil achieving Level 5 or above in KS3 results: Maths	↑	Target not set	69.00%	72.00%	72.00%	74.00%	II	80.00%	76.00%	81.00%	83.00%	Target not set	
181c	Percentage of pupil achieving Level 5 or above in KS3 results: Science	↑	Target not set	71.00%	70.00%	72.00%	73.00%	II	74.00%	71.00%	80.00%	81.00%	Target not set	
181d	Percentage of pupil achieving Level 5 or above in KS3 results: ICT Assessment	↑	Definition amended from 2003/04	Target not set	69.00%	72.13%	72.13%	II	85.00%	58.00%	75.00%	77.00%	Target not set	
192a	Quality of teaching: Average days access to relevant training and development	↑	New indicator from 2003/04	Target not set	4.60	4.80	4.80	II	4.00	4.10	Deleted from 2005/06			Targets for these indicators were met in 2004/05.
192b	Quality of teaching: Average number of QTS teachers	↓	New indicator from 2003/04	Target not set	7.20	11.00	11.00	III	7.80	7.80	Deleted from 2005/06			
193a	Schools Budget as a percentage of the Schools Funding Assessment	↔	New indicator from 2003/04	Target not set	103.20%	102.10%	102.10%	I	100.00%	102.00%	Deleted from 2005/06			Targets for these indicators were met in 2004/05.
193b	Percentage increase in Schools Budgets	↔	New indicator from 2003/04	Target not set	104.30%	108.00%	108.00%	II	100.00%	100.00%	Deleted from 2005/06			
194a	Proportion of children level 5 or above, KS2 in English	↑	New indicator from 2003/04	Target not set	32.00%	29.00%	29.00%	I	36.00%	31.00%	35.00%	32.00%	Target not set	Targets are as agreed up to 2006/07 with the DfES which expects them to be aspirational. Targets for 2007/08 will be set in conjunction with schools in Spring 2006.
194b	Proportion of children level 5 or above, KS2 in Maths	↑	New indicator from 2003/04	Target not set	35.00%	31.00%	31.00%	I	35.00%	35.00%	36.00%	36.00%	Target not set	
221a	Participation In and Outcomes From Youth Work: Recorded Outcomes	↑	New indicator from 2005/06								No historical data - target not set			New indicator - target not set.
221b	Participation In and Outcomes From Youth Work: Accredited Outcomes	↑	New indicator from 2005/06								No historical data - target not set			New indicator - target not set.

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
EDUCATION												COMMENTS	
222a	Percentage of leaders of integrated early education and childcare settings with a qualification at Level 4 or above.	↑	New indicator from 2005/06						No historical data - target not set			New indicator - target not set.	
222b	Percentage of leaders of integrated early education and childcare settings which have input from staff with graduate or post graduate training in teaching or child development.	↑	New indicator from 2005/06						No historical data - target not set			New indicator - target not set.	
ED2	Percentage of pupils achieving Level 2 and above in reading at Key Stage 1	↑	83.00%	79.00%	81.00%	80.00%	Local indicator	80.00%	80.00%	Definition amended from 2005/06			Targets are as agreed in the Primary Strategy up to 2004/05. Definition amended from 2005/06.
ED2 (from 05/06)	Percentage of pupils achieving Level 2 and above in English teacher assessments at Key Stage 1.	↑	New definition from 2005/06						No historical data - target not set				
ED3	Percentage of pupils achieving Level 2 and above in writing at Key Stage 1	↑	84.00%	80.00%	79.00%	77.00%	Local indicator	78.00%	81.00%	Definition amended from 2005/06			
ED3 (from 05/06)	Percentage of pupils achieving Level 2 and above in mathematics teacher assessments at Key Stage 1	↑	New definition from 2005/06						No historical data - target not set				
ED4	Percentage of schools maintained by the Authority with serious weakness	↓	0.00%	0.00%	0.00%	0.00%	Local indicator	0.00%	0.00%	0.00%	0.00%	0.00%	No schools have serious weaknesses.
ED5	The percentage of primary school classes with more than 30 pupils in years: i) Reception to two inclusive.	↓	0.00%	0.80%	0.00%	1.70%	Local indicator	0.00%	0.80%	0.00%	0.00%	0.00%	In 2004/05, this represents 31 children in 1 class.
ED6	The percentage of absences in secondary schools that are unauthorised absences.	↓	12.54%	23.00%	20.00%	22.32%	Local indicator	15.00%	14.00%	13.00%	13.00%	13.00%	Targets to 2005/06 reflect the LPSA targets which seek to reduce unauthorised absence relative to authorised absence.

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
EDUCATION													COMMENTS
ED7	The percentage of children in Reception classes with previous nursery experience.	↑	87.00%	88.80%	87.00%	86.00%	Local indicator	89.00%	83.00%	89.00%	89.00%	89.00%	Despite the fact that a large proportion of the resident population do not attend maintained nursery schools, most children entering schools have some prior nursery experience.
ED8	The percentage of primary school classes with more than 30 pupils in years: i) Three to six inclusive.	↓	0.00%	1.20%	0.00%	1.20%	Local indicator	0.00%	0.00%	0.00%	0.00%	0.00%	In 2003/04, this represents 63 children in 2 classes. There were none in 2004/05.
ED9	The percentage of population contact with young people aged 13-19 through youth support and development.	↑	Target not set	27.00%	27.00%	32.00%	Local indicator	27.00%	25.00%	27.00%	27.00%	27.00%	This is an LPSA sub-target, based on a quarterly snapshot.
ED10	The frequency of contact with young people aged 13-19 through youth support and development (NUMBER PER MONTH).	↑	Target not set	5.00	5.50	3.00	Local indicator	6.00	4.00	6.50	6.50	6.50	This is an LPSA sub-target; a snapshot based on attendances per month.
ED11	The percentage of population undertaking adult learning.	↑	Target not set	11.00%	11.50%	3.00%	Local indicator	12.00%	6.00%	Targets not currently available			In 2003/04 a new method of recording was introduced which has improved the accuracy of data; targets from 2005/06 therefore need to be revised to reflect this.
ED12	The percentage take-up rate of playcentres, i.e. places filled/places registered.	↑	Target not set	77.00%	80.00%	72.00%	Local indicator	83.00%	72.00%	85.50%	86.00%	86.00%	Percentage of possible attendances achieved for the year.
ED 13	Percentage of half days missed due to unauthorised absence in secondary schools maintained by the local education authority	↓	1.10%	1.90%	1.50%	1.7%	Local indicator	1.10%	1.00%	1.00%	1.00%	1.00%	Targets to 2005/06 reflect the LPSA targets which seek to reduce unauthorised absence. This local indicator measures performance for one of our LPSA targets on Cost Effectiveness. When the LPSA was agreed this was the current definition for BVPI 45.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR		Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
			original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
EDUCATION													COMMENTS	
ED 14	Percentage of half days missed due to unauthorised absence in primary schools maintained by the local education authority	↓	0.50%	0.90%	0.70%	0.60%	Local indicator	0.50%	0.40%	0.40%	0.40%	0.40%	Targets to 2005/06 reflect the LPSA targets which seek to reduce unauthorised absence. This local indicator measures performance for one of our LPSA targets on Cost Effectiveness. When the LPSA was agreed this was the current definition for BVPI 46.	
ED 16	Average GCSE/GNVQ points score of 15-year-olds in schools maintained by the local education authority	↑	New indicator from 2003/04		Target not set	41.90	Local indicator	43.60	42.20	43.70	50.80	Target not set	Average Point Scores take account of all graded GCSEs (and equivalences) achieved by all pupils. Targets for 2007/08 will be set in conjunction with schools in Spring 2006. This local indicator measures performance for one of our LPSA targets on Cost Effectiveness. When the LPSA was agreed this was the current definition for BVPI 37.	
ED17	The proportion of spaces filled in holiday play provision.	↑	New indicator from 2003/04		Target not set	83.00%	Local indicator	84.00%	89.00%	85.00%	85.00%	86.00%	Percentage of possible attendances achieved during school holidays.	

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS				
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
ENVIRONMENTAL SERVICES													COMMENTS	
82a (i)	Percentage household waste recycled	↑	12.00%	7.53%	14.00%	16.13%	14.30%	I	20.00%	17.69%	29.00%	29.00%	29.00%	The targets are extraordinarily ambitious. While the municipal waste management strategy plan sets out ways to meet this target, exceeding the target is unrealistic. Figures to be confirmed once agreement has been reached with Western Riverside Waste Authority.
82a (ii)	Tonnage of household waste recycled	↑	New definition from 2005/06								17,498	17,760	18,025	These tonnages are based on applying the 29% target to estimates of increased household waste tonnage.
82b (i)	Percentage household waste composted	↑	0.60%	0.35%	0.70%	0.34%	2.78%	IV	2.00%	0.39%	1.00%	1.00%	1.00%	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 business of collecting kitchen waste. Figures to be confirmed once agreement has been reached with Western Riverside Waste Authority.
82b (ii)	Tonnage of household waste composted	↑	New definition from 2005/06								603	612	622	
82c (i)	Percentage household waste used to recover other energy sources	↑	Not applicable for RBKC - only collected by Waste Disposal Authorities										Not applicable.	
82c (ii)	Tonnage of household waste used to recover other energy sources	↑	New definition from 2005/06								Not applicable for RBKC			Not applicable.
82d (i)	Percentage household waste landfilled	↓	Not applicable for RBKC - only collected by Waste Disposal Authorities										Not applicable.	
82d (ii)	Tonnage of household waste landfilled	↓	New definition from 2005/06								Not applicable for RBKC			Not applicable.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS				
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
ENVIRONMENTAL SERVICES													COMMENTS	
84a	Number of kilograms household waste collected per head population	↓	374.00	421.80	374.00	358.50	431.40	I	355.00	340.80	333.40	326.80	321.40	These estimates are based on estimates of increased household waste tonnage and ONS population projections.
84b	Percentage change from previous year	↓	New definition from 2005/06								-2.20%	-1.97%	-1.65%	The decreases year on year show encouraging signs that we are moving in the right direction with this indicator. Estimates are based on assuming a 3 per cent increase in costs. This is slightly higher than Treasury estimates of RPI because the indexation formula in the waste contract is more strongly weighted towards NJC pay settlement, which may well be higher than RPI.
86	Cost of household waste collection per household	↔	£53.21	£45.71	£50.88	£47.02	Not comparable		£50.43	£50.93	£66.77	£68.77	£70.84	
87	Cost of waste disposal per tonne municipal waste	↔	Not applicable for RBKC - only collected by Waste Disposal Authorities										Not applicable.	
91	Percentage of residents served by kerbside recycling	↑	90.00%	89.00%	94.00%	99.70%	100.00%	II	100.00%	100.00%	Definition amended from 2005/06			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.
91a (from 05/06)	Percentage of households served by kerbside recycling (at least one recyclable)	↑	New definition from 2005/06								100.00%	100.00%	100.00%	
91b	Percentage of residents served by kerbside recycling (at least two recyclables)	↑	New definition from 2005/06								100.00%	100.00%	100.00%	

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
ENVIRONMENTAL SERVICES												COMMENTS	
96	Condition of principal roads ('A roads'), represented as the percentage of the network where structural maintenance should be considered.	↓	2.00%	5.30%	2.00%	4.87%	8.77%	I	Target not set	61.06%	Deleted from 2005/06		This indicator is measured using a new mechanical surveying method which has produced completely different results from the previous visual inspection surveying methods. Under the previous method the figure for this indicator would be 3.3% - an improvement on last year. The data are collated for all London Boroughs by the London Borough of Hammersmith and Fulham which has confirmed that these results are inconsistent and do not correlate to previous indicators. This indicator is being replaced by BV 223 from 2005/06 and no future targets are set.
96x	Survey Method for BV 96	↔	Target not set	CVI	Target not set	C	Not comparable		Deleted from 2004/05			Deleted.	
97a	Condition of non-principal roads ('B roads'), represented as the percentage of the network where structural maintenance should be considered.	↓	3.00%	0.00%	3.00%	0.00%	14.33%	I	3.00%	9.10%	Deleted from 2005/06		The apparent deterioration of performance on this indicator coincides with changes in the survey methodology and analysis. Performance in 2003/04 placed the Council well into the top quartile for performance in London which was 8.77. This indicator is being replaced by BV 224a from 2005/06 and no future targets are set.

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
ENVIRONMENTAL SERVICES												COMMENTS	
97b	Condition of unclassified roads, represented as the percentage of the network where structural maintenance should be considered.	↓	Target not set	1.00%	3.00%	3.70%	9.83%	I	3.00%	1.70%	Deleted from 2005/06		This indicator is based on a sample of different roads each year and results are therefore not directly comparable. However, the Council's performance on this indicator has placed us in the top quartile for London for at least the last four years. This indicator is being replaced by BV 224b from 2005/06 and no future targets are set.
99a KSI	Road accident casualties: Pedestrians killed/seriously injured	↓	Target not set	32.68	Target not set	27.86	15.78	IV	Definition amended from 2004/05			Definition amended.	
99a SI	Road accident casualties: Pedestrians slightly injured	↓	Target not set	126.96	Target not set	95.70	52.43	IV	Definition amended from 2004/05			Definition amended.	
99b KSI	Road accident casualties: Pedal cyclists killed/seriously injured	↓	Target not set	13.83	Target not set	13.33	2.93	IV	Definition amended from 2004/05			Definition amended.	
99b SI	Road accident casualties: Pedal cyclists slightly injured	↓	Target not set	69.77	Target not set	56.33	19.19	IV	Definition amended from 2004/05			Definition amended.	
99c KSI	Road accident casualties: two-wheeled motor vehicle users killed/seriously injured	↓	Target not set	23.26	Target not set	26.65	11.43	IV	Definition amended from 2004/05			Definition amended.	
99c SI	Road accident casualties: two-wheeled motor vehicle users killed/seriously injured	↓	Target not set	142.05	Target not set	122.35	48.38	IV	Definition amended from 2004/05			Definition amended.	
99d KSI	Road accident casualties: car users killed/seriously injured	↓	Target not set	19.48	Target not set	16.35	20.37	I	Definition amended from 2004/05			Definition amended.	
99d SI	Road accident casualties: car users slightly injured	↓	Target not set	150.22	Target not set	139.31	176.2	I	Definition amended from 2004/05			Definition amended.	
99e KSI	Road accident casualties: other vehicle users killed/seriously injured	↓	Target not set	5.66	Target not set	5.45	2.84	III	Definition amended from 2004/05			Definition amended.	
99e SI	Road accident casualties: other vehicle users slightly injured	↓	Target not set	31.43	Target not set	38.76	33.58	II	Definition amended from 2004/05			Definition amended.	

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
ENVIRONMENTAL SERVICES												COMMENTS	
99a (i)	Road accident casualties: All Killed/Seriously Injured (KSI): number	↓	Definition amended from 2004/05				Target not set	125	122	119	115		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. The target figures for 2005/06 onwards reflect the minimum reduction in the number of casualties that is required in order to meet the national target. Of the 125 KSI, 9 were fatalities, the remaining 116 being serious injuries which includes broken bones and severe shock.
99a (ii)	All Killed/Seriously Injured (KSI): change on previous year	↓	Definition amended from 2004/05				Target not set	-15.5%	-2.4%	-2.5%	-3.4%		The 15.5% represents a reduction of 23 casualties from the 2003/04 reporting period.
99a (iii)	All Killed/Seriously Injured (KSI): compared to 1994-98 average	↓	Definition amended from 2004/05				Target not set	-26.8%	-28.6%	-30.3%	-32.7%		The 1994-1998 average for KSIs was 171. The 26.8% reduction therefore equates to a casualty saving of 46.

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS				
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
ENVIRONMENTAL SERVICES													COMMENTS	
99b (i)	Children Killed/Seriously Injured: number	↓	Definition amended from 2004/05				Target not set	7	7	7	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. The target figures for 2005/06 onwards reflect the minimum reduction in the number of casualties now required in order to meet the national target. Of the 7 KSI, all were serious injuries which includes broken bones and severe shock. There have been no child fatalities in the borough since 1999.		
99b (ii)	Children Killed/Seriously Injured: change on previous year	↓	Definition amended from 2004/05				Target not set	-41.7%	0.0%	0.0%	-14.3%	The 41.7% represents a reduction of 5 casualties from the 2004/05 reporting period. Because the casualty numbers are fortunately small, a small change in casualty numbers results in a large percentage change.		
99b (iii)	Children Killed/Seriously Injured: compared to 1994-98 average	↓	Definition amended from 2004/05				Target not set	-37.5%	-37.50%	-37.50%	-46.4%	The average casualty figure for 1994 to 1998 was 11. The 37.5% reduction therefore equates to a casualty saving of 4.		

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS				
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
ENVIRONMENTAL SERVICES													COMMENTS	
99c (i)	All Slightly Injured: number	↓	Definition amended from 2004/05				Target not set	717	717	717	717			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 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 2005/06 onwards reflect the minimum reduction in the number of casualties now required in order to meet the national target.
99c (ii)	All Slightly Injured: change on previous year	↓	Definition amended from 2004/05				Target not set	-4.0%	0.0%	0.0%	0.0%			The 4.0% represents a reduction of 30 casualties from the 2004/05 reporting period. The 2010 target has already been met. Accidents resulting in slight injuries will be dealt with in the course of normal work.
99c (iii)	All Slightly Injured compared to 1994-98 average	↓	Definition amended from 2004/05				Target not set	-28.6%	-28.6%	-28.6%	-28.6%			The 1994-1998 average was 1,005. The 28.6% reduction therefore equates to a casualty saving of 288. The 2010 target has already been met. Accidents resulting in slight injuries will be dealt with in the course of normal work.

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS				
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
ENVIRONMENTAL SERVICES													COMMENTS	
100	Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by road works per km of traffic sensitive road.	↓	Target not set	0.00	0.00	0.00	0.00	I	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.
165	Percentage of pedestrian crossings with facilities for disabled people	↑	75.00%	76.00%	85.00%	84.00%	100.00%	IV	96.00%	86.00%	86.00%	86.00%	90.00%	60 out of 70 pedestrian crossing sites in the Borough have facilities for disabled. The ten remaining sites do not, as three 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), and 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 2005/06 and 2006/07 have been amended from 96% to 86%. Facilities for disabled people are installed to comply with the Royal Borough's streetscape policy.

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS				
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
ENVIRONMENTAL SERVICES													COMMENTS	
166a	Environmental health checklist of best practice	↑	90.00%	90.00%	93.00%	93.00%	90.00%	I	96.00%	96.50%	100.00%	100.00%	100.00%	This target will be met when the results of satisfaction surveys with service users are fully acted upon. A new interactive consultation database with a field to describe "outcomes of consultation" will ensure consultation across the Council is acted upon.
166b	Trading standards checklist of best practice	↑	90.00%	90.00%	93.00%	93.00%	100.00%	II	96.00%	100.00%	100.00%	100.00%	100.00%	This increase to 100% is due to improvements in the reporting of consultation results. Results from the Trading Standards customer satisfaction survey were reported to the Lead Member for Environmental Health's Policy Board in April.
178	Percentage of footpaths and rights of way easy to use by public	↑	Not applicable for inner London authorities										Not applicable.	
178x	Type of methodology used for 178	↔	Not applicable for inner London authorities								Deleted from 2005/06		Not applicable.	
180b	Energy Consumption: Average lamp circuit energy for streetlights	↓	Target not set	473.45	Target not set	473.00	109.00	IV	Target not set	Not reported	Deleted from 2005/06			Data for this indicator has not been reported due to the lack of Government guidance. The indicator will be deleted from 2005/06.
186a	Percentage of roads not needing major repair divided by the authority's average structural expenditure per km on the principal road network.	↔	Target not set	9.51	Target not set	9.97	Not comparable		Target not set	2.63	Deleted from 2005/06			These indicators use data from BV 96 (see comments for BV 96). Our performance on these indicators is a function of the amount we spend. This calculation does not reflect the structural expenditure just on principal roads but the total highways expenditure. This is due to conflicting Government guidance. These indicators are being deleted. These figures are subject to external audit of the accounts.
186b	Percentage of roads not needing major repair divided by the authority's average structural expenditure per km on the non-principal road network.	↔	Target not set	50.05	Target not set	48.25	Not comparable		Target not set	46.71	Deleted from 2005/06			

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			COMMENTS	
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
ENVIRONMENTAL SERVICES													COMMENTS	
187	Condition of surface footway represented as a percentage length of the footway network which is "deficient" as defined by a national footway condition index.	↓	Target not set	15.66%	Target not set	16.00%	18.00%	I	Target not set	10.10%	10.00%	10.00%	10.00%	This is a good improvement and reflects the investment made in improving the quality environment for pedestrians on the main roads and shopping centres in the Royal Borough. The target is to remain constant at 10% due similar rates of improvement and deterioration.
199a	Local street and environmental cleanliness: Litter & Detritus. The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level. <i>Please note that BVPIs 199 b and c are collected by Planning and Conservation</i>	↓	New indicator for 2003/04		Target not set	18.20	14.00	II	15.83	10.35	13.43	13.43	13.43	The LPSA target for 2005/06 is 13.43 but the funding runs out in 2006. The challenge (i.e. "the improvement") will be to sustain this enhanced performance without the additional funding.
199d	Local street and environmental cleanliness: Fly-tipping. The year-on-year reduction in total number of incidents, and increase in total number of enforcement actions taken to deal with "fly-tipping" expressed as a grade from 1 "very effective" to 4 "poor".	↑	New definition for 2005/06							No historical data - target not set			Evidence of marked variation between recording practices by similar authorities means that until the dataset is stable it will be difficult to set targets. The Waste Management division is certain that the recorded number of flytips will increase over the next year as recording systems improve.	
215a	Rectification of Street Lighting Faults: (non DNO) represented as the average number of days taken to repair a street lighting fault, which is under the control of the Local Authority.	↓	New indicator for 2005/06							No historical data - target not set			We are unable to set targets for this new indicator at the moment due to a lack of baseline data.	

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
ENVIRONMENTAL SERVICES												COMMENTS	
215b	Rectification of Street Lighting Faults: (DNO) represented as the average time taken to repair a street lighting fault, where response time is under the control of a Distribution Network Operator.	↓	New indicator for 2005/06						No historical data - target not set			We are unable to set targets for this new indicator at the moment due to a lack of baseline data.	
216a	Identifying Contaminated Land: the total number of "sites of potential concern" within the local authority area with respect to contaminated land.	↔	New indicator for 2005/06						1,213.00	1,213.00	1,213.00	The Council has a contaminated land database which includes sites that have been identified as potentially contaminated through their current or past land use. The targets set are the current number of sites identified. The Council will not be actively seeking to increase the number of identified sites as it will be concentrating on gathering information on the sites we have already identified.	
216b	Information on Contaminated Land: Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary as a percentage of all "sites of potential concern".	↑	New indicator for 2005/06						0.00%	0.00%	1.00%	The Council will undertake less than 12 detailed site investigations in the next two years because of cost (i.e. less than 1% of 1,213). As the target must be rounded to the nearest whole number, targets for 2005/06 and 2006/07 are zero despite some investigations being undertaken. Information from planning applications have not been included in the targets and could change these figures.	

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
ENVIRONMENTAL SERVICES													COMMENTS
217	Pollution Control Improvements : Percentage of pollution control improvements to existing installations completed on time.	↑	New indicator for 2005/06						No historical data - target not set			In the Royal Borough this indicator applies to a) petrol stations, b) newly opened dry-cleaners and c) a vehicle re-sprayer. No targets have been set because under current guidance no improvements are required for a) and b) and the vehicle re-sprayer is awaiting assessment to establish baseline data.	
218a	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification.	↑	New indicator for 2005/06						100.00%	100.00%	100.00%	New indicator - the targets reflect our current service specification.	
218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle.	↑	New indicator for 2005/06						100.00%	100.00%	100.00%	New indicator - the targets reflect our current service specification.	
223	Condition of principal roads represented as the percentage of local authority principal road network where structural maintenance should be considered.	↓	New indicator for 2005/06						No historical data - target not set			This indicator replaces BV 96. We are unable to set targets until the results from the two new mechanical methods of surveying replacing the visual inspection method have established a baseline.	
224a	Condition of Non-Principal Classified Roads represented as the percentage of non- principal classified road network where maintenance should be considered.	↓	New indicator for 2005/06						No historical data - target not set			This indicator replaces BV 97a. We are unable to set targets until the results from the two new mechanical methods of surveying replacing the visual inspection method have established a baseline.	
224b	Condition of Unclassified Roads represented as the percentage of the unclassified road network where structural maintenance should be considered.	↓	New indicator for 2005/06						No historical data - target not set			This indicator replaces BV 97b. We are unable to set targets until the results from the two new mechanical methods of surveying replacing the visual inspection method have established a baseline.	

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
ENVIRONMENTAL SERVICES													COMMENTS
ES 1	The percentage businesses in the Royal Borough which are classified as presenting a 'high risk' to the public which were thoroughly inspected at least once during the year.	↔	100.00%	100.00%	100.00%	100.00%	Local indicator	100.00%	100.00%	100.00%	100.00%	100.00%	No comment.
ES 2	The proportion of those requesting a service who get a prompt 'first response', informing them WHO is handling the request, WHAT is going to be done, and HOW LONG it will take to deal with the matter, expressed as a % of all requests for service.	↑	88.00%	94.00%	89.00%	92.00%	Local indicator	Definition amended from 2004/05					Methodology for collecting this data is under review in order to set more rigorous targets that will reflect the new customer service standards.
ES 6	The average number of consumer protection visits per high risk premises per year.	↔	1.00	1.00	1.00	1.00	Local indicator	1.00	1.00	1.00	1.00	1.00	No comment.
ES 7	The average number of consumer protection visits per medium risk premises per year.	↑	0.33	0.23	0.33	0.27	Local indicator	0.33	0.27	0.33	0.33	0.33	We aim to visit medium risk premises every three years.
ES 8	Has the local authority completed a full review and assessment of air quality in its area, including consultation with statutory consultees, in order to determine whether or not an air quality management area has to be designated?	↔	Yes	Yes	Yes	Yes	Local indicator	Yes	Yes	Yes	Yes	Yes	No comment.
ES 9	The percentage of highways that are either of a high or acceptable standard of cleanliness	↑	99.00%	99.00%	100.00%	99.00%	Local indicator	Deleted from 2004/05					This local performance indicator has been replaced by the national indicator BVPI 199a.
ES 10	Swimming pools and sports centres: The number of swims and other visits per 1000 population.	↑	4,734.00	6,723.00	4,900.00	5,702.00	Local indicator	5,100.00	4,620.00	5,320.00	5,320.00	5,320.00	This figure has been affected by the increase in population. In future the indicator will be re-defined as the total number of visits and new targets will be set next year.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
ENVIRONMENTAL SERVICES												COMMENTS	
ES 12	Satisfaction with parks in Kensington and Chelsea	↑	80.00%	85.00%	Collected every 2 yrs	Next collected 2004/05	Local indicator	Not collected in 2004/05	85.00%	Collected every 2 yrs	86.00%	These data will now be collected in July 2004/05 and then every two years and reported in April 2005/06 and then every two years. 2004/05 targets have become 2005/06 targets. The investment planned through the Parks Strategy will begin to affect these figures in 2007/08 but the Strategy will cover a ten year period.	
ES 13	Percentage of people who feel safe in Kensington and Chelsea Parks	↑	85.00%	81.00%	Collected every 2 yrs	Next collected 2004/05	Local indicator	Not collected in 2004/05	85.00%	Collected every 2 yrs	85.00%	These figures almost certainly reflect a problem in two of the Council's parks. The Council is working with the Metropolitan Police to deal with problem youths in the area, and to raise perceptions of safety amongst residents and visitors. Several concerted operations have been undertaken over the past six months, and more are planned during the summer.	
ES 14a	User Satisfaction with sports facilities: Kensington Leisure Centre	↑	77.00%	81.00%	Collected every 2 yrs	Next collected 2004/05	Local indicator	Not collected in 2004/05	81.00%	Collected every 2 yrs	85.00%	The new contractor is expected to improve satisfaction levels but there may be a lag as the contractor invests.	
ES 14b	User Satisfaction with sports facilities: Chelsea Sports centre	↑	64.00%	64.00%	Collected every 2 yrs	Next collected 2004/05	Local indicator	Not collected in 2004/05	64.00%	Collected every 2 yrs	68.00%		
ES 14c	User Satisfaction with sports facilities: Sports Facilities in Parks	↑	74.00%	61.00%	Collected every 2 yrs	Next collected 2004/05	Local indicator	Not collected in 2004/05	63.00%	Collected every 2 yrs	63.00%		
ES 15	Number of collections missed per 100,000 collections of household waste.	↓	40.00	56.57	40.00	69.00	Local indicator	Definition amended from 2004/05			Definition amended.		

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
ENVIRONMENTAL SERVICES													COMMENTS
ES 15	Number of justified complaints of (from 04/05) missed domestic bin/bag collections	↓	New definition from 2004/05					Target not set	634.00	600.00	600.00	600.00	This new definition is more meaningful as it is related to residents' complaints.
ES 16	The percentage of pedestrian crossings with facilities for disabled people.	↑	75.00%	80.00%	85.00%	83.40%	Local indicator	96.00%	86.00%	Measurement only - target not set			Target not set - measurement only. This local indicator is based on an old definition for BV165 (including Zebra crossings) as it forms part of the LPSA on Cost Effectiveness. See comments for BV 165.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS				
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
COMMUNITY HOUSING													COMMENTS	
62	Proportion of unfit private sector dwellings made fit or demolished	↑	1.00%	0.34%	1.00%	0.66%	4.03%	IV	1.00%	17.00%	Deleted from 2005/06			In addition to unfit properties made fit by serving notice under Section 189 of the Housing Act 1985, we have also taken into account unfit properties made fit by using enforcement actions.
64	Number of private sector dwellings returned into occupation	↑	20.00	15.00	20.00	77.00	Not comparable		20.00	37.00	20.00	20.00	20.00	The performance results from the nature of the properties returned to use - they were buildings with multiple units.
176	Domestic refuge places per 10000 population	↑	0.60	0.60	1.20	1.15	1.30	II	1.40	1.09	Deleted from 2005/06			The need to increase services to women escaping domestic violence has been facilitated through the development of floating support services, rather than increasing refuge spaces. An additional 35 floating support spaces are now available and this facilitates more flexible models of working.
183a	Average length of stay in Bed and Breakfast accommodation	↓	Target not set	60.00	0.00	60.00	10.30	IV	0.00	38.15	0.00	0.00	0.00	The average length of stay has been reduced as the Borough has met the target of having no families in shared bed and breakfast accommodation at 31/03/2005.
183b	Average length of stay in hostel accommodation	↓	Target not set	77.00	Target not set	74.00	5.04	IV	Target not set	55.54	Target not set			The average length of stay in hostels has been reduced as more suitable, alternative forms of temporary accommodation are now being used. No target has been set as the number of approaches for advice and assistance fluctuates considerably year on year.
202	Rough Sleepers	↓	New indicator from 2004/05						Target not set	12	12	6	0	The Borough Rough Sleepers Strategy aims to meet the Government target of having "as close to zero as possible rough sleepers in an area" by 2007/08.

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
COMMUNITY HOUSING													COMMENTS
203	Change in families in temporary accommodation	↓	New indicator from 2004/05					Target not set	49.62%	10%	10%	10%	<p>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 shortage of larger accommodation in the Borough will inevitably lead to more families being placed in Temporary Accommodation and the targets set reflect this. The figure of 49.62% is skewed due to a large number of families (128) being accepted as homeless during the year under a Government asylum "Amnesty". Removing these from the dataset results in a percentage increase of 1.13% (3 cases) between 2003/04 (264 cases) and 2004/05 (267 cases).</p>
213	Number of homelessness cases prevented	↑	New indicator from 2005/06							60	60	60	<p>The target of 60 households for BVPI 213 reflects the available data in May 2005. There were 60 acceptances during 2004/05, and it is estimated that 10% (60) found a solution to their problem through housing advice. Monitoring is in place for 2005/06, and the target will be reviewed in the light of the data collected being analysed at the end of the current financial year.</p>

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
COMMUNITY HOUSING													COMMENTS
214	Repeat homelessness	↑	New indicator from 2005/06						No historical data - target not set			Targets for BVPI 214 have not been set as no historic data is currently available. Data is being collected from 01/04/05 and will be analysed throughout 2005/06 to enable targets to be set next year.	
H3	Proportion of Bed and Breakfast and PLA costs recovered through income.	↑	85%	105.0%	95%	127.0%	Local indicator	95%	154%	95%	95%	95%	The statistics relate to the actual costs (rents) paid to the property providers and the income, mainly via Housing Benefit, that is due from the client. It is misleading, as it suggests that a "profit" is made from this activity. A recent calculation proved that when other costs (such as procuring and managing the lettings, and making provision for irrecoverable debts) are taken into account, these costs absorb any surplus.

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS				
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
HOUSING MANAGEMENT													COMMENTS	
63	Energy Efficiency: average SAP rating	↑	60.00	61.00	62.00	64.00	63.00	I	66.00	66.00	68.00	70.00	72.00	The TMO continues to improve the energy efficiency of the Council's dwellings as part of its major works programme. This year's target was achieved.
66a	Local Authority rent collection and arrears: proportion of rent collected	↑	96.00%	94.60%	94.70%	96.10%	96.35%	II	95.70%	96.19%	96.60%	97.00%	97.30%	The TMO achieved over 100% collection rate (excluding the arrears at the beginning of the year) and this saw the total current arrears reduce by £99,000 over the year to the lowest level of arrears in the TMO's history.
66b	Percentage tenants with more than 7 weeks arrears	↓	New definition from 2005/06						No historical data - target not set			New indicator - target not set.		
66c	Percentage tenants with Notices Seeking Possession served	↓	New definition from 2005/06						No historical data - target not set			New indicator - target not set.		
66d	Percentage tenants evicted because of rent arrears	↓	New definition from 2005/06						No historical data - target not set			New indicator - target not set.		
74a	Satisfaction with overall service	↑	70.00%	68.00%	75.00%	70.17%	71.50%	II	Collected every three years		75.00%	Collected every three years	No comment.	
bn	Base number	↔	Target not set	2325.00	Target not set	1423.00	Not comparable				Target not set			
ci	Confidence Interval	↔	Target not set	1.50%	Target not set	1.80%								
74b	Satisfaction with overall service: BME	↑	N/A	61.00%	75.00%	65.75%	67.00%	II	Collected every three years		75.00%	Collected every three years	No comment.	
bn	Base number	↔	Target not set	423.00	Target not set	405.00	Not comparable				Target not set			
ci	Confidence Interval	↔	Target not set	4.10%	Target not set	3.40%								
74c	Satisfaction with overall service: non-BME	↑	N/A	71.00%	75.00%	72.43%	74.00%	II	Collected every three years		75.00%	Collected every three years	No comment.	
bn	Base number	↔	Target not set	1459.00	Target not set	930.00	Not comparable				Target not set			
ci	Confidence Interval	↔	Target not set	2.20%	Target not set	2.40%								

INDICATOR		Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
			original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
HOUSING MANAGEMENT													COMMENTS	
75a	Satisfaction with participation: all	↑	New indicator from 2003/04		60.00%	57.37%	60.25%	I	Collected every three years			65.00%	Collected every three years	No comment.
bn	Base number	↔			Target not set	957.00	Not comparable					Target not set		
ci	Confidence Interval	↔			1.90%									
75b	Satisfaction with participation: ethnic minorities	↑	New indicator from 2003/04		60.00%	57.03%	59.75%	II	Collected every three years			65.00%	Collected every three years	No comment.
bn	Base number	↔			Target not set	208.00	Not comparable					Target not set		
ci	Confidence Interval	↔			3.40%									
75c	Satisfaction with participation: Non-ethnic minorities	↑	New indicator from 2003/04		60.00%	57.00%	61.75%	II	Collected every three years			65.00%	Collected every three years	No comment.
bn	Base number	↔			Target not set	611.00	Not comparable					Target not set		
ci	Confidence Interval	↔			2.40%									
164	Commission for Racial Equality's code of practice in rented housing	↔	Yes	Yes	Yes	Yes	All London 91% Yes		Yes	Yes	Yes	Yes	Yes	No comment.
184a	Proportion of LA homes which were non-decent	↓	56.00%	58.00%	45.00%	57.00%	36.00%	II	32.00%	35.74%	9.00%	0.00%	Target not set	Since the targets were set, the TMO has commissioned a stock condition survey which identified further works needed to achieve the Decent Homes standard. The targets therefore require amending. This year's programme achieved target spend.
184b	Percentage change in the proportion of non decent homes	↑	Target not set	3.40%	11.00%	24.90%	22.30%	I	29.00%	17.82%	72.00%	100.00%	Target not set	Please see above for explanation re need for amending targets. This will be done in July, following the updating of the decent homes information onto the database.
185	Percentage of responsive repair jobs	↑	95.00%	90.30%	95.00%	92.00%	95.60%	II	96.00%	96.58%	Deleted from 2005/06		Performance exceeded target and represents the best performance ever by the TMO.	
211a	Proportion planned / responsive repairs and maintenance	↑	New indicator from 2005/06								No historical data - target not set			New indicator - target not set.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
HOUSING MANAGEMENT												COMMENTS	
211b	Proportion urgent / non-urgent repairs and maintenance	↓	New indicator from 2005/06						No historical data - target not set			New indicator - target not set.	
212	Average time taken to re-let council dwellings	↓	New indicator from 2005/06						24	23	22	No comment.	
H1	Proportion of leasehold service charges collected.	↑	105.00%	101.70%	105.00%	108.00%	Local indicator	105.00%	109.00%	105.00%	105.00%	105.00%	Target exceeded by 4%.
H2	Proportion of leasehold major works charges collected.	↑	80.00%	106.80%	85.00%	43.10%	Local indicator	90.00%	91.30%	50.00%	50.00%	50.00%	Performance exceeded target. The targets for future years have been amended to take into account the fact that the Council has introduced three year payment plans to spread payments for leaseholders.
H4	Proportion of approved housing capital investment programme spent.	↑	100.00%	84.00%	100.00%	100.70%	Local indicator	100.00%	99.00%	100.00%	100.00%	100.00%	No comment.
H5	The percentage of urgent repairs completed within Government time limits	↑	Target not set	89.60%	Target not set	91.00%	Local indicator	95.00%	93.80%	96.00%	97.00%	98.00%	This local indicator measures performance for one of our LPSA targets on Cost Effectiveness. When the LPSA was agreed this was the definition for BVPI 72. Although the challenging target was not met, it did represent the best performance ever by the TMO.

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			COMMENTS	
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
LIBRARIES AND ARTS														
114	Adoption of local authority cultural strategy	↔	N/A for RBKC				100.00%	N/A	Deleted from 2004/05					As part of the "freedoms and flexibilities" awarded to 'excellent' authorities, we are not required to produce a separate Cultural Strategy.
117	Number of visits to libraries per 1,000 population.	↑	6,088.80	7.80	7,800.00	8,071.00	8,071.00	I	7,900.00	7,589.00	Deleted from 2005/06			The decrease in 2004/05 is due to the estimated population rise and a fall in the number of visits.
170a	Number of visits to/usage of museums per 1,000 population	↑	205.20	234.20	286.70	238.81	283.00	II	238.20	208.70	250.40	262.50	272.00	The decrease in 2004/05 is due to the estimated population rise and a fall in the number of visits. There has been a rise in e-mail contact following development of websites.
170b	Number of those visits that were in person per 1,000 population	↑	204.90	232.10	284.60	236.78	164.00	I	236.20	206.40	248.30	260.40	270.00	The increase in this figure is largely due to the appointment of a full-time Education Officer in May 2003.
170c	Number of pupils in organised school trips visiting museums & galleries	↑	200.00	320.00	640.00	943.00	4,412.00	IV	1,000.00	1,938.00	1,400.00	1,500.00	1,600.00	
220	Compliance Against the Public Library Service Standards (PLSS): Composite Library indicator	↑	New indicator from 2005/06							No historical data - target not set			New indicator - target not set.	
ED 1	Total number of electronic workstations available to users in libraries per 1,000 population.	↑	0.5	0.6	0.6	0.6	Local indicator	0.6	0.6	0.6	0.6	0.6	This is a target with the Public Library Standard; in 2004/05 there was a rise in workstations available from 97 to 110.	
ED15	The cost per physical visit to public libraries.	↔	£4.77	£5.09	£4.85	£4.05	Local indicator	£4.65	£4.31	£4.58	£4.72	£4.86	The increase in 2004/05 is due to an increase in expenditure, and a reduction in library visits.	
Arts1	Adoption by the local authority of a policy, strategy and action plan for the arts	↑	New indicator from 2004/05				Local indicator	Target not set	18/24 (Advanced)	20/24 (Advanced)	21/24 (Advanced)	23/24 (Advanced)	These are Audit Commission Local PIs that the Arts Service has chosen to adopt. There are three descriptors which are determined by a point scoring system; these are "Emerging", "Established" and "Advanced".	
Arts2	Range of support provided for artists, arts group and other organisations	↑	New indicator from 2004/05				Local indicator	Target not set	12/21 (Established)	15/21 (Advanced)	16/21 (Advanced)	18/21 (Advanced)		
Arts3	The arts contribute to strategies for educational achievement and lifelong learning	↑	New indicator from 2004/05				Local indicator	Target not set	12/24 (Established)	13/24 (Established)	16/24 (Established)	19/24 (Established)		
Arts4	Spending per head of population on the arts	↑	New indicator from 2004/05				Local indicator	Target not set	£3.62	Targets not currently available				

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - *our performance*

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			COMMENTS
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
LIBRARIES AND ARTS													COMMENTS
Arts5	The local authority has strategies to promote fair access to the arts for disabled people and minority communities	↑	New indicator from 2004/05		Local indicator		Target not set	15/21 (Advanced)	16/21 (Advanced)	18/21 (Advanced)	19/21 (Advanced)	This is a Audit Commission Local PI that the Arts Service has chosen to adopt.	

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS				
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
PLANNING AND CONSERVATION													COMMENTS	
106	Percentage of new homes on previously developed land	↑	100.00%	100.00%	100.00%	100.00%	100.00%	I	100.00%	100.00%	100.00%	100.00%	100.00%	The Borough is totally built up and all land is previously developed. All open spaces are protected from development.
107	Cost of planning per head of population	↔	£21.12	£25.52	£25.60	£26.67	Not comparable		Deleted from 2004/05				No longer an indicator.	
109a	Percentage of major planning applications within 13 weeks	↑	45.00%	35.00%	50.00%	60.00%	59.63%	I	61.00%	63.00%	61.00%	62.00%	63.00%	This is a very difficult target to achieve. National and local targets have been exceeded.
109b	Percentage of minor planning applications within 8 weeks	↑	65.00%	68.00%	70.00%	75.88%	71.55%	I	76.00%	83.00%	79.00%	80.00%	81.00%	Review of processes and procedures has resulted in continued improvement. National and local targets have been exceeded.
109c	Percentage of other planning applications within 8 weeks	↑	65.00%	72.00%	75.00%	79.19%	84.07%	III	80.00%	87.00%	82.00%	83.00%	84.00%	Review of processes and procedures has resulted in continued improvement. National and local targets have been exceeded.
188	Delegation of decisions	↑	90.00%	90.00%	90.00%	93.00%	94.40%	II	Deleted from 2004/05				No longer an indicator though the Council continues to meet the target.	
199b	Local street and environmental cleanliness: Graffiti	↔	New definition for 2005/06						No historical data - target not set				New indicator - target not set.	
199c	Local street and environmental cleanliness: Fly-posting <i>Please note that BVPIs 199 a and d are collected by Environmental Services</i>	↓	New definition for 2005/06						No historical data - target not set				New indicator - target not set.	
200a	Plan Making: Do you have a development Plan?	↔	New indicator from 2003/04	Yes	Yes	All London 42% Yes	Yes	Yes	Definition amended from 2005/06				Definition amended.	
200a (from 05/06)	Plan Making: LDS published this year?	↔	Definition amended from 2005/06						Yes	Yes	Yes		LDS submitted to GOL on 22 March 2005 maintaining a three year rolling programme.	
200b	Plan Making: Are there any proposals?	↔	New indicator from 2003/04	N/A	N/A	All London 55% Yes	N/A	Yes	Definition amended from 2005/06				Definition amended.	

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS				
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
PLANNING AND CONSERVATION													COMMENTS	
200b (from 05/06)	Plan Making: Milestones	↔	Definition amended from 2005/06						N/A	Yes	Yes		Key decision to be signed to bring the LDS into effect, anticipated to be 23 May 2005.	
200c	Plan Making: Monitoring Report	↔	Definition amended from 2005/06						Yes	Yes	Yes		No - Requirement to produce an AMR begins in December 2005.	
204	Appeals against planning applications	↑	New indicator from 2004/05					35.00%	28.00%	35.00%	35.00%	35.00%		2003/04 performance = 30% This new indicator was introduced as the Government was concerned that Local Authorities were issuing refusals just to meet eight-week targets for the determination of planning applications. The vast majority of cases upheld on appeal in this Borough are where an Inspector reached a different aesthetic judgement on a design issue to that of the Council.
205	Quality of service checklist	↔	New indicator from 2004/05					89.00%	72.00%	94.00%	100.00%	100.00%		2003/04 performance = 72% This new indicator was introduced to counter concerns that existing targets were speed driven only. It is considered that the Council will perform well against this indicator.
219a	Total number of conservation areas	↑	New indicator from 2005/06						36.00	36.00	36.00		2004/05 performance = 36.	
219b	Percentage of conservation areas with an up-to-date character appraisal.	↑	New indicator from 2005/06						8.00%	8.00%	8.00%		2004/05 performance = 8% A very low percentage for Conservation Appraisals in the last five years but a very high percentage of Conservation Appraisals with published management proposals. This is being debated at a national level.	
219c	Percentage of conservation areas with published management proposals.	↑	New indicator from 2005/06						94.00%	97.00%	100.00%		2004/05 performance = 92%.	

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
PLANNING AND CONSERVATION													COMMENTS
Local 1	The percentage of appeals where the Council's decision was overturned	↓	25.00%	33.00%	25.00%	30.00%	Local indicator	30.00%	30.00%	Deleted from 2005/06			This local indicator was replaced by national indicator BVPI 204. The Council continues to perform above the national average. The majority of appeals lost by the Council centred on design issues.
Local 3a	Percentage of meaningful responses to Building Regulations Full Plans Applications within: 15 working days	↑	100.00%	99.00%	100.00%	98.00%	Local indicator	100.00%	97.00%	100.00%	100.00%	100.00%	Acceptable. The 3% of applications which did not achieve the target have been analysed and corrective action taken where necessary.
Local 3b	Percentage of meaningful responses to Building Regulations Full Plans Applications within: 10 working days	↑	80.00%	80.00%	82.00%	78.00%	Local indicator	84.00%	84.00%	85.00%	86.00%	87.00%	Target met; target for 2005/06 is achievable. Last quarter of 2004/05 was 87%.
Local 4a	Percentage of building sites visited in 3 months	↑	100.00%	96.00%	100.00%	99.30%	Local indicator	100.00%	99.00%	100.00%	100.00%	100.00%	Target met. Acceptable. These are stretching targets and the performance is considered excellent.
Local 4b	Percentage of building sites visited in 2 months.	↑	Target not set	89.00%	100.00%	98.00%	Local indicator	100.00%	96.00%	100.00%	100.00%	100.00%	Acceptable. These are stretching targets and the performance is considered excellent.
Local 5	The percentage building control costs covered by charges.	↑	100.00%	100.00%	100.00%	91.00%	Local indicator	100.00%	100.00%	100.00%	100.00%	100.00%	Target met. Management action has corrected previous year's underachievement.
Local 6	The percentage of tree applications determined within 6 weeks during the financial year.	↑	90.00%	89.00%	92.00%	85.90%	Local indicator	93.00%	74.00%	94.00%	94.00%	94.00%	The Tree Section has been understaffed due to vacancies which have proved difficult to fill and this has affected turnround times on determining tree applications.

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
PLANNING AND CONSERVATION													COMMENTS
Local 7	The percentage of staff receiving 2 days or more of training during the year.	↑	80.00%	80.00%	85.00%	85.00%	Local indicator	90.00%	77.00%	95.00%	95.00%	95.00%	Professional training for planning officers takes place on a planned, regular basis. The main difficulty is identification of suitable training for support and technical staff, who undergo training for job related needs. The higher profile of e-learning for generic knowledge and skills (such as equalities) will assist support staff in meeting the target. Also, all support staff are to attend team building training during 2005/06.
Local 8	The percentage of investigatory site visits made within 20 working days of receipt of planning enforcement complaint.	↑	100.00%	100.00%	100.00%	100.00%	Local indicator	100.00%	100.00%	100.00%	100.00%	100.00%	Performance against this target remains excellent.
Local 12	Percentage of applications determined within 8 weeks.	↑	65.00%	71.00%	72.00%	77.70%	Local indicator	79.00%	85.00%	80.00%	81.00%	82.00%	This local indicator measures performance for one of our LPSA targets on Cost Effectiveness. When the LPSA was agreed this was the current definition for BVPI 109.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS				
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
SOCIAL CARE - ADULTS													COMMENTS	
52	Cost of services for intensive social care for adults	↔	£539.00	£650.00	£674.00	£668.37	Not comparable		£735.00	£685.00	Deleted from 2005/06			Finance data not yet available following year end.
53	Intensive home care per 1000 population aged 65 or over	↑	14.00	13.60	16.00	13.90	23.74	IV	15.00	15.50	15.50	16.00	16.50	Improved performance due to increased use of extra-sheltered accommodation.
54	Over 65s helped to live at home per 1000 population	↑	99.00	84.00	95.00	90.10	124.00	III	91.00	90.40	91.00	91.00	91.00	The increase in over 65s population affects performance. We are helping more people to live at home than in 2004/05.
56	Percentage of items of equipment delivered within 7 working days	↑	95.00%	95.00%	85.00%	91.00%	88.00%	I	92.00%	91.30%	92.00%	93.00%	94.00%	Performance maintained following commencement of Medequip contract.
58	Percentage of people receiving statements of their needs	↑	92.00%	88.00%	93.00%	93.00%	95.13%	II	93.00%	93.00%	Deleted from 2005/06			Performance maintained.
195	Acceptable waiting time for assessment	↑	New indicator from 2003/04		Target not set	53.10%	70.50%	III	70.00%	73.60%	80.00%	85.00%	90.00%	Target has been exceeded as a result of a coordinated strategy of improve performance.
196	Acceptable waiting time for care packages	↑	New indicator from 2003/04		Target not set	88.40%	88.40%	I	90.00%	92.30%	93.00%	93.00%	93.00%	Performance improved. Target to maintain good performance.
198	Drug Treatment	↔	New indicator from 2003/04		Introduction postponed until 2004/05				Target not set	DoH reports will not be available until August				
201	Direct Payments	↑	New indicator from 2004/05						25.00	56.70	90.00	95.00	100.00	Significant improvement in performance.
SA 1	Clients receiving a review as a percentage of adult and older clients receiving a service	↑	75.00%	67.60%	85.00%	72.00%	Local indicator		75.00%	86.00%	87.00%	88.00%	89.00%	This local indicator measures performance for one of our LPSA targets on Cost Effectiveness. When the LPSA was agreed this was the current definition for BVPI 55. The figure for 2004/2005 is based on the revised RAP definition of 'review'.
SA 2	Spend on agency staff as a percentage of the budget for all care staff	↓	Target not set	19.1%	Target not set	17.27%	Local indicator		Target not set	19.82%	Measurement only - target not set			This local indicator measures performance for one of our LPSA targets on Cost Effectiveness. This indicator was created in 2002/03.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR		Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			COMMENTS
			original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
SOCIAL CARE - ADULTS														
SA 3	Carer assessments	↑	Target not set	N/A	Target not set	8.60	Local indicator	Target not set	10.50	Measurement only - target not set			This local indicator measures performance for one of our LPSA targets on Cost Effectiveness. When the LPSA was agreed this was the current definition for the Department of Health's PAF indicator D42.	

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS				
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08		
SOCIAL CARE - CHILDREN													COMMENTS	
49	Stability of Placements for Looked After Children	↓	10.00%	5.50%	7.00%	8.80%	Not comparable		7.00%	10.8%	10.00%	10.00%	10.00%	RBKC performance remains within the highest band and Key Threshold level for this indicator.
50	Educational qualifications of Looked After Children	↑	75.00%	46.20%	Target not set	45.00%	52.00%	III	50.00%	64.1%	60.00%	62.00%	64.00%	Performance this year well in excess of expectations, hence future targets lower than actual.
51	Cost of services for Looked After Children	↔	£810.00	£867.00	£950.00	£803.00	Not comparable		£909.00	£844.00	Deleted from 2005/06			Target not required as no longer a BVPI from 2005/06.
161	Employment, education and training for care leavers	↑	80.00%	61.80%	75.00%	59.40%	67.80%	II	Target not set	54.8%	60.00%	60.00%	60.00%	The profile of RBKC care leaver population has changed with more 16 and 17 year old asylum seekers being looked after following a Court Judgement. The new cohort of young people are more difficult to engage in education, employment or training.
162	Reviews of child protection cases	↑	100.00%	100.00%	100.00%	100.00%	100.00%	I	100.00%	100.00%	100.00%	100.00%	100.00%	RBKC excellent performance continues, and targets reflect realistic future expectations.
163	Adoptions of children looked after	↑	4.00%	5.20%	Target not set	10.00%	7.60%	I	8.00%	6.20%	8.00%	8.00%	8.00%	Small numbers of children involved mean that this indicator is volatile. RBKC is on course to meet the four year LPSA adoption target in 2006.
197	Teenage Pregnancies	↓	New indicator from 2003/04		-10.00%	-10.60%	-10.60%	I	-12.00%	-35.00%	-15.00%	-20.00%	-25.00%	Performance for the percentage change in number of conceptions to females aged under 18 is -35% compared with the baseline year of 1998.

ROYAL BOROUGH OF KENSINGTON AND CHELSEA - our performance

INDICATOR	Aiming	RBKC PERFORMANCE 2002/03		RBKC PERFORMANCE 2003/04		LONDON TOP QUARTILE PERFORMANCE 2003/04		RBKC PERFORMANCE 2004/05		RBKC TARGETS			
		original target	actual performance	original target	actual performance	top 25% in London	RBKC quartile	original target	actual performance	2005/06	2006/07	2007/08	
SOCIAL CARE - CHILDREN												COMMENTS	
SC 1	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 GNVO (inc Asylum seekers)	↑	75.00%	46.20%	75.00%	36.60%	Local indicator	Target not set	47.50%	Measurement only - not required to set targets			This local indicator measures performance for one of our LPSA targets on Cost Effectiveness. When the LPSA was agreed this was the current definition for BVPI 50.
SC 2	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 or more at that date (inc Asylum seekers)	↑	4.00%	7.80%	5.00%	6.80%	Local indicator	Target not set	4.40%	Measurement only - not required to set targets			This local indicator measures performance for one of our LPSA targets on Cost Effectiveness. When the LPSA was agreed this was the current definition for BVPI 163.
SC 3	Health of children looked after	↑	New local indicator from 2004/05				Local indicator	Target not set	54.80	Measurement only - not required to set targets			This local indicator measures performance for one of our LPSA targets on Cost Effectiveness. When the LPSA was agreed this was the current definition for the Department of Health's PAF indicator C19.
SC 4	Employment, education and training for care leavers	↑	80.00%	61.80%	75.00%	59.40%	Local indicator	Target not set	87.90%	Measurement only - not required to set targets			This local indicator measures performance for one of our LPSA targets on Cost Effectiveness. When the LPSA was agreed this was the current definition for BVPI 161.

Indicator code	Short description	Business Group	Page Number
1a	Community Strategy: Do you have one?	CS	1
1b	Community Strategy: When reviewed?	CS	1
1c	Community Strategy: Reported to community?	CS	1
1d	Community Strategy: If not in place, by when?	CS	1
2a	Equality standard for local government	CS	1
2b	Duty to promote race equality	CS	1
8	Percentage of invoices paid on time	FISP	7
9	Percentage of Council Tax collected	FISP	7
10	Percentage of non-domestic rates collected	FISP	7
11a	Top 5% earners: women	CS	1
11b	Top 5% earners: minority ethnic communities	CS	1
11c	Top 5% earners: with a disability	CS	1
12	Working days lost due to sickness absence	CS	1
14	Percentage of early retirements	CS	1
15	Percentage of ill health retirements	CS	1
16a	Percentage of employees with a disability	CS	2
16b	Percentage of economically active disabled community population	CS	2
16a/ 16b	Ratio: disabled employees compared to population	CS	2
17a	Percentage of minority ethnic employees	CS	2
17b	Percentage of economically active minority ethnic community population	CS	2
17a/ 17b	Ratio: minority ethnic employees compared to population	CS	2
33	Youth Service expenditure	ED	10
34a	Surplus places in primary schools	ED	10
34b	Surplus places in secondary schools	ED	10
38	GCSE performance: A*-C grades	ED	10
39	GCSE performance: A*-G grades, incl. Maths and English	ED	10
40	KS2 Mathematics performance - Level 4	ED	10
41	KS2 English performance - Level 4	ED	10
43a	SEN statements: excluding 'exceptions'	ED	10
43b	SEN statements: including 'exceptions'	ED	11
44	Pupils permanently excluded	ED	11
45	Absence in secondary schools	ED	11
46	Absence in primary schools	ED	11
48	Schools under special measures	ED	11
49	Stability of placements of looked after children	SC	45
50	Educational qualifications of looked after children	SC	45
51	Cost of services for Looked After Children	SC	45
52	Cost of services for intensive social care for adults	SA	43
53	Intensive home care for people aged 65 or over	SA	43
54	Over 65s helped to live at home	SA	43
56	Items of equipment delivered within 7 working days	SA	43
58	Percentage of people receiving statements of their needs	SA	43
62	Proportion of unfit private sector dwellings made fit or demolished	CH	31
63	Energy Efficiency of housing stock	HM	34
64	Number of private sector dwellings returned into occupation	CH	31
66a	Rent collection and arrears recovery: rent collected	HM	34
66b	Rent collection and arrears recovery: 7 weeks arrears	HM	34
66c	Rent collection and arrears recovery: NSPs	HM	34
66d	Rent collection and arrears recovery: evictions	HM	34
74a	Tenant satisfaction with landlord - all	HM	34
74b	Tenant satisfaction with landlord: ethnic minority tenants	HM	34
74c	Tenant satisfaction with landlord: non-ethnic minority tenants	HM	34
75a	Satisfaction with participation opportunities: all	HM	35
75b	Satisfaction with participation opportunities: ethnic minority tenants	HM	35
75c	Satisfaction with participation opportunities: non-ethnic minority tenants	HM	35
76a	Housing Benefit security - number of claimants visited per 1,000 caseload	FISP	7
76b	Housing Benefit security - number of investigators per 1,000 caseload	FISP	7
76c	Housing Benefit security - number of investigations per 1,000 caseload	FISP	7

Indicator code	Short description	Business Group	Page Number
76d	Housing Benefit security - number of prosecutions and sanctions per 1,000 caseload	FISP	7
78a	Speed of processing new claim to HB/CTB	FISP	7
78b	Speed of processing changes of circumstances to HB/CTB	FISP	8
78c	Renewal claims to HB/CTB	FISP	8
79a	Accuracy of HB/CTB claims	FISP	8
79b	Accuracy of recovering overpayments	FISP	8
79b (i) from 05/06	Accuracy of recovering overpayments	FISP	8
79b (ii)	Accuracy of recovering overpayments	FISP	8
79b (iii)	Overpayments written off	FISP	8
82a (i)	Percentage household waste recycled	ES	16
82a (ii)	Tonnage of household waste recycled	ES	16
82b (i)	Percentage household waste composted	ES	16
82b (ii)	Tonnage of household waste composted	ES	16
82c (i)	Percentage household waste used to recover energy	ES	16
82c (ii)	Tonnage of household waste used to recover energy	ES	16
82d (i)	Percentage household waste landfilled	ES	16
82d (ii)	Tonnage of household waste landfilled	ES	16
84a	Household waste collected (kilograms per head)	ES	17
84b	Household waste collected (percentage change)	ES	17
86	Household waste collection (cost)	ES	17
87	Municipal waste disposal costs	ES	17
91	Residents served by kerbside recycling	ES	17
91a (from 05/06)	Kerbside collection of recyclables (one recyclable)	ES	17
91b	Kerbside collection of recyclables (two recyclables)	ES	17
96	Condition of principal roads	ES	18
97a	Condition of non-principal roads	ES	18
97b	Condition of unclassified roads	ES	19
99a KSI	Road safety: Pedestrians killed/seriously injured	ES	19
99a SI	Road safety: Pedestrians slightly injured	ES	19
99b KSI	Road safety: Pedal cyclists killed/seriously injured	ES	19
99b SI	Road safety: Pedal cyclists slightly injured	ES	19
99c KSI	Road safety: two-wheeled motor vehicle users killed/seriously injured	ES	19
99c SI	Road safety: two-wheeled motor vehicle users killed/seriously injured	ES	19
99d KSI	Road safety: car users killed/seriously injured	ES	19
99d SI	Road safety: car users slightly injured	ES	19
99e KSI	Road safety: other vehicle users killed/seriously injured	ES	19
99e SI	Road safety: other vehicle users slightly injured	ES	19
99a (i)	Road accident casualties: All Killed/Seriously Injured: number	ES	20
99a (ii)	All Killed/Seriously Injured: change on previous year	ES	20
99a (iii)	All Killed/Seriously Injured: compared to 1994-98 average	ES	20
99b (i)	Children Killed/Seriously Injured: number	ES	21
99b (ii)	Children Killed/Seriously Injured: change on previous year	ES	21
99b (iii)	Children Killed/Seriously Injured: compared to 1994-98 average	ES	21
99c (i)	All Slightly Injured: number	ES	22
99c (ii)	All Slightly Injured: change on previous year	ES	22
99c (iii)	All Slightly Injured compared to 1994-98 average	ES	22
100	Temporary road closure	ES	23
106	New homes on previously developed land	PC	39
107	Cost of planning per head of population	PC	39
109a	Planning applications: major applications	PC	39
109b	Planning applications: minor applications	PC	39
109c	Planning applications: other applications	PC	39
114	Adoption of local authority cultural strategy	LA	37
117	Number of visits to libraries per 1000 population	LA	37
126	Domestic burglaries per 1,000 household	CS	2
127a	Violent offences committed by a stranger per 1,000 population	CS	2

Indicator code	Short description	Business Group	Page Number
127a (new 05/06)	Violent crime per 1,000 population	CS	2
127b	Violent offences committed in a public place per 1,000 population	CS	2
127c	Violent offences committed in connection with licensed premises per 1,000 population	CS	2
127d	Violent offences committed under the influence per 1,000 population	CS	2
127e (127b from 05/06)	Robberies per 1,000 population	CS	3
128	Vehicle crimes per 1,000 population	CS	3
156	Buildings accessible to people with a disability	CS	3
157	E-government: e-enabled interactions	CS	3
159a	Alternative tuition - 5 hours or less	ED	11
159b	Alternative tuition - 6-12 hours	ED	11
159c	Alternative tuition - 13-19 hours	ED	11
159d	Alternative tuition - 20 hours or more	ED	11
159 (from 05/06)	Alternative tuition - 21 hours or more	ED	11
161	Employment, education and training for care leavers	SC	45
162	Reviews of child protection cases	SC	45
163	Adoptions of children looked after	SC	45
164	Commission for Racial Equality's code of practice in rented housing	HM	35
165	Pedestrian crossings with facilities for disabled people	ES	23
166a	Environmental health checklist of best practice	ES	24
166b	Trading standards checklist of best practice	ES	24
170a	Visits to/usage of museums per 1,000 population	LA	37
170b	Visits to museums in person per 1,000 population	LA	37
170c	Visits to museums and galleries by pupils in organised groups	LA	37
174	Racial incidents reported per 100,000 population	CS	3
175	Racial incidents resulting in further action	CS	3
176	Domestic refuge places per 10,000 population	CH	31
177	Expenditure on Community Legal Services	CS	3
178	Footpaths and rights of way easy to use by public	ES	24
179	Standard searches within 10 days	CS	3
180a(i)	Energy Consumption: Operational Property (Electricity)	CS	4
180a(ii)	Energy Consumption: Operational Property (Fossil fuels)	CS	4
180b	Energy Consumption: streetlights	ES	24
181a	KS3 English performance - Level 5	ED	12
181b	KS3 Mathematics performance - Level 5	ED	12
181c	KS3 Science performance - Level 5	ED	12
181d	KS3 ICT performance - Level 5	ED	12
183a	Length of stay in temporary accommodation - B&B	CH	31
183b	Length of stay in temporary accommodation - hostel	CH	31
184a	Non-decent local authority dwellings	HM	35
184b	Non-decent local authority dwellings - change	HM	35
185	Percentage of responsive repair jobs	HM	35
186a	Roads not needing major repair: Principal road network	ES	24
186b	Roads not needing major repair: non-Principal road network	ES	24
187	Condition of surface footway	ES	25
188	Delegation of decisions	PC	39
192a	Quality of teaching: access to relevant training and development	ED	12
192b	Quality of teaching: number of QTS teachers	ED	12
193a	Schools Budget as a percentage of the SFA	ED	12
193b	Increase in Schools Budgets	ED	12
194a	KS2 English performance - Level 5	ED	12
194b	KS2 Mathematics performance - Level 5	ED	12
195	Acceptable waiting time for assessment	SA	43
196	Acceptable waiting time for care packages	SA	43
197	Teenage pregnancies	SC	45
198	Drug-users in treatment	SA	43
199a	Local street and environmental cleanliness (litter)	ES	25
199b	Local street and environmental cleanliness (graffiti)	PC	39

Indicator code	Short description	Business Group	Page Number
199c	Local street and environmental cleanliness (fly-posting)	PC	39
199d	Local street and environmental cleanliness (fly-tipping)	ES	25
200a	Plan Making: development plan?	PC	39
200a (from 05/06)	Plan Making: LDS published this year?	PC	39
200b	Plan Making: Are there any proposals?	PC	39
200b (from 05/06)	Plan Making: Milestones	PC	40
200c	Plan Making: Monitoring Report	PC	40
201	Direct payments of benefits	SA	43
202	Number of rough sleepers	CH	31
203	Number of families in temporary accommodation	CH	32
204	Planning appeals	PC	40
205	Quality of planning services' checklist	PC	40
211a	Delivery of repairs and maintenance service - planned repairs	HM	35
211b	Delivery of repairs and maintenance service - urgent and emergency repairs	HM	36
212	Average time to re-let local authority housing	HM	36
213	Housing advice service: preventing homelessness	CH	32
214	Repeat homelessness	CH	33
215a	Rectification of street lighting faults (non-DNO)	ES	25
215b	Rectification of street lighting faults (DNO)	ES	26
216a	Identifying contaminated land	ES	26
216b	Information on contaminated land	ES	26
217	Pollution control improvements	ES	27
218a	Abandoned vehicles (investigation)	ES	27
218b	Abandoned vehicles (removal)	ES	27
219a	Conservation areas - number	PC	40
219b	Conservation areas - character appraisals	PC	40
219c	Conservation areas - management plans	PC	40
220	Public library service standards checklist	LA	37
221a	Participation in and outcomes from youth work: recorded outcomes	ED	12
221b	Participation in and outcomes from youth work: accredited outcomes	ED	12
222a	Quality of early years and childcare leadership - leaders	ED	13
222b	Quality of early years and childcare leadership: postgraduate input	ED	13
223	Condition of principal roads	ES	27
224a	Condition of non-principal roads	ES	27
224b	Condition of unclassified roads	ES	27
225	Actions against domestic violence	CS	4
226a	Advice and guidance services: total expenditure	CS	4
226b	Advice and guidance services: CLS quality mark	CS	4
226c	Advice and guidance services: direct provision	CS	4
AR 80	Debt outstanding as a proportion of total sundry debt raised.	FISP	8
Arts1	Adoption by the local authority of a policy, strategy and action plan for the arts	LA	37
Arts2	Range of support provided for artists, arts group and other organisations	LA	37
Arts3	The arts contribute to strategies for educational achievement and lifelong learning	LA	37
Arts4	Spending per head of population on the arts	LA	37
Arts5	Strategies to promote fair access to the arts	LA	38
BEN 10	The percentage of new claims for council tax benefit which were processed within 14 days.	FISP	8
BEN 20	The percentage of new claims for housing benefit from LA tenants processed on time	FISP	9
BEN 30	The percentage of new claims for rent allowance paid on time	FISP	9
CA 30	Closing of the Borough's accounts - On time (Yes/No)	FISP	9
ED 1	Electronic workstations available to users in libraries	LA	37
ED 13	Half days missed due to unauthorised absence in secondary schools	ED	14
ED 14	Half days missed due to unauthorised absence in primary schools	ED	15
ED 16	Average GCSE/GNVQ points score of 15-year-olds	ED	15
ED10	Frequency of contact with young people	ED	14
ED11	Adult learning	ED	14
ED12	Take-up rate of playcentres	ED	14

Indicator code	Short description	Business Group	Page Number
ED15	The cost per physical visit to public libraries.	LA	37
ED17	Spaces filled in holiday play provision	ED	15
ED2	KS1 Reading performance - Level 2	ED	13
ED3	KS1 Writing performance - Level 2	ED	13
ED4	Schools with serious weakness	ED	13
ED5	Primary school classes with 30+ pupils (Reception to Yr 2)	ED	13
ED6	Unauthorised absences in secondary schools	ED	13
ED7	Children in Reception classes with nursery experience	ED	14
ED8	Primary school classes with 30+ pupils (Years 3 to 6)	ED	14
ED9	Contact with young people	ED	14
ES 1	'High risk' businesses thoroughly inspected	ES	28
ES 10	Swimming pools and sports centres	ES	28
ES 12	Satisfaction with parks	ES	29
ES 13	% of people who feel safe in parks	ES	29
ES 14a	Satisfaction with Kensington Leisure Centre	ES	29
ES 14b	Satisfaction with Chelsea Sports centre	ES	29
ES 14c	Satisfaction with sports facilities in parks	ES	29
ES 15	Collections of household waste missed	ES	29
ES 15 (from 04/05)	Number of justified complaints of missed domestic bin/bag collections	ES	30
ES 16	The percentage of pedestrian crossings with facilities for disabled people.	ES	30
ES 2	Prompt 'first response' to service request	ES	28
ES 6	Consumer protection visits to high risk premises	ES	28
ES 7	Consumer protection visits to medium risk premises	ES	28
ES 8	Review and assessment of air quality	ES	28
ES 9	Clean highways	ES	28
GS 1	Satisfaction with the Registrar's Service	CS	5
GS 10a	Searches completed within 5 working days	CS	5
GS 10b	Searches completed within 1 working day for personal searches	CS	5
GS 11	Electoral registration form "A"s returned	CS	5
GS 2	Ring Time - DDI	CS	5
GS 3	Ring Time - Switchboard	CS	5
GS 4	Handling Time - Switchboard	CS	5
GS 5	Calls unanswered	CS	5
GS 6	Kensington Town Hall lettings - occupancy	CS	5
GS 7	Kensington Town Hall lettings - income	CS	5
GS 8	Chelsea Old Town Hall lettings - occupancy	CS	5
GS 9	Chelsea Old Town Hall lettings - income	CS	5
H1	Proportion of leasehold service charges collected.	HM	36
H2	Proportion of leasehold major works charges collected.	HM	36
H3	Proportion of Bed and Breakfast and PLA costs recovered through income.	CH	33
H4	Proportion of approved housing capital investment programme spent.	HM	36
H5	The percentage of urgent repairs completed within Government time limits	HM	36
Local 1	The percentage of appeals where the Council's decision was overturned	PC	41
Local 12	Percentage of applications determined within 8 weeks.	PC	42
Local 3a	Planning responses within: 15 working days	PC	41
Local 3b	Planning responses within: 10 working days	PC	41
Local 4a	Percentage of building sites visited in 3 months	PC	41
Local 4b	Percentage of building sites visited in 2 months.	PC	41
Local 5	The percentage building control costs covered by charges.	PC	41
Local 6	The percentage of tree applications determined within 6 weeks during the financial year.	PC	41
Local 7	The percentage of staff receiving 2 days or more of training during the year.	PC	42
Local 8	Investigatory site visits made on time	PC	42
LT 100	The net cost of collecting national non-domestic rates per account issued.	FISP	9
LT 25	The net cost of collecting council tax per account issued.	FISP	9
OWC 90	Number of payments made by BACS as a proportion of the total.	FISP	9
SA 1	Clients receiving a review as a percentage of adult and older clients receiving a service	SA	43

Indicator code	Short description	Business Group	Page Number
SA 2	Spend on agency staff as a percentage of the budget for all care staff	SA	43
SA 3	Carer assessments	SA	44
SC 1	Educational qualifications of children looked after	SC	46
SC 2	Adoptions of children looked after	SC	46
SC 3	Health of children looked after	SC	46
SC 4	Employment, education and training for care leavers	SC	46
VAL 1	Right to buy: net Capital Receipts compared to budget estimate	CS	6
VAL 2	Right to buy: average number of days to complete	CS	6
VAL 3	Right to buy: offers made outside the three month statutory deadline	CS	6
VAL 4	Actual receipts from property disposals (excluding Right to Buy)	CS	6
VAL 5	Increase in annual rent roll from commercial property	CS	6
VAL 6	Commercial rent arrears as a % of rental value	CS	6
VAL 7	Number of vacant commercial properties as a % of total portfolio	CS	6
VAL 8	Surplus/Deficit on the Trading Account	CS	6