




Best Value Performance Indicators

APPENDIX

Traffic lights indicate performance against either CSCI bandings (for social care indicators), or local target as follows:

 This indicator is used in the CPA assessment

 On or exceeding target
 Slightly below target (up to 15%)
 Significantly below target

BV no	Description	Actual 2005/06	Target 2006/07	Actual 2006/07	Traffic light	Target 2007/08	Target 2008/09	Target 2009/10	Comments
Adults' & Housing Services									
63	Energy Efficiency - average SAP rating of local authority owned dwellings	64	65	64	Amber	65	66	67	
184a	Percentage of local authority homes which were non-decent at 1 April	48	47	47	Green	66	41	23	This indicator shows the position at the start of each year, 184b records what has happened during the year. Thus a higher percentage change in 184b is reflected by a greater decrease in 184a in the following year. The converse is also true.
184b	Percentage change in % of non-decent homes in financial year	8.5	15	6.9	Red	46.8	48.8	82.6	A late start on the capital works programme meant that not as many properties as planned were completed in the year. The majority are scheduled for completion in June 2007.
212	Average time taken to relet local authority housing	42	35	32	Green	29	29	29	
74	Percentage of local authority housing tenants satisfied with overall service provided by landlord:								Satisfaction targets were set 3 years ago when the council was planning to establish an Arms Length Management Organisation. This survey confirmed tenants' view that the most important parts of the service are repairs and the quality of their homes. The new corporate property maintenance contract will improve the quality of the repair service.
74a	All tenants	-	85	70	Red	-	-	-	
74b	Ethnic minority tenants	-	85	69	Red	-	-	-	
74c	Non-ethnic minority tenants	-	85	73	Red	-	-	-	
75	Percentage of local authority housing tenants satisfied with opportunities for participation in management and decision making in relation to housing services provided by the council as landlord:								
75a	All tenants	-	57	54	Amber	-	-	-	An independent tenant advisor has been appointed. The Housing Corporation is funding work around tenants' right to manage. Estate action days are planned on estates without Tenants' and Residents' Associations. Where Associations exist, the council is working more closely with them to improve
75b	Ethnic minority tenants	-	57	54	Amber	-	-	-	

BV no	Description	Actual 2005/06	Target 2006/07	Actual 2006/07	Traffic light	Target 2007/08	Target 2008/09	Target 2009/10	Comments
75c	Non-ethnic minority tenants	-	57	54	Amber	-	-	-	service delivery.
64	The number of private sector vacant dwellings that were returned into occupation or demolished during 2006/07 as a direct result of action by the local authority.	405	350	252	Red	250	250	250	Performance in 2005/6 was unusually high owing to a project resulting in the creation of 70 new dwellings from vacant commercial space. The target for 2006/7 was set on the assumption of continuing the success rate of the "Finder's Fee" direct letting service but this has not been sustainable.
164	Does the authority follow the CRE Code of Practice in rented housing and the Good Practice Standards for social landlords on tackling harassment?	Yes	Yes	Yes	Green	Yes	Yes	Yes	
202	The number of people sleeping rough on a single night within the borough	1	11	1	Green	5	5	5	
183a	Average length of stay in bed & breakfast accommodation for households which include dependant children or a pregnant woman and which are unintentionally homeless and in priority need (weeks)	1	1	4	Red	3	3	3	This measure relates to 8 households, of whom 6 are now in permanent council housing and 2 made their own arrangements. Performance is related to the reduction in procurement of temporary accommodation to meet Government targets and a shortage of "finder's fee" properties in the private sector.
183b	Average length of stay in hostels for specified households (as 183a) (weeks)	8.49	9	12	Red	11.5	11.5	11.5	This indicator in effect measures historic performance and reflects 38 households who were in hostels between 1999 and 2003.
203	Percentage change in average number of families which include dependant children or a pregnant woman, placed in temporary accommodation, compared with the average from the previous year	-11.47	-9	-5.84	Red	-5.84	-6.94	-6.94	The reduction has not been as great as planned owing to an increase in the number of families we have a duty to accommodate, a shortage of "finder's fee" properties (above) and a lack of available council accommodation.
213	Number of households who considered themselves as homeless who approached the council's housing advice service and housing advice casework intervention resolved their situation (per 1,000 households)	12	12	11	Amber	10	10	10	Amended figures for 2005/6 and targets.
214	Proportion of households accepted as statutorily homeless by the same authority within the last two years	0.83	1.68	0	Green	2	2	2	Amended figure for 2005/6.

BV no	Description	Actual 2005/06	Target 2006/07	Actual 2006/07	Traffic light	Target 2007/08	Target 2008/09	Target 2009/10	Comments
195	Percentage of new older clients for whom the waiting time for assessment was acceptable (PAF D55)	84.1	85	85	Green	90	90	90	
196	Percentage of clients receiving all services in care packages within four weeks of completion of assessment (PAF D56)	71.5	85	83.3	Amber	85	85	85	
201	Number of adults and older people receiving Direct Payments, per 100,000 population aged 18 or over (PAF C51)	65.9	90	70	Amber	100	100	100	CSCI Amber (fair) banding. Little growth in Direct Payments is due to a combination of difficulty in finding people to carry out the work for the rates available; reviews of service users against criteria resulting in some being found ineligible; and the complexity of the application process, which acts as a disincentive. A new initiative is expected to increase numbers in 2007/8.
53	Number of households receiving intensive home care per 1,000 population aged 65 or over (PAF C28)	18.6	20	13.4	Green	12	12	12	CSCI light green (good). A complete review of cases and strict application of eligibility criteria resulted in many care packages being reduced. Further reduction is likely and is reflected in targets.
54	Number of older people helped to live at home per 1,000 population aged 65 or over (PAF C32)	80.5	84	69.2	Amber	80.5	80.5	80.5	CSCI orange (ask questions). Similar comments apply as for BV53 above. In addition, some clients withdrew in advance of charges for service planned for 2007/8.
56	Percentage of items of equipment delivered within 7 working days (PAF D54)	75	85	84.4	Green	90	90	90	
	Community & Environment								
156	The percentage of local authority owned buildings open to the public in which all public areas are suitable for and accessible to disabled persons.	53	70						<i>data/targets awaited</i>
126	Domestic Burglaries recorded per 1,000 households	19.3	17.6	15.8	Green	15.43	15.43	15.43	
127a	Violent Offences committed per 1,000 population	19.2	15.7	17.9	Amber	-	-	-	Police have not set a Violent offences target that can be aligned with the definition of Violent offences under BV127a.
127b	Robberies recorded per 1,000 population	4.1	3.2	3.6	Amber	3.18	3.18	3.18	
128	Vehicle Crime recorded per 1,000 population	13.2	12	12.4	Amber	9.35	9.35	9.35	

BV no	Description	Actual 2005/06	Target 2006/07	Actual 2006/07	Traffic light	Target 2007/08	Target 2008/09	Target 2009/10	Comments
174	Number of racial incidents recorded by the authority, per 100,000 population	129.38	130	165.89	Green	170	170	170	Targets based on previous actual but performance tends to be less predictable. New complaints system and Third Party Reporting are likely to lead to higher figures.
175	Percentage of racial incidents which resulted in action	60.81	60	99.72	Green	99	99	99	A review of recording by schools has resulted in many more incidents being identified as acted upon.
165	Percentage of pedestrian crossings with facilities for disabled people	100	100	100	Green	100	100	100	
166a	Best practice checklist score - Environmental Health	100	100	100	Green	100	100	100	
166b	Best practice checklist score - Trading Standards	100	100	100	Green	100	100	100	
199a	Percentage of streets & land below standard - litter & detritus	31	25	34	Red	25	25	25	Service levels have reduced as a consequence of budget reductions.
199b	Percentage of streets & land below standard - graffiti	15	15	8	Green	15	15	15	Graffiti control has been very successful. Budget reductions mean that graffiti is no longer removed from private property adjoining the highway, which may impact on this indicator.
199c	Percentage of streets & land below standard – flyposting	1	1	1	Green	1	1	1	
199d	Effectiveness of action against flytipping	n/a	Good			Very effective	Very effective	Very effective	Data for Actual 2006/7 awaited from DEFRA
89	Percentage of residents satisfied with cleanliness standards (3-yearly survey)	-	70	56 (+/-3)	Red	-	-	-	Reduced levels of satisfaction reflect the significant reduction in the service budget in 2006/7.
215a	Average time to repair street lighting which is under the control of the local authority (days)	2.79	5	2.52	Green	5	5	5	Contractor's response times have proved much better than contract limit.
215b	Average time to repair street lighting where response time is under the control of a Distribution Network Operator (days)	13.4	14	13.73	Green	14	14	14	
216a	Contaminated land – number of sites of potential concern	563	550	542	Green	540	520	500	
216b	Percentage of sites of potential concern with sufficient detailed information to decide whether remediation of the land is necessary	1	1	3.8	Green	1	1	1	Revised working method and an upturn in redevelopment of brownfield sites have improved performance.
217	Percentage of pollution control improvements to existing installations completed on time	100	100	100	Green	100	100	100	
218a	Percentage of new reports of abandoned vehicles investigated within 24 hours	81.5	100	94.06	Amber	87.5	90	90	Lower targets reflect a reduced resource available.

BV no	Description	Actual 2005/06	Target 2006/07	Actual 2006/07	Traffic light	Target 2007/08	Target 2008/09	Target 2009/10	Comments
218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to do so	100	100	100	Green	90	90	90	
106	Percentage of new homes built on previously developed land	100	100	100	Green	100	100	100	
109a	Percentage of major planning applications determined within 13 weeks	51	60	72.9	Green	60	60	60	The realignment of resources within Development Management and revision of processes has significantly improved efficiency and led to all targets being exceeded. The council expects to have the designation as Planning Standards Authority removed, but this will not occur till 2008/9.
109b	Percentage of minor planning applications determined within 8 weeks	72	65	71.4	Green	65	65	65	
109c	Percentage of other planning applications determined within 8 weeks	91	80	85.6	Green	80	80	80	
204	Percentage of appeals allowed against the authority's decision to refuse planning permission	50	28	41	Red	33	30	28	Existing Planning policies are currently under review as part of the Local Development Framework process, which should improve success rate over time.
205	Quality of planning service checklist score (%)	83.33	89	*	-	90	100	100	*Actual 2006/7 awaited as the result of an e-planning audit carried out in Mar/Apr 07 not yet available.
111	Percentage of planning applicants satisfied with the service (3-yearly survey)	-	70	55 (+/- 7)	Red	-	-	-	Turnaround times had been unreliable at the time of the survey and the council was designated as a Planning Standards Authority. These problems have since been addressed - see 109a-c.
219a	The number of Conservation Areas in the local authority area	28	28	28	Green	28	28	28	
219b	The percentage of Conservation Areas with an up to date character appraisal	11	28	32	Green	50	80	100	
219c	The percentage of Conservation Areas with published management proposals	0	18	32	Green	50	80	100	An early completion and revised advice from English Heritage resulted in more proposals being completed than anticipated.
200a	Did the local planning authority submit the local development scheme (LDS) by 28/3/2005 and thereafter maintain a 3 year rolling programme?	Yes	-	Yes	Green	Yes	Yes	Yes	The LDS was amended in November 2006. Further changes are required and will be addressed in summer 2007.
200b	Has the local planning authority met the milestones which the current LDS sets out?	No	-	Yes*	Green	Yes	Yes	Yes	*The current LDS was adopted in November 2006. Some of the milestones in the previous scheme were missed.
200c	Did the local planning authority publish an annual report by 31 December each year?	Yes	Yes	Yes	Green	Yes	Yes	Yes	
220	Compliance against the Public Library Service Standards	9	9	8	Amber	8	7	7	

BV no	Description	Actual 2005/06	Target 2006/07	Actual 2006/07	Traffic light	Target 2007/08	Target 2008/09	Target 2009/10	Comments
118	Percentage of library users who found the book they wanted to borrow or the information they were looking for and were satisfied (3-yearly survey) -								These results surpassed their targets and confirm a high level of satisfaction with library services, reflecting the investment made by the council.
118a	Users who found book to borrow	-	70	83.5	Green	-	-	-	
118b	Users who found information they wanted	-	65	71.6	Green	-	-	-	
118c	Users satisfied with library overall	-	90	90.6	Green	-	-	-	
119b	Percentage of residents satisfied with libraries (3-yearly survey)	-	69	75 (+/-2)	Green	-	-	-	

BV no	Description	Actual 2005/06	Target 2006/07	Actual 2006/07	Traffic light	Target 2007/08	Target 2008/09	Target 2009/10	Comments
170a	Number of visits to museums/galleries per 1,000 population (includes web visits)	336	400	324	Red	420	441	463	The museum was closed for nearly two months, when the managing organisation went into liquidation, and was then re-opened part-time. This has reduced the number of visits possible. In addition, restoration works to the adjacent Manor House made access difficult.
170b	Museum/gallery visits that were made in person per 1,000 population	101	138	92	Red	145	152	160	
170c	Pupils visiting museums/ galleries in school groups	1155	1161	248	Red	1219	1280	1344	
119c	Percentage of residents satisfied with museums/galleries (3-yearly survey)	-	32	23	Red	-	-	-	See above.
119d	Percentage of residents satisfied with theatres/concert halls (3-yearly survey)	-	37	25	Red	-	-	-	
119e	Percentage of residents satisfied with parks and open spaces (3-yearly survey)	-	67	68	Green	-	-	-	The significant improvement in satisfaction rating for this service since 2003/4 reflects the council's substantial investment in parks.
119a	Percentage of residents satisfied with sport and leisure facilities and events (3-yearly survey)	-	50	47	Amber	-	-	-	
99	Road Accident Casualties -								
99a(i)	Number Killed or Seriously Injured (KSI) - all	83	80	76	Green	72	68	64	Ongoing investment in road safety education, implementation of a number of Safe Routes to School and 20mph zone schemes around schools has been very successful, exceeding expectations.
99a(ii)	% change in all KSI since previous year	-4.8	-3.6	-3.8	Green	-5.3	-5.6	-5.9	
99a(iii)	% change in all KSI since 1994-98 average	-32	-34.3	-38	Green	-41	-44	-47	
99b(i)	Number KSI - children under 16	12	11	4	Green	4	4	4	
99b(ii)	% change in children KSI since previous year	-29	-8.3	-67	Green	0	0	0	
99b(iii)	% change in children KSI since 1994-98 average	-39	-44.4	-80	Green	-80	-80	-80	
99c(i)	Number - slight injury - all	625	606	564	Green	558	552	546	
99c(ii)	% change in slight injury number since previous year	5	-3	-10	Green	-1	-1	-1	
99c(iii)	% change in slight injury number since 1994-98 average	-14	-16.7	-22	Green	-23	-24	-25	
100	Number of days traffic controls in place on traffic sensitive roads per km	0.62	0.6	0.77	Red	0.8	0.8	0.8	Higher than anticipated owing to more extensive works being needed in Station Road than foreseen, and to additional schemes being implemented.
178	Percentage of rights of way footpaths easy to use by the public	100	100	100	Green	100	100	100	
187	Percentage of surface footways (categories 1, 1a and 2) where structural maintenance should be considered	14.71	21	19	Green	14	20	13	

BV no	Description	Actual 2005/06	Target 2006/07	Actual 2006/07	Traffic light	Target 2007/08	Target 2008/09	Target 2009/10	Comments
223	The percentage of the principal road network where structural maintenance should be considered	13	12	10	Green	12	11	10	Additional funds from TfL meant that more works on the principal road network were possible.

BV no	Description	Actual 2005/06	Target 2006/07	Actual 2006/07	Traffic light	Target 2007/08	Target 2008/09	Target 2009/10	Comments
224a	The percentage of the non-principal classified road network where structural maintenance should be considered	4	3.9	7	Red	12	11	10	The 2006/7 actual represents the second year of a new survey methodology. Most carriageway resurfacing in 2005/6 was carried out after the survey had taken place so did not reflect till 2006/7.
224b	The percentage of the unclassified road network where structural maintenance should be considered	12.68	12	12	Green	11	10	9	
225	Actions against domestic violence – percentage complete against checklist	73	100	91	Amber	100	100	100	
82ai	Percentage of household waste recycled	13.64	13.9	14.7	Green	18	19	20	
82aii	Tonnes of household waste recycled	13930	14000	15005	Green	18000	19000	20000	
82bi	Percentage of household waste sent for composting	12.3	16.1	13	Red	17	18	20	Problems with contamination of Brown Bin waste meant that many loads were redirected to landfill. Enforcement action has now reduced the rejection rate from 60% to 7%.
82bii	Tonnes of household waste sent for composting	13312	16500	13265	Red	17000	18000	20000	See above.
82ci	Percentage of household waste used for energy recovery	0	0	0	-	0	0	0	
82cii	Tonnes of household waste used for energy recovery	0	0	0	-	0	0	0	
82di	Percentage of household waste sent to landfill	73.4	70	72.3	Amber	65	63	60	
82dii	Tonnes of household waste sent to landfill	74905	71500	73808	Amber	65000	63000	60000	
84a	Kilograms of household waste collected per head of population	484	511	477	Green	482	487	492	
84b	Percentage change in kg of household waste collected per head since previous year	-3	5.58	-1.45	Green	1.05	1.04	1.03	
86	Cost of waste collection per household (£)	78.72	98.42						<i>actual and targets awaited</i>
91a	Percentage of population served by kerbside collection of recyclables (one recyclable)	80	81	85.6	Green	90	95	98	Estimated outturn 2006/7.
91b	Percentage of population served by kerbside collection of recyclables (2+ recyclables)	80	81	85.6	Green	90	95	98	
90a	Resident satisfaction with household waste collection (3-yearly survey)	-	70	56 (+/-3)	Red	-	-	-	The reduced satisfaction rate reflects early problems with changes in the service, which were experienced shortly before the survey and which have since been corrected.
90b	Resident satisfaction with recycling facilities (3-yearly survey)	-	85	57 (+/-3)	Red	-	-	-	As for 90a.
90c	Resident satisfaction with civic amenity site (3-yearly survey)	-	80	75 (+/-3)	Amber	-	-	-	

BV no	Description	Actual 2005/06	Target 2006/07	Actual 2006/07	Traffic light	Target 2007/08	Target 2008/09	Target 2009/10	Comments
	Children's Services								
161	The ratio of the percentage of those young people looked after on 1 April in their 17th year (age 16) who were engaged in education, training or employment at the age of 19 to the percentage of young people in the population who were so engaged at age 19 (PAF A4)	0.95	0.95	0.87	Green	0.95	0.95	0.95	CSCI "dark green" banding. Actual denominator based on 2005 Labour Force Survey, as required.
162	Percentage of child protection cases due for review in the year that were reviewed (PAF C20)	100	100	96.2	Amber	100	100	100	
163	Children Looked After adopted during the year as a percentage of those who, at 31 March, had been looked after for 6 months or more (PAF C23)	5.7	8	2.7	Red	8	8	8	A number of adoption cases were delayed due to highly contested Court Proceedings and additional assessments ordered. Current cases are on track to meet 2006/7 target, reflecting the positive impact of the council's partnership with Coram.
181a	Percentage of 14-year olds achieving Level 5 or above in Key Stage 3 English	82	79	80	Green	82	82	Set in Autumn 2007	
181b	Percentage of 14-year olds achieving Level 5 or above in Key Stage 3 Maths	79	79	81	Green	80	82	Set in Autumn 2007	
181c	Percentage of 14-year olds achieving Level 5 or above in Key Stage 3 Science	73	76	74	Amber	78	78	Set in Autumn 2007	
181d	Percentage of of 14 year olds achieving Level 5 or above in Key Stage 3 ICT	65	77	60.5	Red	75	75	Set in Autumn 2007	Targets were originally set for Harrow on an assumption of matching performance in other subjects but this predated national development of assessment and testing. As this is still changing, target setting must be viewed as developmental.
194a	Percentage of 11 year olds achieving Level 5 or above in Key Stage 2 English	28	41	39	Amber	41	41	Set in Autumn 2007	
194b	Percentage of 11 year olds achieving Level 5 or above in Key Stage 2 Maths	36	41	38	Amber	41	41	Set in Autumn 2007	
38	Percentage of pupils aged 15 with 5+ GCSEs A*-C	61.3	64	64	Green	67.5	68.2	Set in Autumn 2007	
39	Percentage of pupils with 5+ GCSEs A*-G including English & Maths	90.6	95	91.8	Amber	95	95	95	
40	Percentage of pupils achieving Level 4 or above in Key Stage 2 Maths	78	85	79	Amber	85	85	Set in Autumn 2007	

BV no	Description	Actual 2005/06	Target 2006/07	Actual 2006/07	Traffic light	Target 2007/08	Target 2008/09	Target 2009/10	Comments
41	Percentage of pupils achieving Level 4 or above in Key Stage 2 English	82	85	85	Green	85	85	Set in Autumn 2007	
43a	Percentage of statements of Special Educational Need prepared within 18 weeks, excluding "exceptions to the rule" under the SEN Code of Practice	99	100	98.9	Amber	100	100	100	
43b	Percentage of statements of Special Educational Need prepared within 18 weeks, including "exceptions to the rule"	98	90	99.2	Green	95	95	95	
45	Percentage of half days missed due to absence in secondary schools	6.47	6.9	6.55	Green	6.78	6.16	Set in Autumn 2007	
46	Percentage of half days missed due to absence in primary schools	5.37	4.7	5.78	Red	4.7	4.7	Set in Autumn 2007	Primary schools absence rates in Harrow have mirrored an upward trend nationally, against a challenging local target. Overall the trend has been significantly downward since 2002/3 and Harrow ranks 5th lowest in London. Harrow's "unauthorised" rate ranks in the best 5% nationally.
222a	Percentage of leaders in early years/childcare settings qualified at level 4 or above	19.54	26	37	Green	41	48	50	
222b	Percentage of leaders in early years/childcare settings which have input from staff with relevant graduate or postgraduate training	12	12	20	Green	0.15	0.18	0.22	
221a	Percentage of young people aged 13-19 gaining a recorded outcome compared with the percentage of young people in the borough participating in youth work	81	83	80	Amber	80	80	81	Recorded outcomes may be evidenced by the young person and their youth worker. Accredited outcomes (221b below) are subject to independent verification or externally assessed by an awarding body.
221b	Percentage of young people aged 13-19 gaining an accredited outcome compared with the percentage of young people in the borough participating in youth work	4	7	7	Green	5	4	5	Increased actual in 2006/7 reflects increased demand for Duke of Edinburgh Award Scheme.
49	Stability of placements of Children Looked After by reference to the percentage looked after on 31 March with three or more placements in the year (PAF A1)	19	16	13.8	Green	12	10	-	Targets as in Local Area Agreement running to 2009.
50	The percentage of young people leaving care aged 16 or over with at least one GCSE at grade A*-G or a GNVQ (PAF A2)	42	57	38	Amber	62	65	-	CSCI Amber banding. The small size of the cohort means wide fluctuations in the percentage can occur. NVQ vocational qualifications are specifically excluded here. Forward targets are as in the Local Area Agreement running to 2009.

BV no	Description	Actual 2005/06	Target 2006/07	Actual 2006/07	Traffic light	Target 2007/08	Target 2008/09	Target 2009/10	Comments
197	Percentage change in number of conceptions amongst 15-17 year olds	24	-15	11	Red	-1	-2	-3	Figures improved significantly between years although fell well short of target. This data relates to 2005, since when resources have increased and several new initiatives have taken place, including "clinic in a box" which was commended nationally.
Strategy and Business Support									
3	Percentage of residents satisfied with the overall service provided by the council (3-yearly survey)	-	60	42 (+/-3)	Red	-	-	-	This result fell significantly below target and is attributable in part to the service problems at 82a above. The council's improvement plan addresses areas of customer dissatisfaction and we expect to see strong improvement in this indicator.
4	Percentage of complainants who were satisfied with complaints handling (3-yearly survey)	-	-	24 (+/-4)	-	-	-	-	Since the time of the survey the council has implemented a new complaints system that will enable better tracking and faster resolution of complaints.
8	Percentage of invoices paid on time	85.25	86	80.75	Amber	95	96	97	Transfer to a new IT system affected performance in 2006/7 but future years' targets reflect the capability of the new system.
9	Percentage of Council Tax collected in year	97.05	97	96.96	Green	97.15	97.25	97.25	
10	Percentage of non-domestic rates collected in year	97.43	98	97.58	Green	98	98.15	98.15	
2a	Equality Standard for Local Government - level attained by the authority	3	4	4	Green	4	5	5	
2b	Duty to promote racial equality - score against checklist	84.2	94.4	74	Red	84	100	100	Some improvements but some other criteria no longer met, e.g. 3-year Racial Equality Scheme and satisfaction and complaint ratings. An improvement plan is in place.
11a	The percentage of the top 5% of earners in the authority that are women	30.79	35	37.04	Green	39	41	43	
11b	The percentage of the top 5% of earners in the authority that are from ethnic minorities	13.67	15	17.46	Green	18.5	19.75	21.5	
11c	The percentage of the top 5% of earners in the authority with a disability (excluding those in maintained schools)	2.48	3.25	4.01	Green	4.5	5	5.5	

BV no	Description	Actual 2005/06	Target 2006/07	Actual 2006/07	Traffic light	Target 2007/08	Target 2008/09	Target 2009/10	Comments
12	The average number of days lost per employee due to sickness	10.08	8.88	10.34	Red	9.5	8.7	7.92	Performance has worsened and this is now a major focus. Forward targets have been set with a view to reaching the present top quartile for London in 2009/10.
14	The percentage of employees taking early retirement (excluding ill health)	0.77	0.45	1.34	Red	2.5	1	1	More early retirements occurred in 2006/7 and, in the context of a current organisational review, budget savings and the associated change management programme, it is expected that more will occur.
15	The percentage of employees retiring on grounds of ill health	0.25	0.35	0.34	Green	0.35	0.35	0.35	
16a	The percentage of employees declaring that they meet the disability definition in the Disability Discrimination Act 1995	2.59	3.25	2.34	Red	3	3.25	3.5	The number of staff declaring a disability decreased from 163 to 156. Given limited recruitment in the year, this is mainly through turnover. However, the database for calculating this PI changed mid year, giving better quality data, but potentially also contributing to the variance.
16b	The percentage of economically active disabled people in the borough	11.1	-	11.1	-	-	-	-	Targets are not required for this figure, which is taken from Census data.
17a	The percentage of employees from minority ethnic communities	32.25	34	37.09	Green	39	41	42	
17b	The percentage of the economically active population of the borough that are from ethnic minorities	42.7	-	42.7	-	-	-	-	Targets are not required for this figure, which is taken from Census data.
66a	Rent collected as a percentage of rents owed on Housing Revenue Account dwellings	97.95	98.1	96.62	Amber	98.2	98.5	99	
66b	Percentage of housing tenants with more than 7 weeks of rent arrears	15.56	14	6.67	Green	6	5.5	5.5	The actual 2006/7 is based on improved reporting and provides a more accurate indication of performance.
66c	Percentage of housing tenants served with Notices Seeking Possession for rent arrears	26.66	28	23.98	Green	21.93	19.93	17.06	
66d	Percentage of housing tenants evicted as a result of rent arrears	0.14	0.17	0.04	Green	0.18	0.18	0.18	Timely preventative work meant that only 3 tenants were evicted, compared with an assumption of 9.
76a	Housing Benefit Security - the number of claimants visited per 1,000 caseload	232	200	206	Green	-	-	-	Indicator deleted 2007/8.
76b	Number of Benefit fraud investigators employed per 1,000 caseload	1.28	1.28	1.24	Amber	1	1	1	

BV no	Description	Actual 2005/06	Target 2006/07	Actual 2006/07	Traffic light	Target 2007/08	Target 2008/09	Target 2009/10	Comments
76c	Number of Benefit fraud investigations per 1,000 caseload	15.11	15.11	12.65	Red	13	13	13	A drop of 16% in the number of investigations is counterbalanced by an increase of 32% in sanctions, which confirms that work is being more effectively targeted.
76d	Number of successful sanctions per 1,000 Benefits caseload	3.65	4.25	4.87	Green	4.25	4.25	4.25	
78a	Average number of days to process new Benefits claims	22	22	21	Green	20	20	19	
78b	Average number of days to action Changes of Circumstances for Benefit claims	5	5	3	Green	4	4	4	Better use of IT and changed working methods have enabled significant improvement in turnaround.
79a	Percentage of cases where Housing and Council Tax benefit was correctly calculated	99.2	99	99.2	Green	99	99	99	
79bi	Housing Benefit overpayments recovered as a % of all Housing Benefit overpayments identified during the year	60	62	68	Green	65	67	68	
79bii	Housing Benefit overpayments recovered as a % of the total debt outstanding at the start of the period plus overpayments identified during the year	27.89	32	28.14	Amber	30	31	32	
79biii	Housing Benefit overpayments written off as a % of the total debt outstanding at the start of the period plus overpayments identified during the year	2.01	2.5	24.8	-	2.5	2.5	2.5	A significant amount of debt was written off under bad debt provisions.
80	Percentage of Benefits applicants surveyed (3 yearly survey) who were satisfied with -								
80a	Contact/access facilities in the benefits office	-	80	76 (+/- 3)	Amber	-	-	-	These indicators show significant improvement since 2003/4, with overall satisfaction exceeding expectation. Variations between individual headings can be attributed to specific circumstances at the time.
80b	Service in the benefits office	-	80	80 (+/-4)	Green	-	-	-	
80c	Telephone service	-	80	54 (+/-7)	Red	-	-	-	
80d	Staff in the benefits office	-	80	79 (+/-3)	Amber	-	-	-	
80e	Clarity of forms etc	-	80	69 (+/-4)	Amber	-	-	-	
80f	Time taken for a decision	-	80	77 (+/-3)	Amber	-	-	-	
80g	Overall satisfaction	-	80	82 (+/-3)	Green	-	-	-	
226a	Total amount spent by the authority on advice and guidance services provided by external organisations	-	-	*	-	*	*	*	* The authority is currently unable to report these figures

BV no	Description	Actual 2005/06	Target 2006/07	Actual 2006/07	Traffic light	Target 2007/08	Target 2008/09	Target 2009/10	Comments
226b	Percentage of monies spent on advice and guidance service provision which was given to organisations holding the CLS Quality Mark at "General Help" level and above	-	-	*	-	*	*	*	as above
226c	Total amount spent on advice and guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public	-	-	*	-	*	*	*	as above